



Strengthening our future



Annual Report 2019

Our vision

‘Do all the good you can, by all the means you can, in all the ways you can, in all the places you can, at all the times you can, to all the people you can, as long as ever you can.’

(The John Wesley Rule)

Our mission

Continuing the work of Jesus Christ
in Word and deed



We acknowledge the Traditional Custodians of the land on which we work. We pay our respects to their Elders and the Elders from other communities past, present and future generations.

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Thank you to every person who shared their story and appeared in photographs for this report. Sharing in your life-changing journeys—from despair to hope and everything in between—motivates us every day to continue serving the most in need in our communities.



Growing stronger together

Wesley Mission delivers more than 120 services across New South Wales and Australia. We support people at every stage of life, from ages 0 to 100... and then some.

We can help in more ways than you think and we're growing to bring the best of what we do to more locations, to build stronger individuals, families and communities.

This year our network of services has expanded again—including in Western Sydney and the Mid-North Coast—to keep pace with changing needs and shifting demographics. We've been going to where the needs in our community are for more than 200 years, and the journey continues.

Wherever you find us, the door is always open and the conversation is supportive and confidential. We listen deeply to what you have to say and deliver services tailored to your individual needs. As your goals change, we'll adapt the type and level of support to match.

Supporting more than 200,000 people each year is made possible through the work of our caring staff and volunteers, and the congregations, donors and partners who help realise our shared vision for a stronger future.

Underlying everything we do is our Christian faith that inspires us to do all the good we can, because every life matters. Join us, we're stronger together.



Welcome from the Chair

At the heart of Wesley Mission is a bold vision to 'do all the good we can' for those most in need.

This vision was the primary motivation for the Wesley Community Services Board establishing an ambitious five-year plan to grow our impact by 50 per cent from 2016 to 2021.

I am pleased to report we are beginning to realise the benefits of our considerable efforts over the past three years and are well positioned to achieve our target in 2021, further increasing our ability to respond to the totality of need we see in our community.

This report highlights the achievements of the 2018/19 financial year and captures the continued progress we have made in our mission to serve the most vulnerable in our society. Building on our foundations, we are starting to see sustained growth from a determined focus on strengthening partnerships and shoring up our financial base to foster a climate for innovation and continuous improvement.

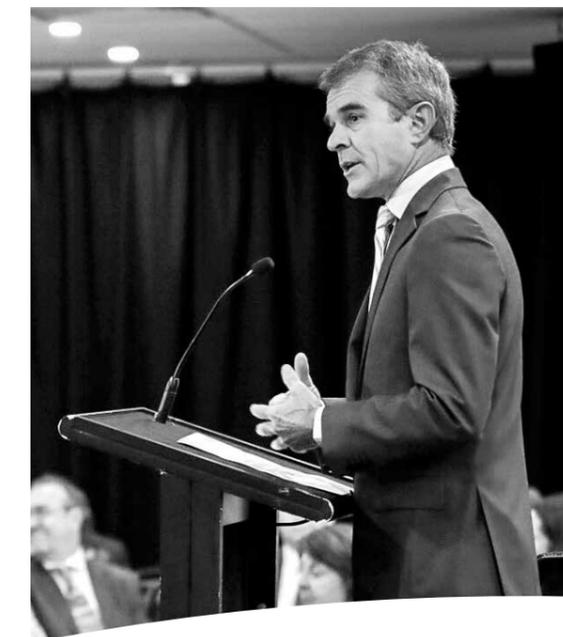
Wesley Mission is taking a lead in the improvement of many programs, supported by the collection of data and clear evidence of quality outcomes. Through proactive negotiations with government, we are reshaping the way programs are delivered to maximise outcomes, while staying within the funding envelope. In this way, we are not only strengthening our own services, but we also stand

to influence the effectiveness of programs delivered by other providers in the sector.

Each year, the Board determines what is called our 'risk appetite', which outlines the level of risk we, as an organisation, are willing to take in delivering our strategic objectives. By ensuring we actively minimise areas such as the safety and wellbeing of our clients, whilst taking a greater level of risk in other areas to encourage innovation and expansion, we are able to broaden our Word and deed mission in a considered yet robust manner.

This is an exciting phase of growth for Wesley Mission and it would not be possible without the courageous leadership and spiritual guidance of our CEO and Superintendent, the Rev Keith V Garner AM, and his Executive Leadership Team. On behalf of the Board, I sincerely thank them and our professional and committed staff and volunteers who are the Christ-like hands and feet of our work in the community.

I also recognise the contribution of outgoing Board member Jim Mein AM whose commitment to our mission has been a support to me in taking on the role of Chair. I extend a warm welcome to our newest Board member Tracy Morgan who brings a wealth of business expertise, particularly in change management and organisational development.



I commend to you the 2019 Annual Report and look forward, with great confidence, as Wesley Mission continues to play a role in the strengthening of many futures.

Michael Anderson
Chair

Chief Executive's report

Strengthening our future

In my leadership of Wesley Mission I have never been so conscious of the contribution that a Christian organisation can make to the community and the 'for purpose' sector in particular.

Since our earliest foundations, Wesley Mission has responded to the complex and changing needs of the most vulnerable in Australia. Our strength is in listening to each person's story and offering help.

Over the past three years, we have been laying the foundations for a significant phase of growth. By planting the seeds, growing our purpose and strengthening our future, we are now starting to see that intended growth. We have increased the number of people we have helped, providing support to more than 27,000 people each month. We have added to the number of places where clients can access services and identified new ways to offer support to meet increasingly diverse needs.

Our growth is reflected in areas of greatest need including homelessness, mental health training and suicide prevention; services to strengthen families and ensure the wellbeing of children; and support for people with disability through the National Disability Insurance Scheme. A good deal of this work is impacting those we serve, in unseen ways, through early intervention and prevention programs.

In the past year, we have achieved 10.9 per cent revenue growth. This successful result is largely due to the broadening of our financial base and identifying income streams in addition to partnering

with government. We are now receiving more than 50 per cent of our revenue from other sources, particularly fee-for-service income. In addition, we are growing our fundraising program. This enables us to direct funding to where it is most needed, and to plan confidently for the future.

People-focused approach

The dignity of each individual is at the heart of all Wesley Mission services. It's a people-focused, community-based approach recognising the holistic needs of the people we serve. In response to changing community expectations and government requirements, particularly in the disability and aged care areas, Wesley Mission is identifying innovative approaches in our client services models.

In March 2019, we launched our first community hub model of service in Taree, offering a client experience that embodies the principle of 'no wrong door'. We are undertaking the upgrading of facilities in Newcastle to deliver the same integrated experience on a larger scale, enabling better support and case management, improved efficiency and access to services.

People have commented that Wesley Mission is able to help in more ways than they thought possible—from housing and accommodation to

counselling, child and parenting support, education and training including financial literacy, preventing suicide at a local level and professional mental health services, supporting people with disability to our work in home care, foster care and beyond.

This approach is also evident in the development of our new aged care services model which focuses on knowing each resident, their needs and aspirations; ensuring choice and independence; and delivering personalised care to support their overall wellbeing.

Robust data and evidence

We are continuing to invest in good data and research, and the technology to support it, so that our impact can be measured and rigorously evaluated. Business intelligence will enable us to collect and analyse data, and report on our effort and outcomes. This is a significant, but crucial, challenge with well over a million client interactions each year. Translating data into actionable insights will enable us to learn how each of these interactions—large or small—makes a difference, so we can continue to improve and refine our services.

This last year, the Australian Institute for Suicide Research and Prevention (AISRAP) at Griffith University completed a two-phase study evaluating our national Wesley LifeForce Suicide Prevention Training. The study found that the training is robust and effective, helping to educate frontline 'gatekeepers', including community members, aged care nurses and workers along with counsellors in the prevention of suicide.

As an organisation committed to the safety of children, we engaged researchers from the Institute of Child Protection Studies (ICPS) at the Australian Catholic University to survey children and young people about their perceptions of safety at Wesley Mission. Respondents evaluated Wesley Mission as a safe institution that responds to their needs. These results will provide a baseline for us to continue to monitor our engagement with children and young people, identify areas for improvement and find ways to give them a voice in how they're supported.

Collaborative partnerships

With an ageing population, homelessness on the increase and mental illness at epidemic levels, the demand for our services is greater than ever. This comes in the context of an increasing focus by government on economic and infrastructure priorities, often at the expense of adequately responding to Australia's social challenges. So we have had to think differently.

Wesley Mission has made inroads into new territory nurturing partnerships with businesses and organisations such as Suncorp (financial counselling), the University of Western Sydney (mental health workforce training) and RSL LifeCare (Homes for Heroes). Through these collaborative partnerships, Wesley Mission can play to our strengths and connect with the expertise and capacity of our partners, to provide a broader range of services in a more efficient, agile and sustainable way.

Fit for purpose spaces

A key pillar of our strategic plan is to invest in the capital development of Wesley Mission's historic, iconic and diverse sites to ensure our spaces are fit for purpose, now and in the future. This plan documents major works to deliver residential aged care and clinical care facilities, expanded independent living along with two key projects to

provide improved social and affordable housing options and crisis accommodation.

In June 2019, a development application was lodged to totally refurbish our essential crisis accommodation that will become the Wesley Edward Eagar Centre in Surry Hills. The refurbishment will ensure the centre is suitable for a changing demographic with sadly more older women experiencing homelessness. The centre will connect clients with a broader range of services for long-term support and opportunities. Former Prime Minister the Hon. John Howard OM AC has kindly agreed to be the Patron of a major fundraising appeal totalling \$12 million. Additionally, we are also working towards developing our Wesley RJ Williams site in Glebe Point Road to provide low cost, affordable housing.

These are just some of the many ways we have lived out our Word and deed mission in the past year. I am extraordinarily proud of the professionalism and passion of our more than 2,300 staff and 6,500 volunteers, and all those who share with us in this work, who have responded to the challenge to do all the good we can, and to do it better. I would like personally to thank my Board and especially our Chair, Michael Anderson, and our Mission Council chaired by Dr Keith Suter AM, for their leadership and unwavering support. I also thank wonderful senior colleagues for their deep faith and commitment to the great work we undertake together.

We continue to rejoice in the united witness demonstrated in Wesley Community Services and our Congregational Life, I value the contribution of both.

I hope as you read this report you will be thrilled not just by figures but by the stories which make us who we are. This report is but the tip of the iceberg when it comes to telling the unique, ongoing and exciting journey which is Wesley Mission.



As I mentioned on the occasion of our 207th anniversary, 'we don't grow for growth's sake, but for people's sake'. And ultimately, to continue the work of Christ to which we are called.

Warmly yours in Jesus Christ,

Rev Keith V Garner AM
CEO/Superintendent

Our Christian community

The vibrant, spiritual heart of Wesley Mission

Wesley Mission is a uniquely shaped church with a diverse community of faith who share a common desire—to follow Jesus Christ. Our congregations are driven by God’s compassion and choose to express their faith practically by caring for people most in need.

Empowering people to embrace the call of Christ

Wesley Mission is one church with many vibrantly diverse congregations. Our people are of all ages and come from a rich tapestry of cultural and social backgrounds. We worship in multiple languages including English, Mandarin, Samoan and Indonesian. More than 1,500 people gather to worship every week across ten different congregations and in gatherings at many of our community services.

We’re a mission-oriented church and are passionate about being a resource to our community. Our Word and deed mission drives us to put our faith into action. Being part of a Wesley Mission congregation truly means being part of what God is doing in our communities.

Through Wesley Connect, our congregation members are living out their faith in practical ways by meeting the needs of people facing hardship through our food and care ministry. This year’s growth has positioned us for the next phase of connecting with more people in transformative community.

Looking forward, we believe we can play a vital role in connecting with other churches to continue the work of Jesus Christ. We desire to empower and resource the wider Church to be actively engaged and prayerfully invested in local mission; to be an interface in both Word and deed—to enliven the beating heart of a resilient and renewed Church, reaching out to strengthen the wider community and bringing hope to all people.

Celebrating milestones and anniversaries

We have a long history of strengthening communities through faith, and in 2018/19, our congregations marked some significant anniversaries.

Wesley International Congregation celebrated 40 years, recognising their wide-reaching impact through two campuses in the City and at Ryde and internationally, through equipping leaders for the mission-field.

Wesley Chinese Congregation marked 30 years since its first service on 11 June 1989, just days after the Tiananmen Square protests. God raised this congregation up at just the right time to minister

to the many mainland Chinese students who were granted asylum in Australia by the then Prime Minister Bob Hawke, following this time of unrest.

Our brothers and sisters from Agape Indonesian Church, a Christian congregation affiliated with Wesley Mission, celebrated their 21st anniversary with a spectacular musical held in the Wesley Theatre that was written and performed by many talented congregation members.

Connecting, serving and growing in Taree

Our increasing presence on New South Wales’ (NSW) Mid-North Coast has created the opportunity to expand our Word and deed mission in Taree. Both groups of people from Wesley Mission’s new community hub model of service and local church leaders have expressed their heart for the people they serve, including a deep desire to see the renewal of the Taree community. This partnership is led by the Senior Minister overseeing our Congregational Life, the Rev Dr Rick Dacey. The first encouraging steps in partnering together came with church members offering ministries of encouragement to Wesley Mission staff, which led to hosting a monthly barbecue together for marginalised members of the community.

More recently, work has begun with the Uniting Church to develop a community focused ministry, alongside the work of our services. Two ministry agents, closely related with Wesley Mission, will work to engage the churches of Taree in areas of

social justice and community work. We give thanks for these growing relationships and increasing opportunities to serve the people of Taree together.

Worshipping together in Word and deed

Our Superintendent and CEO, the Rev Keith V Garner AM continued to strengthen the faith of our congregation members and to reach out to new people through hosting engaging services on faith-building topics. A highlight in our calendar, the ‘Celebrating Faith’ services featured powerful preaching and a variety of worship music from talented guests.

For the second time, our congregations combined on Christmas Day to remember Jesus’ birth. Our Christmas lunches included an open invitation to people most in need. For the first time, we asked our online community to make room for Jesus at Christmas through a modern expression of the nativity scene.

