

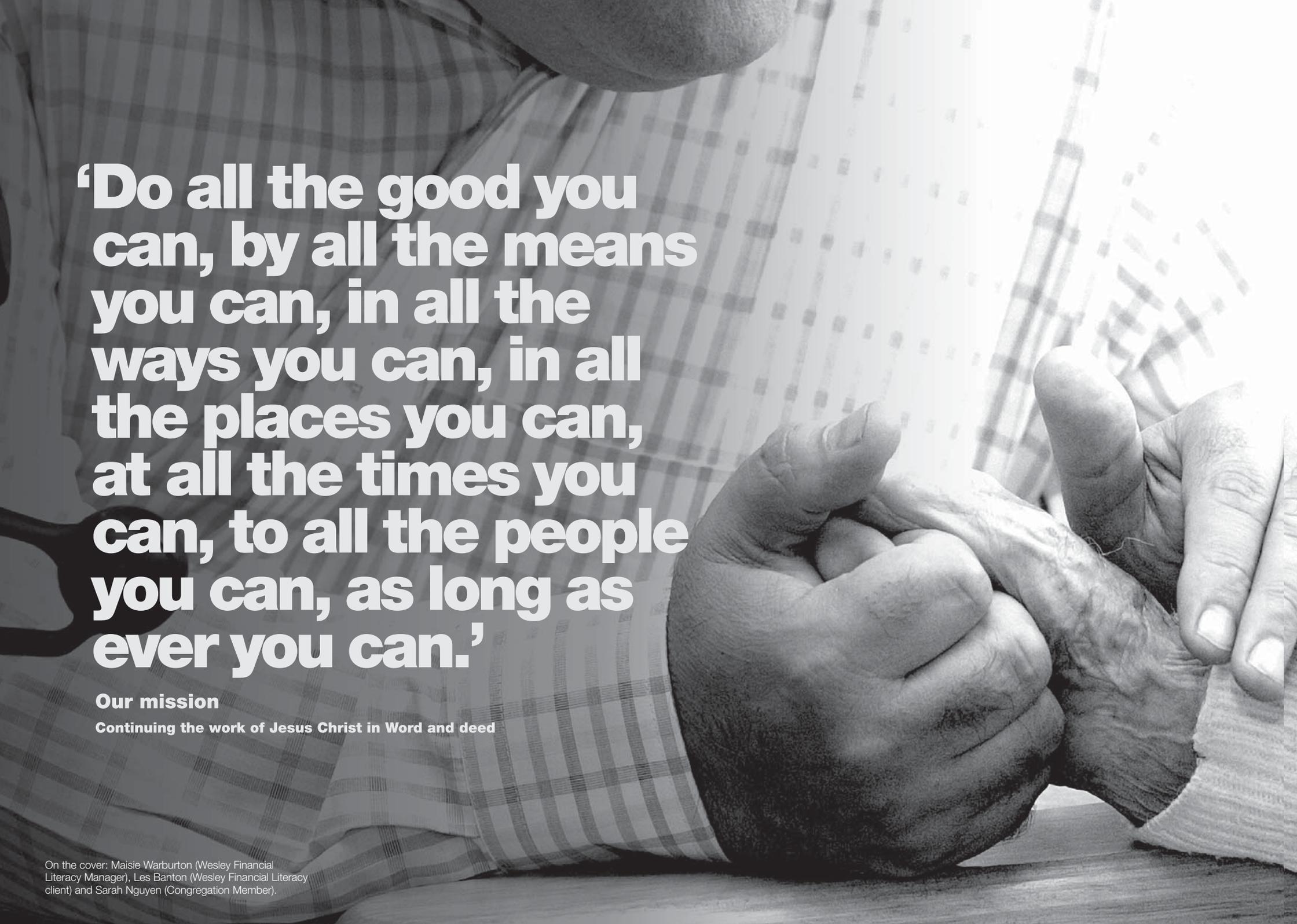


Annual Report  
2015



Strength.  
Spirit.  
Hope 

Growing a stronger future.



**‘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.’**

**Our mission**

**Continuing the work of Jesus Christ in Word and deed**

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# Chair's report

Welcome to Wesley Mission's Annual Report. This report is reflecting on a significant year—a year in which Wesley Mission became an incorporated entity and has grown to become a stronger and more sustainable organisation.

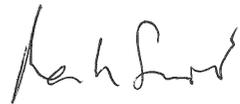
It is an organisation more prepared than ever to advocate for those in need in our community.

Incorporation was necessary to ensure that Wesley Mission is able to continue its work effectively in the context of important changes in the community services sector.

Despite this change, there is much that has remained constant and has been affirmed through the process of incorporation. Wesley Mission is a church of Word and deed underpinned by strong Christian values that continues to offer holistic, person-centred care. Keith Garner, as both Superintendent and CEO, continues to stretch the organisation to innovate and develop its systems and policies in order to make the most prudent use of its resources and provide the best care possible.

Wesley Congregational Life has continued to be at the centre of Wesley Mission, an active Christian community that reaches out to wider Sydney in new and exciting ways. The role it plays in Wesley Mission has continued to expand as it found new avenues to support our team who work with clients.

As you read through these pages you will see an extensive picture of a dedicated organisation well-equipped for the future and continuing its role as an organisation that takes the love and compassion of Jesus Christ to the edges of the community.



**Mark Scott, AO**  
Chair

“ It is an organisation more prepared than ever to advocate for those in need in our community... ”





# About Wesley Mission

Wesley Mission is a unique church, driven by our Word and deed ministry to help those most in need in our communities.

We understand the complexities of life and know that when people are struggling, they usually need help in more than one area of their lives in order to get back on track. Through our extensive network of services, we can identify and provide the different types of support people need.

Our support is underpinned by our values of Christlike servanthood, unfailing integrity and courageous commitment. Those values are present when our dedicated staff offer innovative care, when a minister offers spiritual support to vulnerable clients or when our thousands of volunteers enable us to offer our programs more effectively.

## **Incorporation** Ensuring sustainability in a changing environment

Wesley Mission became an incorporated identity from 1 July 2014. This change is positive for Wesley Mission as we are now strongly positioned to benefit from increased funding to allow us to continue and expand our vital work.

## **Wesley Mission is registered as two entities**

1. Uniting Church of Australia—Wesley Parish Mission registered as a Religious Charity.
2. Wesley Community Services—registered as a Public Benevolent Institution (PBI) with Deductible Gift Recipient (DGR) status.

## **Comprehensive services** Providing hope to people in need

More than 2,000 staff, close to 4,000 volunteers, thousands of congregation members and many supporters make it possible for us to provide a wide range of community services to help people in need—from children, youth and families, to seniors, carers and people struggling with financial or domestic challenges, homelessness, disabilities, addiction or mental health issues.

Our strong financial base and sustainable growth strategy will ensure we continue to help people in need through established services, while identifying and addressing service gaps in the sector with innovative new programs. We are strongly positioned to meet our regulatory and compliance requirements while retaining Wesley Mission's integrated Word and deed ministry.

Pictured: Zehra found a place to get back on her feet at Wesley Edward Eagar Lodge.

# Chief Executive's report

This year marks the end of a five-year period of 'building bridges' in which Wesley Mission has deliberately focused on strengthening relationships and earning the trust of partners in service delivery.

This culminated in the organisation's incorporation on 1 July 2014—putting Wesley Mission in a greater position of strength, poised to take advantage of funding opportunities and building long-term sustainability.

The past 12 months have signified the start of an exciting period of growth for Wesley Mission that truly embodies the theme of this report, 'Strength, spirit, hope: growing a stronger future.'

In my tenth year at Wesley Mission it was satisfying to see incorporation bedded down and to begin the kind of review of our leadership that will make us fit for growth.

## Strength

Sustainable and strategic growth will allow Wesley Mission to continue serving those most in need. Once again, Wesley Mission has achieved a positive annual surplus, our best for many years. Along with the strengthened incorporated structure, this puts us in a stronger financial position and ensures we can help more people in our communities.

## Spirit

Everything Wesley Mission does is underpinned by its Word and deed ministry. Our Christian mission and social engagement are deeply related in purpose as we step out to assist people in need.

## Hope

Hope is a vitally important feature in people's lives. Wesley Mission helps offer people hope at a time when they feel most hopeless, giving them the strength they need to face life's hurdles. This report outlines our services that help people face such challenges but, more importantly, tells the stories of hope of the people who experience them.

In this report, we have used only photos and stories of actual people we have helped, revealing both the hardships and the hope that gives them strength to continue their journeys of recovery.



“ Wesley Mission helps people find hope at a time when they feel most hopeless... ”

### Progress against Wesley Mission's objectives in 2014/15

We track our performance through five key areas outlined in our strategic plan through to 2016.

#### Our clients Delivering effective services to more people in need

- Wesley Mission reached out to over 200,000 people in 2014/15 and some of these were folks who would receive no help at all if we were not there for them.
- The total client base grew by just under 12 per cent, driven by increases in the people served through Wesley Out of Home Care, Wesley Help at Home, Wesley Family, and Wesley Suicide Prevention Services, all of which saw their client base grow by approximately 25 per cent.
- We performed strongly in a number of areas including implementing Consumer Directed Care—a new model for aged care delivery that allows clients to choose their own packages of services. This will set a pattern across all our services as the future of community care takes shape.

#### Our people Empowering staff to provide effective Word and deed ministry to marginalised people

- Almost 4,000 volunteers supported our community services by giving their time to provide dedicated support to vulnerable people in their communities.
- In the past year Wesley Mission implemented a Leadership Development Program and received positive feedback.

- We made a large shift from a traditional 'performance appraisal' method over the past six months. The new Employee Contribution & Development review focuses strongly on the developmental and training needs of individual staff.

- We supported over 500 staff in transitioning to new models of support required under the CDC and National Disability Insurance Scheme (NDIS) initiatives.

#### Our stakeholders Maximising community impact

- Over \$500,000 worth of free advertising was secured on bus shelters through Adshel. This campaign focused on Wesley Suicide Prevention training and as a consequence we have been offered another 100 additional locations. Future advertising will promote a range of Wesley Mission services including our foster care and homeless services.
- Along with Peter Kell, Deputy Chair of ASIC, I was pleased to launch the 14th Wesley Report on Financial Stress. The report received extensive media coverage and provided opportunities for meetings with key Government Ministers and decision-makers.
- Wesley LifeForce continues to grow. Our latest memorial day service was in Brisbane, Queensland, increasing Wesley Mission locations for these significant events to four across Australia. These events provide people bereaved by suicide a space to come together in a spirit of comfort and hope.

#### Our systems Optimising organisational capability

- Wesley Mission met all internal and external accountabilities.
- Our internal audit program reported a reduction in non-compliance issues by 5.7 per cent since 2013.

#### Our financials Ensuring long term stability

- Wesley Mission returned a sustainable annual surplus, putting us in good stead to continue helping people in need into the future.

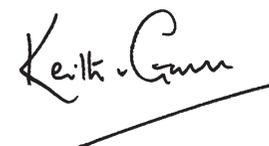
As we look forward into the next year, we remain dedicated to growing a stronger future for our organisation. I feel encouraged that Wesley Mission has the strength to grow our services to help even more people in need, the spirit to reach out even further to the community and encourage hope through compassionate care to those facing life's toughest challenges.

I acknowledge the huge contribution of my management team at every level. I have been pleased to welcome Coralee Rough to the Services team with responsibility for Strategy and Growth but I acknowledge the huge army of people who help to ensure Wesley Mission remains at the forefront of caring for people. My Board, under our Chair Mark Scott AO, have become increasingly involved in setting the strategy for our moving towards the future.

