



Seeds of
growth

Annual Report 2017

‘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

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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 emerging.

Thank you to every person who shared their personal story and/or 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.

About Wesley Mission

Many organisations claim to put people first. But how often are these words supported by real action? For Wesley Mission, helping people is what inspires us every day.

From the emergency and crisis support a person needs to survive. To the hope and encouragement that will help them thrive. We're here for people and communities as they face life's challenges, no matter how big or small they might seem.

We reach all faces of Australia—from children, families and the elderly, to those struggling with homelessness, addiction, mental health, financial or domestic challenges. And we walk alongside them to help them face life's challenges and create the life they want.

How do we do it? With the compassion and support of over 2,000 staff and 6,500 volunteers. And at the heart of it all, our Christian faith, which continues to guide everything we do.

We've been helping people in big ways and small for over 200 years. We look forward to an exciting future of continuing to help those most in need.



Welcome from the Chair

Over the past year, Wesley Mission's Community Services embarked on a major period of expansion as we completed the first year of our journey towards achieving 50 per cent growth. With a new business structure firmly in place, we moved closer to a people-focused, community-based approach.

With two months remaining in the 2016/17 financial year, I was appointed the new Chair of the **Wesley Community Services Board**, succeeding Mark Scott, whose wisdom and leadership did so much to help facilitate the Incorporation of our Community Services work, and to continue bringing hope to the lives of others while transforming the Australian community.

What initially drew me to Wesley Mission was the opportunity to be part of a committed Wesley Mission team that actively endeavours to serve those in need. This vision is strongly supported by our outstanding history and the passionate leadership of our CEO and Superintendent, the Rev Keith Garner, who has led an agile and innovative organisation that endeavours to put people at its centre. Keith has continued to fearlessly advocate for the vulnerable and marginalised through his strong sense of social justice and unwavering commitment to Christlike servanthood. On behalf of the Board, I thank Keith as he leads us on the next stage of our journey.

Everything we do at Wesley Mission is about putting the person first and addressing the needs of the whole person. As you turn the pages of this report, you will see that our frontline services meet people at every stage of their journey, delivering practical, emotional and spiritual care to where it is needed most. To do so, we rely on the tireless efforts and generous support of our staff, volunteers, congregation members, stakeholders and donors.

The community services sector continues to undergo dynamic and far-reaching government reform with an increased focus on compliance, prevention and early intervention. This means that we need to adapt swiftly and sustainably in order to expand our outreach as we continue to deliver services with passion and integrity to the broad spectrum of Australian communities.

Keith has worked tirelessly to bring about a close and effective leadership team. We are also seeing new additions to the Wesley Community Services Board at this present time. During the past year, we have welcomed Bernard Boerma, while saying thank you and farewell to Mark Scott and Matthew Chee for their outstanding contribution and commitment to our mission over the years.

It is my belief that the wider church and community services can work together as part of their commitment to serve God; so, it is an honour to join Wesley Mission in presenting the 2017 Annual Report, as we continue the work of our Word and deed ministry, today and into the future.

Michael Anderson
Chair

Seeds of growth

Australia is a nation of sheer size, complexity and cultural diversity. It is a nation where the gap between rich and poor continues to grow, as it does in many parts of the world. During my time at Wesley Mission, I have seen first-hand the impact of inequality on too many communities, families and individuals. It is an issue that we as a society and as an organisation need to address together.

As we completed the first year of the 2016–2021 Strategic Plan toward achieving 50 per cent growth, we looked for ways to become leaner in some areas and more adventurous in others. Growth is much more than mere turnover and programs—it relates to the number of people we are able to help and the positive impact it has on the community. Above all, growth is inseparable from the values of our Word and deed mission: to live out our Christian faith by providing compassionate care and practical support to as many people as we can.

Wesley Mission operates in a dynamic and ever-changing landscape, putting a growing emphasis on compliance, prevention, early intervention and consumer choice. While a suite of reforms has posed challenges to each of our service areas, they are ultimately impactful because they align with our mission to empower people, families and communities at every stage of life's journey.

As we reflect back on our own journey over the past year, it has been heartening to see the foundational work of the Strategic Plan begin to make a tangible difference in the lives of those we serve.

Measuring social impact through evidence-based practice

On my travels, I have met countless individuals, whose lives have been changed through a Wesley Mission service. It is crucial that we have the ability to measure that impact through qualitative data. Over the past year, we have worked on unifying and capturing data across the entire organisation. This pioneering piece of work will enable us to enhance decision-making, improve the tendering process and better advocate for those facing various challenges.

Providing wrap-around services to more people in more communities

When people come to us, they usually have more than one issue to deal with; our wrap-around services are an example of how we can meet people in the different aspects of their need. As we moved closer to a people-focused, community-based approach, we developed a guiding piece of technology, ensuring clients are matched to the right services at the first point of contact—a priority consideration for those who have experienced trauma. We also worked towards formalising more than 40 partnerships in local communities around New South Wales in order to offer holistic, localised support in areas such as mental health, drug and alcohol addiction, homelessness and family care.

Community-led solutions for our nation's First People

I acknowledge our nation's First People who have experienced trauma and injustices leading to far-reaching structural and social inequalities. From experience, we know that the efficacy of community-based networks is in their ownership and delivery: only local people truly know their communities. We instituted *Ngamuru* ('to see the path'), a group consisting of Aboriginal caseworkers that provide cultural support to one another, as well as consult on cultural best practice for two of our programs, **Wesley Brighter Futures** and **Wesley Youth Hope**.

Continuous improvement, organisational transparency and proactive response

Increasing focus on compliance and regulation is a challenge, but it also stretches us to adapt so that our clients continue to receive the highest quality care. As part of a proactive, joined-up approach, we have been strengthening our governance, risk management and audit functions to operate within a framework of continuous improvement, enabling issues to be identified and resolved at the earliest possible stage.

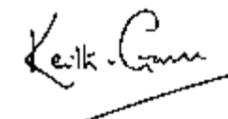
I would like to acknowledge the unwavering commitment of my Board and our staff who

dedicate themselves wholeheartedly to our Word and deed mission. We said farewell to Mark Scott. We could not have asked for anyone better to be the first Chair of our incorporated body, a man of integrity and warmth, demonstrated through his leadership. We have welcomed Michael Anderson, who brings to us his business skills and Christian commitment. Michael is already making a very significant contribution. As we move forward I have the strongest team I have led during my time at Wesley Mission.

2017 marks the twelfth year of my tenure as CEO and Superintendent, and Wesley Mission's 205th year of serving the vulnerable and marginalised. Reflecting on the times in which we now live and how this will inform our pivotal position, we move into the next phase of growth. In a society where inequalities widen, my vision for the future is that we would strengthen our connectedness to each other in this great organisation.

We must continue to support one another as we work by faith in the living Lord Jesus Christ—to alleviate suffering, to offer compassionate care and to bring hope to people's lives.

Warmly yours in Jesus Christ,



Rev Keith V Garner, AM
CEO/Superintendent



61 mothers and their children assisted through **Mums and Kids Matter**

ParentsNext supported **2,108** families

Wesley Take Charge of Your Life supported **53** clients

Wesley Hospital provided **19,360** nights of care

More than **295,000** clients supported

Wesley Community Housing supported **314** tenancies

Wesley Adoptions finalised **6** adoptions

Wesley Dalmar provided care to **801** children

38,881 calls answered by **Lifeline Sydney & Sutherland**

Wesley Homeless Services supported **3,963** people experiencing homelessness

300 clients recieved their **NDIS** plans

Wesley School for Seniors offered **90** courses on an array of subjects



Growing together in Word and deed

Wesley Mission is a uniquely-shaped church passionate about sharing God's love in both Word and deed. With diverse congregations and more than 1,500 people gathering weekly to worship, we represent Australia's largest Uniting Church parish mission. We offer prayerful encouragement and practical engagement to the broad spectrum of Australian communities.

Our mission has long been to help the marginalised and vulnerable through our Word and deed ministry. As a grassroots movement, Wesley Mission has continued to provide practical support to help people face life's greatest challenges. We have also continued to walk alongside those very same people should they need guidance to thrive in the face of adversity.

This year, we renewed our commitment to our work in Word and deed, not only by enhancing existing initiatives, but also by developing new ones. It became a time of bringing our diverse congregations together in worship. We found innovative ways to provide pastoral support to our community services to offer a moment of hope and a lifetime of empowerment. By planting these seeds, we have been able to strengthen our existing foundation, preparing our congregations to reach out to more people in need.

Wesley Connect continued to provide food and care for those in Sydney who are homeless, or at risk of becoming homeless. Items donated by individuals and our corporate and school partners were handed out each week with a smile by a dedicated team of **Wesley Mission volunteers**, including members of our congregations.

While we formed uplifting bonds at Wesley Connect, we also brought our diverse congregations closer together through worship. In October, the Indonesian Agape Church led in a praise and worship night that brought our English, Samoan and Chinese congregations together for prayer and song—each congregation in their own language. This special and moving service occurred in the second year of our journey of discernment with the Agape Church.

During our annual Easter celebrations, themed 'Broken made new', diversity and unity again played a key role. At the Wesley Centre on Good Friday, close to 900 people worshipped in concurrent English, Indonesian and Samoan services to reflect on the message of Easter and how Jesus Christ's example of selfless service empowers us to continue our work in Word and deed. On Easter Sunday, our Easter Mission culminated in a live Sunrise Service broadcast from the Sydney Opera House.

These events have further united the greater mission of our congregations to put faith into action, and it has us asking, "How can we

continue this great mission of Word and deed in the coming year?" One part of the answer lies in a new initiative that will see our congregations serving in more intentional ways in our community services, through volunteering opportunities that will provide valuable support to our clients and residents. Congregation members will be able to serve in faith alongside our aged care residents to help craft blankets and handmade cards for those arriving at our **Wesley Edward Eagar Lodge**, which provides emergency accommodation for those experiencing homelessness. This project is just one of many still in seed form and it offers insight into the foundational growth that is taking place in our congregations.

As we create further opportunities to journey alongside so many inspiring people from all walks of life, we are reminded we are one people growing in service together and that we are united by the seeds of compassion and love that Jesus has placed within each of us.



For as the soil makes the
sprout come up and a garden
causes seeds to **grow**, so the
Sovereign LORD will make righteousness
and praise spring up before all nations.

Isaiah 61:11 (TNIV)

Raising awareness through a new fundraising initiative

Wesley Mission offers more than 130 programs and services to help people in need realise their full potential. Without the generosity of our loyal donors and supporters, the vulnerable and marginalised would not have access to these vital support systems. Through our fundraising appeals, charity events, Wills days and legacies, and our new on the street fundraising initiative, we have been able to continue delivering practical, emotional and spiritual support to those who need it most.

Charities tend to outsource their on the street fundraising to agencies. At Wesley Mission, we decided to do things differently. Why? Our in-house **fundraising** team are advocates for our Word and deed mission: they support each other and the wider organisation, and they believe in the impact of our services and programs to help those in need.

