

Wesley Mission's finance and information systems form the backbone of our work, enabling staff to deliver each day on our commitments to those we serve. During the year both areas introduced new system improvements and maintained their focus on continuous improvement and optimum service delivery. In addition, under this portfolio there are also a number of revenue-generating businesses.

Focus on improving systems

Wesley Mission spent a major part of 2010/11 developing and improving systems throughout its Finance Division and streamlining processes to deliver a more effective service.

A major challenge was to train and develop staff with the new systems while still maintaining timely delivery of accounts.

Information Services (IS) supported Wesley Mission's operations and strategy through the provision and maintenance of information technology services and systems.

Following the launch of the initial finance modules (general ledger, accounts payable, assets management) on July 1, 2010, IS launched additional finance modules (accounts receivable, billing and staff expenses).

The team also refined the IS project governance model to improve oversight of existing projects and prioritisation of new initiatives in partnership with the business. Another achievement was to develop a standard project methodology and templates for managing IS projects.

Information Services also aligned its account managers to the various operational portfolios to better understand business priorities and help support project prioritisation and management. Consolidation of core infrastructure continued, and was key to major improvements in service delivery.

Service delivery a priority

The team also developed a strong focus on service delivery, and implemented a new budgeting system that allowed more efficient data entry and reporting. There was also improved joined up thinking and practice between IS and business teams over the prioritisation and management of projects.

Engagement between IS and business stakeholders overall continued to improve at a strategic level, particularly in regard to sustainability. During the year IS also set up a Continuous Improvement forum for finance matters and this was handed over to the Finance team to manage.

One of the major challenges was in recruiting staff and extensive out-of-hours work required to maintain service levels.

In 2010/11 the average number of weekly jobs through the service desk was 378 and totalled more than 19,000 for the year. Key system availability and outages are reported on a monthly basis and during the year these systems were available more than 99.8 per cent of the time, the equivalent of less than three unscheduled outages per system per year. This was a major improvement on 2009/10.

Delivering an income stream

The Wesley Conference Centre in Pitt Street, Sydney is ideally suited for conferences and meetings of between 10 and 900 people. During the year the Centre attracted 94 new clients, including annual general meetings for Network Ten and Brambles, and a new corporate client in NBN Co Ltd. The Centre recorded a 7.5 per cent increase in external income.

Challenges during the year included increasing competition, with hotels offering complimentary accommodation and alcohol packages to conference clients, and some major competitors like Star City carrying out refurbishments. The Wesley Conference Centre held 1,468 events in 2010/11.

Proceeds from the sale of flowers nationally ordered through Charity Flowers go towards helping Wesley Mission's work. During the year, Charity Flowers' branding was revamped for a launch in 2011/12 with the new name of Wesley Flowers.

Cottee Orchard is a citrus and almond orchard established for the benefit of Wesley Mission's Dalmar Children's Services. During the year the sale of produce contributed financially to Wesley Mission. A 10-year plan was established to redevelop key aspects of the orchard.