Finally, our renewed and reinvigorated Wesley Centre looks fantastic and I am looking forward to reporting next year how our UpperRoom Restaurant and renewed Wesley Conference Centre is experiencing and maintaining the growth of our work.

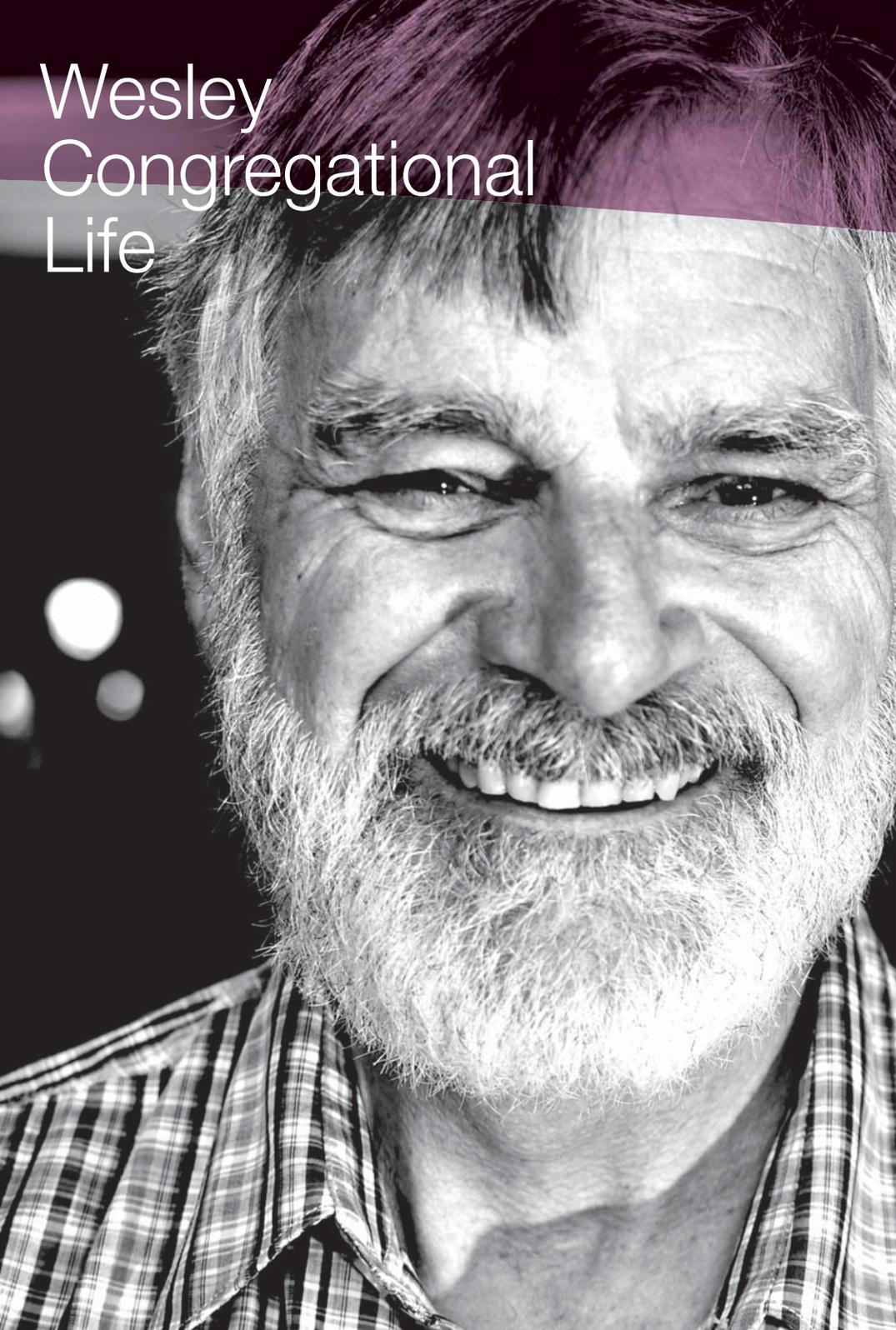
In all this amazing witness, we continue to thank God for His provision, guidance and vision for the future.

Warmly yours in Jesus Christ,



Rev Keith V Garner, AM  
Superintendent/CEO

# Wesley Congregational Life



Wesley Mission is a uniquely-shaped church with nine diverse congregations and over 1,000 people gathering weekly to worship.

But Sunday worship is only the beginning of our spiritual life. Our congregation members are dedicated to an every-day faith lived out in loving service. Over the past year they continued to reach out to the wider community with the love, hope and compassion of Jesus Christ. They also supported the work of our community services staff with prayerful encouragement and practical engagement. The leadership of the Rev Dr Rick Dacey is continuing to make a huge contribution to our congregational life and its development.

## **Wesley Connect** Offering friendship and faith to marginalised people

In 2015, our Wesley Connect program moved to a freshly renovated, more accessible, ground floor location in the Wesley Centre. The new space provides a welcoming atmosphere for people in need to engage with our minister, chaplains and trained pastoral carers and to talk through any issues they are facing.

Here in the heart of our Pitt Street, Sydney location, Wesley Connect provides practical help, such as food and essential items. But much more than merely offering material essentials, we can also point people in the direction of other services they need and offer the vital connection of friendship and faith.

Pictured: Pastor Don Walker, Wesley Congregational Life shares the gospel with those in Wesley Disability Services.

## **Easter Mission 2015** For you, His love

Each year, Wesley Mission takes the Easter message of hope to Sydney-and the world-with events throughout Holy Week led by the Superintendent and Wesley Congregational Life.

In our 2015 Palm Sunday Procession, a drama student portraying Jesus rode a donkey along the Circular Quay foreshore, followed by hundreds of palm-waving followers. Celebrations continued at First Fleet Park where drama, musical performances and other entertainment provided plenty of opportunity for families to relax and share the gospel.

Later in Holy Week, our re-enactment of the Good Friday procession from Martin Place to the Wesley Centre on Pitt Street, Sydney was shared around the world with coverage by both Australian and international media.

Our Easter events culminated in the Easter Sunrise Service at the Sydney Opera House. Starting at 6am, the service was broadcast live on Channel 9, simulcast around Australia and webcast across the world, providing a unique opportunity for a Christian community to declare their commitment to the risen Lord. People from around the world engaged with us over social media to confirm the reach of this unique event.

# The beginnings of J-Club

Building confidence in  
a Christian context

Pastor Don Walker is the Chaplain for Wesley Disability Services and Crisis Support. Eighteen months ago, two young men, Lucas and Stewart from Wesley Woodward, a residence for young people living with disability in western Sydney, asked him to run a regular chapel service at the centre. Don remembers asking one of the men, Lucas, why he wanted a chapel service, and was blown away by the simple, direct and truly honest response: "I love God," Lucas said from his wheelchair. "I like praising the Lord. He made everything."

In these early days, the group revolved around watching DVDs and listening to music containing the gospel message. Word got around about what they were doing and staff at Wesley Disability Services, Ashfield asked Don to set up a similar group for them.

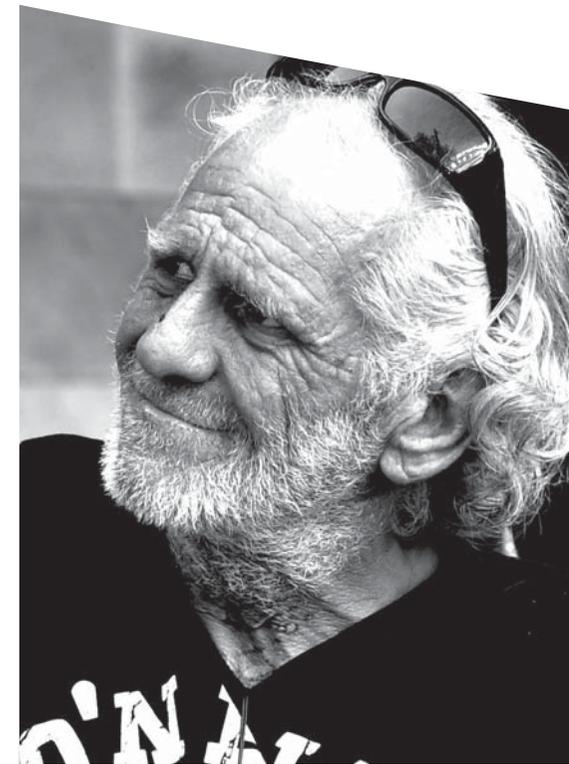


“ The group  
members really  
drive the club... ”

J-Club was born and continues to grow today, inspiring clients, residents and staff across three different locations. Residents and clients play a major role in leading the study and activities. "The group members really drive the club in each location," Don said, and each club has developed its own style and structure. "Clients at Wesley Woodward have restricted mobility so we tend to watch DVDs and listen to music. At Ashfield, clients have

intellectual disabilities, but because they are very physically functional, they are able to do team activities. At Campbelltown, the clients have more severe intellectual disabilities and respond more to colouring-in activities," he said.

Don said, "The whole aim of J-Club now is to really instil leadership skills and build confidence in a Christian context."



# Wesley Family



The past year has been a time of building and innovating for the future with improved centres and better tools and systems to support more families in need.

## **Out of School Hours Care**

*Supporting more children and families*

In 2014, Wesley Mission invested \$400,000 in a new out of school hours care centre at Quakers Hill Public School, allowing us to provide a higher standard of care to more children.

The Out of School Hours Care program had operated out of the school's auditorium for 15 years. Wesley Mission developed the new program-specific centre in consultation with parents and the school to meet increasing service demand. Previously, we provided care to approximately 115 children each day. After the centre opened in November 2014, this increased to 150 children.

## **Wesley Family Centre Quakers Hill** *Reopened and serving into the future*

In February 2015, the Wesley Family Centre Quakers Hill, which works out of Quakers Hill Uniting Church in a vital long-term partnership, reopened after being damaged in a 2013 fire. A major milestone, the reopening drew a crowd of 400 people, including local members of parliament.

While our committed staff did not stop supporting Quakers Hill families after the fire—calling clients and arranging home visits or other spaces to meet—the reopening means we are now once again providing child, youth and family support, parenting groups and community development groups, including play groups and healthy eating programs from a central community location.

## **Wesley Brighter Futures and Wesley Vision Valley**

*Partnering to help struggling families*

Wesley Brighter Futures works alongside families where there is an identified risk impacting a child's safety, welfare or wellbeing. In 2015, Wesley Vision Valley hosted Wesley Brighter Futures parents and children for family fun days with plenty of outdoor adventure, face painting and music to give families a boost and provide opportunity to connect and bond.



**100**  
per cent of new  
Wesley Brighter  
Futures clients are  
in the high-risk  
category

### Emergency relief

Helping Dungog community get back on its feet

Wesley Mission has been assisting the community in Dungog, in the Hunter Valley, for 15 years with free support services from qualified family workers and parenting coaches for any family caring for children from birth to 12 years of age.

In June 2015, we enhanced this support by donating \$15,000 to the Dungog Shire Community Centre's emergency relief work following the devastating floods and storms

in April 2015. This donation will help Dungog breathe easier as it regathers its strength and moves forward.

### Carelink+ Improving systems, improving care

In 2015, we continued to integrate the Carelink+ software tool into our operations, which allows us to efficiently capture and store client information. This made it easier for case workers to assess and advise on all relevant care options for clients.

Pictured: Support from Wesley Brighter Futures helped Candice improve her mental health and take better care of her family.



# Wesley Youth



## **Wesley Youth Hope**

### **Helping youth and their families succeed**

Over the past year, we have firmly established Wesley Youth Hope, which was first launched in January 2014. This program is an early intervention program for families with children aged nine to 15 years who are at risk of significant harm.

