

Wesley Mission addresses tough

issues that can severely impact people's lives—mental health, gambling, suicide, addictions and financial stress. We are committed to providing professional therapy and support for the most disadvantaged in our communities.

Acute mental health care

Wesley Hospitals at Ashfield and Kogarah are mental health facilities that offer an extensive range of in-patient and day patient services.

The 38-bed Wesley Hospital Ashfield saw a 22 per cent increase in general psychiatric admissions in 2010/11 to attain an occupancy of 79 per cent, mostly related to alcohol and drug treatments, and the 30-bed Kogarah facility attained an occupancy of 90 per cent for the year.

Ashfield has received a grant of \$2.69m and Kogarah a grant of \$2.9m to build clinical training facilities. It is expected that this facility will be completed by July 2012. This will support placement and training for student doctors, nurses and allied health.

Wesley Mission was also successful in a tender to Health Workforce Australia for \$350,000 to deliver nurse training. The first groups of students from the University of Technology Sydney were welcomed by the hospitals in March.

The hospitals also benefited from participation in a benchmarking group with other independent private hospitals. This provided the opportunity to discuss management issues and compare results in areas such as finance, clinical indicators and incidents.

Caring in the hardest of times

Established 48 years ago, Lifeline Sydney & Sutherland provides 24-hour crisis telephone counselling. In the year under review, Lifeline increased the number of telephone counsellors at Ashfield and made significant improvements at its three sites.

The high calibre of volunteer trainees achieved the best results since new national training was introduced.

During the year, Lifeline Sydney & Sutherland answered 20,424 calls and graduated 91 new telephone counsellors. Lifeline Sydney & Sutherland also held two successful bookfairs, raising much needed funds for the service.

Expanding suicide prevention

Wesley LifeForce is a suicide prevention program aimed at educating, empowering and resourcing Australian communities around the issue of suicide. More than 1,400 Australians completed suicide prevention training during the year and the organisation further refined its workshop/seminar content.

Wesley LifeForce partnered with the NSW Department of Industry to deliver suicide prevention seminars in regional NSW, and established eight new suicide prevention networks in communities across Australia, including two indigenous networks in the Northern Territory.

The organisation also held successful Wesley LifeForce Suicide Memorial Days in Sydney, Newcastle and Hobart.

Counselling on the frontline

Wesley Gambling Counselling Service provides a range of free services to gamblers, partners and families around problem gambling.

One of the year's highlights was a new self-exclusion management service where Wesley Counselling Services worked with problem gamblers who elected to ban themselves from clubs and hotels that have poker machines. Self-exclusion agreements were entered into with 30 clubs and hotels, which gives Wesley Counselling Services an important platform to offer counselling in conjunction with the self-exclusion harm minimisation initiative.

Credit Line Financial Counselling Service offers free and confidential financial counselling to the vulnerable and disadvantaged in our community facing financial crisis.

Work began on the development of a new financial literacy program for community groups, generously supported by St. George Bank. Wesley Mission has strongly advocated for financial literacy training over many years.

Elizabeth Terry, a Wesley Mission financial counsellor, was awarded the Meritorious Service Award by the Financial Counsellors Association of NSW for outstanding commitment.

The National Financial Counsellors' Resource Service is dedicated to supporting financial counsellors. In the year under review, the Service won a contract to develop a national Code of Ethics for financial counsellors.

In 2010/11 our gambling and financial counselling services saw almost 3,000 clients. Wesley Community Legal Service continued to provide legal training and advice to all our counsellors to support their important work.

Case study: A calm voice, a life saved

When our Lifeline counsellor picked up the phone, the caller was sobbing and saying repeatedly "I can't carry on", "I want to go to sleep and wake up when it's all over". The telephone counsellor was used to outpourings of pain and invited the caller to explain what had triggered these intense feelings. The young woman told an all too familiar story of anorexia, depression and a challenging domestic situation. The fact that she had also dropped out of university was further reinforcing her feelings of failure.

The telephone counsellor conducted a suicide risk assessment and gradually forged a close connection with the woman and was able to ensure that she didn't harm herself. The caller agreed to contact her case worker at the Mental Health Team and to see her GP. She also promised to make the effort to stay in touch with the people who supported her. As she hung up the young woman said, "Thank you."

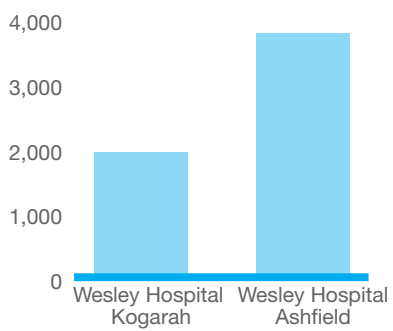


Mental Health and Counselling Services

Hospital services

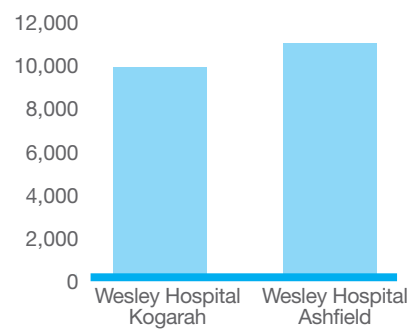
Hospital admissions

Total number of hospital admissions in 2010–2011 was 5,783.



Hospital bed days

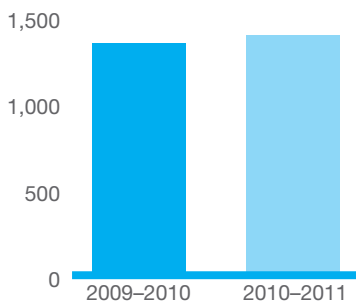
Total number of hospital bed days in 2010–2011 was 20,786.



Counselling services

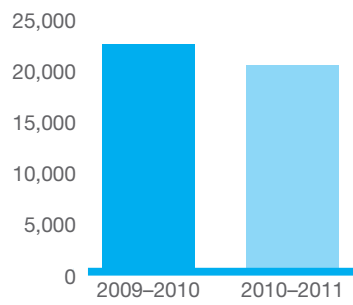
Wesley LifeForce, suicide prevention training

Total number of people trained in suicide prevention in 2010–2011 was 1,406.



Lifeline Sydney & Sutherland crisis calls

Total number of crisis calls taken in 2010–2011 was 20,424.



COMFORT

