



Growing people

Our annual review

July 2007 – June 2008


wesley


keith

joseph

andrew

david

elizabeth

francesca





The reporting period for this Annual Review is July 2007 to June 2008. Our previous Annual Report was released in October 2007. For any questions regarding this report or its contents please phone our Public Affairs Manager on (02) 9263 5542.



04. superintendent's report

06. Wesley Mission:
growing people

08. reporting indicators

10. governance

15. family and
community services

20. employment services

23. health, counselling and
accommodation services

28. ageing and
disability services

34. our christian community

36. our people and culture

42. corporate services

44. financial summary

46. fundraising and advocacy

49. suppliers and environment

51. our supporters



When I look at people I recognise that they are more than just the circumstances of their lives. I see individuals, whole people, who have hopes and dreams and talents just as real as the problems and weaknesses that beset them. Jesus reached out to people in love, meeting them at their point of need. Circumstances are changing constantly, but people still yearn for the security that comes from knowing that they matter. This is how people grow.

A picture of growth

Our dominant culture is adept at overlooking those it would like to forget. Wesley Mission is called to be counter-cultural and to stand alongside the poor, the disadvantaged, the marginalised. Like us, they were created in God's image. We seek to help them to appreciate the family resemblance we all share.

Reading through the 2007-08 year in the life of Wesley Mission, you will encounter many reasons to rejoice in great accomplishments and remarkable outcomes. At the same time you will recognise the tragedy of needs that were not fully addressed, not because of a lack of commitment, but arising from a lack of physical and financial resources.

This Annual Review can give only a snapshot of our work and cannot hope to record every notable aspect of the past year. The full account of everything achieved through the work of Wesley Mission would fill a library with significant progress in Employment Services, Family and Community Services, Ageing and Disability Services, Health, Counselling and Accommodation Services and Business Services.

During the year, we have seen a change of Commonwealth Government. For Wesley Mission this brings new challenges as we seek to respond with fresh approaches to our ongoing work. Our strategic organising concept, 'Joined Up Thinking and Practice', remains at the centre, and is a positive factor in tackling opportunities in mission and care.

Depth and breadth

In every sector, services have expanded geographically or in depth and breadth. In Ageing and Disability Services, Community Support gained new funding allowing for 48 new Community Aged Care Packages, expanding into the St George area, and for 12 new Extended Aged Care in the Home (EACH) packages with a new EACH program established in the Sutherland Shire.

Family and Community Services is moving toward more holistic care, with Customer Service Coordinators facilitating access to services within an exciting Community Hub model. Projects in Riverstone, Rouse Hill and Marayong support families with young children through 'one stop shops', assisting parents with social networks, parenting skills, information and referrals to local services.

Partners in the work

Partnerships with other service providers, government agencies and other areas of Wesley Mission have produced growth and innovation. Within Health, Counselling and Accommodation Services, State and Commonwealth Government funding increases for Financial Counselling Services fully recognise the serious financial stress experienced by many Australians.

Commitment, clear goals and determination have led to great improvement and the promise of further successes in the year to come. In Employment Services the Personal Support Program was recognised as one of the most effective, ranking number one in 8 of the 12 areas in which we operate in Federal Government reviews. Likewise the Community Work Coordinator program rated most effective in 12 of the 19 areas in which we work.

Since 1973, principally under the management of the late Harold S Cottee, the Cottee Orchard enterprise has returned in excess of \$3m to Wesley Mission's Family and Community Services.



diversity

Celebrating life

I was pleased to share with Lifeline Sydney, which opened its doors and telephone lines in 1963, as it reached its 45th anniversary. Lifeline is an international organisation offering hope. We are grateful to God that the work begun in Wesley Mission has had a worldwide impact. We still have responsibility for the work in the City of Sydney and the Sutherland Shire.

A clear conviction has been to ensure that our work is properly researched so as to build meaningful strategies, with an evidentially proven base. This past year we have published *Living with Mental Illness: Attitudes, experiences and challenges* and *Beyond Adversity: Giving kids a chance to shine*. Both reports received strong media coverage, as did our Easter Mission, indicating a growing interest in our work.

conviction

commitment

challenge

Challenges ahead

Successes have been tempered with setbacks, with the closure of worthy programs, such as the Pacific Education Resource Exchange (PERX), due to loss of funding. Insufficient resources have resulted in significant unmet needs across Family Accommodation, Independent Living Programs and Creditline, where 5530 eligible referrals were received during the year. Of these, 2877 (52%) were turned away.

support

innovation

Performance

As a stakeholder in Wesley Mission, you will be keen to look at our performance. We set a deficit budget of \$3m, a significant improvement on 2007. I am pleased to report that our result is a deficit figure of \$2.2m, almost a million dollars better than budget. The coming year will have its challenges as we seek to further improve our position.

responsibility

With thanks

During the year, we said goodbye and thank you to Christine Morgan, who had served us well in senior executive management, and were glad to promote Graham Harris to General Manager Human Resources and Sustainability.

Let me express personal thanks to my Board, the Wesley Mission Council and my Senior Executive Leadership Team. Together the devoted staff team, volunteers and supporters who make up Wesley Mission have demonstrated Christlike servanthood and care for people in many ways. What a privilege it is to serve alongside every one of you! We anticipate the future, the ideas and initiatives yet to emerge, the fresh challenges that are bound to come, the encouragements that God will surely give us.

Warmly yours in Christ

Keith Garner
Superintendent / Chief Executive Officer



Wesley Mission has been caring for people in need for almost 200 years.

We provide support and services for people with a range of complex problems

from homelessness, drug and alcohol addiction and childhood abuse to family

breakdown, unemployment, disability and social isolation.

Growing teams

Through 2709 staff and 3050 volunteers across 235 services in New South Wales, our work is as diverse as the needs we face, and programs, church services, activities and people are shaped to support those in need most effectively – wherever they are.

Growing individuals

Wesley Mission provides homeless and supported accommodation services, Lifeline Sydney and Sutherland, gambling and financial counselling, health services and hospitals, disability support services, and aged care services.

Growing children and young people

The youngest in our community are supported through out of home care (foster care), Operation Hope adventure camps, street outreach, mentoring, education and life skills programs.

Growing families

We nurture and grow families with family counselling, parenting and relationship workshops, emergency accommodation and food and community connection programs.

Growing employment opportunities

Valuable training services, job network agencies, Work for the Dole programs and disability employment services are enabling people to find a sense of purpose through having the right job, all across NSW.

Growing service

Several commercial services provide great benefit to the community while also generating valuable income. These include Wesley Conference Centre, Wesley Vocational Institute, Wesley Institute (Creative Arts and Theological College) and Newcastle retail outlets.

Growing movements for social change

Promoting positive change in the community, we undertake research, social policy development and advocacy.

Growing spirituality

Aiming to show care for the whole person, Wesley Mission operates Chaplaincy Services, Pastoral Care, and 45 weekly church services for 10 congregations.

Our vision

To be at the heart of our community where everyone has the opportunity to live a whole and productive life.

Our mission

Honouring God, Serving people, Building hope.

Our values

Out of Christian love and compassion, Wesley Mission is driven by:

- Christlike Servanthood
- Unfailing Integrity
- Courageous Commitment.

Wesley Mission endeavours to translate these values into practical policies and behaviour so they actively shape and define the character of Wesley Mission and the decisions we make within it.

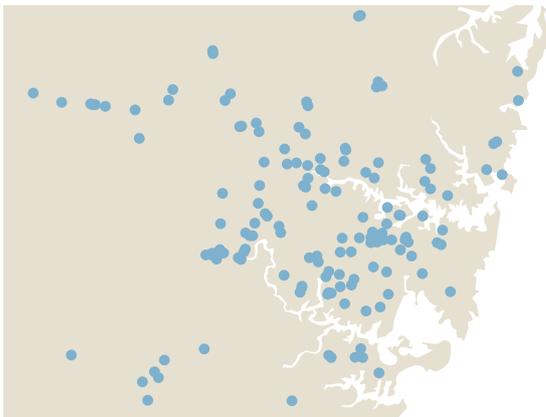
2709 staff
3050 volunteers

Our locations

NSW



Sydney



emergency accommodation
and food

lifeline

gambling and
financial counselling

aged care services

out of home care
(foster care)

work for the dole

employment services

mentoring young people

life skills programs

family counselling

disability support services

parenting workshops

Our legal status

Wesley Mission is a part of The Uniting Church in Australia Property Trust (NSW) which is a body constituted by the *Uniting Church in Australia Act 1977*. Wesley Mission is therefore part of a statutory corporation.

As a parish mission of the Uniting Church in Australia, the administration of the Mission is subject to the provisions of the *Uniting Church in Australia Act 1977*, and to the constitution, regulations and by-laws of the Uniting Church in the same manner as any other congregation or group of related congregations.

Our charitable status is acknowledged by the Australian Taxation Office as a Public Benevolent Institution.

Our reporting against the Global Reporting Initiative (GRI) indicators, whilst providing a comprehensive guide, is currently quite basic. We are on a gradual journey to broaden our reporting. However, we are presently restricted by the current infrastructure systems in place that do not yet have the ability centrally to collect all of the data required for each GRI indicator. As we review and improve our systems we will endeavour to expand our reporting in each area.

GRI content index

| Global Reporting Initiative Indicator | Print (page number) | Online (page number) |
|--|------------------------|----------------------------|
| 1. Strategy and Analysis | | |
| 1.1 Statement from the Superintendent | 4, 5 | 4, 5 |
| 2. Organisational Profile | | |
| 2.1 Organisation name | 7 | 7 |
| 2.2 Primary services | 6 | 6 |
| 2.4 Location of Head Office | 20 | 53 |
| 2.5 Countries where Wesley Mission operates | 7 | 7 |
| 2.6 Nature of ownership and legal form | 7 | 7 |
| 2.7 Markets served | 6, 7 | 6, 7 |
| 2.8 Scale of Wesley Mission | | |
| • Number of employees and volunteers | 6, 7 | 6, 7 |
| • Net revenues | 16 | 44 |
| • Debt and equity breakdown | 17 | 45 |
| 2.9 Significant changes regarding size, structure or ownership of Wesley Mission | 8-15 | 15, 16, 20, 21, 23, 28, 29 |
| 2.10 Awards received | 10 | 20 |
| 3. Report Parameters | | |
| 3.1 Reporting Period July 07 – June 08 | | 2 |
| 3.2 Date of most recent previous report | | 2 |
| 3.3 Reporting cycle | | 2 |
| 3.4 Contact point for questions regarding this report or its contents | | 2 |
| 4. Governance, Commitments and Engagement | | |
| 4.1 Governance structure of Wesley Mission, including committees under the highest governance body responsible for specific tasks, such as setting strategy or organisational oversight | | 10, 11 |
| 4.2 Chair of the highest governance body | | 12 |
| 4.5 Compensation for members of the highest governance body | | 13 |
| 4.7 Qualifications and expertise of the members of the highest governance body for guiding the organisation's strategy | | 12, 13 |
| 4.8 Internally developed statements of mission or values, codes of conduct, and principles relevant to performance and the status of their implementation | | 6, 11, 36 |
| 4.9 Procedures of the highest governance body for overseeing Wesley Mission's identification and management of performance, including relevant risks and opportunities, and adherence to or compliance with internationally agreed standards, codes of conduct, and principles | | 10, 11 |

GRI content index (continued)

| Global Reporting Initiative Indicator | | Print (page number) | Online (page number) |
|---------------------------------------|---|------------------------|-------------------------|
| 5. | Management Approach and Performance Indicators | | |
| | Economic Performance Indicators | | |
| EC1 | Direct economic value generated and distributed | 16, 17 | 44, 45 |
| EC4 | Significant financial assistance received from government | 17 | 45 |
| | Environmental Performance Indicators | | |
| EN7 | Initiatives to reduce indirect energy consumption and reductions achieved | | 49 |
| EN18 | Initiatives to reduce greenhouse gas emissions and reductions achieved | | 49, 50 |
| | Labour Practices and Decent Work Performance Indicators | | |
| LA1 | Total workforce by employment type | | 36 |
| LA2 | Total rate of employee turnover by industry area | | 38, 39 |
| LA7 | Rates of injury, occupational diseases, lost days, and absenteeism, and number of work related fatalities | | 40 |
| LA8 | Education, training, counselling, prevention, and risk-control programs in place to assist workforce members regarding serious diseases | | 36 |
| LA11 | Programs for skills management and lifelong learning that support the continued employability of employees | | 36, 37 |
| LA13 | Composition of governance bodies and breakdown of employees per category according to gender and age | | 37, 38 |
| | Society Performance Indicators | | |
| SO1 | Nature, scope, and effectiveness of programs that assess and manage the impacts of operations on communities | 8-15 | 15-35 |

Wesley Mission works to the highest standards and is independently assessed and certified as a Quality Endorsed Organisation. Our management system complies with the requirements of the International Standard for Quality ISO9001, International Financial Reporting Standards (IFRS) and Industry Specific Quality Accreditations in Aged Care and Disability Service Standards. Our people are committed to continuous improvement.