Easter is always a significant time to reach out to our city. This year saw large crowds gather for a multicultural celebration on Palm Sunday and performers from our congregations delivered our Good Friday re-enactment of Jesus’ crucifixion in Martin Place. We also reached an international audience through our live Easter Sunday broadcast from the Sydney Opera House.



Strategic overview

Wesley Mission strategy 2016-2021

In 2015/16, the Wesley Mission Board approved Wesley Mission's five-year strategic plan for the period July 2016 to June 2021. The plan continues our optimistic outlook for increasing our impact in Word and deed, building on our long commitment to do all the good we can to help those most in need.

Our strategic plan is aligned to our desire to serve the marginalised and vulnerable and to strengthen the communities in which we live and operate. It affirms our mission, vision and values, and the guiding principles that have inspired us for generations.

Our clients Priority 1

Every life matters

We aim to increase our volume of work and support to those most in need by 50% by June 2021. This translates to assisting more than 20,000 people per month and more than 240,000 people annually.



Our clients Priority 2

Quality outcomes

We aim to increase the effectiveness of our services and the positive outcomes experienced by our clients by 50% by June 2021.



Our people Priority 3

Our people are our foundation

We aim to be an Employer of Choice surpassing industry benchmarks in the areas of employee safety, engagement and retention because our people matter.



Our operations Priority 4

Building our capacity in a changing sector

We aim to do what we do better, with a focus on continuous improvement, delivering 80% of priority projects that build our capacity to respond.



Our finances Priority 5

Resourcing to do all the good we can

Size, reach and resources will enable us to do all the good we can. To fund sustainable growth we aim to increase our operating revenue by 50% by 2021.



Together we're doing all the good we can

Here at Wesley Mission, we put people first because we believe every life matters. There is no challenge too difficult. When someone walks through our doors, our dedicated people are ready to respond to the totality of their need. How do we achieve this? Through our breadth of services and quality of care, guided by our Christian faith. We're here to walk alongside each person for their entire journey, to strengthen their future and offer solutions to all needs through our integrated community services approach.



Breaking the cycle of homelessness

Each night, more than 100,000 people are homeless in Australia. We meet people with the level of support they need—from short-term crisis accommodation to long-term housing or rent assistance for those on the brink of homelessness. Our focus is on prevention, early intervention, and providing the ongoing assistance people need to make sure their next move is forward.



Building stronger families

More than one in six children in Australia are living in poverty. Wesley Mission focuses on identifying and addressing risks—like long-term unemployment, mental illness and drug and alcohol addiction—before they lead to family breakdown. Through counselling, parenting skills, employment support, financial education and other services, we help parents give children the care and security they need for a healthy start to life.



Helping young people build stronger futures

One in eleven young people in Australia are not in education or work. Wesley Mission supports young people facing bullying, violence, alcohol and drug use, homelessness and other difficulties, to build skills for life and access practical support. We help them reconnect with their family, connect with support services and learn to value themselves so they can believe in, and work towards, a stronger future.



Giving children the permanency they need

There are almost 50,000 Australian children in foster care. We want children to experience safe, continuous and stable living arrangements, lifetime relationships and a sense of belonging. Sometimes this is achieved through restoration to their families, other times it happens through short or long-term care with fostering families, guardianship or adoption. We continue to support young people through key life transitions such as starting and finishing school, starting a career and preparing to live independently.



Giving people with disability choice and control

One in five Australians have disability. Wesley Mission offers people with disability a wide range of services to improve their wellbeing and independence. We're a registered provider under the National Disability Insurance Scheme (NDIS) and our support is shaped by the goals of the people we work with, such as finding a job, trying a new hobby, studying or moving out of home.



Improving mental health

Mental illness affects around 20 per cent of Australians every year. Our two private hospitals, in Ashfield and Kogarah, specialise in providing high-quality and compassionate mental health care to treat mental illness, addictions, eating disorders and other challenges. As a leader in community awareness, education and support we offer an extensive range of in-patient and day patient programs, psychiatric support and 24/7 crisis support.



Preventing suicide across Australia

Suicide accounted for approximately 105,730 years of potential life lost in 2018. Wesley Mission has provided telephone crisis support since we founded Lifeline in 1963. Today, Wesley Mission is a leader in suicide prevention programs. Our ground-breaking Wesley LifeForce Networks empower communities to deliver local, targeted strategies along with education and training to recognise the warning signs and to prevent further loss.



Helping older people live healthy, vibrant lives

Over one in seven Australians are aged 65 or older. We help people choose the accommodation, lifestyle services and level of care they need to live the life they want. Whether that's moving into retirement living or aged care, receiving a helping hand around the house to remain living safely and comfortably in their own home or learning new skills in a supportive and stimulating environment.



Supporting a diverse Australian workforce

Employment and education are crucial to breaking the cycle of disadvantage. Our accredited courses in business, aged care, community services, hospitality and other topics support people to develop their skills, build their careers and fulfil their life goals. We work closely with employers from all industries to ensure our students—including those with disability, injury or health conditions—are workplace ready with the skills employers are looking for.



Taking action against problem gambling

Australia has the highest rate of gambling in the world. Gambling also affects young people, with rates for teenagers two to three times those of adults. We speak publicly about the dangers of problem gambling and gambling promotion. And we back up our public advocacy with individualised counselling and community legal services support for people impacted by this growing problem.



Lifting financial literacy levels

Financial literacy is a key factor in creating financial and personal wellbeing, it's critical to our quality of life. Through our financial counselling service we work with individuals and families who are experiencing financial hardship to help them manage and break the cycle of debt and take control of their finances. Our counsellors support them in times of crisis and will also advocate or negotiate on their behalf with creditors, government agencies and others.

Our clients

Another year on, the journey forward

Wesley Mission is committed to walking alongside everyone who needs us on their journey, for however long they need us. Many of our clients will receive support from one or more of our programs to achieve the goals they have for their life, across their lifetime. Here is the next chapter in both David's and Melissa's journeys.



David found hope through Wesley Homeless Services and Wesley Community Housing.

David's next step forward

After suddenly becoming homeless in his early fifties, David found a home and future through the support of Wesley Homeless Services.

For the last two-and-a-half years, David has lived in a transitional home, provided by Wesley Community Housing while he completed training for the workforce. Now working as a fruit and veggie packer, David recently moved into a one-bedroom unit he can permanently call home.

Grateful for his Wesley Mission family, David continues to attend church and Bible study run by Chaplain, Michael Tang at Wesley Edward Eagar Lodge.

"I'm smiling from ear to ear. I got my new house the same time as a job. I just keep going forward, whichever way God takes me."

Melissa's second chance at motherhood

Since completing a hands-on parenting course called 'SafeCare' through Wesley Brighter Futures, Melissa's relationship with her three-year-old daughter has gone from strength to strength.

Macy is Melissa's fourth child. And thanks to Wesley Mission's support, both mother and daughter are forming a close, long-lasting bond through using SafeCare techniques. For Melissa and Macy, snuggles and playtime are now a daily occurrence. Melissa is teaching Macy to write her name and Macy even likes to help cook dinner. They've found a shared love for dancing and now attend the same dance school.

Melissa is committed to creating a safe home not only for Macy but her other three children. Two of Melissa's older children, Teresa, 15 and Jarod, 13 were initially removed from her after she experienced domestic violence with her previous partner. Her second youngest child Rydha, aged seven, went to live with his paternal grandmother.

Since receiving support from Wesley Brighter Futures, Teresa and Jarod have returned to Melissa's care. Rydha regularly visits their new and bigger home to spend time with Melissa and his siblings.

Melissa has taken positive steps continually to create a safe and comfortable home by seeking support. Since returning home, Jarod struggled with behavioural issues and Melissa sought help through Wesley Youth Hope, which focuses on growth and development to help young people remain in their families.

"I've learnt that it's OK to ask for help. By reaching out and accepting help for Jarod, this has made a huge impact in our home life. I'm now more open to asking and accepting help," said Melissa.



Two years on, Melissa and her daughter Macy continue to strengthen their bond.

"Macy is my little bundle of joy who's given me a second chance at life; a second chance with all my kids to become a better mum for them."



A home, a family and a future

Every child deserves to feel safe at home. We wholeheartedly believe in restoration and preservation—connecting children back to their birth families and preventing families from falling apart. By coming alongside parents and working with them on creating safe and loving homes, their children are walking towards brighter futures.

Wesley Brighter Futures implements new coaching model

Wesley Brighter Futures builds stronger families by preventing family problems from escalating, which can impact their ability to care for their children.

Wesley Brighter Futures' new coaching framework, Foundations for Change, is motivating parents to take further ownership of caring for their children.

Under the framework, we're empowering parents to make positive parenting decisions. Wesley Brighter Futures' caseworkers walk alongside parents, guide them with their parenting choices and educate them about safely caring for their children.

Leading the way in child safety

We're committed to keeping children safe. Wesley Brighter Futures is in its fourth year of running the SafeCare model, an evidence-based, behavioural skills training program for parents of children identified as being at-risk or who have been reported to child protection services.

A program developed by Georgia State University in Atlanta, Wesley Mission's SafeCare program has successfully lowered reports of child abuse and neglect and empowers parents with the education, understanding and skills to safely care for their children.

This year we became the first non-government organisation to become SafeCare accredited in NSW. We now have three qualified SafeCare coaches who can train staff across the state to deliver the SafeCare program.

Preventing children from entering foster care

Wesley Mission believes early intervention and the right support systems are key to keeping families together and preventing children from entering the foster care system. In 2018/19, the NSW Government awarded us a new contract to run a preservation and restoration model as part of our existing out-of-home-care program. This year our family preservation model prevented 22 children from entering the foster care system. Through support from Wesley Mission life coaches and

psychologists, families develop practical problem-solving skills and work towards building a safer home environment.

Finding permanent homes for children in our care

We believe all children deserve a loving and stable home. Our goal is to find permanent homes for children in our care whether through adoption, restoration to their birth family or extended kin such as grandparents, aunts or uncles. Our first preference is to restore children to their birth families. If that's not possible, we'll seek out guardianship options and long-term care through adoption. In 2018/19 we supported 11 adoptions and began processing another 59. We restored 24 children to their birth families and one to extended kin.

Although we facilitate and support adoptions, we're not currently an accredited adoption agency. We've applied for accreditation as an adoption agency and submitted all documentation to the Children's Guardian. While we wait for accreditation, we'll continue to facilitate more adoptions as we seek to find permanent placements for children in our care.

Strengthening the lives of young people leaving foster care

The journey from childhood to adulthood and independence is a challenging transition for anyone but even more so for young adults leaving foster care.

In 2017/18 Property Industry Foundation (PIF) and Lendlease gifted \$800,000 to renovate two

Wesley Mission properties in North-Western Sydney to provide safe accommodation for young people aged 15 to 25 who are transitioning out of the foster care system.

Named 'Wesley KickStart', the two homes are now operational and currently house 12 young people who have left foster care, under the supervision of two house parents. Over the next few years we'll increase the number of young people living in these homes up to 22.

Wesley KickStart forms part of the broader Wesley Take Charge of Your Life program, which assists young people leaving foster care to find a home and develop the necessary life skills to live independently. The young people living in the Wesley KickStart homes will also receive ongoing case management as they study, search for employment and develop life skills to work towards independent living.

PIF has committed a further \$300,000 per year for four years to maintain the Wesley KickStart homes.



105 families engaged in the SafeCare program  **36%** increase on 2017/18

665 average number of children supported by Wesley Dalmar each night

966 authorised Wesley Mission foster carers **16%** increase on 2017/18

11 adoptions finalised

25 children restored to their families

12 young people in Wesley KickStart

The fresh stream flows in Brooke's life

When you're a young stay-at-home mum who is socially isolated and anxious, opening the front door to a stranger can be the bravest thing you've ever done in life. An introduction to the SafeCare program proved a life-changing encounter for Brooke and her family.

In a quiet cul-de-sac in Sydney's west, Brooke, a mother of two young children, is opening up about the cracks that appeared in her life. "My depression and anxiety were very secret," she said. "It was like a double life."

While her husband travelled more than 100 kilometres each day by car to work, Brooke's home life grew claustrophobic under the demands of parenting. Her eldest girl had special needs and Brooke often felt out of her depth and burdened. When a church friend became concerned for her, a doctor's appointment was made. She was admitted to hospital, struggling with depression and anxiety. For three days there was no mobile phone or distractions, "just lots of tears".

Brooke admitted to 'putting on a front' and not wanting people to know about her condition and difficulties. "I became really overwhelmed. I was overloading to my husband too much. My husband didn't really know either. We were two young people raising kids. I struggled."

After her respite in hospital Brooke was linked with SafeCare, a NSW Government pilot program that is part of Wesley Brighter Futures at Penrith. Designed

for vulnerable families with children up to five years of age, SafeCare runs for between 18 and 20 weeks with a trained SafeCare worker visiting families at home. Parents learn skills from three modules: health, safety and parent-child relationships. Parents get 'homework' and one-on-one feedback and counsel from the SafeCare worker.

When Louise from Wesley Mission knocked on Brooke's front door for the first time, Brooke knew she was exposing her deepest insecurities as a mother and a parent. That first door-step chat saw the two women work on building a relationship based on mutual trust, acceptance and grace. Brooke's children also embraced Louise's visits and her compassionate and wise company in their home.

"Having Louise in my home was a vulnerable state for me," Brooke said. "You have that insecurity but it was the best thing ever. Don't be ever afraid to share your issues. We all make mistakes on days when you are frustrated, tired and angry."

Through home visits and completing the SafeCare program, Brooke said she has learned "to interact more with her kids" and provide specific positive feedback. "SafeCare refreshed my whole concept

of parenting and understanding my kids a lot more in terms of play and communication.

"Louise came in and said 'Look we have this time, spend 10 minutes with them, sit with them, play with them, give them good encouragement, and compliment them.' That just didn't boost their play but it boosted our relationship. It made them feel confident. That was one thing that I had to learn."

Louise said positive feedback to their children underlined SafeCare's value to all parents. "It's tuning into their emotions rather than just reacting," Louise said. "And that's hard to do in the moment. If you are praising them when they are doing well they are still getting mum's time and attention for positive things."