Being an on the street fundraiser requires more than courage and compassion. Victor and Agatha have been with our on the street fundraising team since its launch in January 2017. They started with just four members and over the past six months, they have helped build a team of fifteen and have also been put to the test through leadership training, intensive coaching and team building. As they strive daily to hone their pitches and achieve their targets, Agatha constantly encourages her team to dig deeper.

“How can we show that our faith is not blind?” she said. “Coming from a Christian background with a strong desire to act, fundraising with Wesley Mission has really given me a way to live out my faith by serving those in need. I ask my team to find their own convictions to serve too.”

For Victor, true Christlike servanthood is supporting those less fortunate than himself. While on the street fundraising agencies often pay their fundraisers on a commission basis, Victor finds that working in-house allows him to focus on why he joined Wesley Mission in the first place: his faith and commitment to serving others.

“Wesley Mission gives people hope by providing support services that help them at all stages of their lives,” he said. “It really is a personal decision that each of us on the team has made. We’re here to advocate and shine a light on these social issues.”

On the street fundraisers experience rejection on a regular basis, which can be disheartening. Victor points out that this experience can actually be a way for him and his team to cultivate greater resilience, compassion, empathy and selflessness. He reminds us that in order to advocate for the most vulnerable in our communities, his team members have to look beyond themselves. It is their mission to be a voice for the voiceless.

Each day, all over the world, people need practical support and ongoing guidance. As Agatha discovered, knowing where to begin can be overwhelming. She describes how her journey with Wesley Mission led her to realise that while social challenges can happen to anyone, anywhere, helping those close to home is a good place to start.

“I used to work with international organisations, so I think it is something that I hadn’t really considered before,” she said. “But working with Wesley Mission has been a real eye-opener for me. I can see the fruits of my actions. I can see the amazing transformations that are taking place in the lives of all those who are touched by the services for which we fundraise.”

“Fundraising with Wesley Mission has really given me a way to live out my **faith** by **servicing** those in need.”

\$4,539,895
in fundraising
and legacies



51,063
donations



373
new donors
acquired by the
on the street team



21
new bequests
identified

Always striving for 'better'

In our more than 200 years of supporting people and communities we have never believed in 'good enough'. Through continued improvement, we are supporting more people to become stronger than their challenges.

Supporting more at-risk young people to discover their strength

Wesley Operation Hope gives disadvantaged young people a welcome break from their everyday lives through adventure therapy. In 2016/17, we extended the program to six months to give young people the chance to develop personal goals, leadership skills, self-awareness and self-actualisation. Following relocation from Carlingford to Riverstone and further plans to increase our current footprint, this year has been about establishing solid foundations so that we can continue to reach as many at-risk young people as possible in the coming years.

Providing improved care for our residents

In the aged care sector there has been a push to introduce 24/7 nursing care in facilities across New South Wales. In light of suggestions presented in a parliamentary inquiry, we took the initiative by proactively implementing 24/7 nursing in all our residential aged care homes, ensuring that every one of our residents receives the right level of care at all times.

In late 2016, the NSW Department of Health imposed sanctions on **Wesley Rayward** for a period of six months. During that time, management and staff worked tirelessly to

address the required actions and the sanctions were lifted in June 2017. Wesley Mission's residential care facilities remain fully accredited with the Australian Aged Care Quality Agency.

Finding safe and stable homes for children

In recent years, the NSW Department of Family and Community Services (FACS) has focused on earlier intervention and permanency for children in Out Of Home Care, with a suite of programs that aim to support service providers as they increase stability and permanency for children, while reducing the number of children being placed in Out of Home Care. In 2016/17, we worked towards implementing the frameworks and structures put forward by the reforms through such activity as **Wesley Keeping Connected** and Wesley Adoptions.

Wesley Keeping Connected facilitates healing and positive interactions between children and their families by arranging regular supervised visits with supportive contact workers who are carefully matched to the family's needs.

When all attempts at restoration fail, the next best option is to provide a child with a safe, lifelong home through adoption. This year, we took a step closer to becoming a fully accredited adoption agency.

Providing fresh, quality food to our residents

Wesley Mission's residential aged care facilities are vibrant communities that provide the highest quality of care for older people requiring support with daily living. Health, wellbeing, independence, connectedness and quality of life are our primary concerns.

Looking to improve food quality for our aged care residents at **Wesley Taylor Narrabeen**, we upgraded the cook-to-chill food model by increasing the amount of freshly-cooked produce included in each meal. This upgrade required the kitchens to be refitted, staff to be trained in proper food preparation, and the implementation of a work health and safety plan.

Wesley Out of School Hours Care: 20 years strong and still growing

This year, the NSW Department of Education assessed all three **Wesley Out of School Hours Care** locations, in Quakers Hill, Seven Hills West and Riverstone. Rated against the National Quality Standard each centre received high ratings as meeting, and in most cases, exceeding the standard based on quality of service. During the Assessment and Rating visit at Seven Hills, the assessor noted the children

appeared to feel safe, at home, happy and comfortable within the environment provided for them.

Celebrating their 20th anniversary this year, Wesley Out of School Hours Care supports parents with school-aged children by providing their young ones with a safe and secure environment in which to grow and learn, while parents work, study or attend to personal business.

In the coming 12 months, we will be working towards supporting more families in more communities through securing new Wesley Out of School Hours Care sites.

Preventing youth homelessness on the Mid North Coast

Children and young people experiencing **homelessness** are at great risk of encountering abuse, neglect, family violence, drug and alcohol addiction and mental illness. The introduction of early intervention program reforms has led to an increased sector-wide focus on prevention, post-crisis support, and crisis and transitional accommodation for children, families and young people. As part

of this change, we looked at how we could expand our outreach and prevention programs into regional areas to help young people get the best possible start in life by leaving homelessness behind them.

Over the next four years, funding from the Homeless Youth Assistance Program will enable us to offer our homeless services to more young people on the Mid North Coast. This year, we opened a service centre in Bowraville, and worked on strengthening relationships with local community partners, to provide early intervention programs for children and young people under 16 years who are homeless or at risk of becoming homeless. The programs are designed to help young people pursue personal and professional goals, as well as reconnect them with their families and broader support networks.

Safe and secure accommodation for people experiencing homelessness

The successful ongoing annual registration as a Community Housing Provider, enabled

Wesley Community Housing to continue to provide transitional and crisis housing across Sydney East, Sydney West, Newcastle and the Central Coast to people who are experiencing homelessness or are at risk of becoming homeless.

In preparation for growth, and to provide the best level of support and care for our clients, the Wesley Community Housing team are realigning our tenant engagement strategies to industry best practice. We are also working to deepen relationships with support service providers and other referral networks to ensure access to housing and increased opportunity for community inclusion for our tenants.

Bringing families together, no matter the distance

There's nothing more special than watching a child run into a parent's arms, after being separated for a period of time. That moment when a smile appears on a child's face and they become giddy with excitement as their mum or dad gives them kisses and hugs.

For Sharon and Craig, this is their daily experience. As Contact Supervisors for **Wesley Keeping Connected**, these trained professionals are the connection point for children and young people, who are temporarily living in foster care, to visit their families.

Every week, Sharon and Craig can drive up to 1,000 kilometres and cover distances from Sydney, to the Blue Mountains and Newcastle, to transport children in foster care to spend time with their families. But they are more than just drivers. They're a friend who cares about the child's interests. They're a listening ear when a young person needs to talk. And, most importantly, they're someone the children can trust and rely on.

"It's really rewarding getting children to their families for that period's time. It's the little things that you see. It can be a little smile coming from the child when you see mum's hugged her or him," explains Craig.

A typical day starts with picking up a child from their foster carer's house. Sometimes Sharon and Craig can each have up to three young people at one time. Depending on the age of the child, which can range from a newborn up to 15-year-olds, Sharon will

have a Wiggles or Frozen soundtrack or their favourite radio station ready for the road trip.

"We're their safety network. We're their first contact of being taken away from their carer," says Sharon. "My aim is to just work with creating that safe environment for them. And creating that environment where they're relaxed. If we create a safe and a supportive, caring environment, well then they know that they are free to be themselves."

Craig always arrives at the foster carer's house early before they begin their drive. He believes it's important to devote time to building rapport and relationships with both the carer and the young person, in order for the journey to be a smooth experience.

"Generally, after a while of picking up a young person, you find that they know you're coming and they're excited to see you," says Craig.

"So I have young people jumping up and down at the windows. And I know it's not just for me. It's because they know they're going to visit (their parents) and they know that I'm taking them to that visit."

Sharon and Craig spend long periods of time in the car with a young person, as their foster

carer often won't live close to their family. This time in the car is pivotal to having a positive impact on young people's lives.

"We never initiate talk," says Sharon. "But creating an environment of trust and rapport, where they can feel comfortable, where if they want to talk they can."

Craig adds: "I generally let them know that if they need any help to ask for it and that I'm here to help."

Throughout the visit with the children or young person's family, Craig and Sharon explain that it's their job to ensure they are always safe. Whether they are taking a child on a field trip or spending time at their family's home, protecting them is their top priority.

"I go into every visit knowing that I'm going to look after their children and it's the primary focus," explains Craig.

Ultimately, the long-term goal is to restore these children to their families. Sharon, who has worked for Wesley Keeping Connected for the last five years, says she feels privileged to have been part of many family restorations.



"If we create a **safe** and a supportive, caring environment, they know that they are **free** to be **themselves.**"

"I really do enjoy working with children because it really is rewarding. To see parents come through a challenging situation and to have their children restored back to them."

While not every child is restored to their family through Wesley Keeping Connected, Sharon wholeheartedly believes in the success of the program.

"It can be a very heartfelt situation. Our job is challenging. It is emotionally taxing at times but the rewards outweigh that. I keep going for the families and children because that is just what gives me motivation. It may not be every family that's restored but there are the ones that are. It still gives you that great reward."

Wesley Keeping Connected, part of **Wesley Foster Care**, is committed to providing children and young people the opportunity to maintain regular contact with their families. In 2016/17, we supported 704 clients and restored 35 children to their families.

A place to call home

David was a long-term rough sleeper. At first he refused support. A group of persistent caseworkers were not put off by the initial refusal. So they asked again. Second time around, David knocked back the offer. The caseworkers were determined to keep asking. The cycle continued—a caseworker asked and David declined. Perseverance finally paid off when one day, David was ready to accept the offer of support.

“It’s about being there when the time is right. Striking when the iron is hot,” says Rob, Specialist Homelessness Services Operations Manager. “Having a no-strings attached approach, while being persistent when engaging someone on the street.”

David now sings the praises of these persistent caseworkers, his support network from **Wesley Edward Eagar Lodge**. At the moment Bec is his favourite. David says Claud and Jac, are the bee’s knees. And so are Piers and Footie. Rueben, a cleaner at Wesley Edward Eagar Lodge, will often share inspiring words with him. And Michael, Wesley Edward Eagar Lodge Chaplain, is always available for prayer and pastoral care support. Michael not only spends time one-on-one with residents, but also conducts regular church services that often include visiting members of the police and paramedics.