The right people making the right decisions

During the past year Wesley Mission has continued to review its corporate governance structure with the aim of ensuring that appropriate systems and processes are in place and are being actively managed. Maximising our effectiveness requires having the framework and right people in place to ensure efficiency.

The Wesley Mission Church Council has delegated responsibility (with some ongoing supervision) to the Wesley Mission Board for the strategic direction of Wesley Mission, financial and operational performance, financial reporting, risk identification, management and compliance, approval of Wesley Mission policies and recommendation of the annual budget to Wesley Mission Council. The Wesley Mission Board reports to the Wesley Mission Council on a quarterly basis. Under Uniting Church regulations, Wesley Mission Church Council has custodial responsibility for all the property it uses, which is vested in The Uniting Church Property Trust (NSW).

The Superintendent retains responsibility for the vision, direction and external profile of Wesley Mission, not delegating their functions to any other role, and for informing Wesley Mission Council and the Board.

The Management Committee oversees Wesley Mission's day-to-day operations and services, subject to the direction of the Board. The Committee prepares annual strategic and business plans and submits them to the Board for approval, prepares the annual budget for Board approval, vets new businesses and closes current services, reviews monthly financial performance and ensures that appropriate remedial action is implemented for significant or material under performance. The Management Committee also ensures that the operational level of risk is identified and that compliance controls are being adhered to and reported, submitting annual accounts and detailed reports on operational matters to the Wesley Mission Board.

Managing key aspects of Wesley Mission activity

The Wesley Mission Board has three sub-committees: the Audit and Risk Committee, the Finance Committee and the Ethics Committee, though the last-mentioned – comprising two Board members (the Superintendent and an Officer) and two invited members of Wesley Mission Council – will commence meeting in the next financial year.

The Finance Committee meets monthly and comprises the Superintendent, Officers and two additional Board members. A Charter covering the responsibilities, authority, quorum and composition of the Committee has been approved by the Wesley Mission Board.

The Audit and Risk Committee was established, together with a Charter, in the previous reporting period, ensuring that there was an appropriate Committee of Board Members to assist the Board to fulfil its oversight responsibilities with respect to all aspects of risk identification and management, internal and external audits and compliance. The Audit and Risk Committee meets regularly, and met eight times in the past year.

A calendar for communication

Wesley Mission's calendar of meetings has been reviewed to ensure an appropriate and timely flow of information to the Board and Committees and the communication of decisions to management, informed contributions to strategic planning and regular review of operational, financial and risk management issues. The 2008 calendar takes into account these objectives.

Board meetings are held bi-monthly. Each has a specific focus, such as a review of operational issues and challenges, risk identification and management, the annual business plan and budget, year-end financial results, strategic planning or pastoral review.

Our Senior Executive Leadership Team (SELT) comprises the Superintendent, Chief Financial Officer, General Managers and Director, Mission and Ministry. SELT meets monthly to identify matters to be addressed at the monthly Management Committee meeting. The Group Managers' meeting is also held monthly following the Management Committee meeting, so delivering the timely communication of decisions to senior management.

The Finance Committee meetings are held at the end of the month (with the monthly management accounts being issued by the middle of the month). Senior Staff – comprising the top levels of management (approximately 100 staff) – meet four times a year to focus on strategy, financial results, business planning, budgets and leadership issues.

A disciplined approach to risk management

Our Assurance and Advisory Group provides independent, objective assurance and advice to improve Wesley Mission's operations helping the organisation to accomplish its objectives with a systematic, disciplined approach.

In particular, the Group aims to evaluate Wesley Mission's network of risk management, control and governance processes, as designed and represented by management, to ensure that risks are appropriately identified and managed, and that essential interaction occurs with the various governance groups. Significant financial, managerial, and operating information must be accurate, reliable and timely while employee actions comply with policies, standards, procedures, and applicable laws and regulations.

The Assurance and Advisory Group identifies opportunities for improving management control and the protection of Wesley Mission's reputation during internal audits and advisory activities, and communicates these to the appropriate level of management.

Looking to the future

With commitment from the Superintendent and Senior Management, 2007-08 saw the piloting of a workshop developed to support the integration of Wesley Mission's values throughout the organisation. Living Our Values is a half-day workshop in which individuals explore their personal values, identifying which of these give them energy to work within the Wesley Mission values. Living Our Values will be rolled out to all employees during 2008 in conjunction with other values-based initiatives to support managers and staff in the delivery of service to clients and support to staff.

Building on the relationship with 2nd Road, a consulting firm engaged in 2006-07, SELT took part in a two-day residential workshop in July 2007 to begin an ongoing process of strategic visioning. In February 2008 Wesley Mission's Board took part in a one-day workshop which focused on the Board's role within the Wesley Mission operating model.

The Wesley Mission Board 2008

Rev Keith Garner, MTh (Oxon), Hon DD (Yangon)
Superintendent and Chief Executive Officer

Chair of Wesley Mission Council, Wesley Mission Board, Wesley Mission Management Committee, and Wesley Mission Regional Aged Care Board.

Board Member of Lottie Stewart Hospital and Cottee Orchard.

Inducted as Wesley Mission's ninth Superintendent in 2006, Keith trained for mission and ministry at Cliff College, Derbyshire, Wesley College, Bristol, and completed his Master of Theology in Applied Theology at Oxford University in 1995. He spent 25 years as a minister in Britain, the last four as a Chairman of District in the north-west of England. He held all the senior positions open to him and sat on the main boards of the Methodist Church, as well as undertaking key responsibilities outside the church. Keith is internationally recognised as an inspiring and gifted preacher, having spoken in South Africa, Northern Ireland, Iceland, across Europe, the United States of America, the Caribbean, South-East Asia, Burma (Myanmar) and India. He has written three books and is constantly sought for media comment on matters of social concern, particularly with regard to homelessness, financial stress and mental illness. Keith promotes a strong commitment to 'Word and Deed' and is a member of the UnitingCare Australia National Committee. He became an Australian citizen in 2008.

David Greatorex, AO, BA Hons, MComm and Admin, FCA, PhD, FAIM, FAICD

Previously David was Chairman of Westmead Millennium Research Institute, State Bank of NSW, IBM NZ, Securenet Limited, Computer Austlimited, First State Computing Pty Ltd, Centennial Park Trust, and a director of AWA Limited, IBM Australia Limited, NSW Cancer Council, TAFE NSW, Sydney Dance Company and the Macquarie Graduate School of Management.

Dr James Nixon Pendlebury, OAM, JP, BSc Hons, MSc Hons, PhD, Dip Ed, MACE

Formerly Principal Lecturer and Head of Science Department, Sydney Institute of Education, and General Secretary of NSW Science Teachers Association (1963 – 1981), James is currently Chairman of the Board of Wesley Institute for Ministry of the Arts and Trustee, Aged Persons Welfare Foundation. He has also been Treasurer and Officer of Wesley Mission since 1970, Executive Member of the Council of Synod of the Uniting Church in Australia 1977-1985.

Matthew Chee, B-Acc, MBA

The GST Manager of MMI Insurance Group, Matthew holds a Masters Degree of Business Administration from Macquarie Graduate School of Management and a Bachelors Degree in Accounting. Matthew is an Elder of the International Congregation of Wesley Mission.

John Christison

John has worked in the General Insurance Industry as Assistant General Manager (ANZ) for a major insurance company for 30 years. He is a former Wesley Mission Director of Administration and Acting Executive Director, Lifeline, Sydney. John is also an Elder with the 6pm Wesley Praise, Prayer and Preaching Congregation; Secretary, Elders Council; Lay Preacher and Lifeline Volunteer Counsellor.

Rose Herceg

Rose founded Pophouse, a company specialising in social forecasting and trends research, and is the author of Seven Myths and Seven Realities of Generation X. She is a member of the Australian Futures Foundation, World Future Society, and for the last two years, she has been a member of the Superintendents' Advisory Panel. Rose was named Small Business Woman of the Year in 1999. She is new to the Board, having become a member in 2007-08.

Nick Farr-Jones, AM

A famous sporting personality and former Director of NRMA, Councillor of the City of Sydney, and now Director, International Investment Manager Bank Societe Generale, Nick has taken an active role in Wesley Mission's work with the homeless, organising Touchlife 2008, a major fundraising activity. He sits on Wesley Mission's Audit and Risk Committee.

David Lewinsohn

Holding tertiary qualifications in applied chemistry, logistics management and data processing (IT), David has been an analytical chemist for the Federal Government and consulted to both government and industry, including CSR and Alcoa. He has also owned a computer animation company and has extensive experience in IT. David is currently the Database Manager with AMPCo, a Councillor of the International Congregation of Wesley Mission and a Sydney Presbytery member.

Robert McSkimming

Robert is a Project Manager with Advantra, a part of Telstra, and has worked for the past nine years within the NRMA in the Computer Network Planning Area. He holds a Telstra telecommunications certificate, an Electronics Engineering Certificate from TAFE, an Advanced Certificate of Management from TAFE and has participated in short courses relating to computer networking and project management. Robert is Chair of the 6pm Wesley Praise, Prayer and Preaching Congregation and a Member of the Lifeline Advisory Board.

Elizabeth McQueen

As a pharmacist and registered nurse, Elizabeth has worked in country NSW, Sydney, London, Bougainville (Papua New Guinea). Her involvements include the Peakhurst Methodist Church, Crusader Camps, and the Crusader Choir. She was heavily involved with the Wesley Central Mission at the time of Rev Dr Sir Alan Walker, and is a Member of the Wesley Mission 6pm Congregation and the Wesley Mission Regional Aged Care Board. Elizabeth is also new to the Board, having become a member in 2007-08.

Beverly Smith

Previously a consultant to Burroughs Computing Systems; Secretary, Presbytery of Sydney, for ten years; and Treasurer of the Maroubra Uniting Church, Beverly has an extensive knowledge of Uniting Church administration. She is a member of the Wesley Mission Regional Aged Care Board and also of the Wesley Mission Audit and Risk Committee.

Rev Robert Richardson Smith, LTh, Dip-R-Ed

Robert has served as Chairman at Springwood Uniting Church Nursing Home and Aged Care Village, Wesley Haven Aged Care Nursing Hostel Waratah, Kentgrove Retirement Village and Hospital at Kenthurst, and Menindee Nursing Service. For 17 years he was General Secretary Uniting Church Board of Mission, and for 12 years, General Superintendent to the Methodist Home Mission Department. He now ministers at St Stephen's Uniting Church, Macquarie Street, Sydney.

Johnny Teong, MBA, FCMA, ACIS, ASA, AIMM

Over the past 30 years Johnny has held senior regional and national roles in financial and administrative management in multinational corporations, SMEs and NFP organisations. He is an Elder of the International Congregation of Wesley Mission and a Sydney Presbytery member. Presently, he belongs to the staff of the Uniting Church NSW Synod Board of Mission, and is Chair of the Wesley Mission Audit and Risk Committee.

Edmund Wilfred Trafford Walker

Trained in industrial law at Sydney University, Edmund was once Financial Manager for BP Australia Limited. Formerly also the General Secretary, Board of Finance and Property, Uniting Church in Australia, Edmund has conducted a ministry for the Ageing, and has been a Board Member, Nareen Gardens Retirement Village, and Chairman, Sydney North Regional Aged Care Board.