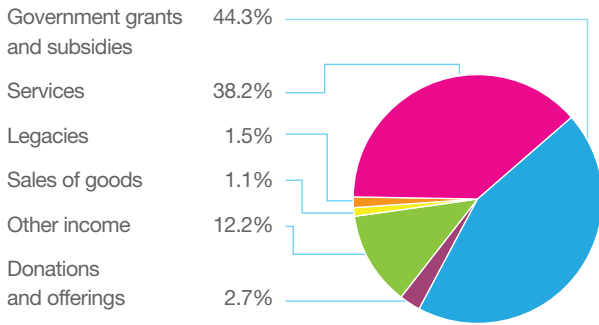


Financial summary

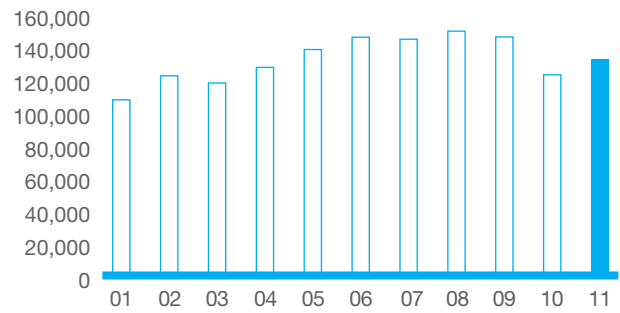
Balance sheet as at June 30, 2011	2011	2010
	\$,000	\$,000
Current assets		
Cash and cash equivalents	28,156	32,379
Trade and other receivables	6,473	7,471
Other financial assets	90	77
Inventories	185	226
Total current assets	34,904	40,153
Non-current assets		
Property, plant and equipment	176,877	167,215
Investment properties	150,543	146,536
Other financial assets	514	650
Total non-current assets	327,934	314,401
Total assets	362,838	354,554
Current liabilities		
Trade and other payables	13,202	14,357
Interest bearing liabilities	512	852
Provisions	5,992	6,597
Unearned income	310	310
Resident/hostel licence agreements expected to be paid within 12 months	11,417	10,173
Resident/hostel licence agreements not expected to be paid within 12 months	94,812	91,277
Other liabilities	11,701	7,093
Total current liabilities	137,946	130,659
Non-current liabilities		
Unearned income	28,181	28,492
Provisions	1,632	1,490
Total non-current liabilities	29,813	29,982
Total liabilities	167,759	160,641
Net assets	195,079	193,913
Equity		
Accumulated funds	70,040	70,691
Reserves	125,039	123,222
Total equity	195,079	193,913
Income statement for the year ended June 30, 2011	2011	2010
	\$,000	\$,000
Revenue from continuing operations	120,767	115,671
Other income	12,701	8,674
Total revenue	133,468	124,345
Cost of goods sold	562	598
Material and other client services	15,917	14,084
Employee benefits expense	82,758	81,933
Depreciation and amortisation expense	5,744	4,178
Maintenance and accommodation	11,093	12,341
Travelling expenses	5,939	5,927
Communications	1,791	1,796
Professional fees	4,102	3,058
Finance costs	257	181
Loss from sale of asset	50	97
Other expenses	5,877	4,419
Total expenditure	134,090	128,612
(Deficit)/surplus	(622)	(4,267)
Gain on revaluation of properties	1,923	5,058
Total comprehensive income	1,301	791

Note: Changes in prior year comparison from last year's report are due to consolidated results reported last year.

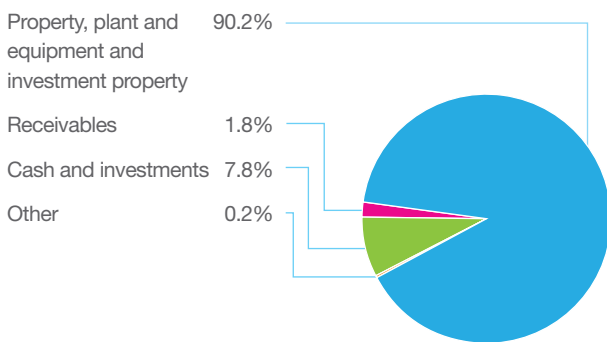
Revenue breakdown (%)



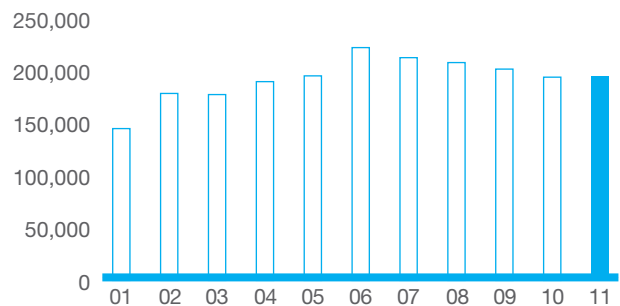
Total revenue (\$,000)



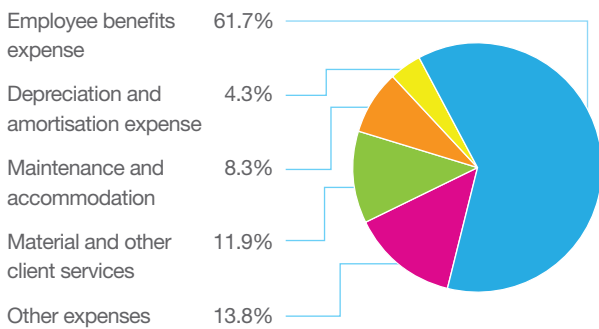
Asset breakdown (%)



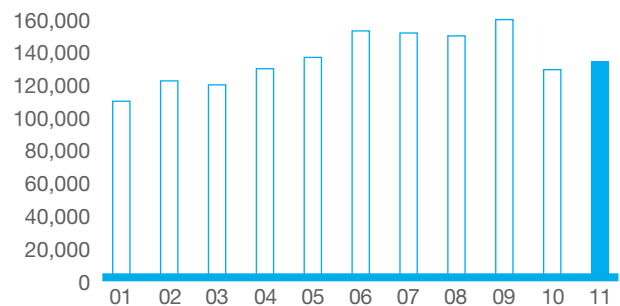
Net assets (\$,000)



Expense breakdown (%)



Total expenses (\$,000)



Liabilities breakdown (%)