“God can work in a person’s life in a way no one else can. I know David is really appreciative of all the services he receives at Wesley Edward Eagar Lodge as well as the spiritual aspect,” says Michael.

Rob adds: “We have a team of people supporting someone like David to leave homelessness for good. Even the cleaner is contributing to that end.”

Located in the heart of Sydney, Wesley Edward Eagar Lodge provides emergency accommodation to individuals, like David, who are homeless or at risk of becoming homeless. Since taking that offer of support, David’s life has turned around. Tears still well up in David’s eyes when reflecting on his journey. He now understands how important it is to accept support.

“I can’t stop smiling. I love life again,” says David. “There’s hope. And it’s real.”

Rob adds: “It’s a treat to hear David’s gratitude. To see someone so moved from encountering support.”

David now has identification. It’s easy to underestimate the practical need to have credentials when seeking out benefits, employment and housing. David also has a job. After graduating with a Certificate II in Cleaning Operations, the team at Wesley Edward Eagar Lodge helped David secure a traineeship with HopeStreet’s cleaning social enterprise. He now has a permanent position with HopeStreet. David can also maintain a budget. Through **Wesley Financial Counselling**, David has developed a financial plan to help support his future.

Thanks to **Wesley Community Housing**, a service that provides short to medium-term accommodation to people who are homeless or at risk of becoming homeless, David now has a place he can call home. And the team at Wesley Edward Eagar Lodge even supported David with furnishing his new home.

“It’s about shaping the support and accommodation to fit the person, not the other way around,” says Rob.

Connecting David to other Wesley Mission services, beyond Wesley Edward Eagar Lodge, has been key to his journey of leaving homelessness. Rob says their team will continue to support David for as long as it takes, including finding him permanent accommodation in the future.

“He knows when he moves on, that the support that began on the street and went with him into crisis accommodation, can continue to go with him,” says Rob.

“**God** can work in a person’s **life** in a way no one else can. I know David is really appreciative of all the **services** he receives at Wesley Edward Eagar Lodge as well as the **spiritual** aspect.”



Supporting people to thrive

We love supporting people of all ages and abilities and at all stages in their life journey to experience more fulfilling lives. From employment and training, to friendship and connection, we help people discover who they truly are.

Supporting parents to rejoin the workforce

In 2016/17, **ParentsNext** was successfully rolled out in Bankstown and Wyong. Working through a Centrelink referral system, the program is designed to support and train parents as they prepare to enter or re-enter the workforce. Through ParentsNext, people can access a range of services from Wesley Mission and partners including training, career advice and parent support groups, along with resume writing and transport to job interviews.

Investing in hope and creating futures with Wesley Mission's youth scholarship

This year, we awarded three young adults who have been supported by **Wesley Foster Care**, the Wesley Dalmar Scholarship. The scholarship provides individuals with the opportunity to realise their academic potential and long-term goals through a university degree by assisting with tuition fees, text books and other study related expenses.

We also awarded a Marcus Wilson Scholarship, named in honour of a young man we had the privilege to care for at **Wesley Dalmar** for 10 years. At the age of 18, Marcus was looking to engage in further study along with an apprenticeship, when tragedy struck and he passed away at work installing insulation in Western Sydney. Honouring his desire to work hard and realise his dreams, this scholarship provides support to those wishing to obtain a trade qualification.

More opportunities for older people to keep learning... and having fun

Wesley School for Seniors offers 90 courses covering an array of engaging subjects from beginner to advanced level.

This cutting-edge learning centre helps people over the age of 60 to access high quality teaching through a range of stimulating courses—in great company. A dedicated team of teachers and instructors volunteer their time and bring a wealth of experience from their field of expertise—some are retired university lecturers while others have been craftspeople for many years.

Training our aged care residents as Lifeline operators

This year, Wesley Mission's **Frank Vickery Village** and **Lifeline Sydney & Sutherland** have come together to grow social connections and provide support to people living with mental illness. Through this initiative, our aged care residents are given the chance to become Lifeline Telephone Crisis Supporters. Those participating in this program have experienced a renewed sense of purpose by connecting with the wider community, as they make a difference in the lives of those who are experiencing a crisis.

Wesley Mission's Lifeline Sydney & Sutherland provides telephone crisis support 24 hours a day,

seven days a week. In 2016/17, 265 volunteer Lifeline Telephone Crisis Supporters answered 38,881 calls, listening with compassion and responding in emergency situations.

New service launched for job seekers with disability

Not only does long-term employment empower individuals to achieve greater independence and confidence, it also supports their family, friends and the wider community. After seven years of success in the Manning and Great Lakes region, the Department of Social Services (DSS) invited **Wesley Employment & Training** to provide free long-term support to job seekers living with disability in the Lower Hunter area. Through building job search plans that aim to help clients find long-term work, the Wesley Employment & Training team support job seekers as they set careers goals and move closer to employment.

Young people challenged and encouraged to serve at Wesley Urban Mission

During the September school holidays, 46 high school-aged students attended the second annual Wesley Urban Mission in the heart of Sydney. Under the care and guidance of almost 30 leaders, students were given a unique chance to work together—and alongside community workers—to serve marginalised children, young people, adults and the elderly.



A lifetime devoted to serving others

It's easy to assume that most 102 year olds are taking it easy. And rightly so, after a lifetime of contributing to society. Yet for Betty this was never the case.

For Betty, age was never a barrier for serving those most in need. It was a mission she believed in wholeheartedly. Betty often said: "It's just what you do. Why wouldn't you?" This 102-year-old continued to volunteer for Wesley Mission, right up until her passing in mid-2017.

It began over 30 years ago at Wesley Mission's former children's home—**Wesley Dalmar**. Affectionately known as 'Aunty Betty' by the kids at Wesley Dalmar, Betty converted the children's home library into a study hall and began tutoring kids, as well as teaching them important life skills such as sewing, knitting and painting. Describing her time there as a "friendly, simple thing", she volunteered at Wesley Dalmar for almost 10 years, until the program closed. Today Wesley Dalmar is a foster care program, which provides homes for children and young people who cannot live with their families.

Betty's volunteering days continued to blossom over the years at two Wesley Mission aged care facilities. In 2012 she founded a scrabble club for less-mobile residents at Wesley Rayward Carlingford. While a simple task, the club brought much joy to residents. Betty's visits not only gave them an afternoon of fun but someone to talk to and share in their lives.

At **Alan Walker Village**, where Betty and her husband George lived from 1986, Betty became known for her zest for life, her practical approach to completing tasks and sage advice about keeping active. At an

age in life when elderly people tend to withdraw from physical activity, Betty was more active than ever. Each day Betty walked around the village for close to two hours lending a listening ear to all who she passed by. And she encouraged residents at the Alan Walker Village to follow in her example. Her advice for leading a long and healthy life was "to stay active and just get on with it!"

Betty's compassion, kindness and dedication to improving the lives of others was evident in every task she undertook. In her own time, Betty designed and sewed colourful bibs for children with disability. And on Tuesdays, Betty connected with friends and fellow village residents at a craft group session. Here the women would swap life stories while knitting rainbow squares, which were turned into rugs for people seeking support from Wesley Mission's community services.

Betty made a lasting impression on all with whom she interacted with. She was known to leave many Wesley Mission staff with tears of awe and respect in their eyes, after sharing stories of her remarkable kindness and compassion of helping others.

In early 2017 Betty's unwavering commitment to Wesley Mission was publicly acknowledged through her nomination for a NSW Volunteer of the Year Award in the Seniors 65+ category. Betty was one of Wesley Mission's longest serving volunteers and will be greatly missed.

Matty's kitchen rules

Wesley Vision Valley's Matthew (Matty) is about to trade in his well-worn gardening gloves for a pair of the disposable variety as he moves out of the garden and into the kitchen.

"Cooking is my main passion. I've always wanted to work in the kitchen," said Matty, who will soon join the **Wesley Catering** team and kickstart his dream of working in the food industry. He will be helping this fast growing Wesley Mission service to prepare and deliver impeccable food—canapés, hot and cold buffets, personalised menus and more—for functions and events held by Wesley Mission and by external businesses and partners.

Matty joined Wesley Mission almost five years ago via our supported employment services, which help people with disability find employment and training opportunities that match their goals. Starting at Wesley Mission's **David Morgan Centre**, he has always been quick to jump at any opportunity to develop and grow his skills.

"I wanted to give gardening a go," he said. "So I joined the gardening crews. We mowed the lawns and did gardening at the different (Wesley Mission) centres, but we spent most of our time at **Wesley Vision Valley**."

So when the management of Wesley Vision Valley, a sprawling conference, retreat and recreation centre nestled on 100 acres of

magnificent bushland, decided to employ someone full-time to look after gardening and maintenance, go-getting Matty was first to put his hand up for the opportunity.

Matty clearly loves the challenge of learning new skills and the staff at Wesley Vision Valley had taken notice. When a position came up in the kitchen, they knew he would be interested and that it would be a great opportunity for him to access the real-world experience he needs to build his career in food and hospitality.

The opportunity for Matty to work with Wesley Catering is a result of increased demand for the team's services. What began as an in-house service for Wesley Mission's conference centre is now marketing itself to external clients, providing them with a professional, high-quality service along with the opportunity to support Wesley Mission's work.

One of Wesley Catering's recent clients is the NSW Department of Justice, who has engaged Wesley Catering via National Disability Services. It was securing this contract that provided

the opportunity to fast-track plans to place supported employees in the catering team.

"As a certified Australian Disability Enterprise (ADE), Wesley Mission currently provides employment support to around 100 employees with disabilities," said Rick Lyddiard, NSW Operations Manager for **Wesley Employment Services**.

Wesley Catering's head chef, Dean Jones, explains: "We have a kitchen here, and a culture and a team who has time to welcome and train new staff. So I wanted someone who wanted to be in the kitchen. I want to give people that real-world, on-the-job training, to build skills that can transfer over to other employment."

Matty, for one, is excited about the opportunity. Dean encourages him: "I think you're capable of pretty much everything! If you don't know it, you just don't know it yet. So we'll show you and you'll learn."

"I think you're **capable** of pretty much everything. You just don't know it yet. So we'll show you **learn.**"



A young mother's journey

"I loved prison. I had so much fun in there". It is not a phrase you expect to hear from anyone, let alone a young mother who spent the better part of her pregnancy in prison detoxing from hard drugs.

"I know it sounds weird because you've got people telling you what to do and locking you in a cell but I loved it. It was like high school. It was a distraction," said 25 year-old Natalie in a moment of reflection.

Natalie is now clean from drugs and is working hard to improve her mental health. She is busy creating a safe and secure home for her son, and credits Wesley Mission's innovative program, **Wesley Mums and Kids Matter**, with providing her the opportunity and skills to achieve much of this.

This is a mother who is comfortable in her love for her eight-month-old baby son, Toni, and all the responsibilities that motherhood entails. It sparks the question: what was happening in her life that made prison a welcome distraction?

Less than a year ago, Natalie was incarcerated for using stolen credit cards to buy food to survive.