**Members of Wesley Mission's Board
volunteer their time and expertise, receiving
no remuneration for such service.**

The Senior Executive Leadership Team

Rev Keith V Garner, MTh (Oxon), Hon DD (Yangon)
Superintendent and Chief Executive Officer

(See page 12)

Graham Harris
General Manager Human Resources and
Sustainability

Graham is a member of the Wesley Mission Board and Wesley Mission Management Committee. His career in human resources management spans over 25 years in which he has gained sound management experience, and strategic, leadership and analytical skills. Graham has just taken up the role of General Manager Human Resources and Sustainability at Wesley Mission. Directly accountable to the Superintendent, he is responsible for the strategic direction of the Human Resources & Sustainability Group. Graham currently holds two Board memberships: Employers First (for which he has been President since 2002) and Australian Chamber of Commerce and Industry (ACCI).

Christine Morgan, BA, LLB, Grad-Cert-Mgmt,
MAICD, MCSA
General Manager Corporate Services

Christine has served as a member of the Wesley Mission Management Committee. During 2006-07, she was the General Manager Community & Family Development, with responsibility for Wesley Uniting Employment, Wesley Community Services and Wesley Health Services. From July 2007 to July 2008 she held the position of General Manager Corporate Services.

Elizabeth Orr, MBA, BA, Dip Ed, MAICD, MACHSE
General Manager Operations

In 2006-07, Elizabeth held the position of General Manager Care & Strategic Partnerships, with responsibility for Aged Care, Community Relations, Education & Commercial activities, Human Resources, Business Support Services, Audit & Risk Operations and Social Policy. Since July 2007 she has held the position of General Manager Operations. She has worked in the not-for-profit / community services sector for 20 years and now represents Wesley Mission on several national strategic bodies, including the Ageing Advisory Committee for the Federal Minister of Ageing, the *beyondblue* Ageing Advisory Committee, and the National Aged Care Alliance Committee. Formerly, Elizabeth was also Chair of the UnitingCare National Aged Care Advisory Committee and a Director of Wesley Institute.

Graham William Want, BE, Dip-Min, B-Min,
MA (Theol)
Director, Ministry & Mission

Graham is a member of the Wesley Mission Board and the Wesley Mission Management Committee, a Director of Wesley Institute and a Member of Wesley Mission Council. Over the past eight years, Graham has overseen the growth and development of congregational and chaplaincy services, plus the diversification of chaplaincy services, solidifying a stronger financial base for the congregations and helping facilitate growth within them.

Andrew Joseph Watson, B-Bus, FCPA, FFin, JP
Chief Financial Officer

Chief Financial Officer since May 2007, Andrew is Director of Wesley Institute and a Member of the Cottee Orchard Committee – all roles which draw on his extensive experience in the commercial and not-for-profit sectors. He has skills and experience in strategic planning, financial management, commercial delivery of IT services, negotiations and change management. He has responsibility over the broad spectrum of financial management and corporate services. He has also served on several committees of charities, including St Vincent de Paul and Stretch-a-Family.

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

New creative ventures

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

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

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

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

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

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

Working together to increase value

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

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

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

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

Developing community hubs

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

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

Social inclusion through integrated approaches

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

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

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

A positive and fruitful life for Steve

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

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

*Not his real name or photo.

youth services

recreation services

out of home care
(foster care)

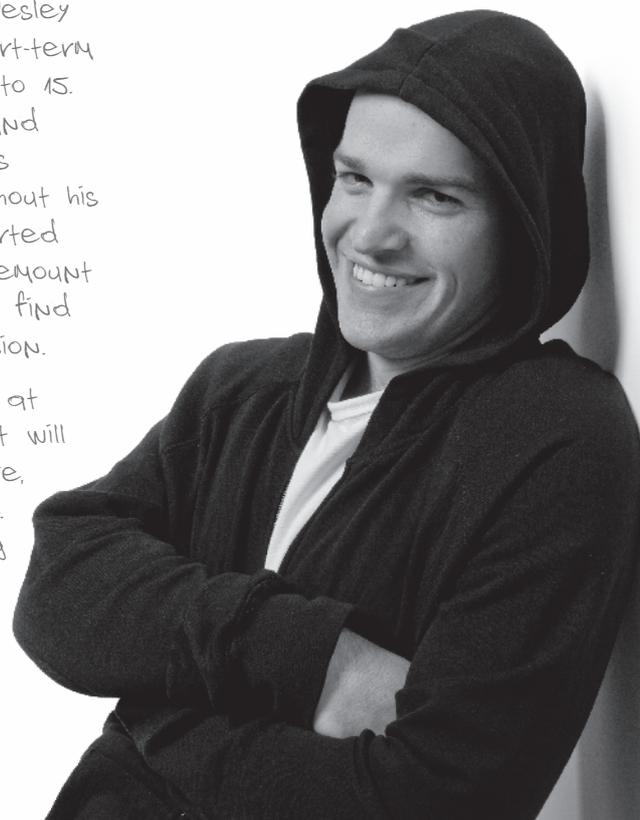
family Services

wesley institute

wesley vocational institute

wesley conference centre

wesley newcastle retail



Youth services

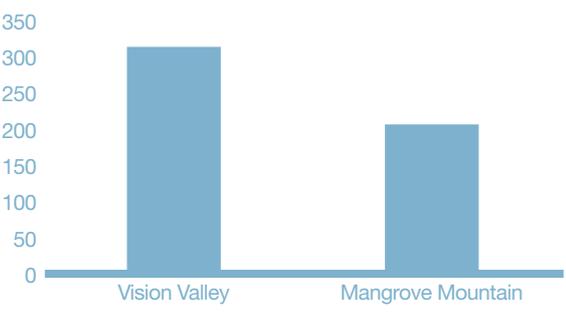
Total number of young people assisted

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

Recreation services

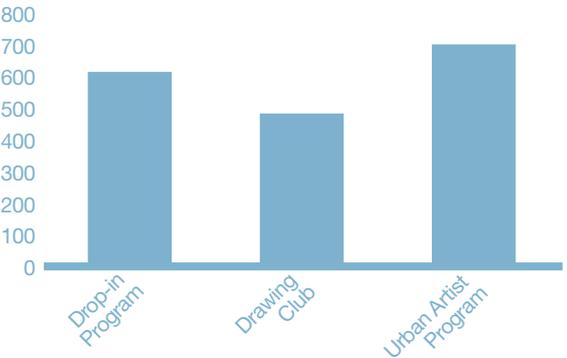
Recreation services attended (groups)

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



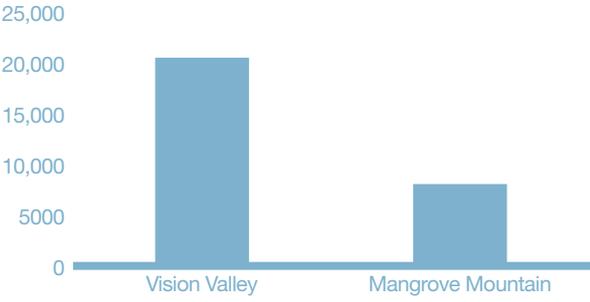
Riverstone Arts Project

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



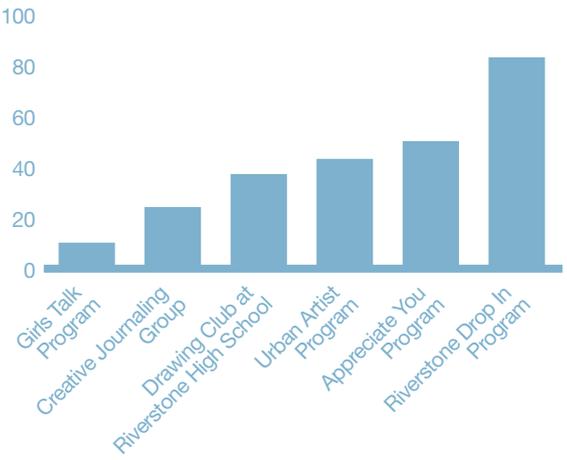
Recreation services attended (guests)

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



Programs offered by Riverstone Arts Project

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



Operation Hope

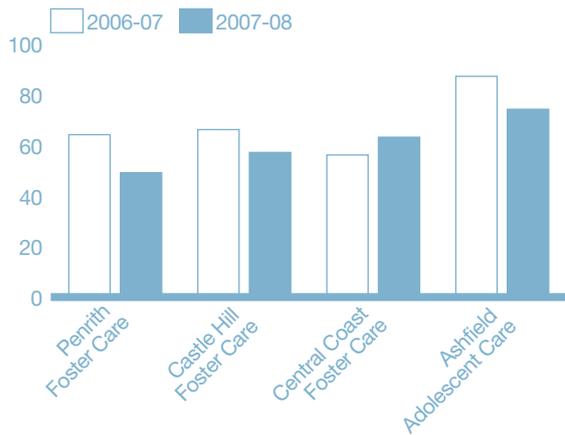
2007-08

| | |
|---|------------|
| Total number of Operation Hope Camps | 20 |
| Total number of disadvantaged children sponsored | 308 |

Child services

Children in care

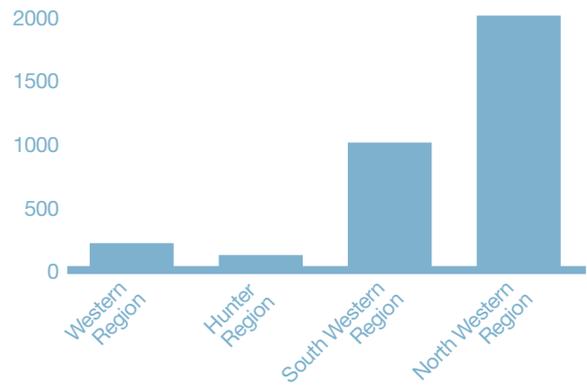
Total number of children in care in 2007-08 was 243.



Family services

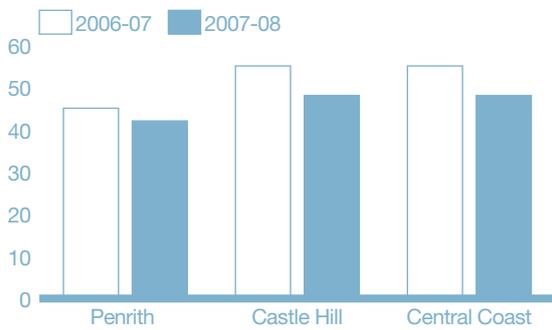
Families assisted

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



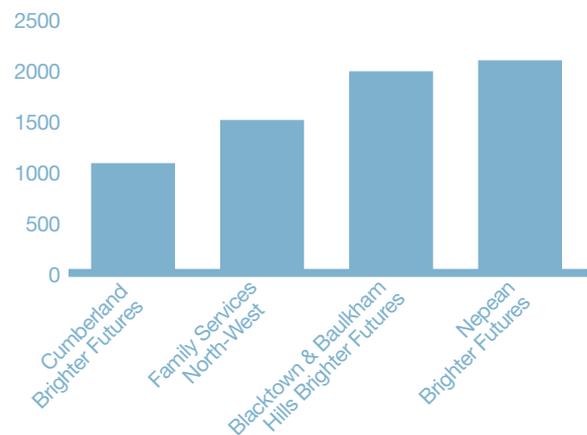
Foster care families

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



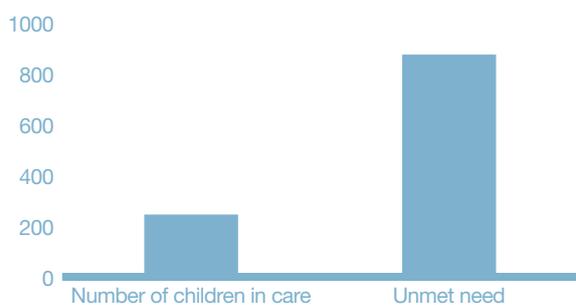
Counselling sessions in family services

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



Unmet need

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



Educational services

Wesley Institute

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

Wesley Vocational Institute

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

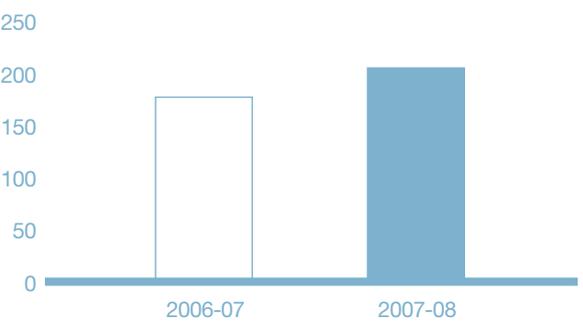
Commercial services

Wesley Conference Centre

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

Newcastle retail (\$,000)

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



Wesley Mission's Employment Services (WUE) operate from 59 locations in Sydney, major regional centres and smaller communities across NSW, assisting people to identify the vocational path that allows them to use the skills and experiences that God has given them. Employing 470 staff, this year we placed more than 15,000 people in employment, education and training.

