

Reflecting our Christian mission we address the needs of families and individuals, providing care from early intervention and community or personal development through to immediate care in response to a crisis. Increasingly there is a demonstrated need to provide these essential services through community hubs dealing comprehensively with multiple issues and offering a complex and integrated range of programs to assist people's needs.

## New creative ventures

The new After Hours Counselling and Parenting Education Project is an important addition for families, offering comprehensive support from the North-West sector Family Services team, which has realised savings of approximately \$70,000 through realigning regional services in a creative way.

June 2008 saw the 20th anniversary celebration of Wesley's partnership with South-West Sydney Community Health delivering our Multicultural Women's program, paying tribute to twenty years of building relationships and reducing social isolation in the Arabic community.

Ashfield Youth Outreach twice successfully ran the program "To The Core" with Ashfield Boys High School students at risk of expulsion due to behavioural problems. Positive results have continued with the youth worker providing informal mentoring.

The Brighter Futures program in Cumberland was launched in April by Wesley Mission Superintendent, Rev Keith Garner, with the NSW Minister for Community Services, Kevin Greene, and Jennifer Mason, the new Director-General of the NSW Department of Community Services.

Wesley Vocational Institute received approval for its courses for international students, extending their reach and enabling new migrants to increase their productivity and work prospects.

The Wesley Institute graduated 118 students last year with an excellent course completion rate of 90%. Twenty-four students in the institute choir travelled to Europe as part of their studies and together they won first place at a prestigious international choir camp.

## Working together to increase value

Underpinned by a Christian faith that values community, our Family Support Programs have developed several versatile partnerships with community groups to improve service provision. One such regional partnership includes the Dungog Youth Service, Dungog Adolescent and Family Counsellor and the Mental Health Nurse. All have worked together to produce family information packs.

Youth services within the Family and Community Services portfolio have referred a number of young people to Wesley Employment Services; both areas are working together in a close internal partnership to meet the needs of young people.

Income generated by the Wesley Newcastle retail shop and warehouse helps fund other Wesley Newcastle programs and, in particular, supported accommodation and emergency relief services. Gross sales in 2007-08 were up by almost \$30,000 on the previous year.

Wesley Conference Centre has supported Wesley Mission's activities and other not-for-profit/community ventures through hosting key income-generating functions. These included the Westpac Youth off the Streets event and the Fitness First convention, which has been held at the Conference Centre for the past five years and has grown in size every year. Last year the Centre catered for 1338 functions for a total of 110,413 individuals.

## Developing community hubs

A Community Hub has been formed with Family Services projects in Riverstone, Rouse Hill and Marayong, which all work to support families with young children. These programs provide a series of 'one stop shops', assisting parents with social networks and parenting skills as well as with information and referrals to local services. The community hub model enables innovative and flexible approaches to family support and community development.

Services at our recreation sites continue to develop, providing, for example, better shade and disability access at Vision Valley and a new trail bike program at Mangrove Mountain Retreat. Over three hundred disadvantaged students were sponsored to attend our holiday camps through Operation Hope, a service that demonstrates our Christian mission to support disadvantaged families.

### Social inclusion through integrated approaches

Family and Community Services hopes to consolidate existing centres to enable a more holistic care service, with Customer Service Coordinators facilitating access to a whole suite of services within a hub model.

Brighter Futures, a new program for Wesley Mission, has been engaged in a continual process of reflection, discussion, learning and adaptation over the past financial year. Refining the focus towards more child-centred family services, Early Childhood or Family Development Facilitators will provide advice on childcare and community-based parenting resources while assisting with assessment and case planning.

With a social inclusion approach, we are planning to meet more effectively the needs of clients in partnership with government, donors and supporters, congregations and local communities.

### A positive and fruitful life for Steve

Steve\* was exposed at home to wide-ranging abuse, both physical and emotional. He had almost 20 foster care placements before coming to Wesley Mission's Gateway Cottage, which provides short-term and crisis accommodation for people aged 12 to 15. He had been expelled from his high school and was enrolled in a behavioural school, but this eventually failed due to his behaviour. Throughout his five-month placement at Gateway, staff supported Steve to complete a course of study at Rosemount School successfully, and also enabled him to find alternative behaviours and means of expression.

He had an extremely successful placement at Gateway, walking out the door with skills that will enable him to have a positive and fruitful life, and now knows a way to live free of abuse. Steve still keeps in contact and is now living in supported accommodation and enrolled in TAFE. Gateway's environment allowed Steve to regain trust and respect for adults.