Stuck in a cycle of addiction, and a situation of domestic violence, she says her time in gaol was a chance to escape her problems and start over.

Finding out she had a baby on the way though, changed everything for Natalie: she resolved to beat the addiction and to raise her son in a safe and loving home. So when she came before a judge for a series of petty charges, Natalie saw gaol as a way out.

After leaving gaol, Natalie was determined not to return to her old life. She moved straight into a rehabilitation clinic where she gave birth to Toni and began looking for programs that accommodated mothers and babies together. Her search led her to Wesley Mission's Mums and Kids Matter, an early intervention program helping mothers with severe and complex mental health needs to remain with their young children.

"I was in a really bad situation (before joining the program); I just had nothing to live for," Natalie recalls. "I felt like I was screaming for help but no one was there to help me because I didn't have the stepping stones to help myself.

"I had no living skills, but Wesley Mums and Kids Matter was a transition into me having my own home. It was a practice run, because you've got this 24-hour support and it made me ready to move out on my own."

Since it began in 2014, Mums and Kids Matter has cared for and supported 119 mothers and their children and the NSW Government has recently announced that they will continue funding the program for three more years.

During a recent visit to the program, NSW Minister for Mental Health Pru Goward said: "Wesley Mums and Kids Matter is a one-of-a kind program directly helping women with severe and complex mental illness and their families. There is no program like it operating in Australia."

The program focuses on addressing not only health and parenting needs, but also the social, economic and accommodation issues facing mothers with severe mental illness and their families through individually tailored, holistic, family-focused care and support.

With the stability the program has helped her find, Natalie has also reconnected with her family.

A large part of Natalie's recovery has been re-discovering the joy in the small moments.

"When you get off (drugs) you become so low that nothing interests you anymore and that feeling right there, that boredom, that ugliness, makes you want to relapse," she said.

"But you find the little things that make you happy again and you hang on to those sorts of things."



"I had no living **skills**, but Wesley Mums and Kids Matter was a **transition** into me having my own home."

Thinking new. Creating new.

From improving existing services to testing new programs and methods that will strengthen our communities, we are serving people and inspiring action through new, creative ways.

Creating safe homes and brighter futures for young people leaving foster care

The **Wesley Take Charge of Your Life** residential project spent the past 12 months building temporary accommodation to support young people aged 16 to 19, as they gradually transition from full-time care to independent living through a three-stage plan. The Property Industry Foundation and LendLease committed \$800,000 at the site of Wesley Mission's **Lottie Stewart Hospital**, and have committed \$300,000 annually for five years to assist in operations of the houses.

These houses are more than just living spaces. They are places where young people can learn to live with others while gaining access to the support services they need to build the life they want. By making a plan with the help of a Wesley Mission case manager, they will be connected to opportunities, such as higher education, apprenticeships, life skills and financial literacy training, counselling and planning for employment. In the program's final stages, they will move into supported private accommodation, facilitated through our real estate agent partnerships and eventually to full independence.

SafeCare pilot program a success for children at risk of harm

This year, **Wesley Brighter Futures** piloted the

SafeCare model, an evidence-based program that has been shown to reduce child abuse and neglect. Originally developed by Georgia State University, the training program greatly enhanced our caseworkers' capacity to deliver positive parenting skills to families with young children. The huge success of the trial will lead to a broader roll-out of the program in the coming year.

Wesley Brighter Futures supported 730 clients in 2016/17. Offered across Western Sydney—from Auburn, Parramatta, Blacktown and Baulkham Hills right through to Penrith, Hawkesbury and up to Katoomba—the voluntary program provides families with the necessary services required to prevent the escalation of concerns for children from birth to eight years old who are considered to be moving towards high-risk status.

Independent study praises Mums and Kids Matter program

Wesley Mission's **Mums and Kids Matter** program offers compassionate mental health care, parenting skills training and practical support to mothers, of children under the age of five, who are living with a complex mental health condition.

The impact of support and services provided through Mums and Kids Matter has been overwhelmingly positive as confirmed in an

independent evaluation of the program commissioned by the Mental Health Branch. A review of nine related programs indicated that there is no other service provider operating within Australia, or internationally, that offers the holistic range of components that we do. As well as improved confidence in parenting and managing their mental illness, by the end of the program all 17 participants were safely housed, providing mother and child with a more secure foundation on which to continue their journey. In 2016/17, Mums and Kids Matter supported 61 mothers, an increase of 52 per cent on the previous year.

Strengthening young minds through community and cultural connection

This year, **Wesley Young Healthy Minds** worked closely with community leaders to tailor programs in Newcastle that instil confidence in young people by connecting them to their cultural identity. As part of the Wesley Young Healthy Minds program, 14 Aboriginal girls from Newcastle High School joined to create a traditional possum skin cloak. The culturally-rich, collaborative hands-on activity brought the girls closer to their culture, to each other and instilled in them a sense of pride.

We also worked closely with the Syrian refugee community in Newcastle to support young

refugees as they adjusted to their new community. Many of these young people have experienced trauma and are now taking steps towards healing and connecting with their communities and peers through schooling, counselling and other support services.

Art at heart of understanding and friendship

This year, residents of Frank Vickery Village and clients of **Wesley LifeSkills** Woollooware came together in a new Wesley Mission program, which draws together older Australians and people with disability to work on joint activities. The result was a mural titled 'Our Passion'. The artwork is now proudly hanging in **Frank Vickery Village**.

Aboriginal staff institute group for cultural support and consultation

Looking to build respectful and long-lasting bonds with the Aboriginal and Torres Strait Islander community in New South Wales, we instituted *Ngamuru* ('to see the path'), a caseworker support group and platform for cultural consultation with Aboriginal staff from our **Wesley Brighter Futures** and **Wesley Youth Hope** programs. The members consult on areas such as providing direction and support on ways to work with the Aboriginal

community, reviewing policies and procedures for cultural appropriateness and attend cultural training and conferences to provide updated information on how to work with the Aboriginal communities, particularly from a trauma based and trans-generational trauma perspective.

Due to the success of the initiative, we are looking to expand the programs' number of Aboriginal employees from four to eight in the coming year.

Wesley Hospital

In 2016/17, we treated 1,200 patients seeking support for mood disorders, depression, anxiety, borderline personality disorder, psychosis, post-traumatic stress disorder, alcohol and drug addictions and eating disorders.

We continued to build on our professional reputation. The director of our internationally recognised eating disorders program, Professor Phillipa Hay, introduced leading treatments.

Professor Colleen Loo, who directs Electroconvulsive Therapy (ECT) at **Wesley Hospital Kogarah** and is an internationally recognised researcher in this field, as well as in new approaches for depression including ketamine, directed the world's first ketamine trial to treat geriatric depression. The trial tested 16 older age participants (aged over 60 years) who had treatment-resistant depression, administered at Wesley Hospital Kogarah. Based on the promising finding, Professor Loo will build on these results and will direct the world's largest trial of ketamine to treat depression.

Wesley Hospital clinically supervises 35 medical students, 45 Allied Health graduate and post graduate interns, and nursing students.

Wesley Hospital employs more than 110 employees including 38 psychiatrists and clinical psychologists.

Possum cloak project helps young women connect with their Aboriginal culture

In December 2016, 14 Aboriginal girls from Newcastle High School joined together in a unique activity that brought them closer to their culture—and each other.

As part of the **Wesley Young Healthy Minds** program, the girls created a traditional possum skin cloak. Along the way, they also developed a renewed sense of confidence, and a deeper connection to their heritage through this culturally rich, hands-on activity.

Wesley Young Healthy Minds was launched in August 2015 to help young people facing challenges such as unsafe housing, lack of connection to community and school, and living with a parent who is experiencing mental illness or addiction.

The program has been at capacity since it began, with hundreds of young people and their families being positively impacted, including the 14 girls who participated in the possum skin cloak project. Newcastle High School students learn the Aboriginal tradition of creating possum skin cloaks. In Aboriginal tradition, a mother would work together with her wider family to make a waterproof possum skin cloak for her infant, which became a lifetime ceremonial coat, a covering, and a burial garment. Today, there are only a few original possum cloaks remaining.

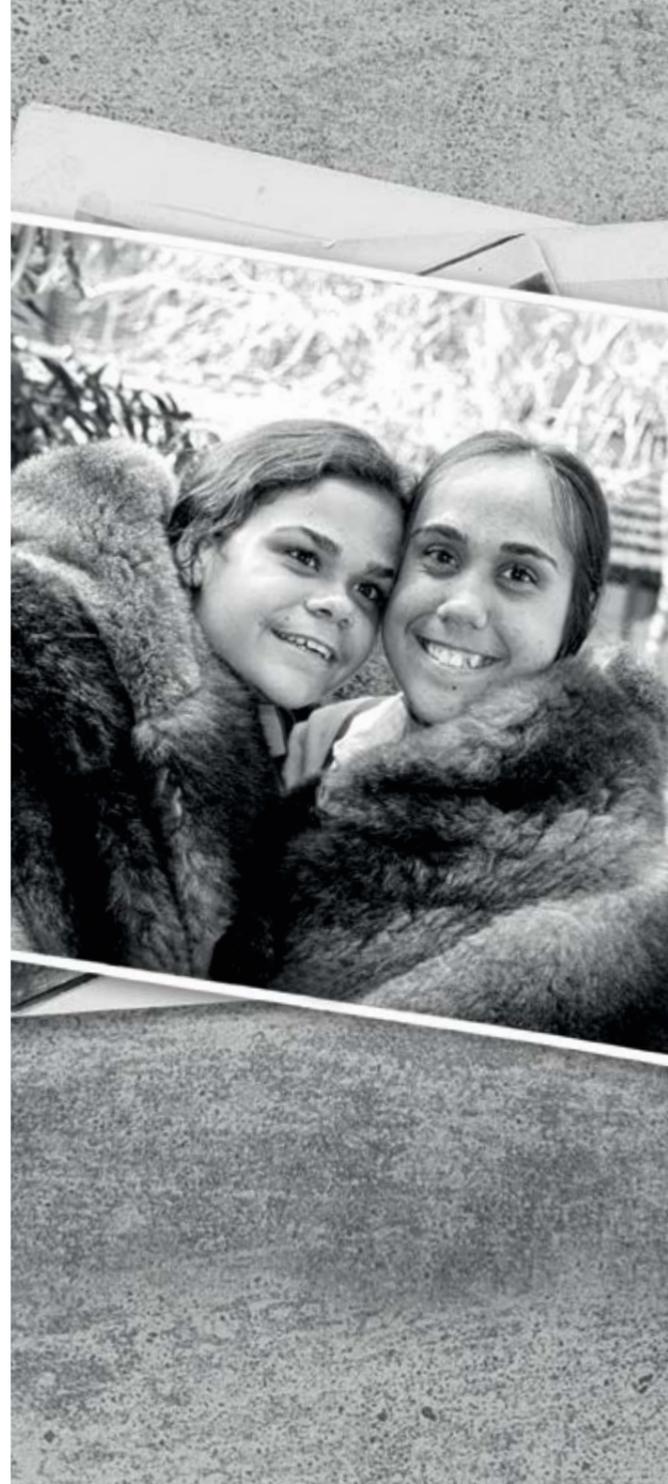
Over two days, the girls assembled at King Edward Park, a beautiful and prominent headland in Newcastle, and a significant site for the Awabakal people. To create the cloak, they first shared ideas

and designs and then collaborated to stitch the cloak together. Wesley Young Healthy Minds offered practical care for the girls, serving up nutritious food throughout the two days. For these young Newcastle girls, joining together to create the cloak was an ideal opportunity to express their creativity, learn more about their heritage, and form bonds for the future. They said the program made them feel “peaceful” and “included and connected to the land”.