With our help, many have overcome severe and multiple barriers to work.

Work satisfaction

Bringing restoration and reconciliation to people's lives we hope to see them function with increased potential and opportunity. We hold a firm conviction that work satisfaction is central to adult self-esteem, and that those who are unemployed should be assisted to find work that is appropriate to their circumstances.

Top performance

Our Employment Solutions Programs had an outstanding year. Operating in a competitive environment, it is particularly pleasing to have programs in this area ranked very highly by the government. Our Community Work Coordinator Program (known as Work for the Dole) was rated most effective in 12 of the 19 areas in which we work.

In Federal Government reviews, Wesley Mission's Personal Support Program for disadvantaged clients was recognised as one of the most effective in the community. This program is crucial for the unemployed with significant mental, physical and social barriers to employment. It performed highly, ranking number one in 8 of the 12 areas in which we operate, assisting 2644 people over the year – a growth of 16% on the previous year.

51 new partnerships

Work for the Dole Services developed new partnerships with 51 community organisations across NSW, yielding 1673 work experience opportunities and attracting over \$6.3m in Federal Government funding to support staff, supervisors and work experience participants. Our Disability Employment Network saw an increase of almost 300% and was able to assist 96 people with disabilities in the Ballina and Lismore areas, 71 more than the year before.

Supporting community need

In September, Rev Keith Garner presented a trailer made by WUE Work for the Dole clients in Kempsey to the Nambucca Netball Association, helping the netballers to boost their fund-raising efforts and lift community morale. WUE clients have produced trailers with built-in barbecues for other regional community groups, thereby learning skills such as welding, fabrication and metal-work. The WUE North Coast team conducts outreach activities aimed at creating self-esteem and drive among people who live in hardship. Mentoring work is vital: many are wary of making contacts outside their communities and lack hope about achieving a life of fulfilment.

Our Work for the Dole (WFD) IT Restore Program has provided refurbished computers to two communities this year. Fifteen other computers were delivered to the Taree area to assist indigenous families in need. The newly-formed Little Darlings Support Group, based in Maitland, also received a computer to boost their resources. The Greater Building Society donated 30 computers to the program after a major upgrade in June and we are thankful to businesses who partner us in our community work.

Fulfilling our potential

We aim to provide job-seekers with a sustainable job, the means to address and overcome barriers to employment, increased confidence, a sense of self-worth, vocational skills and connectedness to other people and services. We prize job-seeker development, while investing in our staff and acknowledging their significant contribution, valuing innovation and transparent, constructive relationships with other Wesley Mission services and the wider community.

Business Support Services was established to provide transparent business resources to staff within WUE. This encouraging development brought about positive cultural change and enhanced support particularly helping to integrate the relationship between Job Network and Employment Solutions.

Clinton strives for success

Clinton, 26, had been registered with Centrelink for 80 weeks. Hearing-impaired and receiving the Disability Support Pension, Clinton strove for success. With the hard work of the Wesley Mission team of Bruce and Tim, and the support of the Wesley WRAP Wage Subsidy, Clinton attended an interview, with Bruce by his side, after which Clinton gained employment in hospitality as a Bar Attendant. Within a few weeks, follow-up with the employer revealed that Clinton had been promoted to Bar Supervisor. He is now Executive Bar Manager.

Clinton's confidence has increased along with a larger than life attitude. He is now able to pay off debt. Wesley accessed job seeker funding for transport assistance, enabling Clinton to secure additional working hours. Clinton is over the moon with his new job. When asked how his work was going, he proudly claimed, 'I own that place now'.

His success can be partly attributed to the support from Wesley Mission but Clinton's desire to make a change in his life and to overcome personal and physical barriers was an essential ingredient!



job network

JPET (homeless youth)

personal support program

work for the dole

disability employment

youth pathways

indigenous youth
employment centre

SANDS (youth training)

prison support services

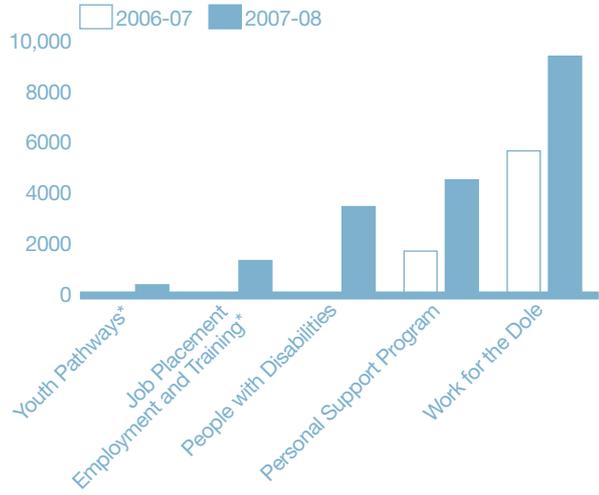
MERIT (drug rehabilitation)

Nambucca Night Patrol



employment services

Clients assisted



*Youth Pathways assists young people at school
 *JPET assists youth at risk of homelessness

Totals

| | |
|---|---------------|
| Total number of people placed in a job | 14,534 |
| Total number of people assisted | 34,157 |

Demonstrating care, sensitivity and respect for people at their lowest ebb,

Wesley Mission's Health, Counselling and Accommodation Services group delivers this support to at-risk individuals and families through a vast network of mental health facilities, accommodation, gambling or financial counselling, legal services, crisis counselling and suicide prevention programs.

Celebrating 45 years of Lifeline

Lifeline Sydney, established by former Wesley Mission Superintendent, Rev Dr Sir Alan Walker, in response to the many calls he received from desperate people wanting to end their lives, celebrated its 45th anniversary in 2008. Lifeline services are a Christian response to society stresses and have been significant within our community. Now an international organisation with a mantle of care over some of the world's largest cities, Lifeline has offered support and hope to millions of men and women in times of loneliness, isolation and need.

In Sydney alone, more than 800,000 calls have been received since the doors opened in 1963. Over 20,000 calls have been taken this year; almost 10,000 additional calls could not be answered with insufficient volunteer counsellors to meet the demand.

Lifeline has introduced new training strategies for volunteers, equipping them to deal with people in crisis or with mental health issues. These include Applied Suicide Intervention Skills Training (ASIST) and crisis intervention workshops.

Challenging the suicide wave

More people commit suicide each year in Australia than all those who die from car accidents and homicide combined. Life is God-given and precious; Wesley Mission wants to preserve the lives of those at risk.

LifeForce celebrates three successful years working in the city and regional NSW. Through networks and training workshops, community workers and carers are educated on the predictors and appropriate support interventions to assist those at risk of suicide. Two memorial services are held annually – one each at the Sydney Opera House and Newcastle – which provide meaningful opportunities for families of suicide victims to remember family members within a supportive environment.

Addressing financial stress

We welcome State and Commonwealth Government funding increases for Financial Counselling Services, recognising that Australians are undergoing serious financial stress.

Further funds have been received for our ministry to the homeless – the most financially stressed group in our community. The Inner-West Case Management Team is being established through the assistance given by the Commonwealth Government's Innovation and Investment Fund. This will enable Wesley Mission to add resources to the current intensive crisis support model for homeless clients and provide more flexible service support options.

Local partnerships have also been fruitful, providing additional housing properties and food parcels. Clients of Wesley Rehabilitation Services have gained access to a new Financial Management Training Program called Money Minded while a new three-year training agreement with the Australian College of Applied Psychology (ACAP) will greatly benefit the Lifeline Face-to-Face Counselling Service.

Growth to sing about for our homeless

The Short-Term Unit Program is one of very few which can accommodate families consisting of couples with children, sole fathers or large families. This year the program increased its group work program. As well as a weekly supported playgroup, craft group and homework club, a monthly parenting program, and, more recently, a women's domestic violence support group have been included. "Sing and Grow" – for parents and toddlers has also been very successful.

Through an ongoing excellent relationship with the local Department of Housing office, the supported accommodation program in Newcastle has negotiated to receive 44 bed-sit units in three neighbouring blocks. As a result, the program can meet increasing client demand.

Many referrals turned away

Due to insufficient community resources, such as family accommodation and transition housing, Creditline turned away 2877 (52%) eligible referrals last year.

Edward Eagar Lodge, a crisis accommodation hostel with 24/7 year-round staffing, was forced to turn away an average of three people every day last year, almost 1000 in total. The Lodge gives hostel accommodation for up to three months to single men and women, aged 18 to 80+ years, offering privacy, dignity and secure storage for belongings. Edward Eagar Lodge and other emergency accommodation facilities provide comprehensive support for physical, intellectual, emotional and spiritual, vocational and recreational needs. Youth, families, the aged, the homeless and people dependent upon drugs or alcohol are invited to prayer, counselling and worship services.

Mandy's debt-free future

Mandy*, 37, is single and works for a major airline. She had accumulated a \$30,000 debt on four different credit cards. Unable to pay, she considered voluntary bankruptcy and turned to Wesley Mission's Creditline Financial Counselling Service to find out more.

Creditline offered Mandy a range of options, taking into account her situation, earnings and goals, helping her to address her debt and to hopefully avoid bankruptcy. She selected the first option, a money plan based on her income and expenses, leading to the development of a personal and professional goal plan. With Creditline's help, Mandy contacted creditors offering to make a realistic repayment over time, with a final payout from a \$20,000 loan from her parents/bank. Creditors agreed to payments amounting to \$20,000, even though the debt was \$30,000. The bank agreed to a loan of \$20,000 to Mandy's parents, interest-free.

She is now gradually repaying her parents. In a phone call, Mandy said, "I can't believe I saved \$10,000 and have not gone bankrupt. Now I can save money. Thank you very much - without your support I never thought I could avoid bankruptcy."

*Not her real name or photo.

private hospitals
(mental health facilities)

gambling counselling

creditline
(financial counselling)

legal services

lifecycle crisis counselling

lifeforce suicide
prevention education

supported accommodation
for the homeless

rehabilitation services



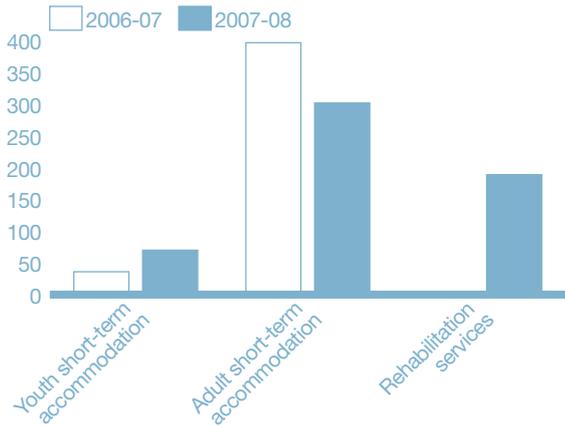


health, counselling and accommodation services

Homeless supported accommodation

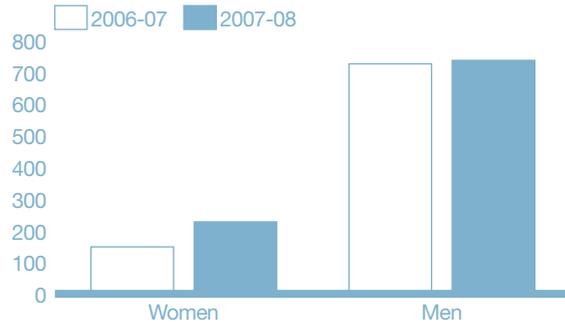
Individuals in short-term supported accommodation

Total number of individuals in short-term supported accommodation in 2007-08 was 561.