"Brooke was open to SafeCare," said Louise. "Her anguish as a young parent was a response to skills she simply didn't possess. Brooke wanted to be a better mum and do things differently. As an in-home program, SafeCare gives parents the confidence to step outside again, knowing they can manage their children in public builds confidence and wellbeing."

Because of SafeCare, Brooke and her girls have benefited in their relationships. "When Louise came the girls were not in a bad environment but I needed that attention and support to get myself healthy." Today Brooke is a more confident mum. She smiles with unconcealed delight as she announces that she is expecting her third child. "I never knew I could be stable enough to continue and prepare for a third child. If you had asked me a year ago I would have laughed it off or probably cried."



"Having Louise in my home was a vulnerable state for me... you have that insecurity but it was the best thing ever. Don't be ever afraid to share your issues."

A pathway to independence

Journeying alongside people to reach their goals is what drives us to do all the good we can. Whether it's supporting people to take steps towards securing a job, empowering people with disability to make their own choices towards independence or helping children to grow in their creativity and individuality, we're fuelled with hope for the future.

Expanding group homes for young people and young adults with disability

No matter life's challenges, we're here to help our clients thrive. In 2017/18, we successfully opened a group home in western Sydney to cater for young people under the age of 18. This home met a critical need for these clients who are too young to live in an adult disability group home but can no longer be supported at home with their families.

This year saw the opening of another group home in Sydney's Inner West to support young adults, offering a new opportunity for our clients to live with their similarly aged peers.

Wesley Disability Services offers 24/7 care within these homes, putting in place tailored supports to help these young people and young adults achieve the goals they have for their lives. On a day-to-day basis we support these clients with self-care, relationship building, and activities to build their confidence, independence and overall wellbeing.

Wesley OOSH opened two new centres

We supported parents who struggle to balance work while caring for their children, by opening another two Wesley Out of School Hours (OOSH) centres. Located at Epping West Public School and North Kellyville Public School, our centres offer before and after school care as well as vacation care.

North Kellyville Public School is part of the expanding North-West Sydney region and opened in late January 2019. Many families in this area have large mortgages from their purchased properties, which requires both parents to work. We responded to this community's need for growth by tendering for and successfully achieving the opportunity to open Wesley OOSH at the launch of North Kellyville Public School. We currently have 60 children attending before school care, 90 in after school care and around 40 children at vacation care. Our centre is licensed to accommodate 100 children and can increase up to 150, if required.

The number of students enrolled at Epping West Public School has grown significantly in recent years and so has the need for care outside of school hours.

We invested \$450,000 into building a new centre to accommodate 65 children with a further 142 housed in additional rooms at Epping West Public School. Currently 80 children are attending before school care and 190 in after school care at Wesley OOSH. A further 90 children are also accessing vacation care during the school holidays.

Helping young people achieve their career goals

We believe education is a powerful tool which can help young people reach their potential and achieve their life goals. Each year, the Wesley Dalmar Scholarship financially supports young people with tertiary education.

In 2018/19, five Wesley Dalmar Scholarships were awarded to students who receive foster care through Wesley Mission. Two recipients are completing university courses: Bachelor of Psychology and a Bachelor of Dramatic Arts. Three students are studying courses at TAFE: Commerce, Community Services and Animal Studies.

Scholarship funds not only cover the cost of course fees but educational and living expenses including text books, travel expenses and rent.

Since its inception, 22 scholarships have been awarded with one completed, three recipients nearing the end their courses and another three who are two-thirds of the way through their courses.

One of the first recipients who completed a course in Graphic Design successfully found employment

in her chosen field. Another student who has almost finished their apprenticeship, has started working as a sole trader. Another has just completed her first social work placement.

Through Wesley Take Charge of Your Life, a program which supports young people aged 15 to 25 as they transition from out-of-home-care to living independently, we're also supporting students with developing necessary life skills. Many scholarship recipients have learnt how to juggle study, work and day-to-day living through the program.

Mapping out meaningful careers for our clients

Here at Wesley Mission we walk alongside people to help them achieve their goals. The NSW Government offered us funding to run Career Pathways, a 12-month pilot program which offered our clients receiving housing assistance, a pathway to the workforce. We helped 109 people achieve their career goals throughout the pilot.

The success of the Career Pathways pilot paved the way for the launch of Opportunity Pathways in 2018/19. For 12 months, our clients who receive social housing assistance can access education, training and practical support to build confidence and independence in the workforce and ultimately achieve their housing and career goals.

They have access to coaching and mentoring, workshops, work experience placements, volunteer opportunities and work retention support.

We also offer practical and financial assistance for transport, childcare and other costs to support those on their journey to achieving their career goals.

Opportunity Pathways has 18 staff now operating in Illawarra Shoalhaven, Mid-North Coast and Hunter and Central Coast regions.

Successful transition of all clients to the NDIS

We're passionate about supporting people with disability to achieve their life goals. We've completed the National Disability Insurance Scheme (NDIS) rollout in NSW and we're providing services to 463 clients. Under the NDIS, disability services operate in a consumer driven marketplace where people with disability control their own funding and are empowered to make their own choices. We continue to work closely with our clients and to advocate for them as they navigate the new scheme.

As part of the NDIS rollout changes, we successfully applied for and achieved NDIS registration, a new requirement to secure funding for our disability services. We also implemented new quality frameworks to remain compliant.



71 clients supported by Wesley Disability Accommodation

463 clients transitioned to the NDIS

2 new Wesley Out of School Hours locations

109 clients participated in the Career Pathways pilot program

'No wrong door' at Wesley Mission Taree

Accommodating the diverse needs of people living on the Mid-North Coast has been built into the new model of service first implemented at Wesley Mission Taree, where accessibility and engagement is paramount and delivering services tailored to the individual or family seeking help is the priority.

The opening of Wesley Mission's new premises in Taree is a 'watershed' in service delivery for the Mid-North Coast region according to Wesley Mission CEO, the Rev Keith V Garner AM.

Mr Garner opened the new centre at 75 Manning Street, Taree, which is designed as a community hub where a person-centred approach would reduce the number of times a person or family need to share their story and connect them to multiple services, if required. "We believe an integrated service will reduce the time taken to respond to enquiries and securing appointments as well as improving client satisfaction. It also allows for better support and case management, especially when folk have complex and changing needs."

Centrally located between two shopping centres in the centre of town, the new premises underscores Wesley Mission's long-held commitment to the people of Taree where Wesley Dalmar, Wesley Employment and Wesley ParentsNext are active programs. Recognising that clients often have multiple needs that don't always fit neatly into one of those three areas inspired the 'no wrong door'

integration of services into the community hub model of service. Here people can walk in during business hours without an appointment, and staff will engage them straight away as they take a significant step in seeking help.

Everything in this community hub is designed to facilitate ease of use: from its new location in the centre of town, to the open plan interior design, to private consultation rooms, to amenities including a kids' play area, and spaces accessible for people with disability. This approach was defined through consultation with clients, staff and the community.

Taree is a unique community with a very diverse landscape of needs due to geographic isolation, an above-average rate of disability in the community, a disproportionately ageing population, high proportion of Indigenous residents with particular needs, and epidemic levels of drug and alcohol abuse.

Wesley Mission is already delivering services to the community to address some of these needs. Specifically, we're continuing the work we began in the area 17 years ago with Wesley Employment and Wesley Dalmar.

"We want to make ourselves as accessible to the public as possible," said Alex, Program Manager. "I'm really excited to support the Taree community by providing information, guidance and hope to people, either by referring them to Wesley Mission services or other organisations," said Alex. "So much more than a new building, the new Wesley Mission in Taree represents a new way of working to do all the good we can."

Since its opening, the centre has seen new relationships forged with local Uniting Churches. Wesley LifeForce Networks have begun the process of bringing together local individuals and organisations with the aim of establishing a suicide prevention network in Taree to address local issues. The Taree Wesley LifeForce Network will be one of more than 100 such networks across Australia.

Wesley Mission's strengthened presence in Taree is one of the ways that we're increasing services on the Mid-North Coast of NSW. Other services include Wesley Youth Accommodation and Wesley ParentsNext at Coffs Harbour/Bellingen/Nambucca Valley, Bowraville and Wesley Vocational Institute at Port Macquarie.

Work is currently underway to upgrade facilities at Wesley Mission Newcastle and to implement this new model of service, incorporating the broader range of services that are already available to the people of the Hunter region, with improved accessibility and ease.

'No wrong door' means people can walk in without an appointment, and staff will engage them straight away as they take a significant step in seeking help.



Fostering positive mental health

Mental illness can affect anyone, anywhere. We believe good mental health builds resilience to cope with life's challenges. We're committed to improving the lives of our people by focusing on mindfulness, self-care and wellbeing.

Increasing suicide prevention networks support local communities

We believe that every life matters. Our Wesley LifeForce Suicide Prevention Networks exist to support at-risk communities in reducing suicide at a local level. Wesley LifeForce saw significant growth in 2018/19 with five new staff, 104 established suicide prevention networks and 11 in the planning and proposed phases including two new NSW networks in Taree and Forster/Tuncurry. We're also expanding to Victoria with three networks in the development stage in Edenhope, Mildura and Robinvale.

We continued to walk alongside people grieving the loss of their loved ones to suicide. Our annual Wesley LifeForce Memorial Services in Sydney, Newcastle, Brisbane and Darwin are an opportunity for those bereaved by suicide to reflect and support each other together in a spirit of comfort and hope.

Conferences shed light on suicide and mental health concerns

We're continuing to lead the way with suicide prevention education. Our 2018 Wesley LifeForce Suicide Conference was held in Proserpine in northern Queensland to support the communities

who were impacted by Cyclone Debbie in 2017. The infrastructure damages have left a continuing mental health impact from the trauma residents experienced during the wild weather. The conference helped to shine a light on suicide and mental health during the aftermath of a natural disaster and increased awareness about the ongoing impact it has on a community.

In 2018 we partnered with the Western NSW Primary Health Network (WNSW PHN), to hold the first western NSW Regional Suicide Prevention Forum in Dubbo. The forum brought together community members and suicide prevention specialists to instigate conversations about suicide prevention, mental health issues and building communities of resilience.

We also partnered with the Rotary Club of Sydney and hosted 'Let's talk—Mental Health and Suicide' conference. Held at the Wesley Theatre in Sydney the conference heard from mental health experts and spokespeople including Wesley Mission CEO, the Rev Keith V Garner AM, celebrated rugby league footballer and now leading commentator Wally Lewis AM, National Health Commission CEO Christine Morgan, mental

health author and Non-Executive Director for RU OK? Graeme Cowan and Australian medical TV presenter, Dr Andrew Rochford.

Expanding mental health support for older people

Transitioning to retirement can involve loss of independence and familiar community connections, which can result in feelings of grief and isolation.

Residents from Wesley Mission's retirement villages positively engaged to one-on-one counselling with a mental health specialist. In response to this growing need, we've employed a second mental health specialist to continue our flourishing mental health work in Wesley Retirement Villages.

Along with one-on-one counselling support, in November 2018 we launched mindfulness and psychoeducation groups at Alan Walker Village, Frank Vickery Village and Wesley Taylor Village. On average six to eight residents participate in the monthly groups and we're seeing residents build connections and learn new skills which enhances their confidence and overall wellbeing.

We're strengthening our Wesley Retirement Villages staff to be equipped to support residents with their mental health. Our mental health specialist has delivered mental health training for 25 staff members, 19 Wesley School for Seniors students and 17 community members.

Brightening futures with laughter

Partnering with the Humour Foundation, elder clowns have brought joy into the lives of residents from Wesley Retirement Villages. For residents who are diagnosed with dementia or don't have regular outside visitors, the elder clowns connect with residents through song and magic tricks to lift their mental health. The success of the program has seen non-responsive residents crack a smile or burst into laughter.

Partially funded by Rotary Club of Sydney, we also partnered with the Humour Foundation to produce three short video clips to talk about mental health, tackle cyberbullying and teach online safety practices to young people aged five to 11. Using entertaining clown doctors, the videos implement humour to open up conversations around understanding emotions and developing resilience when using the internet and sending text messages. The educational videos were shown throughout Wesley Out of School Hours, before and after school and vacation care centres and Wesley LifeForce Suicide Prevention Networks.

New eating disorder program includes mental health focus

We're committed to finding new solutions to support those most in need. Director of Wesley Eating Disorders Centre at Wesley Hospital Ashfield, Professor Phillipa Hay has co-founded the first hospital treatment plan for eating disorder patients who are overweight or obese, which addresses mental health concerns.

HAPIFED (Healthy Approach to weight management and Food in Eating Disorders) is a 12-week program which uses the cognitive behaviour therapy—a form of psychotherapy focused on self-help strategies to change negative thoughts and behaviours—to treat high Body Mass Index (BMI) patients.

The cognitive behaviour therapy sessions are combined with a weekly supervised meal plan and discussions about emotion regulation, weight maintenance, appetite regulation, body image and exercise habits. While HAPIFED program is a weight loss program, it's focused less on weight and more on the act of eating.

During the HAPIFED trial, out of eight participants, 75 per cent lost weight over the period and 75 per cent also demonstrated reduced eating disorder symptoms.



32,523

calls answered

by Lifeline Sydney & Sutherland

106

Wesley LifeForce
Suicide Prevention Networks
across Australia

7,469

clients treated at
Wesley Hospital
Ashfield & Kogarah

6% increase
on 2017/18

Suddenly, out of a blue sky

The loss of Suzanne's career saw her life spiral from confident breadwinner and homeowner to struggling to make ends meet and facing homelessness. Her story describes how the knock-on effect of personal and professional setbacks can have devastating, long-lasting repercussions.

Ansett Airlines was a household name with a 65-year tradition of providing service and excellence in air transportation. The company's greatest boast was its motivated, highly skilled staff of 15,000 nationwide. In TV commercials it wasn't just holiday destinations that Ansett promoted—it was the high calibre of its people.

