

# 2023 OUR IMPACT IN NUMBERS

Who works at  
**UNITING COMMUNITIES?**

**1,103 employees** worked to enrich lives and unite communities across South Australia.

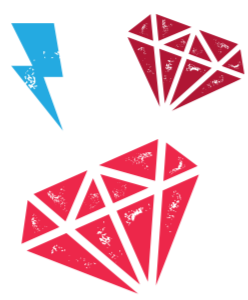
**388 volunteers** gave their talents and time to support our life-changing work.



## INDIVIDUALS AND FAMILIES

**1,126** people received therapeutic counselling support through **4,595** sessions.

**741** young people and their families got support through Ruby's to resolve their differences.



**144** young people avoided homelessness through Ruby's, and **82%** were reunified with their families.

**135** families were coached through Family by Family to make positive changes.



**133** people built meaningful relationships through Community Connections.



**21** new parents empowered to reunify with their young children through Newpin.



## YOUNG PEOPLE

**506** regional young people supported through **1,956** sessions and **52** groups with headspace Mt Gambier.



**418** young people got help through Streetlink to tackle their alcohol and other drug use.



**83%** of Streetlink clients reported reduced psychological distress, and **75%** reported increased quality of life.

**364** young people accessed health and wellbeing support through Streetlink's medical clinic.

## OLDER PEOPLE

**3,381** home support assessments provided by our Regional Assessment Service across South Australia to help older people connect with care.



**252** people received legal support and advice through UC Law Centre's Elder Abuse Unit.



**Over 2,500** older people and their families supported to stay at home longer through our Community Aged Care services.



**191** Residential Aged Care rooms across two aged care facilities provided a home for older people in need of ongoing care.

## ABORIGINAL AND TORRES STRAIT ISLANDER PEOPLES

**6.9%** of people supported by Uniting Communities identify as Aboriginal or Torres Strait Islander.



**204** group and community activities hosted for Aboriginal and Torres Strait Islander people through Aboriginal Community Connect.\*



**95%** of Aboriginal and Torres Strait Islander people were no longer sleeping rough at the end of their time with Kurlana Tampawardli.\*



**86%** of Aboriginal and Torres Strait Islander people who experienced homelessness were in long-term accommodation by the end of their time with Kurlana Tampawardli.\*

## PEOPLE ON THE PATH TO RECOVERY

**1,768** people supported on their path to recovery through over **16,000** sessions with New ROADS.



**394** Aboriginal and Torres Strait Islander people supported on the path to recovery through **3,204** sessions with Aboriginal Community Connect.\*

## PEOPLE EXPERIENCING HOMELESSNESS

**36,789** phone calls to Homeless Connect SA from people seeking support out of homelessness.



**5,848** referrals to connect people experiencing homelessness with further support.



**381** instances of emergency accommodation provided.



## PEOPLE WITH DISABILITIES

**216** people got support through UC Law Centre's Disability Advocacy Service.



**120** people with disabilities received over **47,726** hours of support through our NDIS Services.

## PEOPLE WITH COMPLEX MENTAL HEALTH NEEDS

**215** people received community-based mental health support through Individual Psychosocial Rehabilitation and Support Services.



**17** residents with complex mental health needs took part in our Chrysalis Forensic Mental Health service.

**100%** of Chrysalis participants received case management support to help them prepare to live independently, and **41%** secured long-term housing in the community.

## PEOPLE EXPERIENCING CRISIS

**67,858** calls to Lifeline Australia from Help Seekers across South Australia.



**36,187** calls from Help Seekers across Australia were answered by Lifeline Adelaide.



**212** volunteer Crisis Supporters spent **12,680** hours on the phone with Help Seekers across Australia.

## LGBTQIA+ PEOPLE

**101** LGBTQIA+ people and their families supported through Bfriend, including **20%** new clients.



**44** community events attended by Bfriend to provide a warm welcome for **2,351** LGBTQIA+ people.

**14** Bfriend social groups and **10** workplace training sessions delivered to foster inclusion for LGBTQIA+ people.

\* Jul-Dec 2023