At the end of their time together, the girls presented their completed cloak to the high school principal and spoke proudly and publicly of their experiences.

“I felt like I was part of something important and of great significance,” said one of the girls. Another was overwhelmed by how capable and empowered the activity made her feel, reporting to organisers that it was the first time she ever felt truly proud of herself.

The project—hailed as a great success by everyone involved—is one of many different ways Wesley Young Healthy Minds is helping young people improve resilience, develop communication skills, grow in self-confidence, and establish stronger ties with their school and wider community.



Investing in a stronger future

In 2016/17, we completed the first year of our five-year strategic business plan toward achieving 50 per cent growth. We have laid the foundations to enable us to create new programs and to extend the reach of existing well-established services.

Filling the gap: supporting young people leaving foster care

Following a successful pilot program in 2015/16, **Wesley Take Charge of Your Life** was launched this year. Aided by a three year AMP Employment Boost sponsorship, we developed an annual employment strategy that aims to get 40 young people aged 15 to 25 job ready and life ready, as they transition from foster care to independent adulthood.

The program begins 18 months before the young person exits care. It is designed to empower young adults as they work with caseworkers to identify their future goals and their current barriers to employment. By linking clients with other Wesley Mission services, employment consultants and employment brokers, they can access the support they need in the areas of accommodation, mentoring, counselling, vocational training, job placements, apprenticeships, financial literacy training, volunteering opportunities and much more.

Expanding the future reach of Wesley LifeForce Suicide Prevention Networks

Wesley LifeForce Networks is an established union of people and organisations, working together towards preventing suicide in communities across Australia. A suicide

prevention network addresses the specific needs of a local area; empowering local people to address local problems with tailored local solutions.

Over the past 12 months, we supported 72 Wesley LifeForce Networks: created nine new networks and continued to support 63 existing networks in suburban, inner city, rural and remote communities across the country, including 14 Aboriginal and Torres Strait Islander networks. A 30-month contract roll-over by the National Suicide Prevention Leadership and Support Program will provide essential resources as we expand our efforts to support more people and communities touched by suicide. This year, we delivered high quality training and support to 280 health, Allied Health and community representatives, such as teachers and social workers, on the NSW North Coast, welcomed new staff in Queensland, South Australia and the Northern Territory and are planning to establish a further 39 networks by June 2019.

Taree community welcomes Wesley Aunties & Uncles with open arms

In order to meet the growing needs of the community and to support more children in need, after a year of high activity, recruitment, advertising, presentations to the local community groups and training, **Wesley Aunties & Uncles** started matching volunteer ‘aunts and uncles’ with children from Wesley Foster Care in Taree and surrounding areas. Creating this extended family for children in foster care is a vital part of the wrap-around support Wesley Mission offers to all children in our care.

This is the largest geographical area Wesley Aunties & Uncles works in and has been embraced by the community.

From despair to healing: Janine's battle of losing her son to suicide

"Nathan took the car. And I can remember him walking down the front steps and opening the gates. And it was the last time I ever saw him."

Today, Janine is left with this heartbreaking, final memory of her eldest son. Sadly, Nathan took his own life at 31 years of age.

Janine describes Nathan as, "a man who had lived, loved, married and fathered two children". For Janine, it's these memories that make his death so unexpected.

"We really didn't have any idea that Nathan wasn't well. He'd been living in Mackay for three years with his wife and his two little kids," Janine remembers. "The first sign we got was a phone call. He just rang me one day and said 'Mum, I'm coming home. My marriage is over'. Then he returned to Sydney and three weeks later he took his own life."

Janine and the rest of Nathan's family were consumed not only with the pain of loss, but with an overwhelming and confusing mix of feelings—guilt, anger, fear and blame. And they had so many questions.

"We struggled desperately to seek answers," Janine says. "What signs did we miss? Could

we have done more? How was I not able to save my son? Why was the love of family and friends not enough?"

Trying to make sense of her loss, Janine joined a **Wesley LifeForce Network**—a nationwide program that trains people to recognise the warning signs of suicide and to understand how to offer support, before it's too late. It was through the support and action of this Wesley LifeForce Network that Janine found the strength she needed to keep going.

What pains Janine the most is not having the opportunity to say goodbye. "I was there when my son took his first breath," she says. "But not there when he took his last. My son left this world alone."

Suicide leaves deep and lasting emotional scars on those left behind—scars that Janine believes will take more than time to heal.

"I have found that it's what you do with your time that is the healer," she says. "I have chosen to help others and channel my efforts in making a difference towards suicide prevention."

The work of Wesley LifeForce Networks is vital to helping communities understand the tragedy of suicide, recognise the warning signs and put into action strategies to prevent further loss.



"I have chosen to **help** others and channel my efforts in making a difference towards suicide **prevention.**"

Empowering people, changing lives

In an environment of change and transition, we are supporting people to have more choice and control over the way they live their lives. We are also working with communities to improve inclusion of and connection to, people with disability, older people and marginalised people.

Supporting a seamless transition to the NDIS

Effective 1 July 2016, the **National Disability Insurance Scheme (NDIS)** is a new way of providing people living with disability and older people in **Home Care** more choice and control of services and support. This means greater flexibility and the opportunity to create the lifestyle they want, on their own terms—this could be anything from learning to cook, wash up, exercise, catch a train or do the shopping.

It was crucial that our clients were adequately prepared to face the transition from a block-funding model to an individual plan model. This year we worked closely with our clients by employing a team of Wesley Mission specialists to help those with diverse and complex needs navigate the new system and secure the maximum benefits available. In 2016/17, 300 clients received their NDIS plan based on individual goals, needs and funding.

Giving staff the tools they need to empower clients

Our new approach has laid the foundations for staff to support a broad range of Wesley Mission clients as they transition to the Consumer Directed Care (CDC) and NDIS models. We completed 24 projects in the areas of staff

engagement, learning and development, technology, business management, service delivery and communication, to ensure our staff and clients experienced little to no disruption to the quality of service delivery during transition.

Supporting our staff as clients transition to CDC and NDIS

All staff working in our disability, home care and aged care services have been affected by the transition to **Consumer Directed Care** and the National Disability Insurance Scheme. To ensure that this significant portion of our workforce was properly supported through the transition, we offered a diverse range of online learning modules that provided knowledge on how staff could best support themselves and our clients as we adopted the frameworks and structures of the new healthcare reforms.

Employing and empowering people living with disability

In 1972, the **David Morgan Centre** opened and began offering employment opportunities for people with disability who were unable to gain employment elsewhere. More than a workplace, the centre provided social interaction, extracurricular activities and the opportunity to develop skills in a supportive environment.

Since that time, the **Wesley Disability Employment** has evolved and adapted to the changing landscape of disability services. Employees at the centre contributed to this year's NDIS transition by collating and sending out information packages to other people living with disability in the community.

Learning life skills

Wesley Disability Services supports clients to develop life skills through its centres in Ashfield, Beverly Hills, Campbelltown, Croydon Park, Granville and Woolooware. Through one-to-one support and group activities, participants can develop friendships and grow their skills, confidence and independence through workshops in music therapy, cooking, practical living skills, literacy and numeracy development, personal training, social outings and more. The program also provides an alternative to paid employment or further education in the medium to longer term.

This year, participants enjoyed increased engagement from corporate volunteering including shared experiences at Taronga Zoo.



Turning dreams into reality

Johnson is in the business of bringing dreams to life. Services Manager at Wesley Disability Services, Johnson says he's passionate about providing people with disability the opportunities to reach their life goals.

And now Bevan is just one step closer to his dream of working in the film industry, thanks to Johnson and the **Wesley Disability Services** team.

It all began when Bevan expressed his passion for film-making to Johnson. After learning about Bevan's life goals, Johnson got in contact with Wesley Mission's production team, to find out if Bevan could join them and gain some valuable work experience.

"When I first came to know about Bevan's goals, it clicked in my mind, and I quickly sent an email to our production team. They told me that it was possible for Bevan to be a part of the team, and have that experience for his TAFE course," says Johnson.

Jordan, a producer at Wesley Mission says it was great having Bevan working on the team, as he brought so much enthusiasm. "He was definitely taking a lot in, and there is a lot to take in when you're working in this field. A lot of the stuff he's learned he'll be able to take forward."

Bevan too says he loved working with the Wesley Mission media team: "I learned how to do the camera properly. That's my dream. Working with Jordan, it's an awesome job."

Jordan says it's small things like this which make a huge difference in a career: "When Bevan goes out in the future, it's simple things like knowing how to use a camera and set up a lighting stand that can help him get pushed onto other productions. The experience is priceless."

Johnson believes Bevan's experience with our production team has helped break stereotypes about who can move into mainstream employment: "It's helped him aspire to things that any other person would dream about, and achieve them."

Looking beyond the disability

Mags hasn't let her wheelchair stop her from realising her dream of reaching out to help sick children.

For the last 11 years, Mags who has found friendship and support through the help of Wesley Disability Services, an activities-based program devoted to enhancing the lives of people with disability, wanted to give something back.

The inspiration came to Mags when she was watching TV and saw an appeal for sick children. Soon afterwards, she approached Johnson about raising money for the cause through hosting a barbecue.

"I was just sitting in my office when Mags and her

mum came in and said they wanted to raise money for the kids," Johnson says. Impressed with the idea, he put a call through to the foundation, who were excited to join in.

On the day, there was a sausage sizzle, games, and a two-dollar donation for entry. "There were staff, members of the local community, Mags' family members, people who simply walked in—there was quite a good response on the day," explains Johnson.

Mags then personally delivered the donation: "They told me, 'You did a fantastic job for the kids'," she says.

"I've never helped kids in my life before, but sick kids in hospital give me inspiration. I may be in a wheelchair, but I don't worry about that. I was so happy that day, because my absolute dream came true."

Johnson says that for him, the event was about empowering people with disability, like Mags, to see their potential and show the community that people with disability also have the ability to give back to others.

"It's not always about someone with a disability getting things from the community. Someone with a disability can also contribute to society."

"I've never helped kids in my **life** before, but sick kids in hospital give me **inspiration.**"



Our trusted community partners

In 2016/17, Wesley Mission worked on cultivating relationships and formalising partnerships in communities across New South Wales (NSW) and around Australia in order to provide wrap-around services that address the needs of the whole person.