One of them was Suzanne. A former model turned flight attendant, it was Suzanne who welcomed passengers on-board a jet. She was the calm, reassuring presence that anyone who is nervous about flying prays for. But Suzanne's life was about to be upended. On the morning of 14 September 2001, along with the rest of Ansett's employees, she received notice that the airline had been grounded. What would later be revealed as one of Australia's biggest corporate collapses left a swathe of human wreckage as thousands were thrown out of their jobs.

Suzanne remembers the trauma that her job loss brought into her marriage. "My husband was out of work and things got bad. I had my own home. I owned it outright. But because my husband had no money,

we borrowed against it... and anyway the house got lost. We got divorced and I had to sell it for a pittance."

In time, Suzanne and her ex-husband reconciled. Ironically, it was only after their divorce that she learned her husband had been living with an undiagnosed mental illness—bipolar disorder. "I didn't know anything about bipolar. I didn't know there was such a thing. If I had known, I wouldn't have gotten divorced." With his mental illness diagnosed, they remained friends and were together all the time. Tragedy struck on Christmas Day 2014 when Suzanne's ex-husband had passed away.

As she grieved this significant loss, Suzanne had to face a new financial urgency, "I had to get out of my rental property. I didn't know where I was going or what I was doing." Then the echo of her job loss at Ansett came back with the loss of the vital part-time job she relied on. Without family or friends to call on, the daunting Everest in life was finding next week's rent money. To clear her mind she would take her dog Siobhan for long walks around the neighbourhood streets.

One day, stopping before a church she'd passed many times before, she did something unexpected and walked inside. In conversation with a priest, she unburdened herself of her troubles. It was a catalyst for positive change. "He put me in touch with a lovely husband and wife and they were helpful. They've become like family," Suzanne said. Then an old friend referred her to Wesley Community Housing, which helped her access transitional housing: secure, subsidised housing for people on low incomes.

Liesa, from Wesley Community Housing, explains, "People usually stay in transitional housing for six to 18 months. It gives them a stable, safe place to live while they work with us or other support providers to find longer-term housing that meets their needs."

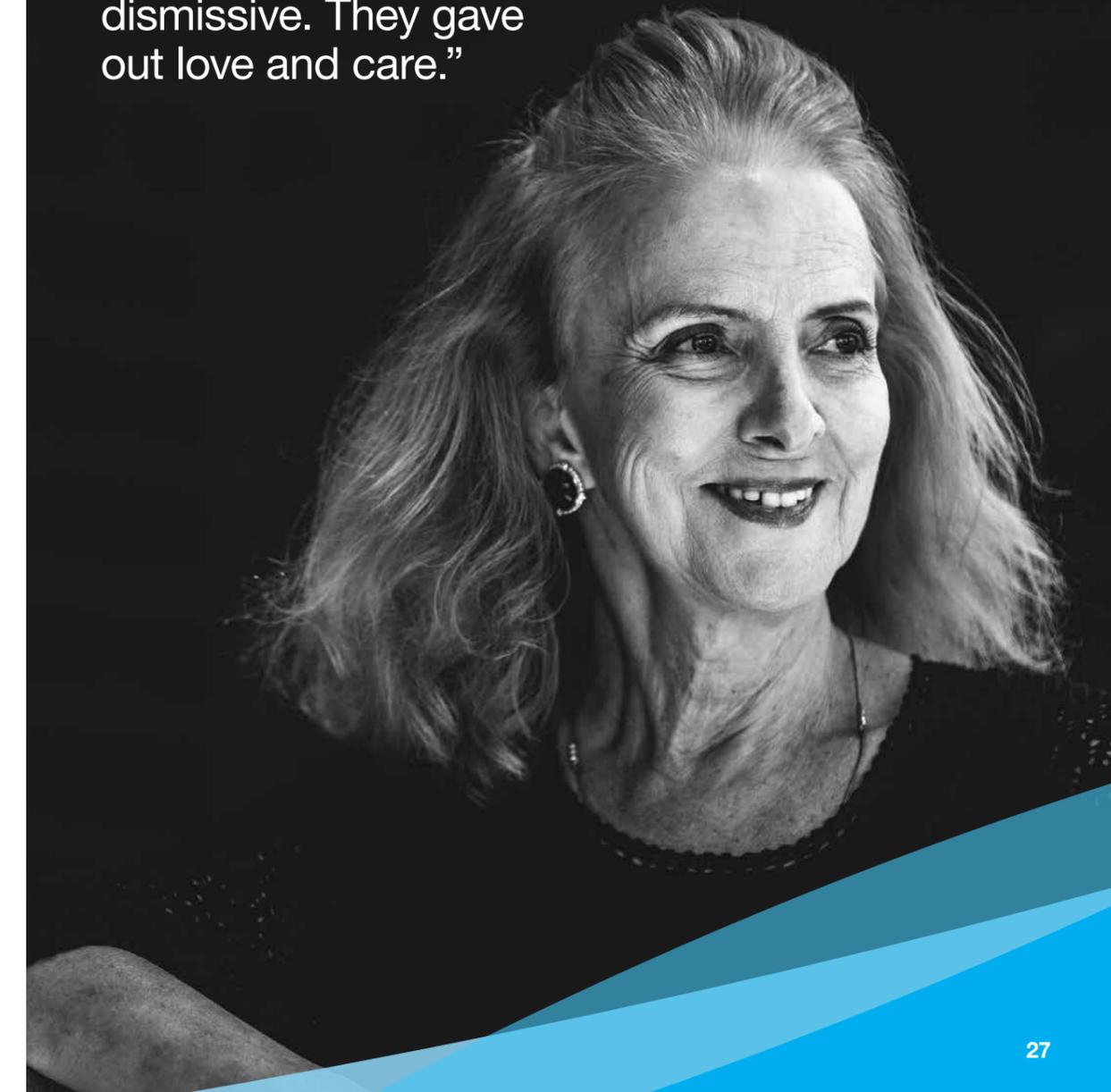
The Wesley Mission Therapeutic Support team also assisted Suzanne. She moved into a cosy one-bedroom apartment. It's close to Suzanne's church and her support network of friends and, perhaps most importantly, it's in a building that allows pets. "We were lucky, because we don't often have properties available in this building," Liesa said. "And this one even has the little courtyard."

Suzanne and Siobhan have lived in the flat for a year and, with Liesa's assistance, Suzanne recently signed a lease for six more months.

It is, in Suzanne's words, her "happy little home", albeit a temporary one. Wesley Community Housing is in regular contact with Suzanne and working closely with her to plan the next move towards more permanent housing.

Suzanne said she did not think she was a person who would ever ask for help in life. But Wesley Mission listened and offered support. "I'm eternally grateful for all the lovely people within Wesley Mission I've dealt with," she said. "Everyone has just been so kind and sweet and loving and offered a hand. They weren't dismissive. They gave out love and care."

"Everyone has just been so kind and offered a hand. They weren't dismissive. They gave out love and care."



Strengthening our community

We're motivated to do all the good we can and support the most vulnerable members of society. No matter the circumstances, we're here for all Australians—from children, families and the elderly, to those struggling with homelessness, addiction, mental health, financial or domestic challenges. And we'll walk alongside each person as they face life's challenges and help them achieve their goals—no matter how big or small.

Integrated support for Bowraville community

We endeavour to meet the totality of an individual's needs and we achieve this through integrated support. In August 2018, we brought together two key community services under one roof in Bowraville: Wesley Youth Accommodation and Wesley ParentsNext. By joining together, this allows participants in each program to access other Wesley Mission services to support all their needs.

Wesley Youth Accommodation has been operating in the Coffs Harbour/Bellingen/Nambucca Valley area for over four years now and for two years in Bowraville. We've supported more than 100 young people who are homeless or at risk of homelessness over the past year.

Wesley ParentsNext equips parents for future employment by the time their youngest child goes to school. So far referrals have come from Bowraville, Barraganyatti, Macksville and Talarm. The program

operates from Bowraville two days per week making it accessible to parents living in Nambucca Valley and surrounding areas.

HIPU program teaches prison inmates financial literacy skills

We support people from all circumstances and walk alongside them through life challenges. In 2018/19, we partnered with Corrective Services NSW to deliver a financial literacy program to prison inmates at seven NSW correctional centres.

Named 'High Intensity Program Units' (HIPU), 15 Wesley Mission HIPU trainers ran 'In Charge of My Money' program, which helps people manage their money and avoid debt. Across 33 workshops and 69 training days, 381 inmates completed the acclaimed Wesley Mission financial literacy course.

By 2020 we expect to have 1,000 inmates trained through HIPU and we're looking towards including parenting and other reintegration programs.

Halving street homelessness by 2025

We provided 105,681 nights of accommodation this year. We're committed to ending the cycle of homelessness by standing alongside the NSW Government and signing a global agreement to halve street homelessness across the state by 2025. The signed agreement joins 13 other cities in a partnership with the Institute of Global Homelessness, becoming part of a global movement to end street sleeping through the IGH Vanguard City Program.

Wesley Mission CEO the Rev Keith V Garner AM was one of the signatories to the agreement with NSW Premier Gladys Berejiklian and the then Minister for Social Housing Pru Goward MP, alongside other major providers. Our CEO has now become one of the founder Directors of End Street Sleeping Collaboration NSW Ltd.

We've also participated in the Sydney Street Count since 2009 and in more recent years, registry weeks in Sydney's Inner City, Eastern Suburbs and Sutherland Shire, which measure the extent of homelessness.

Our commitment to end homelessness goes beyond rough sleeping. Our 'housing first' approach supports those experiencing homelessness with transitional accommodation provided through Wesley Community Housing tenancy assistance and in partnership with other housing providers to meet the needs of our clients across NSW.

A lasting tribute to Wesley Retirement Living residents

We're continually improving the wellbeing of our Wesley Retirement Living residents. Together with Collaroy Plateau Public School and Pacific Hills Christian School, primary school-aged students interviewed residents from Wesley Taylor Narrabeen and Wesley Tebbutt Dundas on camera. Titled *Tell Your Story*, the student interviews were combined to produce one film to create a lasting tribute to the lives of our residents.

Our message of hope reaching people each week

In addition to requests from media for interviews and comments on matters of the day, particularly concerning issues that affect those in great need, for generations, Wesley Mission has had a significant Christian media ministry, presenting a clear message and sharing stories of hope and renewal from our services. We regularly hear from viewers and listeners who take the time to share the encouragement they have received, some reaching out from remote Australian towns or from prison, while others speak of the isolation they experience in their own homes, living in urban spaces.

Wesley Impact! TV allows viewers to journey with the people and clients connected with Wesley Mission, demonstrating our diverse programs from across NSW and beyond. Hosted by Wesley Mission Superintendent, the Rev Keith V Garner AM, the weekly program airs across Australia with the support of the Nine Network and ACCTV.

The fresh and uplifting *Wesley Impact!* radio continues to connect with people across Australia and around the globe including a large audience of UK listeners on UCB2. Our weekly, ten-minute program features the latest Christian music and a practical, Bible-based message from our Superintendent. This year, our popular program was released as a podcast, bringing a message of hope to more people each week. Search *Wesley Impact!* radio on Apple Podcasts or Spotify to subscribe.



“Take your opportunities when they come, be a part of everything. Make sure you help others, get in there and do your share of work,” said Joan, Wesley Taylor Narrabeen resident.

Our people

Empowering our people for growth

At the heart of Wesley Mission are our people. Our dedicated staff are key to offering high-quality community services which support those most in need. As needs arise, we're continuing to invest in our people and their development to strengthen our future.

Growing our passionate people

Here at Wesley Mission we're continually developing and training our staff to improve the way we care for those most in need. Throughout 2018/19, 2,774 enrolments were received from Wesley Mission staff for 173 scheduled training events for onboarding and professional development

We held a new Case Note Writing course to improve the accuracy of case managers' case notes across different community services. Our finance team completed a new Advanced Emotional Intelligence course which focused on interpersonal skills. Together they explored social awareness and social facility through a series of exercises to help our staff practise their communication skills.

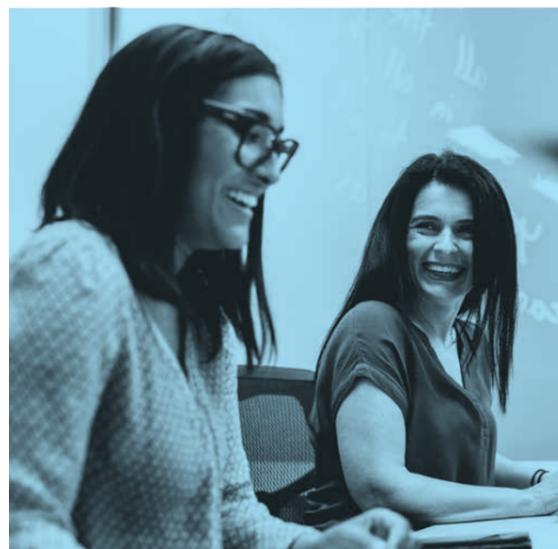
We continued to run our Frontline Leadership Program which was introduced in early 2018. This year we offered the program in Coffs Harbour and Newcastle as well as in Sydney. The program runs over four to six months and supports Wesley Mission managers in their professional development. We also continued to expand our regular employee induction training to more regional areas in NSW as our services expand into new areas.

A highlight for the year was hosting a two-day orientation to open the new community hub model at the new Wesley Mission Taree location in NSW's Mid-North Coast, which brings together Wesley Mission services and programs under one roof.

Staff empowered through career mentoring network

We want our staff to thrive in the workplace and have the tools to achieve their career goals. Over the last 12 months, Wesley Mission staff have participated in a professional development mentoring program, which links staff across different community service areas. Once a month, mentees meet with their mentors to connect, learn from and identify areas of growth to pave the way for career advancement. Mentors offer guidance, motivation and emotional support to mentees and sage advice on how to navigate challenging situations.

In Wesley Health, Conferences & Education, Quality & Projects Specialist, Stephanie, who is mentored by Wesley Training Operations Manager, Elizabeth (pictured right) said, "I aspire to be an Operations Manager like Elizabeth, so I want to understand how she juggles being a mum and work/life balance as that's something that I'm going through."



Chaplains offer spiritual and emotional care

"Just go and love our people." That's what Michael 'Frosty' Frost was told three years ago when he started his new role as Chaplain for Wesley Mission's vast northern NSW region.