We have worked alongside many young people and their families, helping them strengthen their connections and seek solutions for their challenges. The program is a natural extension of our Wesley Brighter Futures program, which assists families with children less than nine years of age. In 2014/15, 200 young people were enrolled in the program and we are continuing to make it a long-term part of the Wesley Mission range of programs.

## **Wesley Operation Hope**

### **Making goals, building skills**

In 2013/14, this long-running successful program was redesigned to focus on working more effectively with smaller groups of young people. Over the past year, the redesigned program made a significant difference in the lives of the young people involved.

In keeping with our person-centred approach to care, young people first identify personal goals they want to work on. Their program is then written around these goals. We also offer both wilderness therapy and arts therapy programs, giving young people the choice of which program they feel will most benefit them.

Wesley Operation Hope connects with young people fortnightly through the school term, and leads expeditions in the school holidays to further develop their skills.

## **Wesley Homeless Support, Youth**

### **Ensuring a place to call home**

Following the government's reform of the homeless services sector in 2013/14, Wesley Mission was successful in gaining a tender to establish Wesley Homeless Support, Youth, on the NSW Mid-North coast. One hundred homeless young people will be accommodated and we will work with them to find stable accommodation. We will reach out to a further 200 young people who are homeless, or at risk of homelessness, to resolve issues like family conflict that put them at risk of becoming caught in the cycle of homelessness.

## Building confidence and self esteem

Sinead is such an upbeat 14-year-old that you would never think she was bullied at school. A few years ago, the bullying was especially intense. Sinead used to retaliate, sometimes getting into fights and being suspended from school.

Her mum, Imelda, remembers how difficult those times were. As a single mum, Imelda

needs to work seven days a week to support her three children. "Sinead didn't want to go to school," Imelda said. "She didn't even want to get out of bed."

Things changed, however, when Sinead went to a Wesley Operation Hope camp at Wesley Vision Valley. Sinead has now been on several camps and you can see the difference. In fact, she now helps other young people who are being bullied. The girl who was once in so much trouble at school is now a mentor. Wesley Operation Hope also has Sinead thinking about a different future.

"Eventually, I want to become a child care worker." Sinead said.



“ Eventually,  
I want to  
become a child  
care worker... ”

Pictured: Sinead gained confidence at Wesley Operation Hope and was able to overcome bullying.

# Wesley Seniors



Wesley Seniors offers care, accommodation and lifestyle services for older people to help them enjoy an active and fulfilled life.

The aged care sector is undergoing a major shift to Consumer Directed Care (CDC) and so, over the past 12 months, Wesley Seniors has made significant changes to how we communicate with, respond to, and deliver services to older people.

CDC is designed to give people greater choice and control over the care and services they receive at home. Central to this approach is respect for the individual, informed decision making, personalised budgets and flexible service models.

Wesley Mission embarked on a transformation project in 2014, which involved customer consultation, system re-design, staff training, and culminated in re-signing 520 client contracts. Based on the strength of our model, the government awarded us 82 new packages in December 2014, expanding our capacity to support older people who wish to continue living in their family home. The success of this transition arose from a team effort across Wesley Mission, addressing matters such as quality standards and risk management. The effort ensured we could meet the demands of the new consumer-led service environment by 30 June 2015.

We responded to major changes in the financing of residential aged care by streamlining administration systems and enhancing clinical care services within our facilities. This will ensure we can continue to provide quality care to residents with increasingly higher care needs, while remaining financially sustainable.

## **Independent living**

Helping people stay active and engaged

Wesley Seniors is improving how we help clients live as independently as possible. More than ever, our aim is to help people feel in control by offering them choice, allowing them to set the tone for their own full and independent lives.

We make sure people we care for know that their community values them and their contributions. We say, "Stay active, stay engaged. Do what you love even if it is in a different way to how you've done it previously."

## **Total care**

Understanding needs change over time

We also understand that some clients, either now or in the future, need a high level of care delivered with expertise, dedication and love. We are working to ensure that our facilities, technology, training and service delivery processes can ensure total care to those clients.

We journey with our clients for the long-term, offering a range of levels of care as their needs change over time.

“ I didn’t really have friends—it was hard for me to make friends because I wouldn’t go out...now I’m the clown of the place. ”



## Alan Pickering

“I felt inadequate, I felt inferior to people... I didn’t really have friends—it was hard for me to make friends because I wouldn’t go out... Now I’m the clown of the place”.

Alan, 77, lived with mental illness, agoraphobia and depression for most of his life. As a result, he was distant from his children and found it difficult to build friendships and connections to other people.

When Alan cautiously began attending the Wesley Seniors Social Hub twice weekly, the exuberant welcomes he received gradually helped him to let go of the fear. He now feels comfortable, nurtured and confident, and plays a much more significant role in the lives of his grandchildren.

# Wesley Foster Care Services



Wesley Foster Care Services provides services for children and young people who for varied reasons cannot live with their families either permanently or for short periods of time.

## **Long-term support services** Improving the transition from school to employment

We provide support services focused on helping young people in foster care in the long term. In the past year, we extended and strengthened these services to provide better social, educational and, ultimately, employment prospects for the young people we look after. As the transition out of foster care at age 18 is especially difficult, we have developed support services to help young people successfully move from school to stable employment.

## **Education support and scholarships** Highlighting the importance of education

Fifty per cent of children in foster care in Australia do not finish high school. We aim to reduce this statistic by emphasising the importance of education to the young people in our care and providing them with weekly mentoring support for their school work.

In 2014/15, Wesley Mission awarded four scholarships. Each year, scholarships worth between \$2,000 to \$5,000 are awarded for each year of the apprenticeship or degree, to assist with living and study costs.

## **Wesley Keeping Connected** Providing stability and building resilience

Research shows that children and young people who maintain regular contact with their birth families do better both in foster care and after leaving care than those who lose connection. Connection with birth parents helps them feel stable and better able to meet the challenges ahead of them.

Wesley Keeping Connected helps those in our care maintain regular, safe contact with their birth families. In the past 12 months our contact support workers arranged 7,252 visits.

## **Legislative changes** Well positioned to meet changing requirements

In 2014/15, legislation around children in care changed, requiring carer organisations to consider care options in a specific order before organising care. The first priority option is to restore the young person to their birth family. If that is not possible, the next option is kinship care and guardianship. If kinship care is not possible, the third option is adoption. The last option is long-term foster care.

Wesley Mission specialises in each area and so is well-positioned to identify and address each young person's specific needs and situation.

## **Wesley Aunties & Uncles** Increasing support to children in foster care

Over the past 12 months, our Wesley Aunties & Uncles early intervention program has expanded to provide more children in the care of Wesley Foster Care Services with compassionate, dedicated 'aunties' and 'uncles' as mentors.

# Building the confidence to succeed

Today, Jamie-lee is following her dream of working in the exciting world of fashion, but it has been a challenging journey.

As young children, Jamie-lee and her five siblings were placed with foster families because they were being exposed to domestic violence and their parents' heavy drug use. Not surprisingly, Jamie-lee found it hard to apply herself at school and in Year 9 she was referred to Wesley Foster Care Services' education mentoring program, which helps children in out of home care work through social and educational difficulties at school.

Once a week, Jamie-lee met with her mentor, Victoria, who helped her create better work habits, learn how to organise herself effectively and develop independent learning skills. As the relationship grew, Jamie-lee opened up to Victoria about her traumatic childhood and her insecurities about being Indigenous.

Gradually Jamie-lee's marks improved and she became more interested in school. She went from poor results in early high school to being in the top 10 of her Year 11 English class. She gained confidence and was eager to "get into the real world", so in Year 12, she became a hairdresser. But, during her final years at school, her foster parents separated and when her foster mother moved to Queensland it hit Jamie-lee hard.

After she left school, she started taking drugs and became involved in negative relationships, but her time with Victoria continued to pay off. "Victoria built confidence in me and I couldn't have pulled myself out of the crisis without that," she said. She eventually left the drugs behind. "I was such an angry person but I reached a stage where I didn't want to be like that anymore," she said.

Today, Jamie-lee is proud of her Aboriginal heritage and has become a mentor to her younger siblings. To any young people struggling, she said, "Where you've come from doesn't mean you have to stay there. You can go out and get what you want in life".

“You can go out and get what you want in life...”



Pictured: Jamie-lee did better at school through mentoring provided by Wesley Dalmar.

# Wesley Disability Services



Our staff help people living with disability improve their independence and wellbeing by accessing services like transport, vehicle and home modifications, behavioural interventions services, and clinical supports.

## **National Disability Insurance Scheme** Assuring our continued care

We achieved Third Party Verification as an approved and registered provider of disability services under the National Disability Insurance Scheme—the new government-led initiative to provide individualised support for eligible people with permanent and significant disability.

As we transition to the National Disability Insurance Scheme, our focus in 2014/15 was ensuring our operational and financial sustainability to assure our clients we will continue to support them with the quality care we have been providing to adults and children with disabilities and their families for over 35 years.

## **National Disability Standard Audit** Wesley Disability Services sets industry benchmarks

We were awarded Third Party Verification accreditation following a rigorous audit of Wesley Disability Services sites. The auditor's feedback stated that areas of Wesley Disability Services set benchmarks for the industry and 92 per cent of the families and carers Wesley Disability Services supports gave it an excellent or very good rating.

## **New programs** Treating the whole person

In an atmosphere of legislative and regulatory change, Wesley Disability Services' history of care is important to us and we will continue to work alongside clients and their families to deliver the high standard of care we are known for. We will continue promoting independence through support with daily life at home and in the community, preparing for education, employment and training, supporting access to assistive technology and helping with building relationships and engaging with people.

We also pursue innovative new ways to help more people. In the past year, we developed 11 new programs offering spiritual, emotional and social support, including client-led Christian faith groups, woodworking workshops, dances, and school engagement programs.

Pictured: Lucas is learning to walk again through care and assistance from Wesley Disability Services.



## Lucas finds his feet in J-Club

As Lucas Cree lifts himself from his wheelchair, he is wobbly and relies on the handrail at first, but soon gains balance and confidence.

It has been a long journey for this former car thief who was left paralysed when a friend on ice beat Lucas and left him for dead on his lounge room floor. He survived, but lost the use of his legs.

“ J-club...  
has been an  
integral part  
of his recovery  
journey ”

After leaving hospital, Lucas first lived in a nursing home where he shared a room with three elderly men. It was cramped, he had no support and his condition did not improve.