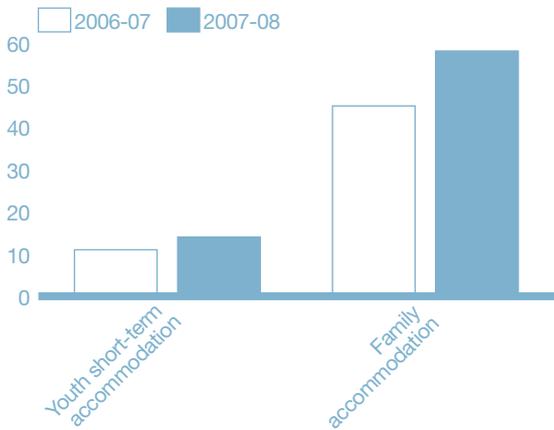
Individuals in crisis accommodation

Total number of individuals in crisis accommodation in 2007-08 was 963.



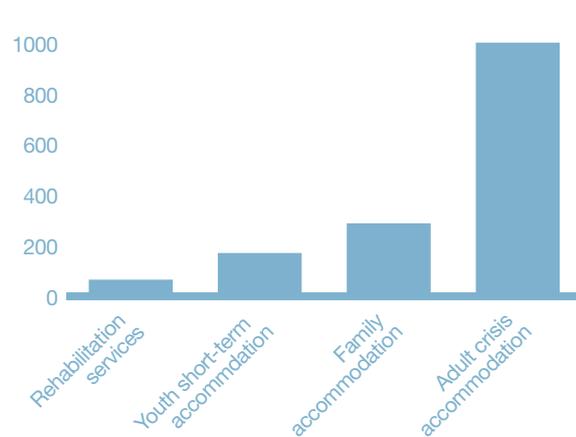
Families in supported accommodation

Total number of families in supported accommodation in 2007-08 was 72.

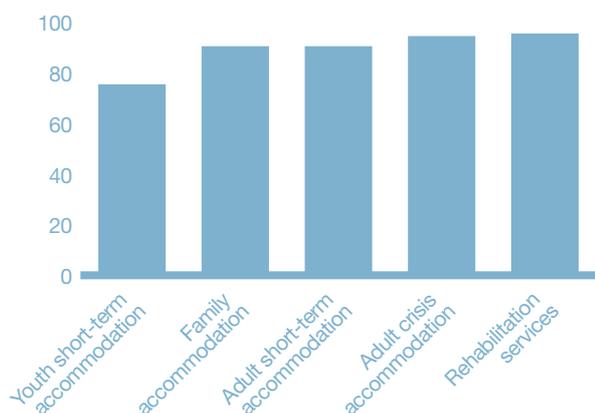


Unmet need

Total number of people turned away due to lack of vacancy in 2007-08 was 1513.



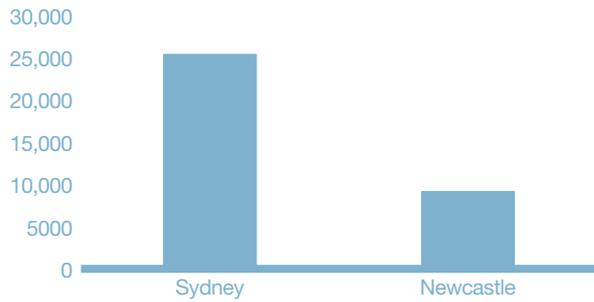
Average occupancy rate (%)



Welfare support services

Daily lunches provided

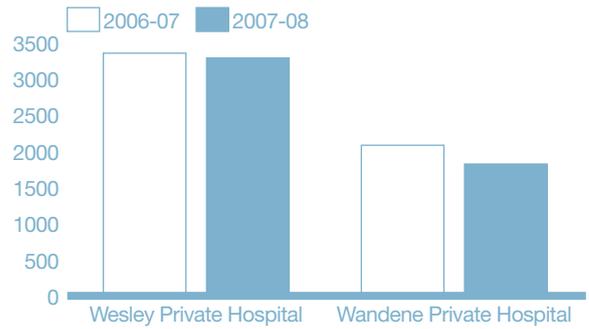
Total number of lunches provided in 2007-08 was 34,469.



Hospital services

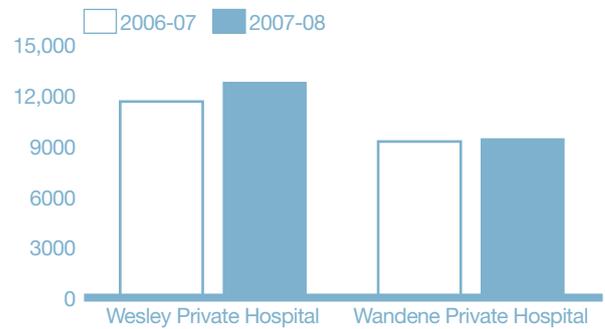
Hospital admissions

Total number of hospital admissions in 2007-08 was 5098.



Hospital bed days

Total number of hospital bed days in 2007-08 was 22,099.



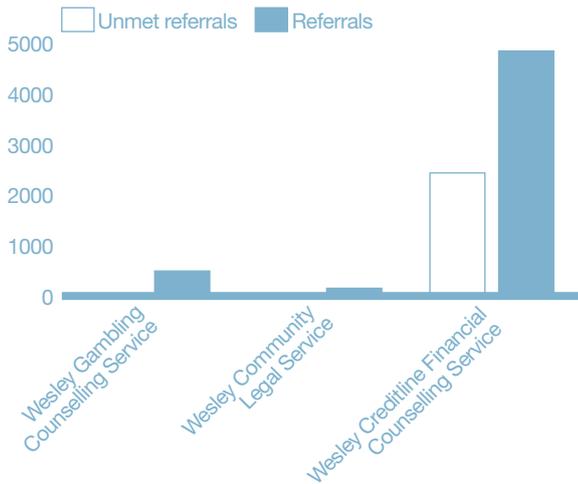


health, counselling and accommodation services

Counselling services

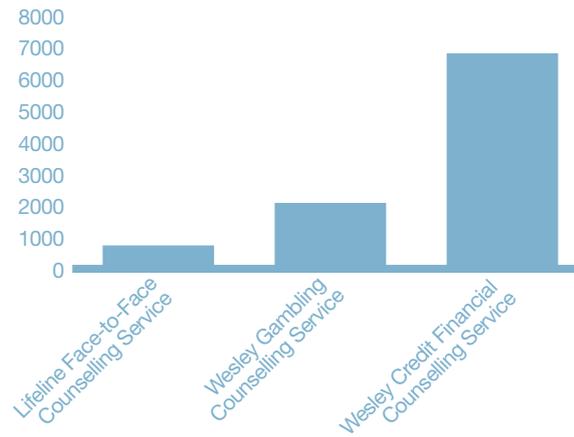
Clients assisted

Total number of clients assisted in counselling services in 2007-08 was 5470.



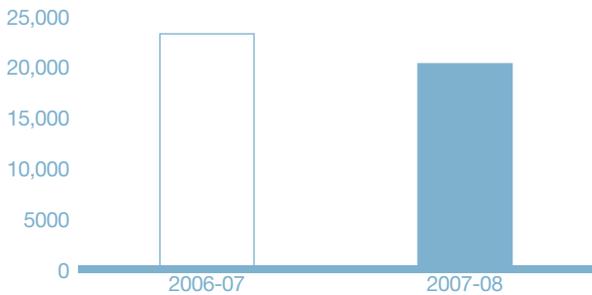
Counselling sessions

Total number of counselling sessions in 2007-08 was 9547.



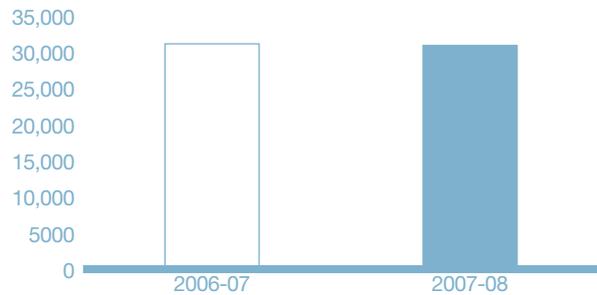
Lifeline crisis calls

Total number of crisis calls taken in 2007-08 was 20,239.



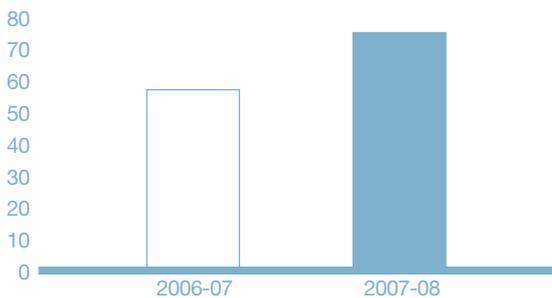
Lifeline volunteer hours

Total number of volunteer hours in 2007-08 was 30,853.



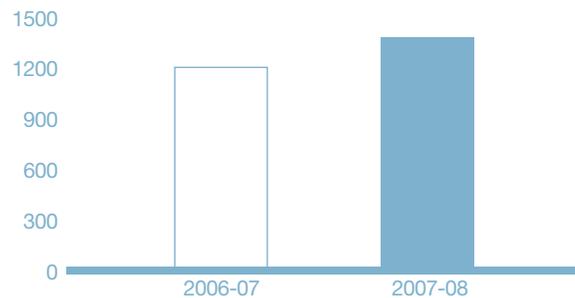
LifeForce suicide prevention training workshops

Total number of workshops held in 2007-08 was 75.



LifeForce workshop participants

Total number of people trained in 2007-08 was 1376.



Ageing and Disability Services demonstrate the love of Christ

through generous spirited commitment to the ageing in our community and those

living with a disability. These groups, often overlooked by society, benefit from personalised

practical programs and initiatives to enable them to maintain an active, rewarding role,

living as independently as possible.

Expanding in Sydney's South and South-West

Wesley Community Support Services obtained funding for 48 new Community Aged Care Packages to assist elderly people in their homes and expanded into the St George area over the past year. Ten additional Homeless Community Aged Care Packages have enabled expansion of these services into Sydney's South-West. This service also received a community grant of \$34,000.

Wesley Mission was successful in obtaining \$148,000 over a two-year period, for the purpose of obtaining private occupational therapists to support our Home Modification and Maintenance referrals. We are thankful for these additional resources which will enable us to address the extensive waiting lists for these services.

Wesley Community Support Services obtained funding for 12 new Extended Aged Care in the Home (EACH) packages in the northern beaches area and a new EACH program was established in the Sutherland Shire. These support services help elderly people stay at home for longer. In-Home Respite Northern and Southern Sydney areas both received direct allocations from the Department of Ageing Disabilities and Home Care (DADHC) to provide extra client services. Both elderly clients and individuals with a disability will benefit from these resources to support them in practical ways in their homes.

Disability Services received \$1.5m from DADHC to establish an emergency respite service for people with disabilities on the site of Charlie Woodward Lodge at Smithfield.

Carelink connects with local services

Commonwealth Carelink services provide information to the public about available community resources for assisting elderly residents. Partnerships have connected Carelink with local services across diverse target groups, streamlining the sharing of information on services within the Inner West community. The Inner West Carelink has increased its participation in presentations and public events with the large Culturally and Linguistically Diverse (CALD) community of Sydney's Inner West.

Wesley Mission's Summer Hill office also now offers new Carer Respite Programs for young carers or those caring for people with disability or mental illness, assisted by professional working parties with key organisations and partnerships with other local service providers.

Upgraded facilities for the aged

Aged accommodation facilities, WG Taylor Lodge, RJ Williams Lodge, RE Tebbutt Lodge, Hoban House and HC Foreman Lodge have been upgraded to increase the comfort and functionality of resident rooms, support expanded gymnasium and physiotherapy services and establish internet cafes for resident use.

Chaplains in residential, independent living and community support facilities provide valuable Sunday and weekday services, visiting residents, talking with staff and conducting funerals and annual memorial services in memory of deceased residents and clients.