Unclear on what that meant at the time, he has since spent lengthy hours driving back and forth along the immense Pacific Highway from Ballina in the north to Hornsby in the south, visiting people connected to the work of Wesley Mission to show compassion and care in whatever form is needed.

"I talk with our teams, meet those we serve and connect with nearby Christian groups to strengthen our Word and deed ministry," he says. As a chaplain, nurturing the beating heart of our work requires a listening ear, compassion and adaptability. "Many people think that such a big territory is exhausting, but when you're working in your 'grace zone', it's energising. My 'grace zone' is adaptability, so if yesterday I'm in the north, then back at the Sydney office today, and tomorrow I'm needed in Casino, I know that God helps me to adapt and He gives me what I need."

Integrating Word and deed

Mental health and wellbeing are important to us. As an organisation built on Christian faith, we aim to care for every aspect of people's needs, including spiritual and emotional health.

Across our organisation we have eight chaplains who provide pastoral care to people from all walks of life—those who are experiencing homelessness, to people with disability, older people, families, people struggling with mental illness and our staff and volunteers.

Wherever there is a need, our chaplains journey with people, offering emotional support during times of pain, struggle or grief as well as celebration in times of joy. Our chaplains provide spiritual support to people in their homes, supported accommodation, mental health hospitals, retirement villages, foster care facilities and in the workplace. Our chaplains also conduct worship and funeral services, as well as Bible studies and devotions.



2,340 staff | **823** full time
931 part time
586 casual

2,774 enrolments in 173 Wesley Learning & Development training events

6,537 volunteers

contributing **124,358** hours saving **\$5,287,887** in wages

Chloe's career confidence

“Jodi never gave up on me,” recalls Chloe, reflecting on her past hurts. “And I never gave up, even when I wanted to. Jodi just kept encouraging me in her own gentle way.”

It was 2016 when Chloe first connected with Wesley Mission. It was a dark period in her life. Her relationship had ended and she readily admits that she wasn't motivated to repair her life. But that all changed when she met Jodi, Team Leader for Wesley ParentsNext.

Chloe vividly remembers those moments she spent crying with Jodi. It was Jodi's kindness that nudged her in the right direction.

“She wasn't pushy. She made me feel like all things were possible.”

Through Wesley ParentsNext, a program which helps parents build a support network to assist in achieving their life goals, Chloe has transformed her life.

Now an employment coach with Wesley Mission's Opportunity Pathways team on NSW's Central Coast, Chloe supports her clients with finding long-term employment opportunities.

Opportunity Pathways supports people, who receive social housing assistance, to make positive life changes and achieve their housing, development and employment goals. It offers flexible and person-centered support with access to learning, training and work opportunities to facilitate improved housing outcomes.

Having made her own transition back into the workforce, Chloe understands her clients' situations only too well. Typically working with a client over a 12-month period, Chloe provides one-on-one coaching to help them return to the workforce.

“There is immense satisfaction seeing a client who is almost broken, overcoming enormous hurdles, building confidence and returning to the workforce,” says Chloe.

A client Chloe recently worked with was significantly impacted by domestic violence and had also lost care of her children. Through Wesley Vocational Institute she completed a Certificate III in Community Services and now runs her own business, caring for people with disabilities. Thanks to Chloe's support, her client's children are now back in her care.

So many of Chloe's clients don't see a future before receiving help from Wesley Mission. They're unsure of how to achieve any employment goals or how they can move ahead in life.

“[It's important to] walk beside them, through their hard times. Support them in building up their confidence so that they have the tools they need to overcome barriers they face,” says Chloe.

Passionate about her work, Chloe is focused on strengthening her clients' futures.

“To be able to lift people up and give them the confidence and motivation that they need. There is nothing that can't be overcome, and they are capable of taking on the world if they want,” she says.

Her dedication to her work is ultimately strengthened by her own family. Chloe is a mother of two—a daughter, aged 14 and a son, aged six. Her number one goal now is to save for a house and continue her education to hopefully one day become a social worker or youth worker.

Chloe's daughter often tells her, “I'm so proud of you Mum'. She has been blown away how I can walk into a room and speak so confidently. I was never like that before, I would be the one sitting in the corner and not talking to anyone. She is super proud of [her] Mum. I'm setting that good example that she needs.”

Chloe says, “I love working at Wesley Mission and the support that I have received, from my managers and colleagues, has been life-changing. You can really lean on people when you need to.”

“‘I'm so proud of you Mum',”
Chloe's daughter often says.
“She has been blown away how
I can walk into a room and speak
so confidently.”



Harrison Street blooms after makeover

Earlier this year Harrison Street looked run-down. The sheds were covered in graffiti, the gardens were overgrown, pathways were littered with debris and odd bits of furniture were scattered outside.

Harrison Street is comprised of 16 Wesley Community Housing studio units. For many residents, these units are their first stable homes since stepping out of homelessness.

While the units have been renovated internally, the surrounding outside areas were in need of a makeover.

It was an enormous task to undertake. And some Harrison Street residents didn't believe anyone would turn up to renovate the property. "I'll believe it when I see it," a resident told Liesa, Community Engagement Officer, Wesley Community Housing.

When a corporate volunteer team arrived, tenants were reluctant to come out of their homes to help.

But two full skip bins later, residents stood back and admired their hard work.

"They went from being in their rooms, keeping to themselves, not wanting to get out to being excited," said Liesa. "Even those who usually have a bit of social anxiety, came out and helped prune a tree to be part of something bigger than them."

As they painted, cleaned and weeded the gardens, strong connections were formed between the corporate volunteers and Harrison Street tenants.

"After everyone had gone, the morale was still so high. Many said that was the best day they'd had since moving in," said Liesa.

Not only did they transform a property, the connections built between the corporate volunteers and Harrison Street tenants are now having a long-lasting impact.

Prior to the makeover, many of the Harrison Street residents rarely spoke to each other. Since then, not only have they maintained the gardens but friendships are now blossoming between Harrison Street neighbours. Eager to develop their horticultural skills, residents recently completed a two-day gardening course coordinated by Wesley Community Housing and run by Wesley Training. Wesley Community Housing also coordinated a horticultural workshop run by the Royal Botanical Gardens to make succulent pots as thank you gifts to the volunteers.

Our corporate volunteers were so impacted by the experience they plan to return in late 2019 to continue renovating Harrison Street.



Passion that lasts the distance

David Morgan Centre is more than just a workplace. Filled with some of the longest-serving Wesley Mission workers, it's a dedicated community who count each other as family.

As part of Wesley Employment Services, David Morgan Centre offers employment and training opportunities for people with disability to develop their skills, contribute to the workforce and enjoy positive social interactions in a warm and welcoming environment.

An important part of the David Morgan Centre team, Terry reached his 45-year milestone this year, making him the longest-serving Wesley Mission employee to date.

Terry's supervisor and Wesley Employment Services NSW Operations Manager, Rick said, "Terry likes a chat, always keen to work and is just one of those genuine workers. He is a great personality to have in the workplace that lifts everyone's spirits. He really wears his long-service as a badge of honour."

One of the reasons why Terry loves working for Wesley Mission is his alignment with our organisation's Christian faith. He devotedly attends a Wesley Mission congregation with other David Morgan Centre employees.

This year we introduced a new corporate volunteering venture, Pick n' Pack with Care, which gives corporates the opportunity to work alongside David Morgan Centre employees. Our corporates spend a day with workers like Terry, fostering friendships and helping our workers to continually develop their social skills.



Our growing community gives back

We're so grateful to our over 6,500 volunteers who rolled up their sleeves to help those most in need in 2018/19. Without them, the crucial work of building better lives for vulnerable people wouldn't be possible.

Ten-dollar challenge changes mindsets around homelessness

For people who are homeless or at risk of becoming homeless, stretching \$10 to provide three days' worth of food and supplies is a reality.

Wesley Homeless Food Challenge is a half-day course based around fast-paced simulation exercises and thought-provoking discussions that promote teamwork and empathy. The course offers participants the opportunity to shop for three days' worth of food with less money than the cost of a gourmet sandwich.

Each team is given a scenario to address, such as a family living in car or a single older woman sleeping rough, and are tasked with sourcing enough food and care products to survive for three days on a limited \$10 budget. At end of the session, all food and care products are donated to Wesley Connect, our Inner City food and care program which supports those who are homeless or at risk of homelessness, and to other Wesley Mission services.

In 2018/19, 68 groups completed the course and raised \$35,430 worth of donated food and goods.

"The day was very eye-opening, giving us all a new perspective on homelessness. It's this sort of awareness that's really important and needed to let people know how they can help others. I have certainly come away with a greater understanding and inspiration to give back in some way in the future."

Colin, Accenture employee

2018 volunteer of the year

This year's award was given to Helen, who has been a volunteer mentor with the Wesley Aunties & Uncles program since 2013. The program sees volunteers offer mentoring, care and guidance to children up to 12 years of age.

Through mentoring, Helen has helped a single mother recovering from breast cancer treatment by taking her child on outings, allowing the mother to rest and recover. Helen has become a real 'auntie' to the child and mother. As well as supporting the family through homelessness, Helen has introduced her linked family to her husband, grown up children and their children, giving them an extended family they had never experienced before.

50 years focused on seniors' wellbeing

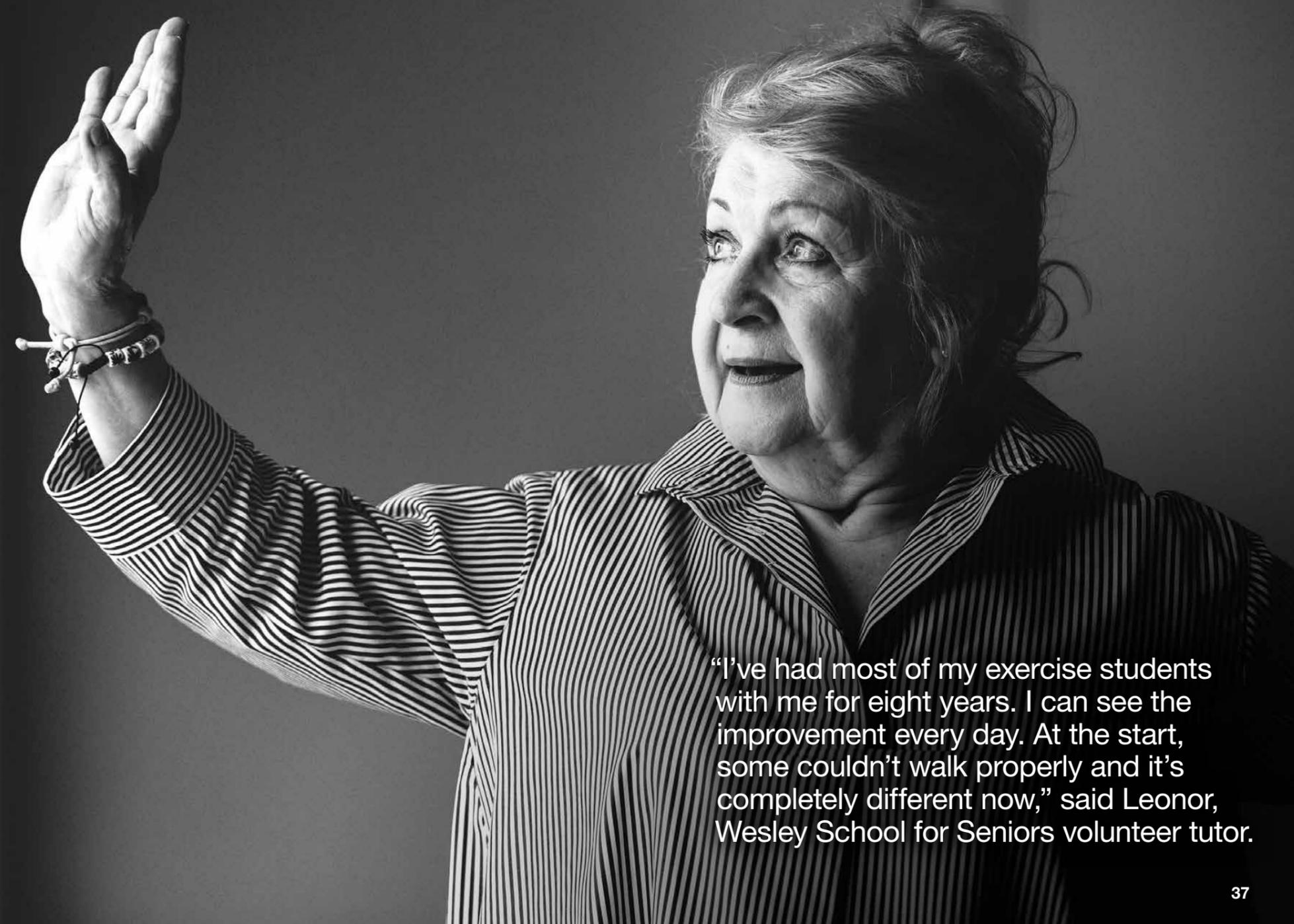
This year we celebrated 50 years of running Wesley School for Seniors, a program which offers relaxed learning opportunities for over 55-year-olds. Since 1969, we've offered a range of educational and recreational courses that focus on the physical, social, intellectual and spiritual needs of seniors in the wider Sydney community. Not only do the classes offer seniors new skills but the opportunity to develop friendships and reduce social isolation.

Currently, we have 450 students in our 101 city classes and 92 volunteers who support the running of the school. Wesley School for Seniors also offers courses at Alan Walker Village in Carlingford with 18 students enrolled in 11 classes and eight volunteers.

As part of our 50th celebrations in June we also honoured our long-serving volunteer tutors for increasing the wellbeing of seniors through their classes.

"In a powerful way, volunteering helps to create the kind of community that we all want to be a part of and to experience meaning and fulfillment in new ways."

**Rev Keith V Garner AM
CEO/Superintendent**



"I've had most of my exercise students with me for eight years. I can see the improvement every day. At the start, some couldn't walk properly and it's completely different now," said Leonor, Wesley School for Seniors volunteer tutor.