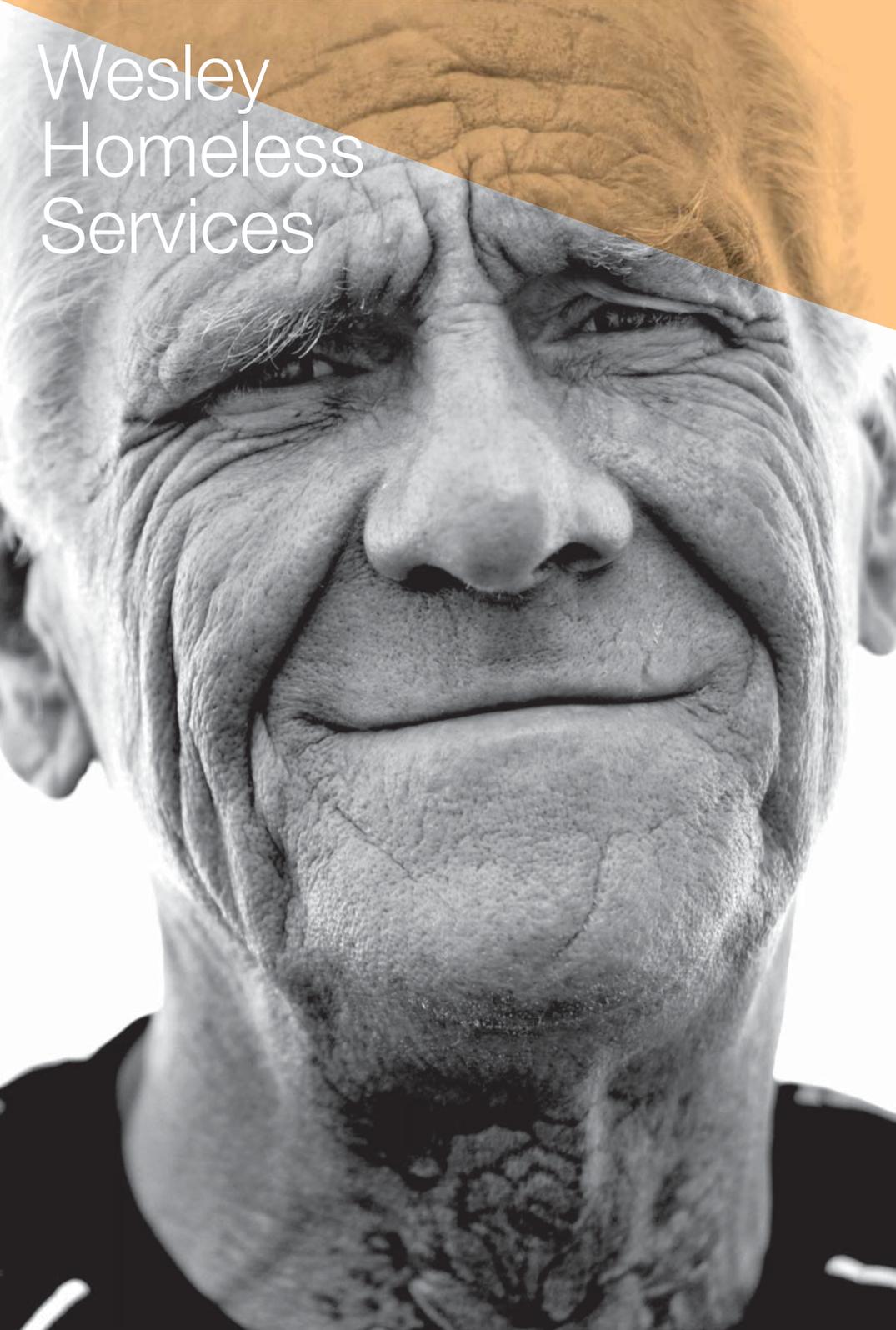
When he arrived at Wesley Woodward—a residence for young people living with disability in western Sydney—his independence had been so diminished he could not prepare a simple meal or go to the toilet by himself.

Today, in the unit he shares with another young resident, the crumbs on the bench and the full fridge are a testament to their growing independence. The encouragement and care of the Wesley Woodward staff has made all the difference and given Lucas a new outlook on life.

Through it all, Lucas' faith has remained central. It was important to him to be able to worship so J-Club—a weekly meet up with Wesley Mission's Pastor Don Walker where residents sing and read the Bible—has been an integral part of his recovery journey.

Wesley Mission has always been about serving the whole person, focusing not only on a person's physical needs, but also addressing their spiritual and social needs. See page 9 for more information on how Pastor Don Walker's J-Club is bringing hope and joy to people living with disability.





# Wesley Homeless Services

In 2014/15, we had our first full year of operation under the Going Home, Staying Home reforms, which marked the most significant reform in a generation of how homelessness services are delivered in NSW.

Under the tender program for Specialist Homelessness Services, Wesley Mission established services in regions we had never worked in before, allowing us to help more people across a much wider geographic area.

### **Wesley Community Housing**

With the reform, Wesley Mission has established its own community housing program to manage selected Housing NSW properties and those from other providers to make available affordable housing to those most in need. Wesley Mission's community housing successfully achieved national housing accreditation under the National Regulatory System for Community Housing and is now registered as a Tier 2 provider.

### **Person-centred care** Giving clients more choice

Under the new homelessness funding, Wesley Homeless Services provides person-centred care, meaning staff visit clients to support them in their chosen environment to work towards goals that are meaningful to them. This represents a major change and expansion in our geographic area of operation.

### **Increased funding** Increasing the sustainability of our services

We secured several tenders as a result of the recent sector reform. We received about \$7 million in funding across seven packages from Specialist Homelessness Services, with three partnerships that will continue until 2017. We are investing this funding in helping clients across a range of different demographics, including families, couples, singles and youth.

Wesley Homeless Services also received \$511,782 under the National Partnership Agreement on Homelessness (NPAH). Of this, \$60,785 will fund accommodation for homeless youth in the Coffs Harbour region.

Pictured: After years on the street Pop found stability at Wesley Edward Eagar Lodge.



“ At Wesley Edward Eager Lodge, Pop found some stability and a place where he was valued. He received the support he needed during a difficult time... ”

### Strong partnerships

Expanding partnerships for emergency relief

In the last year, Wesley Homeless Services expanded our partnerships, allowing us to help even more people. As part of a \$627,000 funding package from the Department of Social Security, we will coordinate and support emergency relief to people in Sydney, Blue Mountains, South-Western and Western Sydney, Sutherland, Central Coast, Newcastle and Lake Macquarie under the Emergency Relief Program. The relief will help individuals and families in financial crisis access everyday essentials like food and payment of utility bills, helping them build financial capability. Wesley Mission is leading the program, which will be distributed by a range of agencies. In all regions except Newcastle, we are directly supporting service agencies that are already providing drop-in case management. In Newcastle, we are providing emergency relief directly.

73,735  
nights of  
accommodation  
were provided  
across the 2014/15  
financial year.



# Wesley Counselling Services



Many of the people we help through our range of services—from those who are homeless to children, youth and families at risk—live with mental illness, making it more difficult to deal with life's challenges.

To help people get the most of our services, Wesley Mission provides specialist counselling alongside many other programs and activities.

In 2014/15, Wesley Mission's experience and skill in counselling were recognised by new funding that allowed us to expand our services to help even more people.

#### **Financial counselling** Extending funding to help more people

On 1 March 2015, the Department of Financial Services awarded Wesley Financial Counselling an additional two-year funding package of \$1.1 million for financial counselling on the mid north coast, Sutherland, Lake Macquarie and Newcastle.

The package includes extended funding for financial counselling for problem gamblers in Inner Sydney, Sutherland and the Fairfield area.

#### **Financial literacy** Expanding and strengthening our programs

Wesley Mission continues to expand its suite of early intervention programs and training to prevent larger issues such as homelessness.

In November 2014, Financial Literacy Australia (FLA) granted Wesley Mission \$165,000 to expand the delivery of our award-winning financial literacy program in local and regional communities until the end of 2016. FLA awarded us a further \$61,000 to evaluate the long-term impact of our financial literacy course, *In charge of my money*, which helps people across NSW to manage their money and strengthen their financial position to face life's challenges. A joint research team from Macquarie University and RMIT University is conducting the evaluation, looking at how it helps participants and identifying the financial outcomes they achieve. This research and funding means we can further develop and improve the course.



# Weathering the storms of financial stress

Gloria and her husband Ken returned to Sydney in their early fifties, after living most of their married life in regional New South Wales. Before moving, they had owned two homes, but they soon realised the money from the sale would never be enough for a home in Sydney.

Fourteen years later, they were both working full-time and just managing to make ends meet when Ken was diagnosed with terminal lung cancer. When his chemotherapy began, Gloria had to give up work, and the couple were living on the pension.

They used their superannuation to pay off escalating credit card debts and Gloria wrote to the banks and offered to pay back her remaining debt at \$5 a week. Some banks waived her debts, but others persisted in chasing them, even calling Ken on his deathbed.

They used their remaining money to pay for medical costs and hospital parking, so once the rent and utility bills had been paid, there was nothing to live on. "If it wasn't for our daughter giving me \$50 a week for food, I couldn't have eaten," Gloria said.

When her local community centre referred her to a Wesley Financial Counsellor, Gloria was in the throes of grief. Ken had passed away and creditors continued to contact her.

"[The counsellor] dealt with the creditors and actioned everything she said she was going to do, and gave me so much emotional support. She went above and beyond to make sure I walked out of her office OK," said Gloria.

Gloria's mother has now moved in and is sharing rent costs and other bills, and Gloria says she tries not to dwell on the difficult things in the past.

“She went above  
and beyond  
to make sure I  
walked out of  
her office OK...”



# A year of highlights

2014

In 2014/15, Wesley Mission served 233,294 people. This includes 83,571 service clients and 149,723 people using Wesley Conference & Recreation Services.

In 2014, we implemented more robust reporting across our services, providing a more accurate picture of who we helped, including individuals, families and added reporting for Lifeline calls.

39%

more young people engaged with our mobile youth outreach program, **Wesley StreetSmart**, than in 2013/14. 1,773 in 2014/15, 1,277 in 2013/14



7,252

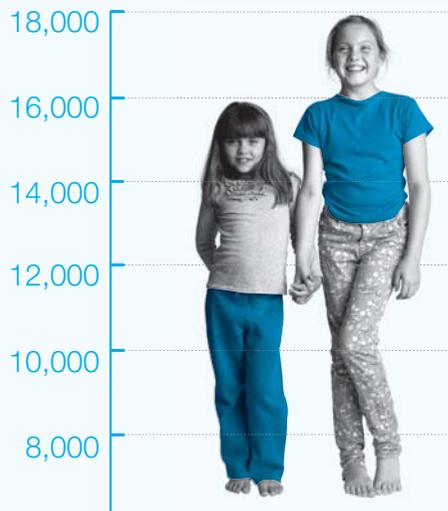
visits, organised by **Wesley Foster Care Services**, helped children in care stay in touch with their birth families

03 Building Pathways

01 Helping more people in need

This year, we reached more people through new programs and increased our client base in many of our existing services.

Clients/month



Year 13/14 14/15

02 Making connections



112 children and young people were mentored by **Wesley Aunties & Uncles**



782 people over 55 learnt new skills with **Wesley School for Seniors**

at risk youth

Wesley Homeless Services provided:

1,696

people experiencing homelessness with support

73,735

nights of accommodation



people completed **Wesley Mission's financial literacy course**

54%

more families were helped by **Wesley Family Centres** than last year. 3,973 in 2014/15, 2,853 in 2013/14

families



Wesley Hospital



881 in-patients

5,009 day-patients

04 Keeping minds well

636 people and families

helped through 2597 gambling counselling sessions



34,864

The number of calls answered by our Lifeline volunteers from people seeking help.

people living with a disability



11 new programs

were implemented by Wesley Disability Services to help people living with disability.

seniors



230% more older people than last year maintained their social interaction through Wesley Seniors Social Hubs  
531 in 2014/15  
161 in 2013/14

05 Growing a stronger future

We are ensuring Wesley Mission's sustainability through successful revenue generating businesses. Many of these businesses, like Wesley Graffiti, Wesley Cleaning and Wesley Gardening, also provide employment for people with mild intellectual disabilities, living in social housing or from disadvantaged backgrounds.

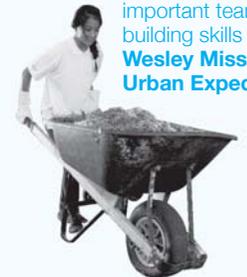
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Wesley Graffiti removed 16,000 square metres of graffiti across 895 sites.

Wesley Cleaning crews

10,844 jobs completed

Wesley Gardening crews



317 adventurers learned important team building skills through Wesley Mission's Urban Expeditions

2015

# Wesley Mental Health Services



In 2014/15, Wesley Mental Health Services continued to address and raise awareness about mental health in Australian communities.

From site-specific programs offered through facilities like Wesley Hospital, to community outreach programs like Mums and Kids Matter, we continually aim to innovate new, effective ways to help people in need in our communities.