Families forced to wait

Respite centres, catering for people with disabilities, are located in the heart of the community in Minto Heights, Smithfield and Northmead. Together they have provided services to over 100 client families on their regular list, yet a further 40 await service. Each centre provides emergency respite to eligible clients throughout the year.

Development of care models

A person-centred care focus is the ideal model of service for Wesley Mission programs together with a comprehensive range of service options for clients to choose from. This model of care emphasises personalised care planning and enables residents to maintain existing social networks and interests outside of their assisted living home.

Development plans for the vacant land on the Dalmar site at Carlingford have been approved. A 70-bed ageing-in-place facility and 16 additional self-care units are planned with building expected to commence in February 2009. Development plans for the Frank Vickery Village site at Sylvania have been with Council for 12 months, delaying commencement. However, it is hoped that building will start in late 2009. The re-development of both sites will provide an extended range of care options and social networking opportunities for all residents in the future.

Community Support Services, in discussion with the Community Planning and Development Unit, plans to expand into new Sydney and regional areas in the 2008-09 year as funding opportunities become available.

residential living

community support services

wesley day centre

wesley schools for seniors

wesley nursing agency services

wesley disability services

Helping Karen to overcome

Karen* is one of many who have benefited from the assistance of the Wesley In-Home Respite Service. A single mother, Karen is raising her two sons, Ben*, 4, and Justin*, 5. The boys suffer from severe autism and developmental delay. Karen receives no help from their father or other family members, but manages alone with the huge challenge of providing the specialised care her sons require on a day-to-day basis.

To complicate her situation, Karen does not have a driver's license and depends on public transport for the boys' many appointments. The Wesley Respite Service have co-ordinated visits to enable two personal carers to attend the in-home visits together. Each personal carer looks after one child, freeing Karen up to have driving lessons. She is now close to undertaking her driving test.

Karen is extremely grateful to the Respite Service for providing this opportunity for her family, acknowledging what a difference it will make in the way she overcomes these obstacles and cares for her children.

*Not their real names or photo.



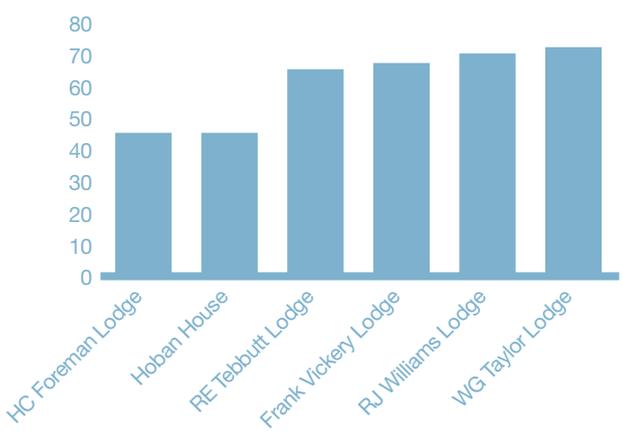


ageing and disability services

Residential aged care services

Elderly clients in residential care

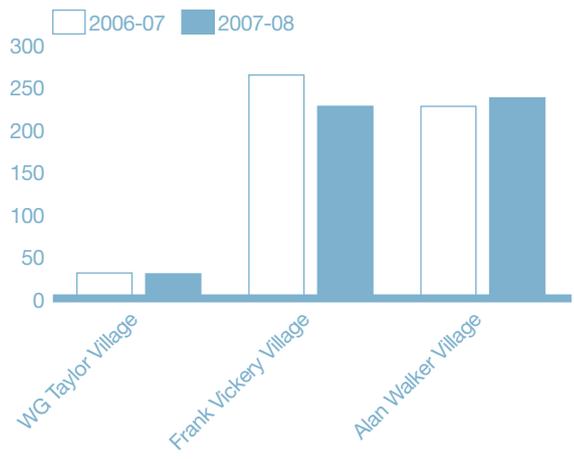
Total number of permanent residential beds in 2007-08 was 364.



Village services

Self-care villages

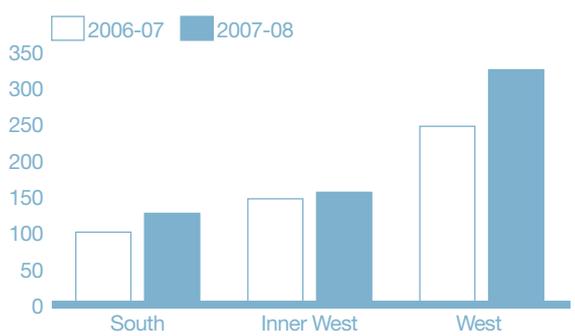
Total number of residents in 2007-08 was 493.



Community support services

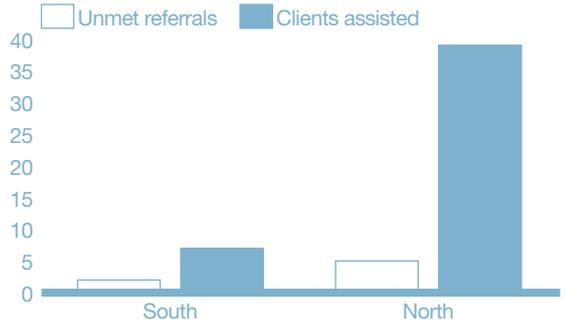
Low-care support in the home (Community Aged Care Packages)

Total number of clients assisted in 2007-08 was 605.



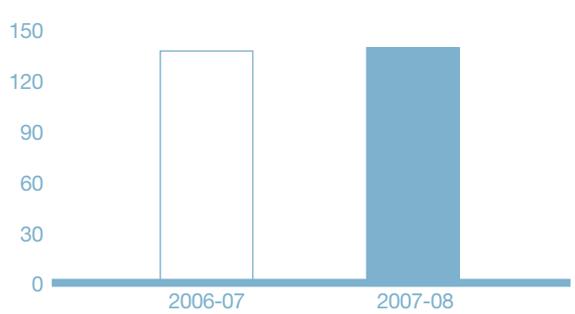
High-care support in the home (Extended Aged Care Packages)

Total number clients assisted in 2007-08 was 36. Total number of unmet referrals in 2007-08 was 7.



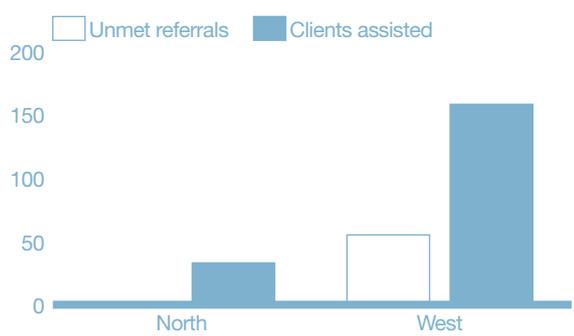
Elderly homeless support (Aged Care Housing Assistance)

Total number of clients assisted in 2007-08 was 139.



Domestic assistance

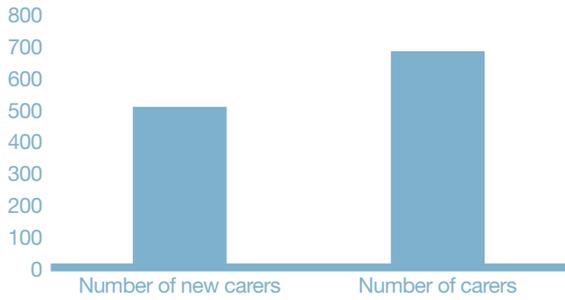
Total number of clients assisted weekly in 2007-08 was 191.



Respite services

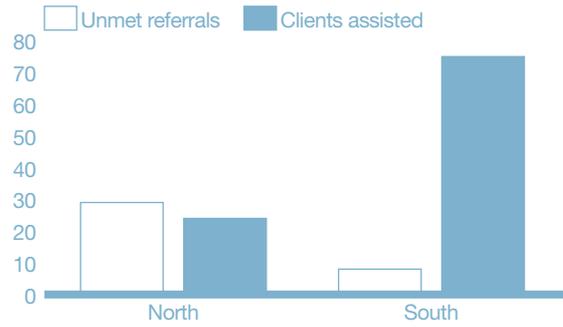
Carers assisted in the community (Commonwealth Carer Respite)

Total number of carers assisted in the community in 2007-08 was 679.



Carers assisted in the home

Total number of carers assisted in the home in 2007-08 was 99.
Total number of unmet referrals in 2007-08 was 37.



School for seniors

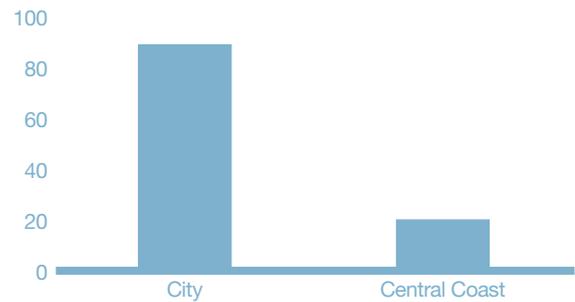
Students

Total number of students in 2007-08 was 1200.



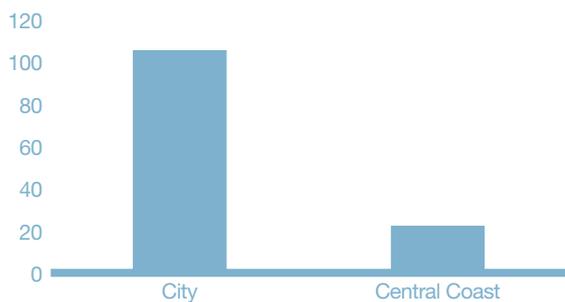
Courses

Total number of courses in 2007-08 was 109.



Volunteer tutors

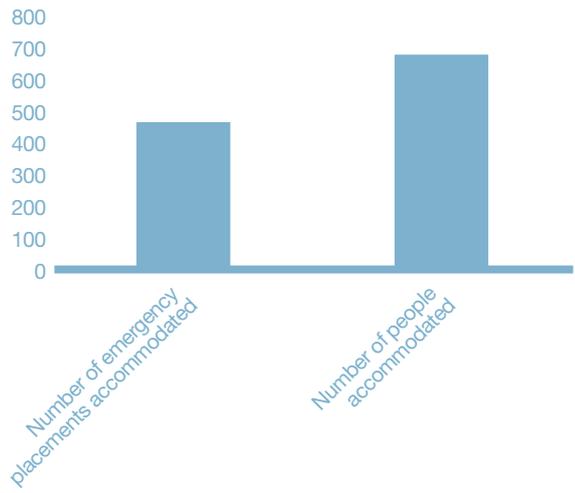
Total number of volunteer tutors in 2007-08 was 127.



Disability services

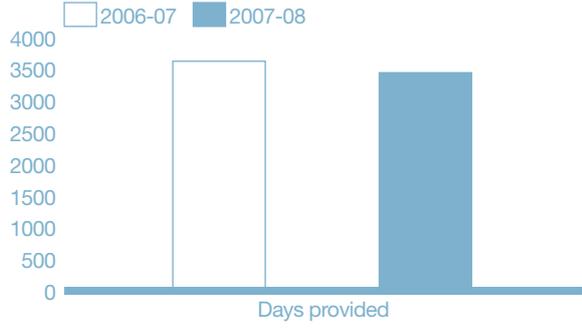
Disability respite accommodation

Total number of people accommodated in 2007-08 was 1137.



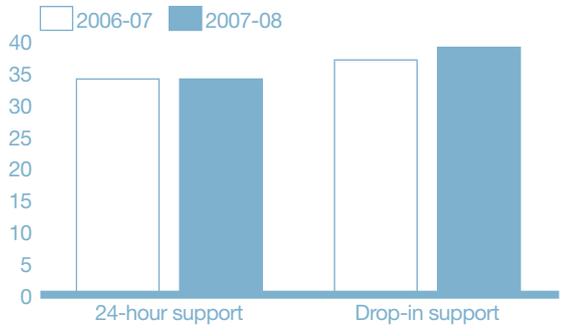
Respite

Total number of respite days provided in 2007-08 was 3438.