Executive Leadership Team

Rev Keith V Garner AM

CEO/Superintendent

MTh (Oxon), DD (Hon)

For biographical information please see page 42.

David Cannings

Chief Financial Officer

F CPA, AICD, BBus, MBA

In his role as Chief Financial Officer at Wesley Mission, David oversees our accounting, financial planning and procurement services.

David has over 25 years' executive management experience in a range of industries, including the social services sector and the finance services sector (including life insurance, superannuation, funds management, endowment management, financial planning and banking). This has been in a diverse range of organisations including listed companies, private companies and not-for-profit organisations.

David also serves on a number of board committees within the sector and outside of Wesley Mission.

Rev Dr Rick Dacey

Senior Minister, Wesley Congregational Life

BA, MDiv, DMin

Rick is responsible for the Congregational Life and Chaplaincy of Wesley Mission. He has broad experience in diverse ministry contexts and served as Senior Minister of a large church in Connecticut, USA, before moving with his wife and children to Australia in 2007 to serve in the Uniting Church.

Rick's passion for preaching and his commitment to whole-life discipleship led him to accept a call to serve Wesley Mission in July 2012.

Chris England

Chief Operating Officer

BSocSc

Chris is responsible for the delivery of Wesley Mission's community services including aged care, disability services, homelessness programs, conference and educational services, out-of-home-care programs, mental health hospitals and programs, and child and family services.

This year Chris' role has expanded to include the oversight of Wesley Mission's legal, risk, compliance and quality assurance functions.

He has worked at Wesley Mission for 15 years. Prior roles included leadership positions at Mission Australia, Accenture and Matrix on Board.

Graham Harris

General Manager, Wesley Corporate

CAHRI

Graham is responsible for marketing, property, human resources, information services and governance. His career in human resource management spans more than 25 years and he has gained sound management experience, strategic leadership and analytical skills.

Graham serves on the Board of the Australian Federation of Employers and Industries (AFEI) (Board member since 2000 and President from

2002–2009). Graham is also a member of the council for the Australian Chamber of Commerce and Industry (ACCI) and was a Board member from 2004–2011. Graham commenced his employment at Wesley Mission in January 1993.

Catherine King

Company Secretary

BA (Hons), LLB, Grad Dip Legal Practice, Grad Certificate of Management

Catherine is responsible for administering and supporting the business of the Wesley Community Services Board. She has over 25 years' experience across the public, private and not-for-profit sectors at executive level in corporate governance, legal services, strategy and business planning, risk management and major government reform projects.

Catherine joined Wesley Mission in July 2017. Before joining Wesley Mission, she was company secretary and held an executive legal and governance role in the not-for-profit sector, working with the Board and other stakeholders to manage risk and drive change to deliver affordable housing solutions. Catherine has held senior leadership positions across a wide range of industries providing governance and legal services, and delivering major change projects to implement reform, including the sale and transition to private ownership of state-owned assets, divestment of government services and other significant regulatory reform projects to meet compliance and operational requirements. Her company secretarial experience spans roles in public, private and not-for-profit companies.



A special note of thanks from the Rev Keith V Garner AM

Graham Harris has had an outstanding career at Wesley Mission. At the end of 2019 he will retire. His work has included human resources and governance, as well as many other responsibilities. When he retires, Graham will have served Wesley Mission for over 26 years and, on behalf of the whole Wesley Mission family, I would like to thank him for his contribution and his remarkable commitment to both Word and deed. He has been a great servant of this organisation during times of change and development and I personally have valued his enormous contribution. We pray that he will enjoy a happy and fruitful retirement.

From left: Chris England, Rev Dr Rick Dacey, Rev Keith V Garner AM, Catherine King, David Cannings and Graham Harris.

Our operations

Growth that safeguards our future

We take our responsibility seriously to provide safe and high-quality care for those most in need. We're continually strengthening our systems, technology and processes to improve the way we support our people. We're ensuring we remain up-to-date with the rigorous governance structures for transparency and accountability across Wesley Mission.

Centralised roster centre supports more people in need

Wesley Mission clients receiving home care and disability services are benefiting from a new roster centre. Our centralised rostering hub places our people at the forefront to ensure they receive stable and reliable services.

We offer home care for older people and those transitioning out of hospital. We also care for people with disability at both an individual level and within group homes. Our clients live in regional, suburban and urban areas across NSW, from the Mid-North Coast, Hunter region and Central Coast to North Sydney and CBD to Western Sydney and out to the Blue Mountains, along with southern Sydney and down to the Illawarra.

Prior to the roster centre, Wesley Mission staff were spread across five sites. Now located at one site in Blacktown, our rostering process is streamlined, allowing us to offer support to more clients in a shorter timeframe.

Bringing 17 staff together under one roof has enabled the workload to be shared amongst our 500 accessible care workers. If a care worker is unavailable, we can now engage a care worker from a different geographic region. By sharing the workload with neighbouring regions, we hope to reduce our reliance on external sub-contractors.

"The benefits for the staff being in one place is to have that sense of team," said Leigh, Business Admin Team Leader, Wesley Home & Residential Care.

Measuring our clients' wellbeing

We're passionate about giving our people the opportunities to make their own choices, all while providing them high-quality care.

In 2017/18 we began measuring how well we're caring for our clients at Wesley Hospital in Ashfield and Kogarah as well as at Wesley Conference Centre.

This year we identified 12 client touchpoints, where clients can give accurate point-in-time feedback of their experiences. We use a Net Promoter Score to measure our clients' satisfaction as part of the survey.

We installed iPads at more of our community services to collect client data to measure satisfaction. We expanded the touchpoint program to Alan Walker Village, Frank Vickery Village, Wesley Taylor Village, Wesley Vision Valley and Wesley Mission's website and intranet. We're also installing these touchpoints in our new community hub model of service at Wesley Mission Taree and in Wesley Mission Newcastle when it launches in 2020.

Tender team reaches 1,000th milestone

We're committed to maintaining best practices to grow our revenue, so we can continue to do all the good we can.

On 2 May 2019, we submitted our 1,000th tender over a period of seven years. Our Wesley Strategic Outcomes team works with community service delivery teams across Wesley Mission to apply for new programs and secure funding for existing government contracts.

Over the last seven years the team has secured over \$354 million in total contract value, achieving an average success rate of 47 per cent. Our team's success rate in the first year of applying for tenders was 38 per cent and in the last 12 months our success rate has risen to 58 per cent.

Giving children and young people a voice

All children and young people have a right to feel and be safe and we all have a responsibility to do the best we can to ensure that safety. As an organisation with more than 120 years' experience

in every aspect of child and family care, Wesley Mission takes this responsibility seriously.

Our child safety report presents findings of a survey completed by children and young people across Wesley Mission programs. The responses to the survey demonstrate that, overall, children and young people in our services have positive perceptions of their safety at Wesley Mission. The findings also indicate there is room for improvement, and in this report, we've listed recommendations for how we can help children and young people feel safe and have more confidence in our staff to assist them in unsafe situations.

This report is the first in an ongoing exercise to monitor child safety in Wesley Mission's programs and identify areas for improvement.

University research validates mental health training

Since 1995 Wesley LifeForce has reached over 30,000 people across the nation, including community members, aged care nurses and workers, medical practice staff, general practitioners, practice nurses and relationship counsellors through their suicide prevention training workshops.

We continually seek to improve the effectiveness of our mental health training programs through conducting research.

We commissioned the Australian Institute for Suicide Research and Prevention (AISRAP) at

Griffith University to undertake a two-phase evaluation of Wesley LifeForce Training.

Their research revealed that Wesley LifeForce Training is 'robust and effective' and both sets and meets international best practice standards for suicide training as a trusted leader in suicide prevention and intervention. They also concluded workshop participants can expect to increase their perceived capability, declarative knowledge, positive attitudes and willingness to intervene in suicide prevention once they undertake learning through our Wesley LifeForce Training courses.

Safety is our main priority

We're committed to providing safe environments when caring for those most in need. Every year, our Board determines our 'risk appetite', which outlines the level of risk we're willing to take as an organisation to deliver our strategic objectives. By evaluating risk, we can continue to prioritise the wellbeing of our clients, while taking a greater level of risk in other areas to encourage innovation and expansion.

Enhancing the quality of our community services will strengthen our clients' future. Throughout 2018/19 we reviewed and aligned our management systems and accreditation requirements to interrelate with our Quality Management System.

During 2019/20, we'll review the current systems that support our policies and procedures, incidents, compliments and complaints and risk management. As our diversity of community services grows, so do

our regulatory and accreditation requirements. We'll continue to assess and review the efficiency of these expanding efforts.

Delivering insights and reporting to increase our impact

Our renewed approach to Business Intelligence is positively changing the way we can support people in need. Wesley Mission operates across a diverse range of community services presenting unique technology challenges. Prior to adopting the new system, our clients, programs, community services and financial data resided in separate systems and formats.

Now, teams are able to share insights across Wesley Mission with the ability to visualise data, all whilst meeting our robust privacy and compliance requirements. This unified approach to data has led to improved accuracy in reporting and can now show the positive effects of our network of services working in concert, to meet the changing needs and shifting demographics of our community.

Wesley Mission Board

Rev Keith V Garner AM **CEO/Superintendent** MTh (Oxon), DD (Hon)

Since his appointment to Wesley Mission in 2006 Keith Garner has built a strong reputation as a public advocate on such issues as homelessness, household debt and financial stress, in addition to the care of the mentally ill and vulnerable. He is a strong media contributor whose informed comments on social issues are sought regularly.

His weekly television program, *Wesley Impact!* TV is shown nationally on the Nine Network and the *Praise, Prayer and Preaching* program on the Australian Christian Channel. Keith records a 10-minute radio program which is broadcast across the world by United Christian Broadcasters. He has written a number of books, as well as hosting award winning documentary films including *John Wesley, The Man and his Mission*, and a six-part series, *Jesus, the Man of Galilee*.

In 2008 he participated in the Strengthening Communities, Supporting Families and Social Inclusion stream at the Australian Government's 2020 Summit in Canberra. He has given evidence and made numerous submissions to government inquiries on issues ranging from suicide prevention to finance industry reform.

Keith served as the Deputy Co-Chair of the NSW Premier's Council on Homelessness for eight years. He is a director of the Community Council of Australia which represents the not-for-profit sector. He became the President of the Rotary Club of Sydney in July 2018 leading a President's Project

'Building Resilience in Mental Wellbeing and Suicide Prevention'. Keith is a Board member of the major religious organisations' group SEIROS (The Study of the Economic Impact of Religion on Society). Keith is an inaugural Director of End Street Sleeping Collaboration Limited. This is an important Board addressing a critical area of service in which he and Wesley Mission are committed to engage, to reduce homelessness in Sydney and across the state.

Best known as an inspiring and gifted preacher, Mr Garner has preached throughout the world. He has a vision for Christian church agencies and mission using leadership and organisational skills alongside an ability to delegate.

Before moving to Australia to take up his current role in 2006, Keith had more than 25 years ministry experience, including the leadership of some of Britain's largest Methodist churches and sat on numerous councils and boards.

Keith Garner was awarded a Member of the Order of Australia (AM) in the 2015 Queen's Birthday honours for significant service to the community and being an advocate for people who are homeless and socially disadvantaged.

Keith's formation training was at Wesley College Bristol and he later completed his Master of Theology through the University of Oxford. He was awarded an Honorary Doctorate by the Evangelical Bible Seminary in Yangon for work throughout the world in supporting poorer communities.

Keith is married to Carol and they became Australian citizens in 2008.

Michael Anderson **Non-Executive Director and Chair** BEc, FIAA, Grad Dip (Christian Studies), MAICD

Michael is Chair of Uniting Mission and Education (NSW/ACT). Until recently he was Chair of Uniting Financial Services (a \$1.5 billion financial services provider) and Ecclesia Housing (community housing). He has other roles around strategy, investments, ethics and leadership and is a member of the AMP Capital Responsible Investment Leaders Ethics Committee and Westpac Stakeholder Advisory Committee.

Michael had a wide range of experience at AMP Capital Investors which spanned a range of senior investment and general management roles. These roles included Head of Australian Equities, leader of Australia's largest Sustainable Investment Fund and being a company spokesperson on corporate governance issues. Michael was appointed to the Board in May 2017.

Meredith Scott **Non-Executive Director and Deputy Chair** BEc, FCA, GAICD

Meredith is CEO of Opportunity International Australia, an international aid agency that uses services centred around microfinance to alleviate poverty in the developing world. She has held that role since April 2018. Prior to that she was a partner of Ernst & Young Australia, specialising in Assurance Services, with 32 years' experience providing accounting, reporting and auditing advice to clients in Australia, Canada and the United States. Meredith is also Deputy Chair of Pymble Ladies' College

(a Uniting Church School) and Chair of its Audit and Risk Committee. Meredith is also an Elder, the Honorary Treasurer and Outreach Coordinator at Turramurra Baptist Church. She was made an Honorary Fellow of the Senate of Sydney University in 2015 for services to the University Audit and Risk Committee over 10 years. Meredith has been a Board member for Wesley Mission since July 2014.

Dr Keith Suter AM **Non-Executive Director** BA (Hons), MA (Hons), PhD, FAICD, FRAI

Keith has been involved with the Uniting Church for over 40 years. His most recent PhD focused on the future of the Uniting Church in Australia. Keith was awarded a Member of the Order of Australia (AM) in the 2019 Queen's Birthday honours for significant service to international relations and to the Uniting Church in Australia.

Keith is a company director, conference speaker, broadcaster, writer and teacher at Boston University (Sydney campus). He is a Fellow of the Australian Institute of Company Directors. He is a well-known contributor to the media scene in Australia. Keith has been a Board member since January 2009.

Bernard Boerma **Non-Executive Director** BA, B.Soc.Stud, (1st Class Hons), MBA, MAICD

Bernard has over 25 years of social work and senior management experience, including over 12 years as CEO of a large human service agency. He has worked in a wide range of human service sector organisations—including mental health, public housing, child protection, aged care, disability services, juvenile justice and community-based corrections, family support, homelessness, counselling and community development. He is currently Secretary of the Australian and New Zealand Third Sector Research Incorporated and teaches at the University of Sydney.