\*Not his real name or photo.

youth services

recreation services

out of home care  
(foster care)

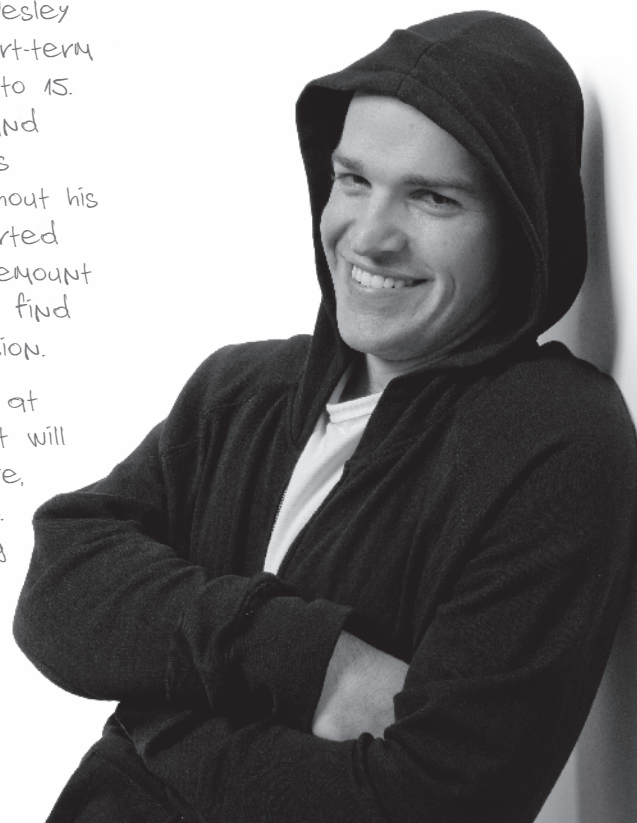
family Services

wesley institute

wesley vocational institute

wesley conference centre

wesley newcastle retail



**Youth services**

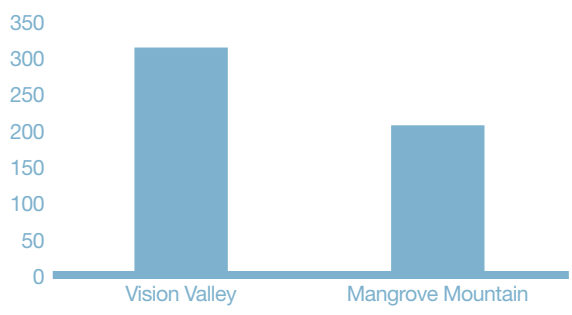
**Total number of young people assisted**

|  |             |
|--|-------------|
| Quakers Hill Youth Support Service                   | 43          |
| Mt Druitt Integrated Youth Service                   | 57          |
| Bankstown Pacific Education Resource Exchange - PERX | 189         |
| Riverstone Arts Project                              | 247         |
| Ashfield Youth Outreach                              | 276         |
| Newcastle Youth Services                             | 320         |
| Nepean Adolescent and Family Service                 | 1097        |
| <b>Total</b>   | <b>2229</b> |

**Recreation services**

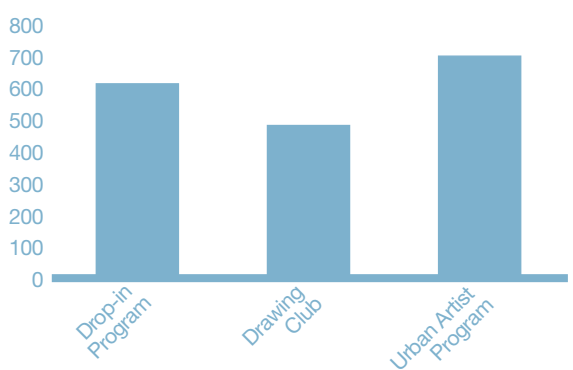
**Recreation services attended (groups)**

Total number of groups attended retreats in 2007-08 was 517.



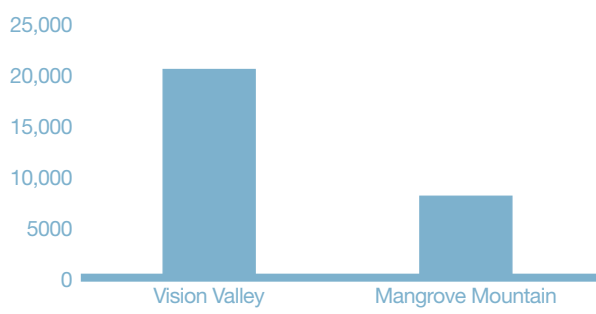
**Riverstone Arts Project**

Total number of client sessions in 2007-08 was 1789.



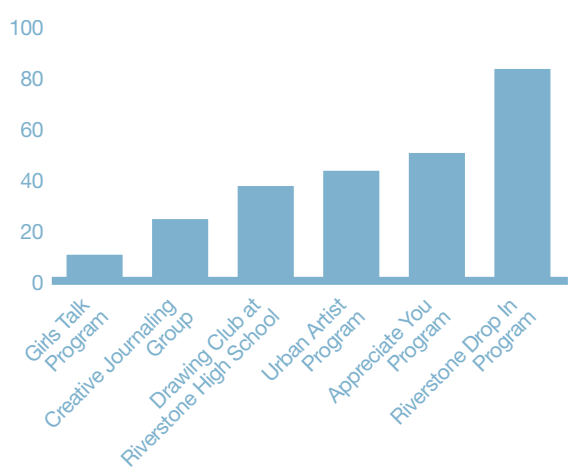
**Recreation services attended (guests)**

Total number of guests attended retreats in 2007-08 was 28,450.



**Programs offered by Riverstone Arts Project**

Total number of young people assisted in 2007-08 was 247.