## **Wesley Hospital** Increasing capacity to treat and train

In 2014/15, Wesley Hospital established the Addictions Recovery Program, which builds on our existing, long-running assistance programs for people with addictions through a strengthened clinical framework.

We also increased our capacity as a teaching hospital over the past year and this was recognised by the Royal Australian and New Zealand College of Psychiatrists, which approved our student placement program.

## **Mums and Kids Matter** Helping mothers struggling with severe mental illness

2014/15 was the first full year of operation of the Mums and Kids Matter program. So far under this early intervention program, we have supported 34 women, with young children, who are struggling with a mental illness.

Along with their severe and persistent mental health issues, these mothers also need support to deal with a range of issues that can include addiction, homelessness and domestic violence, as they learn how to live with their mental health sustainably in the community of their choice.

Some mothers in the program live on-site for the Mums and Kids Matter program, a

residential service in South-Western Sydney, where there is nursing and support staff on hand 24/7 to support the mothers and their children. We also provide in-community care when the mothers return home, and brokerage for special inpatient mother-child care at accredited facilities.

## **Wesley Suicide Prevention Services** Increasing suicide prevention networks

Wesley Suicide Prevention Services continued to strengthen and grow its life-saving work across Australia. As well as conducting suicide prevention workshops, the program resources and helps establish local suicide prevention networks throughout the country. In 2014/15, the number of networks grew substantially from 37 to 57 in communities as diverse as coastal centres like Townsville to small Indigenous communities such as Wadeye in the Northern Territory.

On 30 June 2015, Wesley LifeForce received an extra 12 months of government funding of \$3.5 million until 30 June 2016.

Lifeline Sydney & Sutherland answered 34,864 Lifeline calls in 2014/15 representing a 40 per cent increase in calls answered.

## **Youth Mental Health First Aid** Identifying and supporting youth in mental crisis

In April 2015, Wesley Mission was awarded a \$250,000 government contract to deliver the Youth Mental Health First Aid course to care workers in regional and rural NSW. We exceeded our target of 270 participants when we successfully delivered the program to more than 283 people across the state.

The two-day course provides the skills to identify signs and symptoms of a developing mental illness and to support youth in a mental health crisis situation until professional treatment is received.



“I wasn’t coping with life at all...”

## Brenda

Brenda was raised by her grandparents, but when she was 13 they passed away within the same year. With the safety and love she had known suddenly gone, she ran away to a world where homelessness, addiction and abuse were the norm.

In her early twenties, Brenda gave birth to her daughter. When Brenda's relationship broke down, she was separated from her daughter. Brenda once again struggled to stay on track. She later became addicted to ice and, since 2000, has suffered from paranoid schizophrenia.

When she discovered she was pregnant in early 2014, it came as a shock. “I wasn’t coping with the pregnancy, I wasn’t coping with life at all, and I ended up in hospital for a few weeks. When I came out, I got involved with Family and Community Services and they started to help me,” she recalled.

Only two hours after arriving at Mums and Kids Matter, Brenda went into labour with her son, Luke. She says having a staff member from the program there during the labour, and having somewhere to stay with on-hand support and training in parenting was just what she needed.

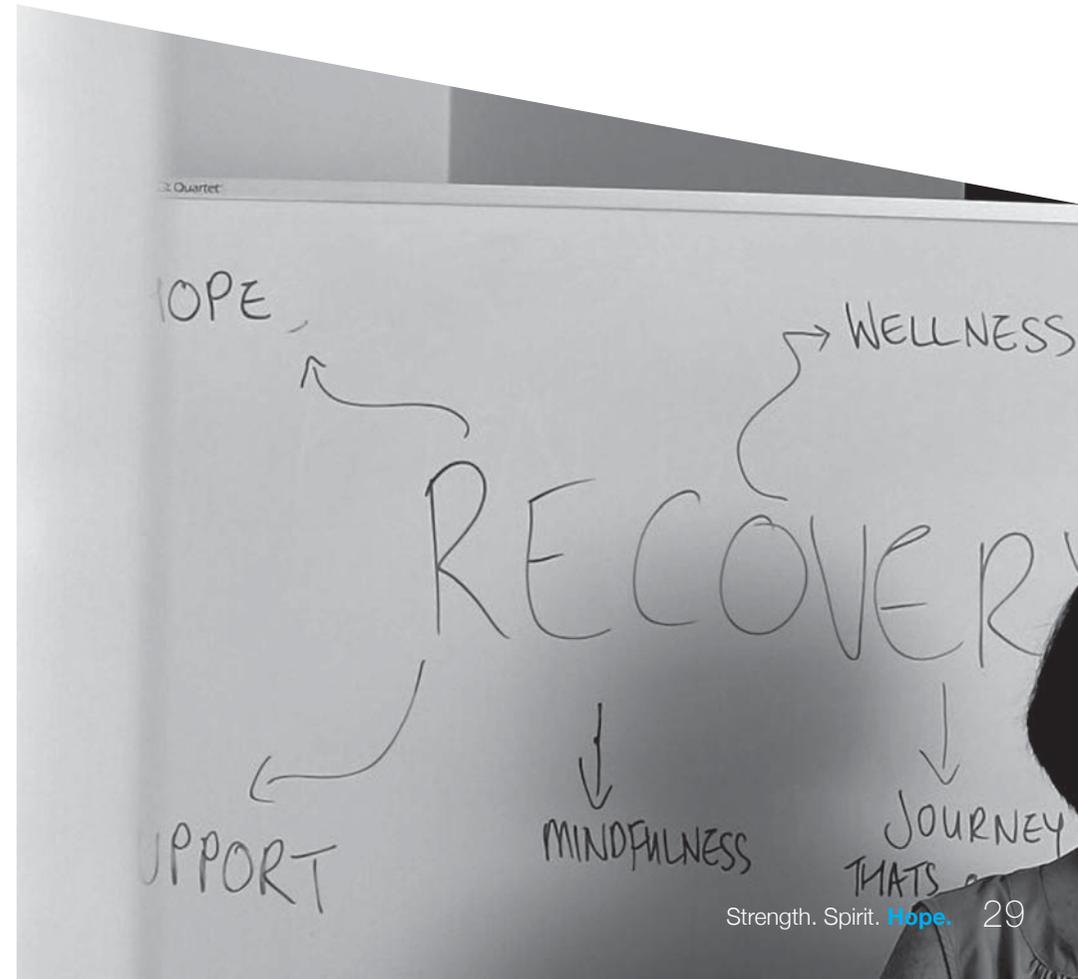
Through Mums and Kids Matter, Brenda received assistance and strategies for managing urges to use drugs again and help to understand her mental illness, how to see warning signs and strategies to use when these arise. After three months in the residential stage of the program, Wesley Mission helped her find a new home, set up visits from support services, and organised church, playgroup and daycare so Luke could interact with other children.

Without Mums and Kids Matter, Brenda said, “Lukey would have been taken from me and I probably would have ended my life.”

Lifeline Sydney & Sutherland answered

34,864

Lifeline calls in 2014/2015.





# Wesley Help at Home Services

Wesley Help at Home Services offers in—home support to help older people maintain a sense of independence and retain their quality of life at home.

Wesley Help at Home has been adapting to major shifts in the legal and regulatory environment over the past year with the introduction of Consumer Directed Care (CDC).

## **Consumer Directed Care** Meeting new expectations

In 2014/15, Wesley Mission prepared to deliver Home Care Packages, in line with the requirements of CDC, by consulting with care workers across all our sites. We introduced the principles of CDC to our staff, explaining how choice and control positively influence this new mode of service delivery. The framework supports our own approach, which focuses on the whole person, and allows people to take a more active role in developing their care plans and choosing how their services are delivered.

In November 2014 and June 2015, Wesley Mission briefed Lifestyle Advisors and Client Service Coordinators in workshops held across our regions. By the end of 2014, we provided all our clients with detailed information about CDC, including an explanation of their rights and obligations.

By 30 June 2015, we reviewed the plans of all our existing 504 Consumer Home Care Package clients, with individual budgets and care plans being discussed, negotiated and finalised. We were faced with some significant challenges in this process, as some clients did not have the same access to care under the individualised funding that they did previously under block funding. Wesley Mission took the time to meet with all affected clients to find a solution that satisfied each of them.

Wesley Mission met compliance with the Home Care Package Guidelines and CDC service delivery by 1 July 2015.

We have made every effort to ensure our clients receive the same quality of care they have been accustomed to over the years. We greatly value our clients and are convinced that CDC has provided us with an opportunity to work even closer with them to see that their needs at home are met in alignment with their preferred choice.

In April 2015, a small group of clients gave us a range of feedback about our services and service delivery. It was heartening to be told that they loved their care workers and felt loved in return. This response represents the very essence of Wesley Mission: at the heart of our service delivery are people with a need to be met, and who trust Wesley Mission to meet it.

7,198  
Wesley Help at  
Home clients

637  
care packages

701  
Wesley Domestic  
Assistance clients



934  
Wesley Home  
Modifications &  
Maintenance clients



# Wesley Employment & Training Services

A large part of any person's journey to independence is training and employment. So, in focusing on the whole person, helping people train for and find meaningful employment is an important part of Wesley Mission's service to people in need.

## **Wesley Vocational Institute** Providing skills, careers and opportunities

Wesley Vocational Institute delivers nationally-accredited vocational training as a Registered Training Organisation, as well as non-accredited training on topics ranging from mental health to work, health and safety. Over the past year, we delivered over 12,650 'units of competency', where a unit of competency describes a specific work outcome and the knowledge and skills required to achieve it.

The NSW Government increased their funding to us by 66 per cent over the past year, allowing us to provide students from Tweed Heads to Goulburn with accredited training and inspiration to find meaningful careers.

We uphold the highest standards of training quality to develop our students' skills, careers and opportunities. This was validated in February 2015 when the Wesley Vocational Institute was successfully registered for another five years with the national regulator, the Australian Skills Quality Authority (ASQA).

We structure our courses to meet the needs of our students and, over the past year, over 85 percent of students who studied with us completed their course.

Our students also included Wesley Mission staff from across all areas of the organisation. By investing in accredited training for our staff, we ensure a more qualified workforce and delivery of quality Wesley Mission services.

## **Wesley Supported Employment** Helping more people through strategic partnerships

Wesley Supported Employment provides meaningful employment to people with a disability and people from disadvantaged circumstances.

Our cleaning and gardening crews are well-recognised for the quality of their work. Telstra, one of our biggest clients, expanded their contract with us over the past year. This is great acknowledgement of the workmanship of our crews.

To meet the demand of the expanded contract, we hired members finishing another of our programs: graffiti removal. This was a very effective way to give people more opportunities and at the same time make our business model more efficient.

At Wesley Packaging we continue to find new ways to reduce costs and improve our sustainability. Over the past year, we successfully transformed our waste collection costs into income, identifying companies who pay us for the waste materials.

# Wesley Conference & Recreation Services

Wesley Conference Recreation Services bring communities together—church, business, families and individuals—by providing time and space for people to enjoy time together, relish the great outdoors and reflect on their lives.

## **Wesley Conference Centres** Creating more memorable experiences

In 2014/15, Wesley Vision Valley served 22,382 guests and received encouraging feedback from clients. We improved business performance by 66 per cent by realigning the business direction to Rev Sir Alan Walker's

intent in 1972: to create memorable experiences for the guests we serve.

The Wesley Conference Centre at 220 Pitt Street, Sydney had another busy year, hosting more than 127,000 guests at almost 800 events ranging from Annual General Meetings, corporate road shows, and staff briefings, to university graduations, synod meetings and leadership forums.