Bernard has served as an industry leader with community organisations, for example, the Sydney Alliance, NSW Council of Social Services, Catholic Social Services Australia and the Association of Major Community Organisations. He is committed to ensuring a just society that promotes the dignity, equality and participation of all people. He is a member of the Catholic community with links to the Uniting Church.

Bernard is married to Helen, with two adult children and a grandson. Bernard was appointed to the Board in May 2017.

Jill Pretty **Non-Executive Director** RN, MN, BN (Admin)

Jill Pretty is a Registered Nurse, who holds a degree in Nursing Management and a Master in Nursing majoring in Aged and Palliative Care as well as a Certificate IV in Training and Assessment. Jill was employed by Aged and Community Services NSW and ACT (ACS) for 15 years and held the position of Manager of Policy and Consultancy before being appointed as the Chief Executive Officer in 2008. Before joining ACS, she was the Director of Nursing at McQuoin Park, Mercy Family Centre for 12 years.

Jill currently has her own consultancy where she delivers training to staff in aged care and advises on clinical and management issues. Jill is a Fellow of the Australian College of Nursing and the Australian Association of Gerontology and a Member of the Australian Institute of Company Directors.

Mark Northern **Non-Executive Director** B.Comm, B.Acc, GAICD

Mark is a chartered accountant and experienced property and finance executive with a lengthy record of success in Australia, the USA and South Africa. As a senior property, operations,

development, finance and retail executive, Mark has 30 years of experience gained at a high performing ASX top 20 global organisation.

Mark is currently Chair of KYDS Youth Development Service, providing adolescent mental health services in northern Sydney, and past board member of Wesley Gardens Aged Care.

Mark is currently Treasurer, Elder, Councillor and previously Chair and a member of various committees of Roseville Uniting Church. Mark joined the Wesley Mission Board in July 2017 and is a member of the Finance and Audit Committee.

Tracy Morgan **Non- Executive Director** GAICD, CAHRI, MBA (Macq.)

Tracy has over 25 years' executive and consulting experience, including 10 years running her own consulting practice, working with organisations navigating change. Her career spans strategy facilitation and development, change management, executive search, human resources consulting and accounting.

Tracy's Board experience includes Chair of The Housing Connection, providing tailored support to adults with intellectual and other disabilities to live valued and rewarding lives in the community, plus Director of Sylvanvale Foundation for Disability Services and Sydney Philharmonia Choirs.

Tracy is active in church life, currently serving as a Service Leader and Parish councillor. She was appointed to the Wesley Mission Board in December 2018 and is a member of the Finance and Audit Committee.

Our finances

Investing in a stronger future

Thanks to our incredibly loyal donors, partners and supporters, we're increasing our capacity to help more people who are most in need. Our donors come from all walks of life, and we're thankful for every person who not only recognises the great need in our community but responds in a practical way, doing all the good they can.

Significant funds raised are supporting more Australians

We're thankful for all the individuals, families, volunteers, corporations and workplaces who helped us raise over \$7.1 million to support those most in need in 2018/19. Over 44,500 people who believe in our work supported us through their donations. A significant portion of the funds raised came from people who chose to leave a gift in their Will and we'll forever be grateful to our supporters who have left a lasting legacy in this way.

Street fundraisers grow our database

Thanks to our dedicated street fundraising team, we acquired 445 new donors in 2018/19. Our in-house street fundraising team generates regular financial supporters by engaging with Sydneysiders. On average our street fundraisers have one to two minutes to captivate someone's attention and sign them up as a financial donor. While not an easy task, our street fundraisers are up for the challenge because they believe in the impact our services are having to help those most in need.

Charities often outsource their street fundraising teams to agencies. Here at Wesley Mission, we moved to an in-house model in December 2016 to have a team who advocates for our Word and deed mission and are passionate about seeing lives transformed.

Legacies that have a life-long impact

Throughout 2018/19, 33 people chose to include Wesley Mission in their Will. By leaving us a gift in their Will, our donors' memories will live on through the legacy of support they leave to Wesley Mission.

Securing families' futures

In 2018/19, we helped more Australians acquire a Will through increasing our Wills Days to ten. The Wills were prepared by professional independent lawyers for a small service fee, which goes towards supporting the work of Wesley Mission. We're grateful to the lawyers who willingly donate their time to prepare these Wills.

Heroes unite to raise funds for Wesley Mission

Four stories of survival and bravery moved a room of donors to raise \$168,000 for Wesley Homeless Services. Acclaimed journalist and ABC TV host, Leigh Sales interviewed four community heroes, Ben Farinazzo, Dana Vulin, Todd Russell and Louisa Hope at Wesley Mission's annual fundraising luncheon, Heroes United on 25 June at Doltone House, Sydney.

Our Heroes shared their inspiring stories of overcoming adversity and how they found hope not only to survive but thrive in their lives. Despite experiencing challenging situations, each has moved forward with a great joy for life and are passionate about inspiring others to do the same.

For ten years, we've brought together Australians from the corporate, sporting and entertainment worlds to raise much needed funds for Wesley Homeless Services.



\$7,154,953

in fundraising and legacies

44,511

 donations

10

 Wills Days held

33

 new bequests identified

\$168,000

raised for Wesley Homeless Services at Heroes United

An everlasting legacy

Mark and Linda are deeply passionate about giving people hope—both spiritually and practically. It's their Christian faith that daily drives them to do all the good they can.

Church has always been part of Mark and Linda's lives but 30 years ago they wanted to do more. At the time, Mark and Linda were disappointed their church devoted little energy to caring for vulnerable members of society.

Instead of waiting for their church to change, they acted. They went looking for an organisation that filled this gap and found Wesley Mission.

"With the work that we do within our church, we see the pain that is within society. I'm aware that pain comes in many different forms. Homelessness, joblessness, domestic violence just comes in so many different forms," said Mark.

Linda said, "To me what's really important is the work that needs to be done with hurting families—there is so much family breakdown. Domestic violence victims and children who are in broken families. These are the issues that are really important to me."

Impacted by Wesley Mission's wide-reaching work, Mark and Linda made the decision to leave Wesley Mission a gift in their Will.

"We left a gift to Wesley [Mission] in our Will as a legacy. When we pass on, we feel that some of the

assets and money that we have collected should be used to help benefit others," Mark said.

Linda added, "I think it's important to put a gift in your Will, because it's as though you are giving to God with the last of your possessions. It is our last opportunity to give thanks to God for what he has blessed us with, to go forward to bless others. If we can pass that blessing on through our Will, it is something special and very easy to do."

Both Mark and Linda want their assets to be well divested at the end. They hope nothing is wasted and their finances can have a lasting impact on those most in need. They believe the best organisation to do this is Wesley Mission who can, "multiply money and extend it out into the community," said Mark.

Linda added, "A charity tends to have direct contact with the people. People working with people, that is far more meaningful. If you're a person who is hurting, you want interactions with someone who is showing Jesus' love to you in that situation."

Mark and Linda have been married for 39 years. They first met at a Bible study at their shared workplace. Unknown to each other, they both also had an interest in running and were training for

Sydney's City2Surf. It was through this mutual passion for their faith, health and fitness that first brought them together as a couple. Together they have three children who are central to their family life.

Mark and Linda not only give their finances but their time. Over the years they have volunteered at many Wesley Mission events and activities to reinforce their continual commitment to Wesley Mission.

For the past two years, Mark has voluntarily tutored at Wesley School for Seniors, a program which offers educational and recreational courses to over 55-year-olds. The program gives seniors the opportunity to build new skills while developing friendships. Recently retiring and wanting to stay connected, Mark jumped at the opportunity to become a tutor. At his classes, Mark speaks on a range of technical subjects, such as 'Physics for Politicians' that create robust discussions amongst the group.

"The community at [Wesley] School for Seniors is great. There is such a diverse range of classes that you can participate in. The classes run every day of the week and there is always going to be someone you can feel connected to," explained Mark.

Linda and Mark would like to encourage anyone who is thinking of leaving a gift to Wesley Mission, how simple and rewarding it is. They believe it's a really easy way to give back to the community.



"It is our last opportunity to give thanks to God for what he has blessed us with, to go forward to bless others."

Financial summary

Statement of profit or loss for the year ended 30 June 2019	2019 \$'000	2018 \$'000
Revenue		
Government grants	96,447	87,209
Revenue from rendering of services	105,178	94,156
Revenue from sale of goods	7,770	7,488
Legacies and donations	7,155	7,786
Investment income	4,825	4,664
Other income	5,820	3,542
Total revenue	227,195	204,845
Expenditure		
Employee benefits expense	145,461	130,834
Material and other client services	27,625	28,895
Maintenance and accommodation	16,454	13,905
Depreciation and amortisation expense	10,645	9,261
Travelling expenses	5,917	5,254
Professional fees	4,717	4,774
Communications	1,741	1,390
Cost of goods sold	1,577	1,259
Finance costs	231	251
Other expenses	8,028	8,376
Total expenditure	222,396	204,199
Surplus for the year	4,799	646

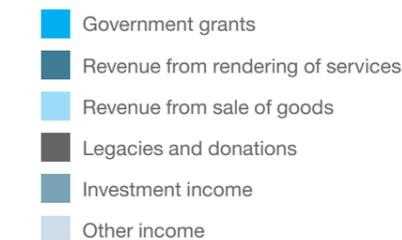
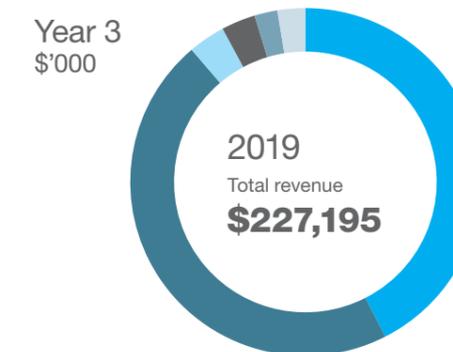
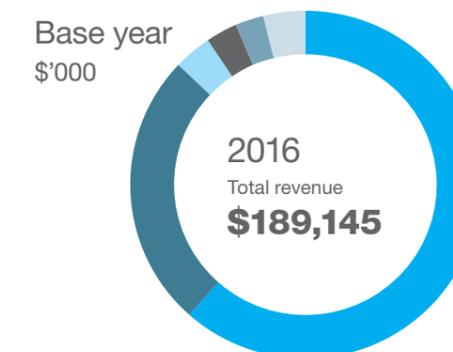
Statement of financial position as at 30 June 2019	2019 \$'000	2018 \$'000
Current assets		
Cash and cash equivalents	85,076	91,018
Trade and other receivables	21,780	18,922
Inventories	498	429
Other financial assets	14,484	13,666
Total current assets	121,838	124,035
Non current assets		
Property, plant and equipment	343,563	335,533
Investments	165	-
Other assets	1,857	696
Total non current assets	345,585	336,229
Total assets	467,423	460,264
Current liabilities		
Trade and other payables	22,930	18,367
Borrowings	3,930	4,444
Provisions	13,572	12,072
Resident licence agreements expected to be paid within 12 months	34,107	33,877
Resident licence agreements not expected to be paid within 12 months	140,174	143,603
Unearned lease premium	168	168
Unearned funds	14,579	15,160
Other liabilities	869	821
Total current liabilities	230,329	228,512
Non current liabilities		
Unearned lease premium	2,551	2,735
Borrowings	5,162	4,644
Provisions	2,744	2,535
Total non current liabilities	10,457	9,914
Total liabilities	240,786	238,426
Net assets	226,637	221,838
Equity		
Accumulated funds	226,376	219,008
Reserves	261	2,830
Total equity	226,637	221,838

Statement of cash flows	2019 \$'000	2018 \$'000
Cash flows from operating activities		
Receipts from customers including government subsidies	227,132	199,541
Payments to suppliers and employees	(216,645)	(199,861)
Interest received	4,007	4,185
Net cash provided by operating activities	14,494	3,865
Cash flows from investing activities		
Purchase of property, plant and equipment	(15,714)	(7,980)
Proceeds from sale of property, plant and equipment	2,706	6,113
Investment in other financial assets	-	(950)
Investment in/(redemption of) term deposits	(3,013)	10,962
Proceeds from redemption of available for sale financial assets	-	54
Net cash provided by/(used in) investing activities	(16,021)	8,199
Cash flows from financing activities		
Receipts from resident funded licence agreements	29,169	26,556
Repayments for resident funded licence agreements	(27,911)	(23,415)
Repayments of finance leases	(5,442)	(3,822)
Finance charges	(231)	(251)
Net cash provided by/(used in) financing activities	(4,415)	(932)
Net (decrease) increase in cash and cash equivalents	(5,942)	11,132
Cash and cash equivalents at the beginning of the financial year	91,018	79,886
Cash and cash equivalents at end of year	85,076	91,018

In the past year we achieved

10.9% revenue growth

...from increasingly diversified sources



Our supporters

Your contribution changes lives

We're grateful for all the groups, businesses and organisations who have supported us throughout 2018/19. Your financial support, donations and time volunteering with our staff and clients have deeply impacted many Australians to help them achieve their life goals.