As a financially robust and sustainable organisation that endeavours to put people and communities at its centre, we are trusted by state and federal government bodies to deliver major community services contracts. We are trusted by partners in the community, public and private sectors to collaborate and solve problems that mainstream government funding alone cannot solve. We are trusted by the individuals and businesses who lend their support, whether through financial gifts, donations-in-kind or by volunteering their time, and we are trusted by the more than 250,000 people we served this year.

Preston Campbell passes on knowledge and skills as communities tackle suicide prevention

Mental health is an issue that has long been on Preston Campbell's mind, having experienced depression at the height of a successful football career. Advocating for **Wesley LifeForce Suicide Prevention Networks**, the former NRL star and Dally M winner has been taking the message of suicide prevention to communities throughout central and western Queensland.

Wesley Mission has helped establish 72 community-based suicide prevention networks across Australia, including 14 Aboriginal and

Torres Strait Islander networks, and has provided suicide prevention training to more than 40,000 Australians. The cost-effective and empowering program starts from a simple, yet important point—local problems, local people, local solutions. Participants get training, learn how to access resources, and, through their connection to other networks, see that they are part of an ongoing national effort.

University partnership delivers job-ready psychology graduates

This year Western Sydney University and Wesley Mission signed a mental health workplace training partnership. As one of the region's largest service providers, the partnership provides psychology students with vital hands-on experience and the opportunity to build industry relationships from their first year of study through their placements in Wesley Mission's hospitals and clinics.

Since formalising the partnership, 50 students have been placed, two of whom are gaining experience at **Wesley Operation Hope**. The students provide invaluable assistance each fortnight to the young people and staff in the program, as well as undertaking research and programming activities.

Wesley Operation Hope teams up with the Outdoor Education Group

In the last year, a valuable partnership between the Outdoor Education Group and Wesley Operation Hope, established a six-month program that gives disadvantaged young people a welcome break from their everyday lives through adventure therapy. This partnership gives Wesley Operation Hope access to two large campsites south of Sydney in Biloela and Wambaroo, providing the program's young people with further opportunities to test their limits and develop personal goals.

Partnering to improve living standards for community housing tenants

Wesley Community Housing provides transitional and crisis accommodation to people who are homeless or at risk of becoming homeless with short to medium-term accommodation. Many of these properties are leased through the Land and Housing Corporation.

In 2016/17, we embarked on a two-year program with the Land and Housing Corporation to refurbish and revitalise properties in Newcastle that are in need of significant maintenance, to make them safe and habitable for tenants to occupy.

Offering targeted, wrap-around care to local communities

In striving to give people the tools they need to remain in their communities and realise their full potential, we have worked towards formalising 40 community partnerships across Sydney, Sutherland, Western Sydney, South West Sydney, Blue Mountains, Coffs Harbour, Central Coast, Bellingen, Nambucca and more. This has enabled us to provide locally accessible wrap-around services to address the complex situations of children, young people, families and those who are homeless or at risk of becoming homelessness. Central to our in-community approach is ensuring we have the right people in the right places so as to expand our regional outreach and offer support to our partnering providers.

In a bid to provide wrap-around services to young people facing complex issues, we have partnered with a number of youth-focused organisations around NSW. On the Central Coast we teamed up with the National Youth Mental Health Foundation's headspace, and Uniting Burnside Doorways, to give young people aged 12–25 much-needed support and guidance in the areas of mental health, physical health, supported housing, work and study aids, and alcohol and drugs services.



Our volunteers

Over the past year, more than 6,500 volunteers—from corporate and school groups participating in short-term programs, to individuals providing help to people in need—gave their time to provide dedicated and loving support to vulnerable people in their communities.

What is a life worth? It is difficult to express the profound impact a single **volunteer** can have on a person's life. Through offering their time and care, our volunteers not only help others to realise their full potential, they also contribute to a community culture of connection and selfless service to 'do all the good you can'.

There are many ways for volunteers to get involved at Wesley Mission—from sharing the experience of a fun day out with a person with disability, tending a garden at a children's respite centre, to holding office or school awareness workshops, having tea and scones with an older person at an aged care facility, joining the **Wesley Homeless Food Challenge** or mentoring a young person through **Wesley Aunties & Uncles**.

Making connections, raising awareness and giving back to the community

For our school and corporate partners, not only is volunteering a powerful way for them to bond with their peers, it also increases social awareness, inclusion and responsibility.

During the past year, we developed new group volunteering options to broaden the ways teams, of up to 200 people, could contribute. This resulted in a significant increase of interest from corporate and school groups. We

received more than three times as many enquiries, and saw a 91 per cent increase in the number of groups that we hosted compared to the previous year.

Food, friendship, and a place to belong

Wesley Connect provides essential items that most of us take for granted, such as food, toiletries and some clothing, to an average of 45–70 people each week, who are homeless, at risk of becoming homeless, or are under significant financial stress. In addition to providing these essential items, we also offer pastoral care, friendship and a place to belong and call 'home'.

What makes Wesley Connect unique is that it is run almost entirely by volunteers, and the majority of donations are supplied by our partners participating in the Wesley Homeless Food Challenge.

Volunteers save lives

Lifeline Sydney & Sutherland wouldn't exist without our committed team of volunteer Telephone Crisis Supporters who provide support 24 hours-a-day, seven days a week, for the cost of a local call. Our volunteers, who come from all walks of life, communities and

cultures undertake a comprehensive, highly regarded training program that prepares them for the work with Lifeline. They learn how to listen with compassion and respond appropriately in emergency situations.

Giving back to our volunteers

Each year, Wesley Mission holds a Volunteer Appreciation Luncheon and service to honour the incredible contribution that our dedicated volunteers make by devoting their time and energy to serving others.

A key part of the event is the Wesley Mission Volunteer of the Year Award, which recognises our volunteers who have gone above and beyond to support others, and deliver on our vision 'to do all the good you can, because every life matters'. In its second year, we were overwhelmed by the number of nominations we received from a wider selection of our community services throughout New South Wales.

This award enables us to celebrate and raise awareness of the outstanding efforts of our volunteers.



6,519
volunteers

Contributing
102,894
hours which is
equivalent to

60
full time staff

Saving
\$4,355,500
in wages*

*Based on the average weekly earnings from the Australian Bureau of Statistics as of May 2017.

Investing in our systems and our people

A sustainable future is built on investment in both people and systems. Providing a safe, secure and dynamic workplace promotes organisational sustainability and is how we live out our Wesley Mission values. We have worked on strengthening our foundations by unifying data, systems and processes across the organisation and delivering a diverse range of training to greater numbers of staff and volunteers.

Measuring social impact through evidence-based practice

Hearing the success stories of our clients will always be crucial in building empathy, as well as understanding the complexities of individual needs. But it is important that we are able to measure our impact on a larger scale. In anticipation of shifting government expectations, we have worked on unifying and capturing income data across the organisation, which has contributed to building a highly secure data warehouse. This year signals the completion of the project's first stage, which once accomplished, will help us to measure impact, efficiencies and outcomes so that we can enhance decision-making; improve the tendering process; better understand the organisation, our staff and our services; and above all, the difference we are making to the lives of those we serve.

Continuous improvement framework

As part of a proactive, joined-up approach, we have strengthened our governance, risk management and auditing functions to operate within a framework of continuous improvement. As a support mechanism, the framework will ensure that any issues are identified at the earliest possible stage. This will improve the quality of our community services by protecting our clients' safety, better risk assessment and the

implementation of compliance screening across the organisation. By strengthening our core systems and processes, and communication between our Senior Leadership Team, the organisation will be prepared to consolidate growth as we move into the second year of the 2016–2021 Strategic Plan.

Working smarter, safer and more efficiently

Our people regularly go above and beyond the call of duty to deliver services with care and compassion to the most vulnerable and marginalised people in our community, so it is important that we provide a safe and supportive workplace in which they can continue to serve.

This year, we were invited to participate in the Loss, Prevention & Recovery (LP&R) scheme, a large employer model that gives us an alternative way to calculate insurance premiums and create a safer workplace for our people. Because a large portion of our 2,092 staff work in emotionally and physically demanding roles, their health and safety is of primary concern to Wesley Mission. The LP&R scheme has given us the ability to develop and carry out comprehensive work health and safety training programs for all our managers across all services, giving them a greater capacity to look after their own wellbeing and that of their staff and their clients.

Connecting our clients to services through more focused systems

In the past year, we developed and trialled a piece of technology that will transform the way we care for our clients in the future. The customer relationship management system will ensure that all those who come to us with complex needs only have to tell their story once in order to be matched to the right services—this is particularly crucial for those who are in crisis or who have experienced trauma.

Investing in our people through learning and development

Just as our people invest in the lives of our clients, so we invest in the professional development and growth of our people. **Wesley Learning & Development** has continued to grow learning opportunities for our staff and volunteers. This year, we hosted 223 individual training events totalling 1,012 hours—an increase of 43 per cent on the previous year. An expanded suite of online learning modules made training more accessible across the organisation, particularly for staff based in rural and remote areas.

Paving the way for an innovative, connected future

In the past year, Wesley Mission underwent significant work that is the foundation of our current growth and expansion, and will also underpin the organisation's future. As we enter the second year of our 2016–2021 Strategic Plan towards achieving 50 per cent growth, we will be making further investments across the organisation to ensure we remain innovative, agile and responsive to our clients' needs in a rapidly changing environment.

A protracted period of social and legislative change has redefined our position in a market that is becoming increasingly dynamic and competitive. While the number of people turning to us is increasing, so is the complexity of their needs. How have we responded? Across the entire organisation, we have been led by a more proactive, connected way of thinking, which has allowed us to identify issues early and operate more efficiently to provide care that addresses the needs of the whole person. In the next twelve months, we will continue to focus on this approach and extend it to our aged care and disability services, as well as our foster care and family services.

The Priority Investment Approach to Welfare, announced in the 2015–16 federal budget, is aimed at breaking the cycle of intergenerational welfare dependency to ensure that vulnerable Australians can lead more independent, fulfilling lives in the future. During the past year, we introduced innovations to our early intervention and restoration services so that children and young adults can have the best possible start in life. In 2018, our first two **Wesley Take Charge of Your Life** houses will be fully operational. We look forward to seeing the positive impact this

pioneering program can have on the lives of young people as they transition from **foster care** to independent adulthood.

Since July 2015, the community service sector has had to adopt significant changes as we face the largest healthcare reforms since Medicare. In the coming year, adapting to ongoing change under **Consumer Directed Care** and the National Disability Insurance Scheme will remain a major focus as we continue to develop and fine-tune software, frameworks and systems that will secure the best possible outcomes for our clients in the long term.

To facilitate these initiatives, we will continue to develop information systems that create greater transparency and unity across the organisation. Evidence-based practice is becoming an increasingly important part of the tendering process and has led to the development of a unified data warehouse. As we undertake the second stage of this project in the coming year, we will be in a better position to measure and evaluate outcomes—including producing high quality research, measuring social impact

against investment and analysing the changing needs of our clients. By identifying gaps in service areas and anticipating the needs of individuals and communities, we will be able to lead and innovate, rather than react and follow.