In the latter half of the year, we began refurbishing the centre with a focus on upgrading the Wesley Theatre and refreshing the lounge areas, helping us market the centre as a venue of choice for events and meetings in Sydney's CBD.

## **Urban Expeditions** Increasing city adventures

In 2014/15, Wesley Vision Valley's Urban Expeditions program served 317 students

across nine programs, a 33 per cent increase on last year.

Urban Expeditions is a city-based adventure program where corporate, school and youth groups work in teams to complete challenges as they make their way around Sydney.

## **Wesley Catering** Serving delicious fare

Wesley Vision Valley launched Wesley Catering as a corporate service offering affordable, fresh and professional catering.

In 2014/15, Wesley Catering served 16,783 meals and received great reviews on the "new, creative, different, and really enjoyable" food. Our offerings include sit-down plated meals, buffet meals, canapés, and boxed lunches.



# Wesley Mission Board

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

Keith is known for his strong sense of social justice and compassion. Since his appointment to Wesley Mission in 2006 he 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. He is a strong media contributor whose informed comments on social issues are sought regularly. His television program, Wesley Impact! TV is shown nationally each week on the Nine Network and the Praise, Prayer & 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, he has preached throughout the world-in Africa, Iceland, across Europe, the United States of America, the Far East, Burma and India. 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. His interests include travel, community involvement and sport.

Before moving to Australia to take up his current role in 2006, Dr 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.

He completed his Master of Theology at Oxford University in 1995 and was awarded an Honorary Doctorate by the Evangelical Bible Seminary in Yangon, Burma, for his work throughout the world in supporting poorer communities. He has served as a Chaplain in hospitals, hospices, prisons and as a Premier League Football Chaplain.

In the 2015 Queen's Birthday Honours, he received a Member of Australia Award "for significant service to the community, as an advocate for the people who are homeless and socially disadvantaged, and to pastoral care." Keith is married to Carol and they became Australian citizens in 2008.

## **Mark Scott, AO** Non-Executive Director and Chair BA, Dip Ed, MA (Sydney), MPA (Harvard), DLitt (Hon) (Sydney)

Mark has been Managing Director of the ABC since 2006. Before joining the ABC in 2006, Mark held a number of executive appointments at Fairfax Media, including Editor-in-Chief and Editorial Director. He has post-graduate degrees from Sydney and Harvard universities in government and public administration and an Honorary Doctorate of Letters from Sydney University. He is a Fellow of the Royal Society of NSW. Mark has been a Wesley Mission Board member since January 2009 and serves as

Honorary Treasurer. He was appointed as Chair of the Board in July 2013.

## **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 has been a Wesley Mission Board member since January 2009 and also serves as Honorary Secretary.

## **Matthew Chee** Non-Executive Director MBA, MDiv, BAcc, Dip Fin Svcs

Matthew is a long-time elder of Wesley International Congregation where he preaches occasionally. Matthew was part of the Core Team for the launch of the Wesley International Congregation Ryde extension congregation. Matthew also initiated and established the Stephen Ministry, equipping lay members to provide effective pastoral care. An accountant and businessman, he is also serving in missions to Indonesia. Matthew currently serves in various capacities on the Wesley Mission Board, including the Cottee Orchard Board, the Finance Committee, the Care Advisory Committee and was past Chair of the Audit and Risk Committee. Matthew joined the Wesley Mission Board in February 2000 and has continued to serve on the Board since then.

## **Rev Jane Fry** Non-Executive Director MA, BTh

Rev Jane Fry is the Associate Secretary in the Uniting Church of Australia Synod of NSW 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 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 NSW 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 and 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, 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 Frontier Services Board and is Chair of Benefund Limited, former trustee of the Uniting Church in Australia Beneficiary Fund and Treasurer of MLC School in Burwood. Jim joined the Wesley Mission Board in July 2013.

**Meredith Scott**  
Non-Executive Director  
BEC, FCA

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, Chartered Accountants Australia and New Zealand and several publishers and television production houses. She is the official Auditor of the Presbyterian Church of Australia in NSW and the 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 Turramurra Baptist Church. She was made an Honorary Fellow of the Senate of Sydney University in 2015 for services to the University Audit and Risk Committee over 10 years. Meredith has been a Board member for Wesley Mission since July 2014.

**Johnny Teong**  
Non-Executive Director  
MBA, FCPA, FCMA, ACIS, FAICD

Johnny has served as an elder in the International Congregation of Wesley Mission, and chaired 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.

**Robert McSkimming**  
Non-Executive Director

Robert is Chair of Elders of the 6 pm Wesley Congregation and a member of Wesley Mission's 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.

**Sarah White**  
Non-Executive Director  
BA, Grad Dip Ed

Sarah is a school teacher currently furthering her studies in education. As an active leader in the Uniting Church, Sarah founded Lent Event, a popular movement seeking to respond to the injustice of extreme poverty. Sarah is a visual artist and her work includes design of lead light windows for UnitingCare and Wesley Mission. Sarah has been a Board member of Wesley Mission since 2010.

Pictured (left to right): Dr Keith Suter, Rev Keith V Garner, Mark Scott



# Senior leadership team

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

For biographical information, please see previous section.

**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.

**David Cannings**  
 General Manager  
 Wesley Finance & Information Services  
 FCPA, AICD, BBus, MBA

David is the Chief Financial Officer at Wesley Mission and oversees a range of functions including finance, information services and procurement.

David has over 25 years' executive management experience in a range of industries including the social services sector and the finance services sector. His experience in the financial services sector includes life insurance, superannuation, funds management, endowment management, financial planning and banking. David's work has been in a diverse range of organisations

that includes 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**  
 General Manager  
 Wesley Health & Community  
 BSocSc

Chris is responsible for Wesley Health & Community operations. Prior to joining Wesley Mission in 2001, Chris worked at Accenture and Mission Australia. Since October 2009, Chris has mentored and advised the CEOs and boards of many New South Wales based not-for-profit organisations and peak bodies. He brings a rich understanding of the community sector to Wesley Mission. Chris re-joined Wesley Mission in January 2012.

**Maria Maxwell**  
 General Manager  
 Wesley Child, Family & Disability Services  
 BSocWk

Maria is responsible for Wesley Foster Care Services, Wesley Family and Wesley Disability Services. She has an extensive background in the community services sector from many senior management roles in the Australian Capital Territory and New South Wales. Maria has a particular interest in process improvement, business efficiency and good governance and is an accredited auditor in the ISO 9000 framework. Previously Group

Manager of Wesley Mission from 2000-2004, Maria returned as a General Manager in July 2013.

**Helen Wilson**  
 General Manager  
 Wesley Aged Care  
 BSpThy (Hons), MBA

Helen is responsible for aged care areas of Wesley Mission: Wesley Residential Care, Wesley Independent Living and Wesley Help at Home. Over the last 30 years she has held clinical, management and executive roles across health, aged care and community services within the government, not-for-profit and private sectors. Helen currently serves on the Board of Directors for Aged & Community Services NSW/ACT and is Chairperson of their Learning & Development Committee. Helen commenced work at Wesley Mission in January 2014.

**Graham Harris**  
 General Manager  
 Wesley Corporate  
 CAHRI

Graham is responsible for Wesley Human Resources, Wesley Communications, Fundraising & Volunteering, Wesley Governance Support and Wesley Legal Services. 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) having been a Board member since 2000 and President from 2002-2009. Graham also is 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.

**Coralee Rough**  
 Director  
 Wesley Strategic Growth Services  
 BEc, LLB, GAICD, Grad Dip Property Investment and Finance

Coralee joined Wesley Mission in April 2015 and leads strategy, business analytics, property, risk, compliance, internal audit, public affairs and tenders.

Coralee brings extensive global commercial experience. Previous roles include Chief Operating Officer International, Fund Manager, Property Development Manager, Business Development Manager all at AMP Capital Limited, and General Manager, Strategy and Community of a Tier 1 community housing company. Currently a director on the NSW Federation of Housing Associations, Coralee has previously served on boards for property development, funds management, aged care and also as chair of a charity. Formerly a senior commercial lawyer in two of Australia's leading firms, Coralee is also a qualified mediator.

Pictured (clockwise from front left): Helen Wilson, David Cannings, Chris England, Maria Maxwell, Graham Harris, Rev Dr Rick Dacey, Coralee Rough and Rev Keith V Garner

# Our people & systems

A great employee team is integral to any sustainable organisation.

Our skilled and compassionate frontline staff continue to provide care for vulnerable people, supported by the strength and professionalism of our support staff who specialise in areas such as government tenders, finance, human resources, information services and quality and risk management. These vital support services provide the strong base necessary for our frontline staff to deliver our life-changing community services.

## Our people

We attract compassionate, dedicated staff from a variety of backgrounds—from the corporate world, the public sector, the not-for-profit and community services environment, to recent graduates and volunteers eager to start their career doing something that matters.

Wesley Mission employees in our Aged Care and Disability programs have faced enormous changes around two major government initiatives, Consumer Directed Care (CDC) and the National Disability Insurance Scheme

(NDIS). For over 500 staff, learning about these initiatives and gearing up for change has been an important and ongoing challenge. Our Human Resources team has worked closely with relevant managers and supervisors to assist in these important initiatives.

We have also made a large shift from a traditional 'performance appraisal' method for staff over the past six months. Our new Employee Contribution & Development review focuses strongly on the developmental and training needs of each individual staff member. We review five key areas of development: our clients, our stakeholders, our staff, our systems, and our financials, looking at behaviour and skills, which then tie in to a detailed training plan for the staff member. Opportunity to review career and further education plans are also included.

“Our skilled and compassionate front line staff continue to provide care for vulnerable people...”

## Finance

Throughout the year we worked across the organisation to enable the delivery of a financially strong and sustainable operating result, and we are happy to report a surplus for the past financial year. With incorporation commencing from 1 July 2014, we worked to ensure Wesley Mission's readiness for the new structure.

Systems development has continued to be a priority with the area focusing on being prepared for the changes in government funding and priorities commencing with Consumer Directed Care and a readiness for

NDIS, as well as improving the automation in the areas of hospitals, Brighter Futures and Youth Hope.

## Securing funding for a sustainable future

Securing funding is key to being a strong, sustainable organisation. Our dedicated government tender team has a success rate of 45 percent, far above the sector average. With the support of our Senior Leadership Team and CEO who focus on developing meaningful and lasting relationships with our stakeholders, we are confident in Wesley Mission's ongoing sustainability and strength.

## Effective quality and risk management

Wesley Mission responded quickly and with agility to the seismic changes happening in

most industry sectors we serve, including aged care, disability services, and homeless services. We are implementing new policies, procedures and delivery models, and ensuring compliance with a vast range of new requirements.

We have embedded risk assessments in all standard processes and implemented an improved client feedback system to respond to suggestions or concerns. We have a team of experienced quality, risk and compliance specialists working across Wesley Mission, putting us in a strong position to maintain quality and manage risks as the change continues.

## Strengthening information systems

In 2014/15 Wesley Mission prepared the services to adapt to changes under the new

CDC model driven by government—this included reviewing and improving our systems to manage these changes. We also expanded our client management system, standardising processes and consolidating our data stores for the Wesley Lifeforce Networks and the Wesley Hospitals at Ashfield and Kogarah.

Another key focus for information services has been business intelligence as we seek to capture and use increasing amounts of data. One example is Wesley Brighter Futures, where we have mined data from our core business systems to measure client outcomes and benefits of our programs. This serves to measure our effectiveness in improving our client wellbeing, allowing Wesley Mission to serve those in need even more effectively. This type of intelligence reporting was also extended to the Wesley Youth Hope program providing strong client and business benefit.



# Our volunteers



Close to 4,000 Wesley Mission volunteers, from corporate and school groups participating in short term programs, to individuals providing ongoing regular help to people in need, gave their time over the past year to provide dedicated and loving support to vulnerable people in their communities.