Our financial supporters

Platinum supporters

Access Pay
AMP Bank
AMP Foundation
Chatswood Toyota
Chestnut Tree Foundation
Cottee Orchard
Firestorm Fire Protection Pty Ltd
Good2Give
Lifework Foundation
Rellim Foundation
Riverbush Pty Ltd
Rotary Club of Sydney
The Greatorex Foundation Pty Ltd
The Miller Foundation Ltd
The Pratt Foundation
Wesley 10.30 am Congregation
Western Union Business Solutions

Gold supporters

Avant Constructions
Comcater Pty Ltd

Dexus
Diversicon Environmental Foundation
Integrated Business Tech
Liberty International Underwriters
NTS Communications
Permanent Trustee Company Ltd
St George Foundation
Stockland
The Radio Community Chest
Incorporated
Toyota Fleet Management

Silver supporters

AAB Holdings
Adept Air Conditioning Pty Ltd
Australian Federation of Employers & Industries
Barhead
Belrose Uniting Church
Broadcast Australia
Collier Trenerry Trust
Complete Pest Control
Cootamundra Uniting Church
Crowe Howarth Australasia
Decode Sydney
Dolby Australia

Edmen Group
Equity Trustees
Estee Lauder Pty Ltd
Gloucester Uniting Church Fellowship
Impact Group
John Lamble Foundation Pty Ltd
Kimberly-Clark Aust Pty Ltd
Kinlay Grinham Casey Burne
Rossco's Concreting and Excavation
Security Solutions
Shire Financial Group
Silent Film Australia Ltd
Stephen Edwards Construction
Total Content Digital LLC
Westpac Private Bank
Willowie Nominees Pty Ltd (Bill Leavey Foundation)

Trusts and foundations

Allan McEwen Family Trust
Property Industry Foundation
Samuel & Sadie Mir Foundation
State Trustees Australia Foundation
St George Foundation

Legacies

Irene Bailey
R Beasley
Sheila Bernice Button
Coniston Campbell
Rita Lilian Cole
Martha Danos
Bonney Davies
Sheila Finlayson
Beryl Floyd
Betty Margaret Fuller
Kevin Gartrell
Joyce Yvonne Gibbons
Peter Hendry
Audrey Henshaw
Judith Anne Hopher
Sybil Hintze
Cynthia Holcombe
Marcelle Hunt
Vera June Lawrence
James M Lutton
Norman Ivan Nelson
Audrey Neville
Beth Veness Oxley
Gwendoline Irene Prout
Marie Rooke
Jura Lilliam Smith
Edmund Otho Smith
Frederick G Swindley
Nathan & Emily Vaisey
Valda Ward
Valerie Williams

Our partners

Digital media partners

Google

Print and radio media partners

Fairfax Media
ABC Radio
Hope Media
Light FM
1 Way FM Canberra
Rhema FM
SonShine 98.5 FM
2SM and The Super Radio Network
Vision FM

Television partners

Nine Network
The Australian Christian Channel
Truli Network
UCB TV

Funding bodies and partners

AGL
Department of Jobs and Small Business (formerly Dept of Employment)
Australian Government Department of Health
Australian Government Department of Social Services
Australian Government Department of Veterans' Affairs
City of Canada Bay Council
Hunter New England Health
North Coast Primary Health Network
NSW Department of Communities and Justice
NSW Department of Industry
NSW Ministry of Health, Mental Health Branch
NSW Health
Simply Conveyancing Coffs Harbour

Sydney Local Health District
WentWest Primary Health Network
Wentworth Primary Health Network
Western NSW Primary Health Network
RSL LifeCare
Trifalga Property Group
Virgin Australia

Clubs

North Ryde RSL Community Club Ltd

Law firms

Matthews Folbigg
Michael Kah Lawyers
Shephard & Shephard
Bernie Hayward & Co
A.W.M. Dickinson & Son
Carter O'Neill Legal
Goldrick Farrell Mullan
Mantel Legal Services
Shire Legal
Watkins Tapsell
Southern Waters Legal
Owen Hodge Lawyers
Madison Marcus
HPL Law
Summer Lawyers
Monahan Estate Planning
Merrick Spicer Law Firm
Paton Hooke
Kells Lawyers

Our volunteers

Schools and community groups

Calrossy Anglican School
Covenant Christian School

Double Bay Public School
Epping Boys High School
Good Samaritan College
Knox Grammar
Meadowbank TAFE
Orange Christian School
Ravenswood Girls High School
William Clarke College
Epping Pathfinders Club
Kids Giving Back
Parramatta SDA Church
Rotary Club North Sydney
Rover Scouts
St Thomas Indian Orthodox Church

Corporate groups

A.T Kearney Au Pty Ltd
Accenture
Affinity Equity Partners
Allegis
Allianz Australia Insurance
American Express
AMP Bank
AMP Foundation
Blue Mountains Hotel Management School
Boehringer Ingelheim
BT Finance
Charter Hall
Coates Hire
Commonwealth Bank
Dell Australia
Endeavour
EY
Flexigroup
Glory
Google

icare
Intuit
IPF Digital
Jemena
JP Morgan
Lendlease
Liberty Underwriters
Macquarie Bank
Metcash
Momentum Worldwide
MoneyMe
NBN
NIB
Nomura
Optus
pwc
RackSpace
Reed Exhibitions
Salesforce
Schaeffler Australia
Schroders
SecondRoad
Services NSW (Liverpool)
Shire (HRBP — ANZ)
StateStreet
Stocklands
Suncorp
SWAAB
TAL
TravelEdge
Universal McCann
Vodafone
Weber Shandwick
Willis Tower Watson
Worrells

Year 1 **16/17**

Seeds of growth

Year 2 **17/18**

Growing with purpose

Year 3 **18/19**

Strengthening our future



Looking forward

Committed to strengthening our shared future

Throughout 2018/19 we grew our services, built new systems, improved our processes and supported more people who are most in need.

In 2019/20 we'll continue to innovate, responding to opportunities to care and connect with more people, providing services to meet the entirety of their needs.

Delivering improved wellbeing, learning opportunities and communications

Listening to our people in person and through targeted surveys, we have identified opportunities to improve the wellbeing of our people who are at the heart of Wesley Mission's services.

In 2019/20 we'll be expanding the courses and modes of delivery on offer to our very large Wesley Mission team through Wesley Learning & Development. Projects to improve the wellbeing of our people and initiatives to improve our internal communications and systems are also an area of concerted focus in the next 12 months.

Increased support for young people with multiple needs

In 2019/20, we're launching a new program to deliver intensive therapy care that will provide tailored accommodation to young people living in out-of-home care who are also living with disability.

Drawing on the expertise and capabilities of both Wesley Dalmar and Wesley Disability Services, we're aiming to provide more support to young people by establishing Wesley Mission houses designed to deliver support that caters for individual needs.

Organisational wide project governance and change leadership

As we recognise the increasing needs in our community, naturally we rise to meet them. In recent years this has led us to establish an internal Project and Change Leadership Group. This group has been positioned in 2019/20 to prioritise projects not just strategically but also dynamically, to best deploy appropriate resources to those projects that will deliver critical capacity in meeting needs. Managing change well across our broad network of services is critical, as is our increasing focus on measuring the benefit that any project delivers.

Research and continued academic rigour to ensure outcomes

It is important to Wesley Mission not only to be doing all the good we can, but to ensure that we're investing into those activities that achieve the greatest impact. Research and partnering with leading institutions is an important aspect of validating and continuously improving our programs.

A partnership with Western Sydney University to research mental health in older people is underway. The research will pave the way for more resources to be poured into supporting older people struggling with poor mental health.

We've launched a new research project with Melbourne University to evaluate Wesley LifeForce Suicide Prevention Networks and the results will be released in the 2019/20 financial year.

Supporting new cohorts, including Australian Defence Force veterans

Having a place to call home and a community to belong to are of the utmost importance to wellbeing. For many of our Australian Defence Force veterans, returning to 'ordinary life' and re-joining communities isn't simple. Veterans as a cohort have too often been marginalised, many times because of the complex emotional, physical and mental health needs that can result from the burden of service.

Wesley Mission is pleased to be partnering with RSL LifeCare to deliver Homes for Heroes—an existing program dedicated to supporting veterans who are experiencing homelessness or at risk of homelessness, struggling with mental health, social isolation, post-traumatic stress disorder and substance addiction. Our combined approach is person-centred, trauma-informed and recovery-focused, and draws on our experience in delivering specialist homelessness services and clinical treatment in veteran-specific mental health programs.

Year 4 **19/20**

Year 5 **20/21**

Investing in the future through infrastructure

Across our long history we have been blessed to steward many properties, including some that are historically significant, that facilitate our offering services to those most in need. As part of Wesley Mission's five-year strategic plan, we've committed to make a significant capital investment to update and grow these existing sites to ensure our spaces are fit for purpose, both now and in the future.

Our commitment to crisis accommodation in the heart of Sydney

For more than 40 years, Wesley Edward Eagar Lodge has been offering emergency accommodation to people experiencing homelessness in the heart of Sydney. The complete refurbishment of this vital service to become the Wesley Edward Eagar Centre will significantly improve the privacy, security and level of individualised care we offer to those who walk through our doors.

To deliver this significant project, we've launched the Wesley Edward Eagar Centre Appeal to help raise \$12 million needed to complete the works. Wesley Mission has contributed \$4 million towards bringing this redevelopment to reality. For more information about how you can contribute to this important work, please view the inside back cover of this report.

Affordable housing to contribute to community in Sydney's Inner West

The proposed works to upgrade Wesley RJ Williams in Glebe will provide a new generation of affordable living in Sydney's Inner West. The plans for a totally refurbished building will create a community atmosphere with comfortable, self-contained living spaces to support low to moderate income earners with accommodation to help secure their future.

We wish to express our gratitude to the Trifalga Property Group who have made a magnificent contribution to this project, partnering with Wesley Mission to unlock the potential in this property for the local community.

Renewed approach to deliver a tailored response in Newcastle

We're continuing to expand our community hub model of service with significant works underway to revitalise our long-term work at Wesley Mission Newcastle, planned to open in early 2020. The

Newcastle community has been receiving support from a range of Wesley Mission services and, by bringing multiple services under one roof, we can successfully implement our 'no wrong door' approach, allowing us to provide a tailored response to complex needs.

Expanding our care in clinical services and retirement living

Our five-year strategic plan to June 2021 includes reviewing clinical facilities at Wesley Hospital Kogarah to increase the number of beds on offer, providing us with more opportunities to deliver world-class mental health care. We're also exploring how we can meet the increasing needs of our ageing population in retirement by expanding our independent living units.

By investing into our infrastructure, Wesley Mission seeks not only to increase our capacity to adapt to the changing needs we see in our community, but to be better positioned to meet the totality of need for each individual client.

Right: artist impression





We need your financial support

Each year, increasing numbers of women and men are experiencing homelessness and are seeking help from Wesley Mission.

Sadly, the total number of those who are homeless has increased to over 116,000 women, men and children every night in Australia.

Behind this figure lies countless stories of hardship, trauma and isolation. There are all too many accounts of lives that involve drug and alcohol addiction, mental illness and family violence.

At our crisis accommodation facility, Wesley Edward Eagar Lodge in Surry Hills, we listen to these stories and offer practical help. We provide our clients with support from counsellors, health specialists and social services partners, without judgement.

However, this critical facility has been largely unaltered since the 1970s and is now no longer fit for purpose.

We've launched the Wesley Edward Eagar Centre Appeal to help raise \$12 million to redevelop this vital facility and former Prime Minister the Hon. John Howard OM AC has agreed to be its patron.

"There are many reasons that contribute to homelessness and I commend the specialist help

Wesley Mission provides. The scarcity of affordable housing, poverty, financial crisis and mental illness are among the major factors," said Mr Howard.

"Partnering with a trusted organisation such as Wesley Mission means that we unite forces to support Australians in their greatest need."

The Hon. John Howard OM AC

When completed, a completely refurbished six-level building, to be known as the Wesley Edward Eagar Centre, will serve to restore hope and dignity to some of Sydney's most vulnerable women and men.

To make a donation to the Wesley Edward Eagar Centre Appeal, visit wesleymission.org.au/edwardeagarproject

Left: artist impression

Get involved

Working together, we can make a real difference in the lives of people in need.

Donate, and make a difference today

Each year, Wesley Mission helps thousands of families and people in need. But we can't do it without you. For more information or to make a donation, visit us online: wesleymission.org.au/donate or call 1800 021 821.

Volunteer with us

Through their experience and skills, compassion and commitment, Wesley Mission volunteers help people most in need by supporting the work of our community services—helping us provide more services, to more people, more often into the future. Visit us online at wesleymission.org.au/volunteer or call (02) 9263 5551 to find out how to join our team of volunteers.

Fundraise for us

From running a marathon to baking cakes and everything in between, you have the power to help people in need in your community. Visit wesleymission.org.au/fundraise to find out how.

Leave a gift in your Will

We believe it takes a lot of love, faith and commitment to engage in the lives of people in need. Our work is as diverse as the people we walk alongside, so we shape our programs, church services and activities to support people—wherever they are on their journey.

Every life matters. By leaving a gift in your Will to Wesley Mission, you can leave a legacy that lives beyond your natural life to touch others with an act of unconditional love. To discover how, visit us at wesleymission.org.au

Book your next event with us

One of Sydney's premier conference venues, Wesley Conference Centre is the ideal location for your next corporate event, training seminar or meeting. Located in the heart of Sydney's CBD, on Pitt Street, our tiered Wesley Theatre and range of multi-purpose conference rooms are supported by in-house catering and an on-site audio-visual team.

Our centre exists to run as a successful business, with the advantage of being able to give back to the community. By choosing to host your event with us, you're supporting vulnerable Australians who need our support. To make a booking, call 1800 043 344.

Join the conversation and spread the word

Every day we share news and stories about our work, the people we support and the people who we help in our communities. You can help us grow our influence and spur more people into action by joining the conversation and encouraging others to do all the good they can by sharing, liking and commenting on content we publish on social media and our website.

Worship with us

Wesley Mission is one church with many vibrantly held congregations who come together to worship Jesus Christ and share in God's Word.

Sunday worship services:

English

10 am	Wesley Theatre, Lower Ground floor
10 am	Ryde Public School (Pope Street)
10.30 am	Wesley Church, Ground floor
1 pm	Wesley Church, Ground floor
3 pm	Wesley Church, Ground floor

Chinese

10 am	Lyceum, Ground floor
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Indonesian

1 pm*	Wesley Theatre, Lower Ground floor
6 pm	Wesley Church, Ground floor

Samoan

11 am	5 Melville Street, Ashbury
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Wesley Theatre, Wesley Church and the Lyceum are all Wesley Centre venues. Join us at 220 Pitt Street, Sydney.

*English interpreting available



Connect with us on social media

Visit wesleymission.org.au to find out how you can get involved and do all the good you can.

Get involved

To volunteer, donate or leave a gift in your Will
visit wesleymission.org.au

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ABN 42 164 655 145 Wesley Mission is a part of the Uniting Church in Australia.

Do all the good you can because every life matters