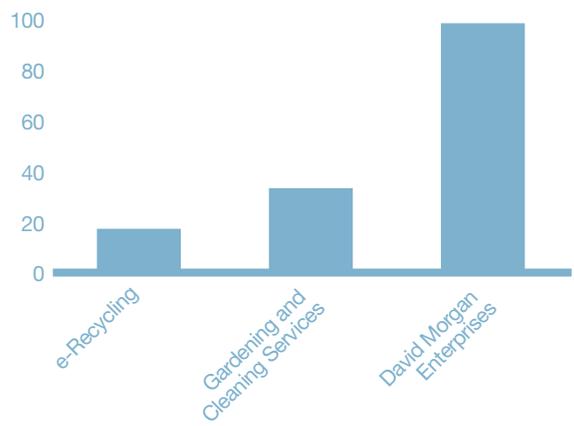
Disability accommodation

Total number of clients supported in 2007-08 was 73.



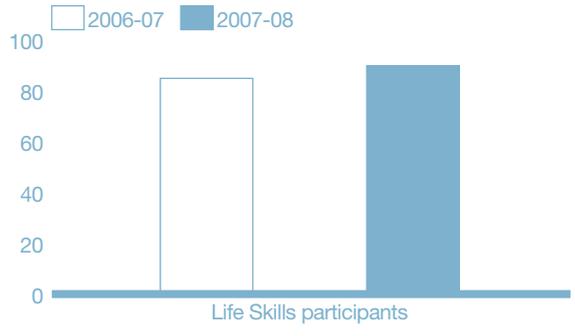
Supported workers with a disability

Total number of workers supported in 2007-08 was 148.



Disability support in the community

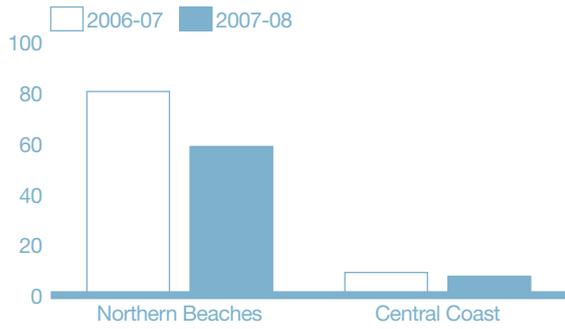
Total number of clients assisted in 2007-08 was 90.



Nursing agency services

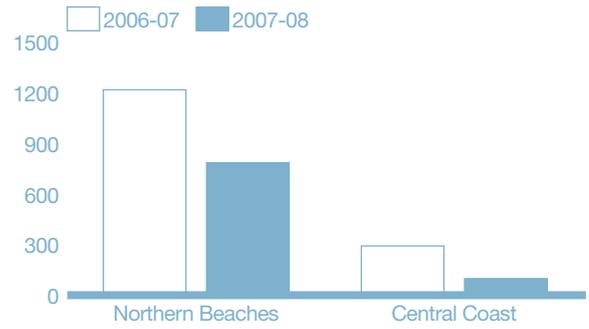
Community and home support services (,000)

Total number of community/home support instances in 2007-08 was 66,044.



Facilities support services

Total number of facilities support service instances in 2007-08 was 881.



Christian growth remains a priority for Wesley Mission which continues to cherish the importance of Word and Deed. Over 500 people attend weekly Bible study fellowships, and a new contemporary worship service called 'Pulse' meets at noon each Sunday. Sixty-three people have been baptised and seventy-two have entered into church membership.

Each Wesley service provides a different emphasis for varying spiritual needs.

Ministry and Mission – at the heart of it all

When Jesus began his ministry, he announced his mandate (Luke 4:18-19). It included a compassionate ministry of 'freedom for prisoners, sight for the blind and release for the oppressed', work we continue today as evidenced throughout our report. Of supreme importance is the 'proclamation of good news to the poor'. Jesus later charged those who follow to continue to spread this good news.

Wesley is first and last a parish mission. On average 2200 people worship each week across ten congregations in five languages: English, Mandarin, Japanese, Samoan and Rotuman.

During the year, the church has farewelled some faithful servants, notably Pastor Christine Jeyachandran and Rev Leonie Findlay. We have also welcomed Rev Peter Pereira to head up our Chaplaincy team, Rev Graeme Watkins and Michael Earl, thus strengthening the Ministry and Mission team.

The Superintendent and other members of the team have visited, preached and encouraged churches in developing countries. For example, Graham Want, Rev Kau Lee and others visited the Shandong Province of China to develop a relationship with the leaders of the '3 Self Patriotic Church'.

The Superintendent was pleased to host the Conference of the World Methodist Council Executive and our Wesley International Congregation hosted the Willow Creek Global Leadership Summit, attended by over 700 church leaders from across the city and state.

Relating to people from all walks of life

Wesley Church and Wesley Theatre are the two main worship venues within Wesley Centre, housing services held in different languages to reach congregations from all walks of life. Further afield, chaplains perform a vital function in Wesley Mission's network of more than 150 homes, hospitals, hostels and services. Some relate especially to children in our care while others minister in retirement villages. One chaplain ministers to those struggling with mental illness. All have special pastoral functions in caring for the dying and the bereaved.

The Multimedia Ministry helps to share the Word of the Gospel via new and dynamic forms of communication. Around 30 Praise, Prayer and Preaching episodes are produced each year, recording Sunday evening services at Wesley Mission which are then broadcast by Australian Christian Channel in Australia, New Zealand and the UK. The Easter Sunrise Service was shown on Channel 7 and reached a national audience of 74,000.

Rise and Shine produces 40 episodes per year at Foxtel and reaches a wide audience in Australia through Channel 9 and Australian Christian Channel. The Rise and Shine Easter Special was seen on Channel 9 by 82,000 viewers.

A Christmas documentary, *Santa's Forgotten People*, was produced for Channel 7 and telecast on Christmas Day at 8:30am, watched by 171,000 people.

We have made a partnership with Kentigern books who have established a shop within Wesley Mission. This wonderful range of spiritual resources provides our congregations, staff and the community with easily accessible and affordable reading material on Christian living and spiritual development.

The faith that works

Our people shared generously: congregations gave more than \$1.2m in support of the ministry of Wesley Congregations and in excess of \$200,000 to other Uniting Church ministries, overseas ministries and relief agencies. The 6pm Wesley Congregation commenced the Door of Hope Program, a recovery course for women who have endured the trauma of sexual abuse.

Congregations ministering to specific groups experienced significant growth in numbers, highlighting the importance of developing a strong sense of belonging and community. These congregations included ethno-specific fellowships, ministry to single people, women, ministry to couples, Chinese fellowship, Samoan Sunday School and other interest groups.

Chaplaincy ministry at Wesley Family and Community Services, Wesley Employment Services and Ageing and Disability Services (across 27 locations) has been exceptionally well received.

Congregations

| Fellowship | Group | Average weekly attendance 2006-07 | Average weekly attendance 2007-08 |
|-------------------------|--|--------------------------------------|--------------------------------------|
| | Congregations | 2,185 | 2,203 |
| | Ethno-specific fellowships | 49 | 25 |
| | Music Ministry | 39 | 59 |
| | Singles Fellowship | 55 | 20 |
| | Women's Ministry | 98 | 35 |
| | Bible Study Groups | 475 | 510 |
| | Interest Groups | 117 | 80 |
| | Alpha | 16 | 15 |
| High School Fellowship | DIG JC Church Service | 90 | 75 |
| | DIG JC Small Groups | 80 | 75 |
| | Chinese Fellowship | 30 | 10 |
| University Fellowship | Blue Sky Uni Ministry | 80 | 80 |
| Young Adults Fellowship | Chinese | | 20 |
| | Club Oasis | 84 | 90 |
| | Club Oasis LIFE Group | 77 | 78 |
| Seniors Fellowship | Wesley International Congregation Seniors Fellowship | 48 | 60 |
| Disability Fellowship | Wesley Video Fellowship | 15 | 25 |
| Sunday School | Wesley International Congregation | 75 | 70 |
| | Chinese Sunday School | 10 | 15 |
| | Rotuman Sunday School | 4 | 5 |
| | Samoan Sunday School | 30 | 18 |
| | Praise, Prayer and Preaching Studio J Kids Club | 8 | 8 |
| Mothers Group | WIC Mothers Group | 15 | 18 |

Chaplaincy

| | Hours provided per week in 2006-07 | Hours provided per week in 2007-08 |
|---------------------------------------|---------------------------------------|---------------------------------------|
| Family and Community Services | 40 | 24 |
| Head Office | 4 | 3 |
| Health, Counselling and Accommodation | 64 | 64 |
| Ageing and Disability Services | 282 | 162 |

God's people are at the centre of Wesley Mission's purpose and its practice, and management of precious human resources is of great importance.

In the past year 2700 people, across 19 departments, worked in full-time, part-time and casual positions. They were complemented by more than 3000 registered volunteers who contributed the equivalent of 88 full-time employees.

Helping to develop and extend our people

Around 1200 employees have joined the organisation in the past two years, bringing new skills and experiences to the mix. As a priority, we support them through training and orientation to their role and to the organisation. In the past year, mandatory training averaged at 12 hours of formal training per new permanent employee.

A quarter of our employees have worked with us for more than five years, offering depth of experience and loyalty from people who understand the history and culture of our services and, in turn, offering long-term care for the people we serve.

A total of 2299 attendances were recorded for all types of training including Wesley Mission mandatory, Industry Group mandatory and Best Practice training, representing an average of 8.4 hours of formal training per permanent employee during the year. Twenty-three employees from a range of services took advantage of the Educational Assistance Scheme for their professional development.

Caring for our people

Keeping our people safe is essential and we have implemented policies on Equal Opportunity & Affirmative Action and Occupational Health & Safety (OHS) standards. OHS training and education equips staff and managers to address health and safety risks proactively, before they have the opportunity to cause injury or illness to our employees, service users, or members of the community. During 2007-08, 90 OHS courses were run for a total of 1276 participants.

Recognising the environment in which many of our people operate, Wesley Mission has implemented an Employee Support Program (ESP) which assists staff to deal with the impact of a traumatic incident or personal issue. The ESP is a valuable resource, either as a self-referral program or as a tool for managers and supervisors. Providing access to immediate counselling and debriefing for employees experiencing challenges, as the result of a traumatic incident or personal issue, maintains a balance between emotional well-being and work performance. This service is also available to casual staff.

In acknowledging our staff and volunteers as whole people, we have addressed some key issues such as the implementation of a new Parental Leave policy and procedure and better management of Workers Compensation, leading to a reduction in claims. The introduction of values workshops has assisted employees to gain a better understanding of our vision and values as they incorporate these into service delivery.

The Chance to Shine Program, Wesley Mission's staff recognition program, recognises individuals or work teams for their dedicated commitment to delivering a high level of service across a broad spectrum of programs and activities.

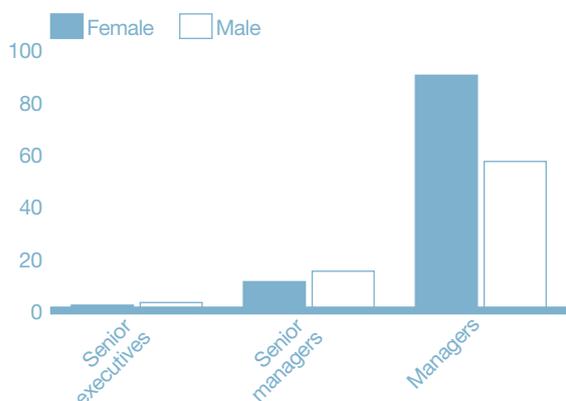
Walking side by side

Our hope is to continue to enhance Wesley Mission's systems and support to achieve better outcomes for our clients. Through a well-communicated strategic plan, we aim to support the many people engaged in delivering or receiving services as we walk side by side, in step with each other. We seek to align ourselves and our core business to manage resources more effectively.