We will continue to enlarge our footprint across urban and regional New South Wales so that people in need of support can access services and staff, without having to leave their local communities. The Strategic Property Plan, which was approved by the **Wesley Mission Board** this year, encompasses both the redevelopment of current sites and expansion into new areas, from residential aged care facilities to community housing.

At Wesley Mission, we strive to give our clients the support and guidance they need to build independent and fulfilling lives. As we look to the future, it is our prayer that we continue to grow, innovate and expand our services so that we can continue to deliver practical support and compassionate care to more people in need.

Wesley Mission Board

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

AM, MTh (Oxon), DD (Hon)

Since his appointment to Wesley Mission in 2006 Keith has built a strong reputation as a public advocate on such issues as homelessness, household debt and financial stress and the care of the mentally ill and vulnerable.

Keith's television program, *Wesley Impact!* TV is shown nationally each week on the Nine Network, and Praise, Prayer and Preaching program on the Australian Christian Channel.

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 enquiries on issues ranging from suicide prevention to finance industry reform.

He currently serves as the Deputy Co-Chair of the NSW Premier's Council on Homelessness. He is a director of the Community Council of Australia, which represents the not-for-profit sector.

Best known as an inspiring and gifted preacher, Mr Garner has preached throughout the world. He has a vision for the Christian church agencies and mission and is a hands-on worker who uses organisational skills alongside an ability to delegate.

Before moving to Australia to take up his current role in 2006, Mr Garner had more than 25 years ministry experience including the leadership of some of Britain's largest Methodist churches encompassing their community services and serving on the highest councils and boards.

Keith Garner was awarded 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.

He completed his Master of Theology through the University of Oxford in 1995 and was given an Honorary Doctorate by the Evangelical Bible Seminary in Yangon for his work throughout the world in supporting poorer communities.

Keith is married to Carol and they became Australian citizens in 2009.

Michael Anderson **Non-Executive Director and Chair**

BEc, FIAA, Grad Dip (Christian Studies), MAICD

Michael is Chair of Uniting Financial Services, Chair of Ecclesia Housing and a director of Morling College Foundation. He has other roles around investment, ethics and leadership and is currently a member of the AMP Capital Responsible Investment Leaders Ethics Committee and the Westpac Stakeholder Advisory Council. 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 is an actuary and has some formal theological training. He was appointed to the Board in May 2017.

Dr Keith Suter **Non-Executive Director**

BA (Hons), MA (Hons), PhD, FAICD, FRAI

Keith has been involved with the Uniting Church for almost 40 years. His most recent PhD focused on the future of the Uniting Church in Australia. He 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. Keith is a well-known contributor to the media scene in Australia. Keith has been a Board member since January 2009.

Meredith Scott **Non-Executive Director and Deputy Chair**

BEc, FCA, GAICD

Meredith is a partner of Ernst & Young Australia, specialising in Assurance Services, and has nearly 30 years' experience providing accounting, reporting and auditing advice to clients in Australia, Canada and the United States. She is the Audit Partner for a number of large organisations in Australia including Google, Facebook, Citrix Systems, 21st Century Fox, and several publishers and television production houses. She is the official Auditor of the Presbyterian Church of Australia in NSW and ACT, and the Hillsong Church, and participates as a pro bono member of the Council of Pymble Ladies College and chairs its Audit Committee. Meredith is also an Elder, the Honorary Treasurer and Outreach Coordinator at Turrumurra Baptist Church. She was made an Honorary Fellow of the Senate of Sydney University in 2015 for services to the University Audit & Risk Committee over 10 years. Meredith has been a Board member for Wesley Mission since July 2014.

'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.'



Left to right:
Michael Anderson,
Rev Keith V Garner, AM,
Dr Keith Suter and
Meredith Scott.

Executive Leadership Team

Rev Jane Fry

Non-Executive Director
MA, BTh

Rev Jane Fry is the Associate Secretary in the Uniting Church of Australia Synod of New South Wales and the ACT and has more than 20 years' experience in pastoral ministry and church leadership. She is a pastoral supervisor, an experienced mentor and a mediator and conflict coach. Jane has had considerable experience in ministry and leading the church in times of change, including helping the UCA Sydney North Presbytery understand the necessities and challenges of transitional ministry. As an active minister she also had day to day responsibility for the worship, witness and service of a congregation. Jane has been a Board member for Wesley Mission since 2014.

Jim Mein, AM

Non-Executive Director
AM, FCA, FCPA, FAIM, FLGAA

Jim is a former Moderator of the Uniting Church in Australia, Synod of New South Wales and the ACT. He has held many positions within the Uniting Church including Director of the NSW Trust Association, Executive Director of the Synod Board of Finance and Property and later Uniting Resources. He has also served on the Board of a range of organisations including UnitingCare Ageing, Council of Christians & Jews Incorporated, Dougherty Apartments and a number of schools. A Chartered Accountant, Jim has extensive experience in auditing, governance, taxation and consulting. In 2010 Jim was awarded Membership of the Order of Australia for services to the Uniting Church in Australia, promotion of interfaith dialogue,

education and community service. He is also Chairperson of the Uniting Church Frontier Services Board, Sydney Central Coast Presbytery and Benefund Limited, (former trustee of the Uniting Church in Australia Beneficiary Fund). Jim became a Board member in July 2013.

Bernard Boerma

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

Bernard Boerma has over 25 years' of social work and senior management experience, including over 12 years as a 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 a community justice research fellow at the University of Sydney and involved in teaching part of the Master of Social Work (q) program.

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 passionately committed to ensuring a just society that promotes the dignity, equality and participation of all persons. 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.

Robert McSkimming

Non-Executive Director

Robert is Chair of Elders of the 6 pm Wesley Congregation and a member of the Wesley Mission Council. He is a Delivery Operations Manager with Telstra and has spent more than 25 years working in telecommunications companies. Robert has served as a Board member of Wesley Mission since February 2001.

Johnny Teong

Non-Executive Director

MBA, FCPA, FCMA, ACIS, FAICD

Johnny is an elder in the International Congregation of Wesley Mission, chairs the Congregation Council, is a member of the Sydney Presbytery Standing Committee of the Uniting Church and chairs Wesley Mission's Audit and Risk Committee. Over the past 30 years he has held senior regional and national roles in finance and business management in multinational corporations, small to medium enterprises and not-for-profit organisations in the aged care industry. Johnny has been a Board member since February 2005.

Rev Keith V Garner, AM

Superintendent / CEO

MTh (Oxon), DD (Hon)

For biographical information, please see page 42.

David Cannings

Chief Financial Officer

FCPA, 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.

While at Wesley Mission, David has helped transform the finance and IT functions. He also serves on a number of Board committees within the sector and outside of Wesley Mission.

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. He has worked at Wesley Mission for 14 years. Prior roles included leadership positions at Mission Australia, Accenture and Matrix on Board. Chris is an Executive Committee member for UnitingCare Australia.

Graham Harris

General Manager, Wesley Corporate

CAHRI

Graham is responsible for community engagement, 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.

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.

Financial summary

Summary statement of financial performance for the year ended 30 June 2017

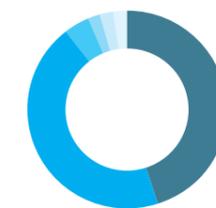
	2017 \$'000	2016 \$'000
Revenue from continuing operations		
Government grants	91,435	95,899
Revenue from rendering of services	77,093	66,599
Revenue from sale of goods	8,108	8,349
Legacies and donations	4,627	6,637
Investment income	4,627	4,752
Other income	4,188	6,909
Total revenue	190,078	189,145
Employee benefits expense	117,366	110,283
Material and other client services	28,616	28,412
Maintenance and accommodation	13,159	13,938
Depreciation and amortisation expense	8,587	7,976
Travelling expenses	4,554	4,403
Professional fees	4,275	4,064
Communications	1,257	1,304
Cost of goods sold	816	1,156
Finance costs	283	241
Other expenses	7,447	9,508
Total expenditure	186,360	181,285
Surplus for the year	3,718	7,860

Summary statement of financial position as at 30 June, 2017

	2017 \$'000	2016 \$'000
Current assets		
Cash and cash equivalents	79,886	87,205
Trade and other receivables	14,460	9,244
Inventories	395	101
Assets classified as held for sale	2,934	-
Other financial assets	12,304	11,064
Total current assets	109,979	107,614

	2017 \$'000	2016 \$'000
Non current assets		
Property, plant and equipment	334,245	335,677
Investments	11,710	802
Total non current assets	345,955	336,479
Total assets	455,934	444,093
Current liabilities		
Trade and other payables	18,700	15,563
Borrowings	3,493	3,441
Provisions	10,518	9,277
Resident licence agreements expected to be paid within 12 months	31,809	34,796
Resident licence agreements not expected to be paid within 12 months	147,314	141,503
Unearned lease premium	168	168
Unearned grant funds	11,419	11,084
Other liabilities	734	835
Total current liabilities	224,155	216,667
Non current liabilities		
Unearned lease premium	2,918	3,101
Borrowings	5,239	4,582
Provisions	2,429	2,224
Total non current liabilities	10,586	9,907
Total liabilities	234,741	226,574
Net assets	221,193	217,519
Equity		
Accumulated funds	217,984	214,942
Reserves	3,209	2,577
Total equity	221,193	217,519

	2017 \$'000	
Revenue breakdown	190,078	
Government grants and subsidies	91,435	48%
Revenue from rendering of services	77,093	42%
Revenue from sale of goods	8,108	4%
Legacies and donations	4,627	2%
Investment income	4,627	2%
Other income	4,188	2%



	2017 \$'000	
Expense breakdown	186,360	
Employee benefits expense	117,366	63%
Material and other client services	28,616	15%
Maintenance and accommodation	13,159	7%
Depreciation and amortisation expense	8,587	5%
Other expenses	18,632	10%



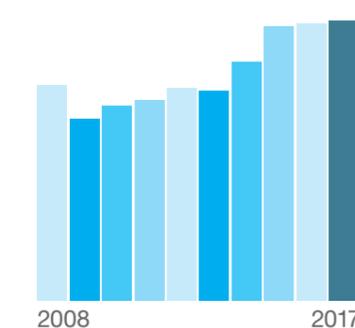
	2017 \$'000	
Asset breakdown	455,934	
Property, plant and equipment	334,245	73%
Cash and cash equivalents	79,886	18%
Other assets	27,343	6%
Trade and other receivables	14,460	3%



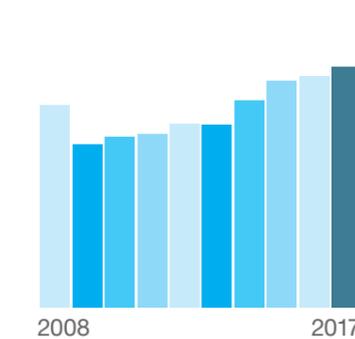
	2017 \$'000	
Liabilities breakdown	234,741	
Resident licence agreements	179,123	76%
Trade and other payables	18,700	8%
Unearned income	14,505	6%
Provisions and other	13,681	6%
Borrowings	8,732	4%



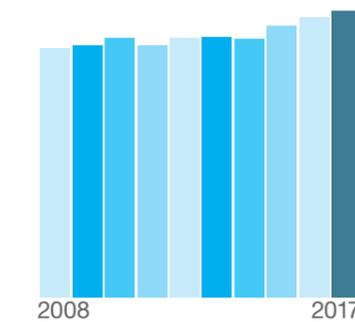
	2017 \$'000
Total revenue	190,078
147,495	
124,345	
133,468	
137,157	
145,065	
143,355	
163,748	
187,677	
189,145	



	2017 \$'000
Total expenses	186,360
159,170	
128,612	
134,090	
136,995	
144,810	
143,100	
162,060	
178,293	
181,285	



	2017 \$'000
Net assets	221,193
193,913	
195,079	
201,466	
195,079	
201,466	
202,168	
200,680	
210,445	
217,519	



Making a difference together

We are thankful for all of the groups, businesses and organisations who have supported Wesley Mission's work over the past 12 months. Your financial support, donations-in-kind, and time volunteering with our staff and clients have made a real impact in Australian communities.

