

As an organisation committed to true sustainability, Wesley Mission has a clear and agreed strategy that drives activity, underpinned by Christian leadership, good management and a solid, accountable structure. Wesley Mission Corporate Services upholds its objectives and its people with excellent systems and sound advice.

The result is a house built on rock, standing firm, and providing shelter for those it protects.

### The technology that makes a difference

The Information Technology Group seeks to establish improved processes, tools and services across Wesley Mission as we implement our strategic vision. This year we carried out a review of telecommunications requirements to maintain and improve the quality of services and to establish a long-term partnership with a provider that will enable us to do our job more effectively and economically.

We have also seen the completion of major website redevelopments for Vision Valley and Wesley Conference Centre as well as the replacement of the PABX at Head Office.

Implementing the Wesley Aged Care system is bringing together administration, client billing, government funding submissions, and prudential management. This has enabled streamlined processes and better financial reporting, improving quality of service and financial performance for this major component of Wesley Mission's work.

Similarly Wesley Employment Services is now equipped with new systems to provide an enhanced offering through improved management of employer relations and better follow-up with job-seekers when they are first placed in a job.

### Setting a clear course

Wesley Mission's Business Planning and Analysis team provides leadership and operational oversight for planning, budgeting, performance reporting and commercial analysis. We operate in partnership across the organisation to drive clear financial and commercial objectives in all aspects of our operations.

Our team provides appropriate financial and business modelling on new business opportunities or current business operational issues. Our clear analysis of the financial performance of Wesley Mission's operations, with effective review of opportunities, risks and strategy, has enabled us to facilitate and lead the annual budget planning and implementation process.

In order to achieve our goals, we are developing methodologies and a planning cycle that is linked to annual operating plans, helping to provide a greater focus on revenue planning, revenue growth and revenue-generating opportunities.

### Knowing where we stand financially

Financial Operations manages Wesley Mission's transactional processing, such as accounts receivable and payable, cash management, capital expenditure and asset management. We are constantly reviewing accounting policy and process in order to improve efficiency and deliver more effective services.

We are responsible for the essential areas of acquittal reporting to funding bodies and review and management of Wesley Mission's investment policy. In the past year we have tendered for new external auditors and have managed the transition to the new auditor.

We have commenced a strategic project to update Wesley Mission's financial management software, appointing a project manager and a business analyst to help guide this critical process over the next two to three years.

## Operating as a legal entity

Wesley Legal Services provides the corporate legal services to support and sustain the work of Wesley Mission, such as corporate advice and assistance in risk management.

Corporate legal services include contracts and agreements, leases, licences, sale and purchase of property, insurance, litigation, administration of estates, registration of trademarks and business names, copyright, privacy, child protection, provision of documents to courts and tribunals, and training and advice on legal issues and legislative requirements.

## Regeneration and renewal

Advanced, environmentally sustainable water-saving technologies employed by the Cottee Orchard over recent years proved to be highly valuable in the current drought conditions. Since 1973, principally under the management of the late Harold S Cottee, the Orchard has returned in excess of \$3m to Wesley Mission for Family and Community Services.

The Cottee Orchard almond re-development eight-year plan was successfully completed this year while a new variety of mandarin has been developed and is currently being registered for domestic and international promotion.

## Taking care of our own

The Property Group is an integral link between Wesley Mission's Executive and our many property development, project and maintenance matters. We advise on the acquisition, sale and rental of properties as well as the construction of new buildings and the maintenance and refurbishment of existing buildings, plant and equipment.

In the past year we have been engaged in obtaining council approval for the development of new assisted living and independent living accommodation at Dalmar and Walker Aged Care facilities and commenced council dealings with regard to Frank Vickery Village development.

As well as commencing work for a new lift at Alan Walker Village, we resumed planning of building and resources at Edward Eager Lodge and rejoiced in the completion of the main building expansion plans at Mangrove Mountain. We also saw finalisation of the sale negotiations of Castle Hill properties and the purchase of offices in T1 Norwest Park to replace them.

## Heading into 2009 and beyond

The Corporate Services Group will continue to integrate strategic, operational and resource planning. We face key decisions in the near future as we consider new business opportunities and capital development, the implementation of a new telecommunications contract, setting key business objectives for a new financial system and upgrading an ageing technology infrastructure.

Major development work at our Aged Care facilities will be a big part of the coming year, as will be management of council approval processes and office fit-outs due to the exit of staff at Blacktown, Dalmar, Mascot, Castle Hill, Norwest, Wesley Hospital and Surry Hills.

As we establish a reporting framework to measure our operations' efficiency and effectiveness, we will review the financial staffing structure, prepare for the next three years of employment contracts, integrate aged care bond systems with existing software and achieve improved timing for the production of financial reports.