Through their experience and skills, compassion and commitment, Wesley Mission volunteers help people in need by supporting the work of our community services—meaning we can provide more services, to more people more often into the future. As an organisation, this makes Wesley Mission more sustainable and means we can create and run innovative programs that might not otherwise be possible.

## **Wesley Community Visitors Scheme** Providing friendship and support for older people

Under this program, Wesley Mission volunteers in the Newcastle region provide friendship and support to lonely, older people in their communities. Volunteers are interviewed and matched with people to visit, based on their shared interests.

Over the past year, we have expanded the scheme to include the wider Hunter region and the Central Coast. Without volunteers, we would not have the resources to deliver this service.

## **Wesley Aunties & Uncles** Giving hope and strength to children in need

Our 'aunties' and 'uncles' are volunteer mentors who open their homes or catch up regularly with a young person who has had a rough start. These volunteers commit to a minimum of 12 months, but often the relationship between the volunteer and the young person becomes a long-term connection continuing in some cases well into adulthood.

## **Open Wardrobe** Supporting people experiencing homelessness

Open Wardrobe is held regularly at Wesley Edward Eagar Lodge—crisis accommodation in inner Sydney where we provide residents with accommodation and support to move out of homelessness. Corporate volunteers create a shopping experience for the residents by setting up 'stalls' with the donated items, helping the residents select and try on clothes.

## **Wesley Homeless Food Challenge** Experiencing the challenge of homelessness

Corporate and school group volunteers take on the challenge of finding enough food to eat for three days for \$10, the average weekly budget of a person experiencing homelessness. Staff members lead a presentation and discussion about the group's experiences on the Wesley Food Challenge to further challenge their understanding of homelessness. All food purchased is donated to Wesley Connect, a service for disadvantaged people seeking support. Recently one group donated \$7,500 worth of food, which is enough to feed 187 people for a month.

# 119,335

Wesley Mission  
volunteer hours



## Friends and movies

The recipe for  
happiness

Sixty nine year old Jimmy Hill runs the Monday movie session as a volunteer for Wesley School for Seniors at the Wesley Conference Centre.

The former Telstra technician uses his own equipment to show the movies and is always available to troubleshoot for those having technical difficulties in other classes.

Jimmy said after Telstra paid him out 12 years ago, he sat around at home for three months before someone recommended he get involved in Wesley School for Seniors. He's been having a ball ever since, first as a student, now as a volunteer.

He loves that he plays a role in Wesley School for Seniors, which provides many people with a full social life and a chance to share their experience.

"Other places have courses for seniors but they don't have the social life that we do," he said. "We're always going to cafes and restaurants after class."



# Looking forward

During the past decade Wesley Mission has achieved significant milestones to become a sustainable, vibrant and increasingly diverse organisation, focused on helping people access and receive appropriate social services and supporting those most in need.

The operating environment for social services providers in Australia is entering a new era of citizen consumers. Increasingly, government funding frameworks are empowering Australians to make personal choices about the care they receive and how they spend financial support from government. At the same time, large human services organisations and for profit companies are building market share with loss leading service offerings.

These challenges bring opportunities to improve and increase the capacity of Wesley Mission to respond to the needs of our clients, exceed stakeholder expectations and ensure we fulfil government requirements.

Wesley Mission's vision and values remain unchanged—we exist to provide a joined up Word and deed ministry of care to those most in need. We have a 200 year history of doing all the good we can, and our Board has determined that to continue this

work into the future we will need to grow to remain a significant provider of social services in Australia.

To meet the changing requirements of this new environment, Wesley Mission created the department of Strategic Growth Services in April 2015. The department will develop a road map for the organisation and provide a whole-of-business perspective for future growth in services by helping set and monitor Wesley Mission's strategic growth and direction.

Under newly appointed Director, Coralee Rough, the department has been working with our senior management teams to develop Wesley Mission's strategic plan for the next five years. Planning has been a collaborative journey across Wesley Mission, drawing together the key goals, strategies and desired outcomes of our many service areas.

Wesley Strategic Growth Services has a vital role in monitoring our external and

internal environments, ensuring our strategy is appropriately informed and our public positioning on issues close to our heart are aligned. Our ability to monitor and consider trends, employ contemporary and flexible service models, provide leadership, measure outcomes, allocate and prioritise resources, and provide appropriate governance is vital for our long-term sustainability and growth and the effective delivery of our services to those most in need.

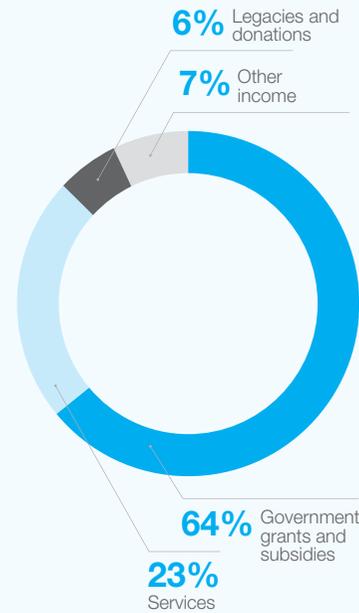
The ongoing process and the roll out of the 2016-2021 Strategic Plan will enable Wesley Mission to prioritise our goals and be an effective leader in delivering social services in our modern and competitive environment. It will underpin our Christian mission of care to those who are most in need, driven by the same compassion, love and desire to help that has been at the heart of our service for more than 200 years.



# Financial summary

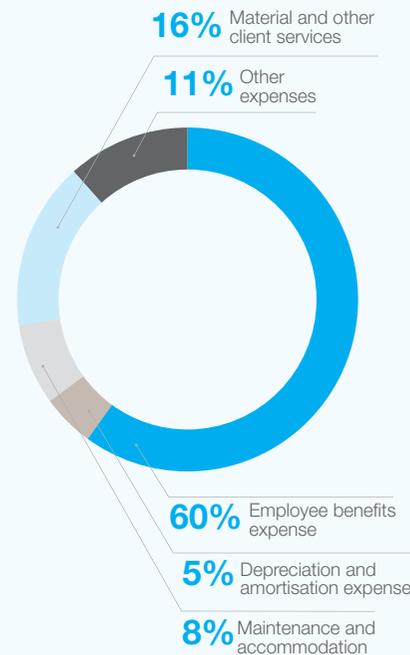
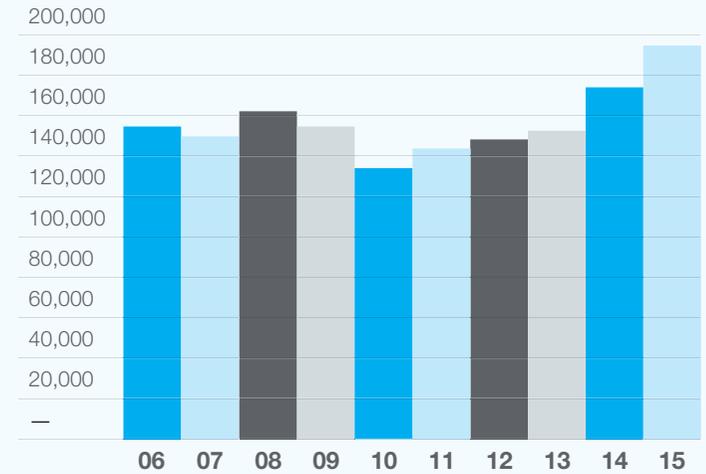
Summary statement of financial performance for the year ended 30 June, 2015

	2015 \$'000	2014 \$'000
<b>Revenue from continuing operations</b>		
Government grants and subsidies	120,507	101,058
Revenue from rendering of services	43,334	43,461
Donations and legacies	10,998	5,978
Government grants and subsidies - non recurring	4,256	4,290
Change in fair value of investment properties	—	2,181
Other income	8,582	6,780
<b>Total revenue</b>	<b>187,677</b>	<b>163,748</b>
<b>Expenses</b>		
Employee benefits expense*	107,933	96,287
Material and other client services	28,324	24,618
Maintenance and accommodation	13,598	13,250
Depreciation and amortisation expense	8,681	7,853
Travelling expenses	4,502	4,747
Professional fees	4,435	3,615
Communications	1,156	945
Cost of goods sold	711	774
Other expenses	8,711	9,773
Finance costs	242	198
<b>Total expenditure</b>	<b>178,293</b>	<b>162,060</b>
<b>Surplus for the year</b>	<b>9,384</b>	<b>1,688</b>



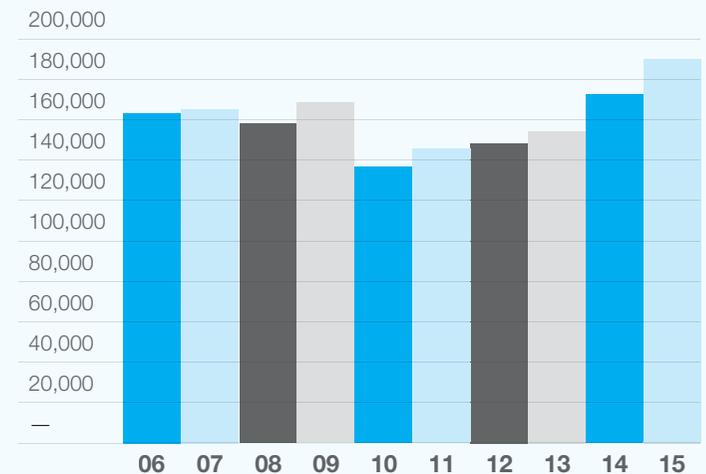
## Revenue breakdown

Total revenue (\$'000)



## Expense breakdown

Total expenses (\$'000)



\*Employee benefits expense: Employee benefits expense is the reporting definition given to include wages, salaries, superannuation and leave expenses for the staff who support our organisation and deliver our services to the community.

Summary statement of financial position as at 30 June, 2015

	2015	2014
	\$'000	\$'000
<b>Current assets</b>		
Cash and cash equivalents	73,877	52,526
Trade and other receivables	8,456	9,097
Other financial assets	11,645	10,513
Inventories	150	160
<b>Total current assets</b>	<b>94,128</b>	<b>72,296</b>
<b>Non current assets</b>		
Property, plant and equipment	333,478	162,527
Investment properties	—	168,838
Other non current assets	856	80
<b>Total non current assets</b>	<b>334,334</b>	<b>331,445</b>
<b>Total assets</b>	<b>428,462</b>	<b>403,741</b>

**Current liabilities**

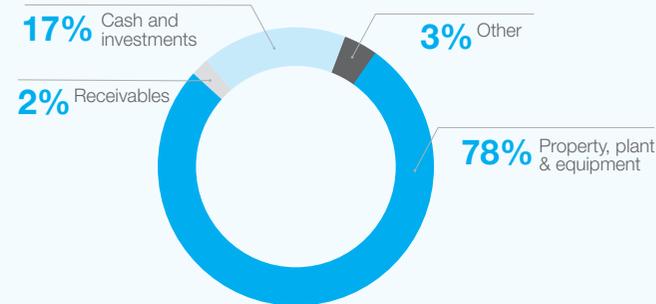
Trade and other payables	15,833	15,888
Interest bearing liabilities	3,136	107
Provisions	7,513	7,325
Resident/hostel licence agreements to be paid within 12 months	25,207	24,092
Resident/hostel licence agreements not expected to be paid within 12 months	143,714	134,825
Other liabilities	13,283	11,191
<b>Total current liabilities</b>	<b>208,686</b>	<b>193,428</b>