**Operation Hope**

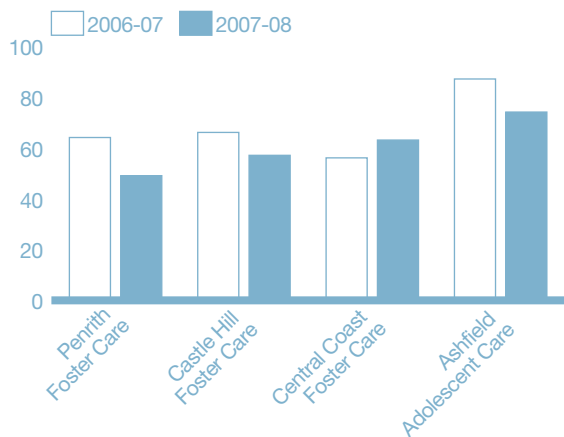
2007-08

|   |            |
|---|------------|
| <b>Total number of Operation Hope Camps</b>             | <b>20</b>  |
| <b>Total number of disadvantaged children sponsored</b> | <b>308</b> |

## Child services

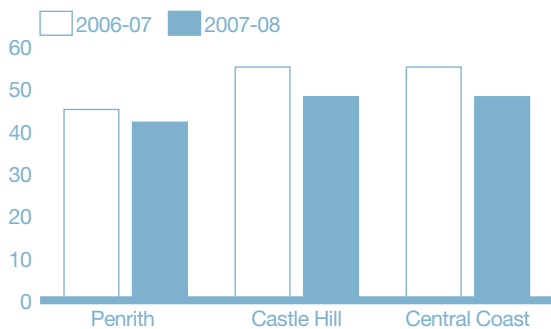
### Children in care

Total number of children in care in 2007-08 was 243.



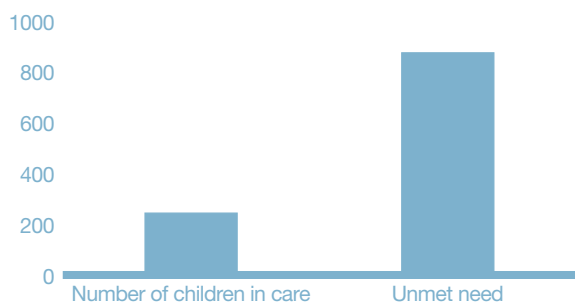
### Foster care families

Total number of foster care families in 2007-08 was 138.



### Unmet need

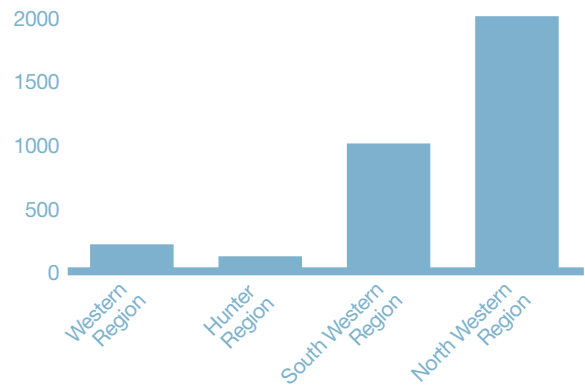
Total number of unmet referrals in 2007-08 was 873.



## Family services

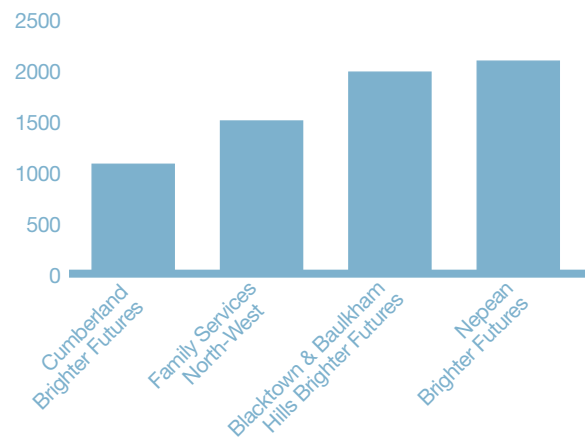
### Families assisted

Total number of families assisted in 2007-08 was 3320.



### Counselling sessions in family services

Total number of counselling sessions in 2007-08 was 6643.



Educational services

Wesley Institute

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|                                  |     |
|----------------------------------|-----|
| Higher education courses offered | 22  |
| FTE students enrolled            | 381 |
| Average course completion rate   | 90% |
| Staff to student ratio           | 1:4 |
| Graduates this year              | 118 |

Wesley Vocational Institute

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|                                  |        |
|----------------------------------|--------|
| Student contact hours            | 10,752 |
| Vocational courses commenced     | 98     |
| Students enrolled                | 1504   |
| Students commencing courses      | 1250   |
| Students commencing traineeships | 254    |

Commercial services

Wesley Conference Centre

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|                       |         |
|-----------------------|---------|
| Functions catered for | 1338    |
| Delegates catered for | 110,413 |

Newcastle retail (\$,000)

Total gross sales in 2007-08 was \$205,000.