Our financial supporters

Platinum partners

AMP
Commonwealth Bank of Australia
Firestorm Fire Protection Pty Ltd
JP Morgan
L1 Capital
The Miller Foundation Ltd
V John Plummer & Co

Gold partners

Munich RE
Anchorage Capital Partners
Comcater Pty Ltd
Commonwealth Bank - Group
Corporate Affairs
Impact Group
J & S Engineering
Kinokuniya
Lander & Lander
LDO Group
Martin & Ollmann
Midson Group Pty Ltd
Munich Holdings of Australasia
Pty Limited
Radio Community Chest Incorporated
Riverbush Pty Ltd
Rotary Club of Carlingford

Rotary Club of West Pennant Hills
and Cherrybrook
Toyota Fleet Management
Toyota Motor Corporation Australia Ltd
Westpac Private Bank

Silver partners

Adept Air Conditioning Pty Ltd
Alfred Lewis Pty Ltd
Allegis Group
Ashbury Samoan Uniting Church
Australian Federation of Employers &
Industries
Christian Assemblies International
CommSec Adviser Services
Cootamundra Uniting Church
E I & S L Korbel Pty Limited
Epworth Healthcare
Evergreen Fellowship
HWL Ebsworth
Iress Limited
J Steel Australasia Pty Ltd
L J Hooker Coffs Harbour
Laurieton Bonny Hills Uniting Church
Leet's Vale Uniting Church
Macquarie Finance
Oatley Uniting Church -
Op Shop Committee
Pencars Pty Ltd

Questar Inc
Robson Excavations Pty Limited
Second Chance Opportunity Shop
Silent Film Australia Ltd
Stockland Piccadilly

Trusts and foundations

Baxter Charitable Trust
Chestnut Tree Foundation
Collier Trenerry Trust
Count Charitable Foundation
Datt Family Foundation
Equity Trustees
Goodman Foundation
John Lambie Foundation
Karma Currency Foundation
Manaton Foundation
Melcaj Trust
Perpetual Trustee P/L
Rellim Foundation
The Fairbridge Foundation
The Nick and Caroline Minogue
Foundation
Willowie Nominees Pty Ltd
(Bill Leavey Foundation)

Legacies

Corona Adams
Sylvia Arkless
Margaret Balchin
Robert Blackwell
Eva Burgess
Margarita Burns
Coniston Campbell
Sheila Finlayson
John Frey
Roger Greaves
Faith Harvey
Lorna Louise
Valerie Neville
John O'Reilly
Joan Partridge
Heber Perrin
Dora Quarmby
Lucy Raig
David Smith
Richard Smith
Stella Smith
Betty Smythe
Joyce Sproat
Lynton Thomas Keck
Marjorie Thurlow
Alec Wood

Our partners

Digital media partners

Google
Truli

Print media partners

Fairfax Media

Radio media partners

Hope Media
2GB
2UE
Light FM
SonShine 98.5 FM
Vision FM
Juice 107.3 FM Gold Cost

Television broadcast partners

Nine Network
The Australian Christian Channel
Trinity Broadcasting Network
Grace TV
Fiji Broadcasting Corporation
UCB TV

Television media partners

Foxtel
Network Ten
Nine Network
Seven Network

Funding bodies and partner

Aged Persons Welfare Foundation
AGL
AMP Foundation
Australian Government
Department of Employment
Australian Government
Department of Health

Australian Government
Department of Social Services
Australian Government
Department of Veterans' Affairs
City of Canada Bay Council
Commonwealth Bank Staff
Community Fund
North Coast Primary Health
Network
NSW Department of Family and
Community Services
NSW Department of Industry
NSW Health
Property Industry Foundation
Responsible Gambling Fund
Sydney Local Health District
WentWest Primary Health Network
Wentworth Primary Health
Network
Western NSW Primary Health
Network

Clubs

Bankstown Sports Club
Burwood RSL
Canada Bay Club
Chatswood RSL
City Tattersalls Club
Club Five Dock RSL
Dooleys Lidcombe Catholic Club
Earlwood Bardwell Park RSL Club
Glenbrook Panthers
Gosford Central Coast
Leagues Club
Guildford Leagues Club
Gymea Tradies
Hornsby RSL Club
Illawarra Catholic Club

Magpies Waitara (Asquith Rugby
Leagues Club Limited)
North Ryde RSL Community
Club Ltd
Parramatta Leagues Club
Penshurst RSL Club
Riverstone Schofields
Memorial Club
Rooty Hill RSL Club
Ryde-Eastwood Leagues Club
St Johns Bowling Club
The Randwick Club
Wests Ashfield Leagues
Wyong Rugby League Club

Law firms

B Hayward and Co
Coleman Greig
E&A Lawyers
Goldrick Farrell Mullan
GP Legal
JFM Law
Kah Lawyers
Luchetti and Co
Matthews Folbigg
Prime Lawyers Sutherland
Shephard and Shephard
Shire Legal
Watkins Tapsell

Our volunteers

Schools and community groups

Blakehurst High School
Calrossy Anglican School
Colo High School
Double Bay Public School

Epping Boys High School
Epping Pathfinder Club
1st Roselea Scout Group
Good Samaritan Catholic College
Grays Point Primary School
Kambala School
Knox Grammar School
Orange Christian School
Ravenswood School for Girls
SDA Parramatta Ladies
St Charbel's College
St Joseph's College
Trinity Grammar School
Tuggerah Lakes High School
Westfield Sports High School
William Clarke College
Youth Dimensions

Corporate groups

Akamai Technologies
Allegis
American Express
AMP
ANZ
BankWest
Bayer
BMC
BUPA
Care Pharmaceuticals
Ciscot Systems
Click to Cloud
Collier
Commonwealth Bank of Australia
Dentsu Aegis
Deutsche Bank
DLA Piper

Ernst & Young
Hilton Group
HLB Mann Judd
iCare
Jemena
Johnson & Johnson
Just Cuts
Karma Currency Foundation
Kimberly-Clark
Kinokuniya
KPMG
Liberty International Underwriters
Macquarie
Medtronic
Munich RE
NBC Sports Club
NBN
North Sydney Rotary Club
Optus
Pharma Care
QBE
RDP IT
Salesforce
Sirtex
Stocklands
Strategic Investor Group
Sydney Water
The Good Company
TressCox Lawyers
Viacom
VW
Walt Disney
Westpac
WME/IMG

Vijay's unexpected volunteering journey

After losing his job of 28 years, Vijay was at a crossroad. Spending a large portion of his career as an electrical engineer, Vijay says he struggled to keep up with the rapid changing pace of his industry.

“I'd been in a very high profile job as general manager. I had 100 employees but the technology was changing and I was out of a job. This is the nature of the industry.”

Unsure of his next step, Vijay's life suddenly took an unexpected turn. Lucy, coordinator of **Wesley Connect**, a food and care program which assists those who are homeless or at risk of homelessness, located in the heart of Sydney's CBD, asked Vijay to volunteer.

Already familiar with the work of Wesley Mission, having been a member of **Wesley International Congregation** for many years, Vijay jumped at the opportunity. Since August 2016 Vijay has been befriending those who walk through Wesley Connect's doors, offering spiritual support through prayer and providing them with necessary food supplies.

“What Wesley Connect is about is we care. It's not just the food or drink we provide. I think people come there because they feel comfortable with us. It's a home away from home. Yes, their home may be the street, but it is a place where they can feel comfortable. They can feel that there's a family. They can share their small joys with us.”

Passionate about Wesley Mission's Word and deed ministry, offering both practical and pastoral care support to those most in need, Vijay sought out further volunteering opportunities. He found himself co-hosting the **Wesley Homeless Food Challenge**, where corporate and schools groups are challenged to buy

three days' worth of food with just \$10 dollars each. All food and care products purchased through the program are donated to Wesley Connect.

Over the last 12 months Vijay offered his expertise to Wesley Mission's property and marketing teams. He also acquired clothing donations that will be sold at Wesley Fair—an annual fete that this coming year will raise funds for Wesley Connect.

For Vijay, his volunteering experience with Wesley Disability Services has significantly impacted his life. Vijay says his eyes were opened to the challenges faced by people with disabilities, after taking them on recreational field trips. While Vijay has sacrificially given so much of his time, he says volunteering at Wesley Mission has altered his perspective on life.

“While on this journey I'm taking, I think it is part of God's plan. Yes, times are hard. I've gone from having a large salary, a company car and having a corner office, and then out to nothing.

“I think I may be going through a storm in one way, but I think God wants me to work in this space so I can help people.”

Wesley Mission is privileged to have volunteers, just like Vijay, who choose Wesley Mission, as their avenue to help those most in need.



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 or call 1800 021 821.

Volunteer with us

Through their experience and skills, compassion and commitment, Wesley Mission volunteers help people 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 or call (02) 9263 5551 to find out how you can 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 our website to find out how.

Leave a bequest

We believe it takes a lot of love, faith, and commitment to engage in the lives of the lost and lonely. Our work is as diverse as the needs we face, so we shape our programs, church services, activities and people to support those in need effectively—wherever they are.

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. Visit our website to find out how.

Shop with us

Next time you're looking for a present for a loved one, why not give a gift that matters. Your gift could buy books to help children in need learn to read, or pay for a night's accommodation for somebody facing homelessness. To make a purchase, visit the Wesley Gift Shop on our website.

Be in the know

Visit our website for all our latest publications, including Wesley Impact! magazine, Wesley research reports, videos such as our weekly Wesley Impact! TV program, and Stories of Hope told by people we have helped.

Join the conversation and spread the word

Every day, we share news and stories about our work, the people we help and the people who need help in our communities. You can help us grow our influence and spur more people to 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.



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 bequest
visit wesleymission.org.au

Wesley Mission
220 Pitt Street, Sydney NSW 2000
PO Box A5555, Sydney South NSW 1235
(02) 9263 5555
communications@wesleymission.org.au
wesleymission.org.au

Superintendent/CEO: Rev Keith V Garner, AM
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