**Non current liabilities**

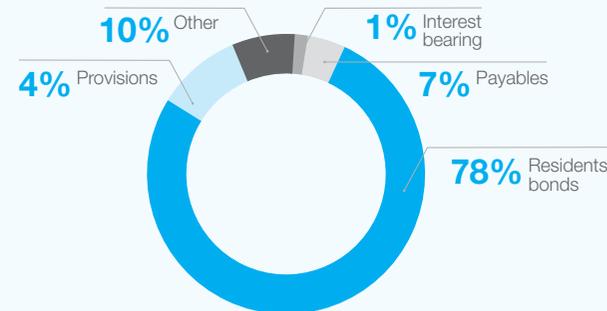
Unearned income	3,284	3,635
Other payables	—	4,600
Borrowings	3,351	—
Provisions	2,696	1,398
<b>Total non current liabilities</b>	<b>9,331</b>	<b>9,633</b>
<b>Total liabilities</b>	<b>218,017</b>	<b>203,061</b>

<b>Net assets</b>	<b>210,445</b>	<b>200,680</b>
<b>Equity</b>		
Accumulated funds	208,002	114,360
Reserves	2,443	86,320
<b>Total equity</b>	<b>210,445</b>	<b>200,680</b>

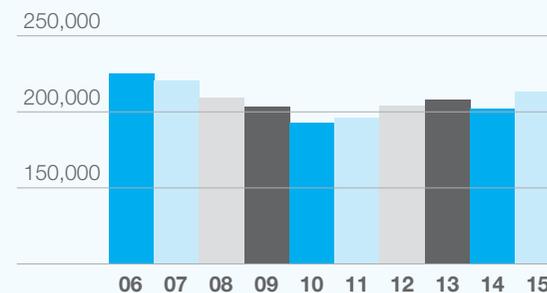
Assets breakdown



Liabilities breakdown



Net assets (\$'000)





# Our supporters

## Platinum partners

Property Industry Foundation

## Silver partners

V John Plummer & Co  
Quanexion Pty Ltd

## Partners

A Clouet (Australia) Pty Ltd  
Alan Kerr & Co  
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Challenger  
Chestnut Tree Foundation  
KE & PH KHOR Pty Ltd  
Central Coast Evangelical Church  
Kinokuniya  
Rellim Holdings No 2 Pty Limited  
Shire Mechanical Pty Ltd  
Woodend Pty Ltd

## Supporters

Allens Arthur Robinson  
AMP Foundation  
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Bankstown Community Church  
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CRM Solutions Pty Ltd  
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Fairfield Uniting Church  
GP Technology Solutions Pty Ltd  
Ha-Ke-Na Pty Ltd  
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Holroyd City Council  
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Invisible Thread PR  
JB Were  
Just Cuts  
KTM Capital Pty Ltd  
Lindfield Uniting Church  
Living Edge Furniture Rental  
Macquarie Finance  
Minter Ellison  
Oatley Uniting Church  
Oliver Wyman Pty Ltd  
Open Up Communication  
Precise Flooring Pty Ltd  
Radio Community Chest Incorporated  
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S&M Interiors Pty Ltd  
Second Chance Opportunity Shop  
Small Foundation Pty Ltd  
Taurus Funds  
United Way Sydney  
Wesley Rotuman Congregation  
William Branwhite Clarke College  
WM Ritchie (Aust) Pty Limited

## Trust and foundations

Bruderhof Community  
Chestnut Tree Foundation  
The Children's Help Foundation  
Ernst & Young Foundation  
The Greatorex Foundation  
The Miller Foundation  
The Garrett Riggleman Trust

## Bequests

Doris Anderson  
Waybrett Avery  
James Bassett  
Effie Berrie  
Ronald Bevan  
Eva Burgess  
Jean Butson  
William Cassidy  
Shirley Dunbar  
Jacqueline Field  
Sheila Finlayson  
Erica Foskett  
Alwyn Geyer  
Edna Gillespie  
Joyce Hallam  
Audrey Henshaw  
Shirley Heron  
Neal Jackson  
Tex Nankivell  
Joan Patridge  
Bruce Scotts  
Roger Smith  
Lillian Thomas  
Elizabeth Truman  
Nellie Wood  
Adele Wynne

## Platinum media partners

Adshel

## Media partners

Fairfax Media  
Hope Media  
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Nine Network  
Seven Network

## Media supporters

The Media Planning Agency  
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## Funding bodies and partners

NSW Government  
 NSW Department of Education and Communities  
 Commonwealth Department of Social Services  
 Commonwealth Department of Veterans' Affairs  
 Financial Literacy Australia  
 NSW Department of Family and Community  
 Services, Community Services  
 NSW Department of Family and Community  
 Services, Ageing and Disability Home Care (ADHC)  
 NSW Health  
 National Partnership Agreement on Homelessness  
 Commonwealth Department of Health  
 National Disability Services  
 Youth Off The Streets  
 Women's and Girls' Emergency Centre  
 Coffs Caring Community Incorporated

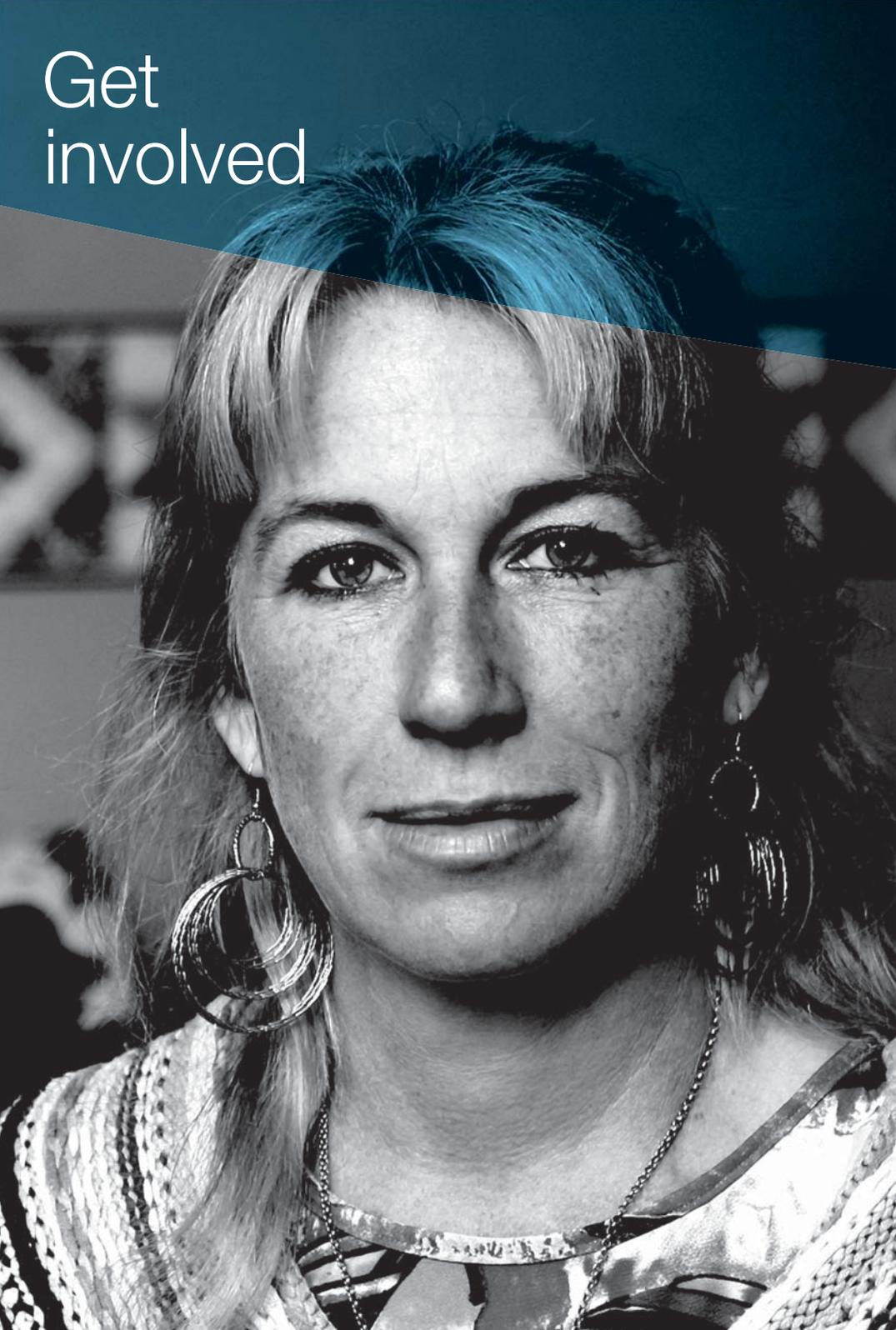
## Clubs

Ashfield RSL Club  
 Asquith Leagues  
 Chatswood RSL Club  
 Bankstown District Sports Club  
 Burwood RSL  
 Central Coast Leagues Club  
 City of Sydney RSL & Community Club  
 Australian Rules Club Wagga Wagga  
 City Tattersalls Club  
 Collegians Rugby League Football Club  
 Dural Rotary Club  
 Earlwood Bardwell Park RSL Club  
 Goulburn Soldiers Club  
 Clubs NSW  
 Goulburn Workers Club  
 Guildford Leagues  
 Hornsby RSL Club  
 Illawarra Catholic Club  
 Kangaroo Football Club  
 Maroubra Seals Sports and Community Club  
 Merrylands Bowling Club  
 North Ryde RSL Club  
 Orange Ex-Services' Club  
 Paddington-Woollahra RSL Memorial &  
 Community Club Co-operative Ltd  
 Queanbeyan Leagues Club  
 Rotary Club of Dural  
 Rotary Club of Kenthurst  
 Rotary Club of Ku-ring-gai  
 Rotary Club of Roseville Chase  
 Rotary Club of West Pennant Hills and  
 Cherrybrook  
 Ryde Eastwood Leagues Club  
 Shellharbour Club  
 St George Rowing Club  
 Sussex Inlet RSL Club  
 South Sydney Juniors Rugby Leagues Club  
 Sutherland District Trade Union Club  
 Lions Club Gorokan Kanwal  
 The Commercial Club  
 Town Tavern  
 Wests Ashfield Leagues

## Volunteers

Abbvie Pty Ltd  
 Arden Anglican School  
 Deloitte  
 Blakehurst High School  
 Commonwealth Bank of Australia  
 Dentsu Aegis  
 Bank of America  
 Epping Boys High School  
 Good Samaritan Catholic College  
 HLB Mann Judd  
 Just Cuts  
 Knox Grammar School  
 L.E.K. Consulting  
 Hilton Hotel  
 Narrabeen Baptist Church  
 National Australia Bank  
 NSW Department of Finance  
 NSW Rovers Scouts  
 NUTorious Café  
 Orange Christian School  
 Optus  
 Salesforce  
 San Clemente High School  
 Seventh Day Adventist Ladies Parramatta  
 RSPCA  
 St Charbel's College  
 Staples  
 TAL  
 Telstra  
 The Daily Grind Café  
 Trinity Grammar School  
 Tuggerah Lakes School  
 Upper Room Café  
 Westfields Sports High  
 Williams Clarke College  
 Wahroonga Pathfinders  
 Zurich

# Get involved



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

Visit [wesleymission.org.au](http://wesleymission.org.au) to find out how you can get involved and do all the good you can.

### **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.

### **Partner with us**

We are always eager to partner with businesses who share our desire to do good in our communities. Call 1800 021 821 today to talk about how you and your organisation can get involved.

### **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.

### **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 or [everydayhero.com/au/wesley-mission](http://everydayhero.com/au/wesley-mission) to set up your personal fundraising page today.

### **Be in the know**

Visit our website for all our latest publications, like the quarterly Wesley Impact! magazine; research reports, like the recently released Facing Financial Stress report; videos like 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.

### **Find us on:**



**Do all the good you can**  
because every life matters