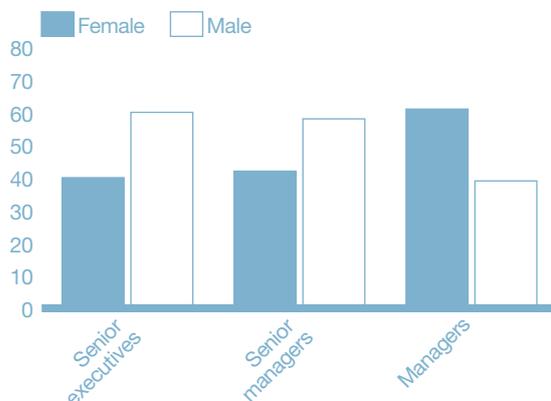
The Personal Review and Development Program encourages staff to reach their full potential. In line with team and business plans, personal performance standards are set and goals agreed upon. The program is designed to establish the learning and development plans and work structures necessary to achieve those goals.

Management

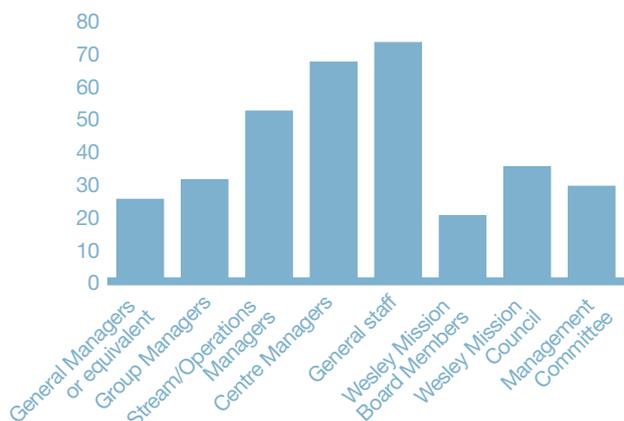
Equal opportunity (number)



Equal opportunity (%)

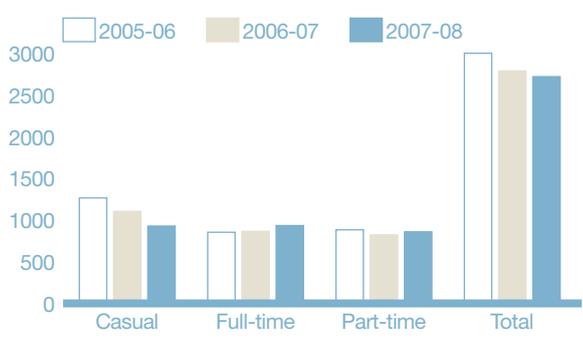


Women in senior management (%)

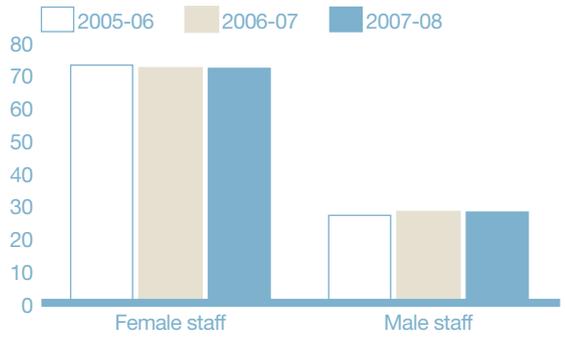


Employees

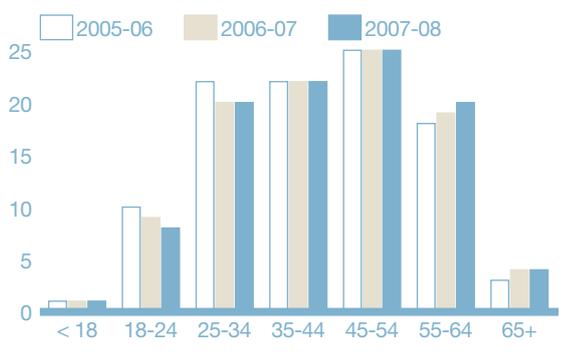
Total number of employees



Gender of workforce (%)



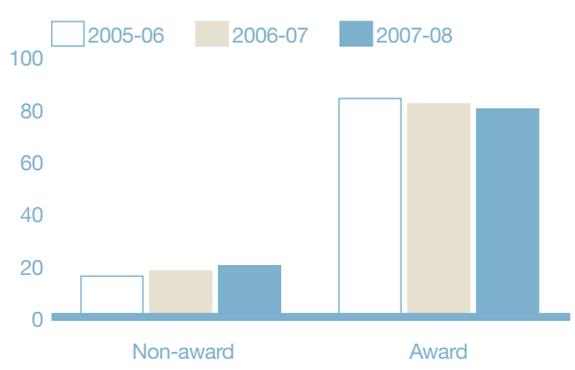
Age of workforce (%)



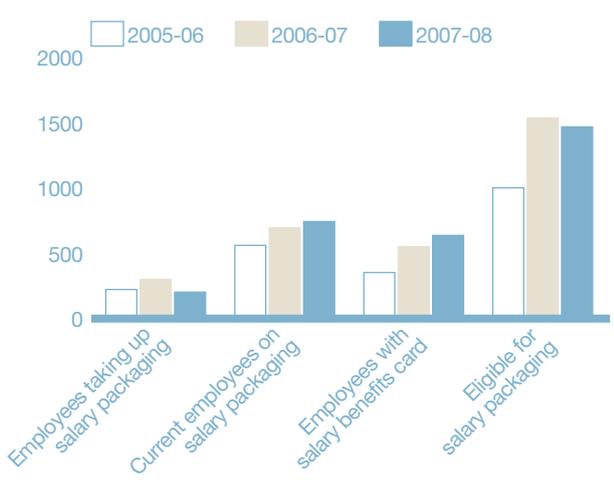
Breakdown of workforce

| | |
|--------------------------------|-------------|
| General managers or equivalent | 4 |
| Group managers | 13 |
| Stream/Operations managers | 25 |
| Centre managers | 413 |
| General staff | 2254 |
| Total | 2709 |

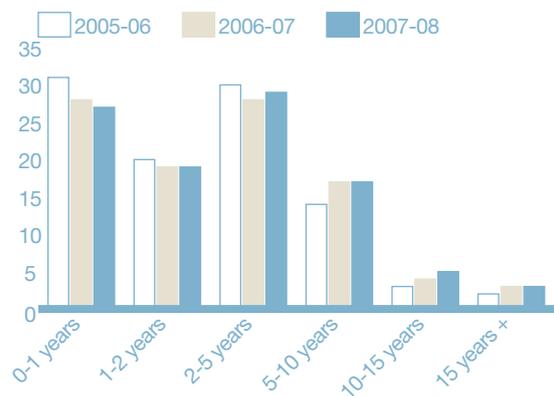
Employment type (%)



Salary packaging



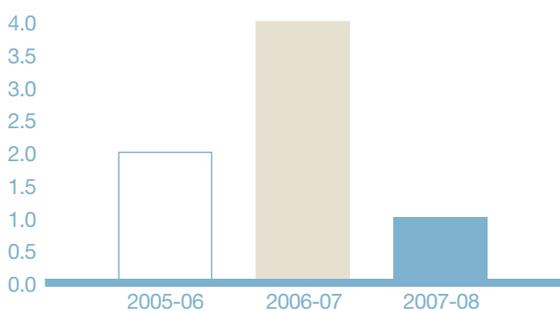
Staff tenure (%)



Employee turnover

| | |
|---------------------------------------|------------|
| Ageing and Disability | 32% |
| Community Relations | 34% |
| Employment | 22% |
| Executive Corporate | 57% |
| Ministry and Mission Executive | 67% |
| Executive Operations | 18% |
| Family and Community Services | 30% |
| Head Office function | 0% |
| Health, Counselling and Accommodation | 25% |
| Head Office administration | 21% |
| Human Resources service | 8% |
| Legal Services | 40% |
| Ministry | 24% |
| Other Corporate | 100% |
| Other Operations | 100% |
| Property and Development | 0% |
| Quality and Risk | 0% |
| Service Innovation | 24% |
| Wesley Institute | 21% |
| Overall | 28% |

Absentee rate (%)

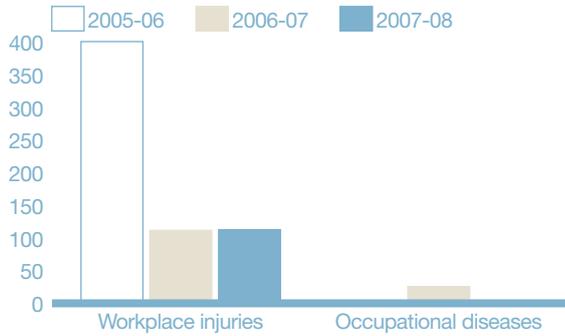


Unplanned leave

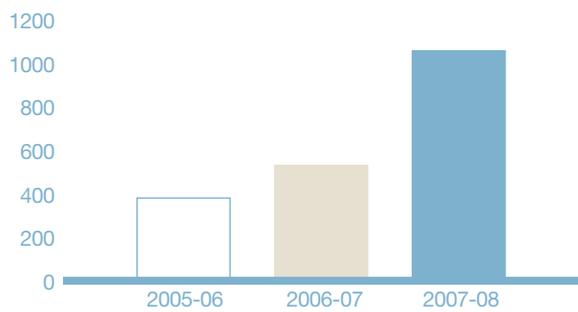
| | |
|---------------------------------------|--------------|
| Community Relations | 1.27% |
| Head Office administration | 0.76% |
| Ageing and Disability | 2.42% |
| Family and Community Services | 0.51% |
| Employment | 1.41% |
| Wesley Institute | 0.34% |
| Health, Counselling and Accommodation | 0.62% |
| Legal Services | 1.18% |
| Ministry | 2.34% |
| Executive Operations | 0.30% |
| Ministry and Mission Executive | 0.53% |
| Human Resources service | 0.14% |
| Service Innovation | 0.26% |
| Executive Corporate | 0.68% |
| Quality and Risk | 0.09% |
| Property and Development | 0.18% |
| Overall | 1.26% |

Occupational health and safety

Workplace injuries



Time lost due to injuries (days)



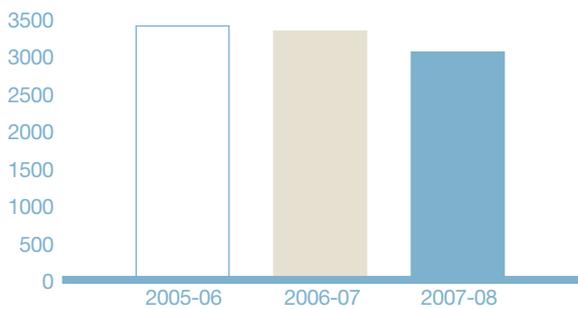
Mechanism of injury

| | Number | Lost days |
|---|------------|-------------|
| Being hit by objects | 4 | 7 |
| Being hit by person | 7 | 88 |
| Contact with heat, cold, electricity, radiation | 4 | 2 |
| Contact with substance | 2 | 8 |
| Exposure to blood or bodily fluids | 7 | 6 |
| Exposure to traumatic event | 10 | 323 |
| Falls from height | 1 | 1 |
| Hitting objects with body | 9 | 28 |
| Insect bites and stings | 1 | 0 |
| Lifting or carrying | 9 | 100 |
| Other muscular stress | 9 | 16 |
| Other | 0 | 143 |
| Repetitive movement with low muscle loading | 12 | 114 |
| Sound or pressure | 0 | 0 |
| Stepping, sitting on objects | 5 | 67 |
| Trips and slips | 21 | 110 |
| Vehicle accident | 11 | 42 |
| Total | 112 | 1055 |

Volunteers

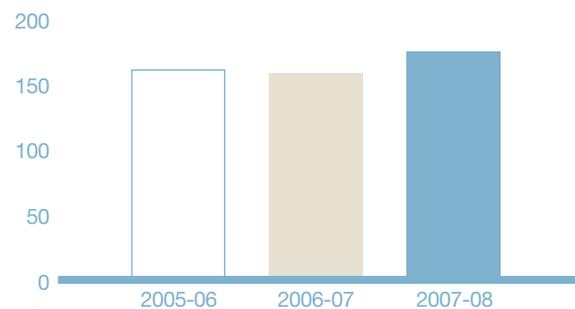
Registered volunteers

Total number of registered volunteers in 2007-08 was 3050.

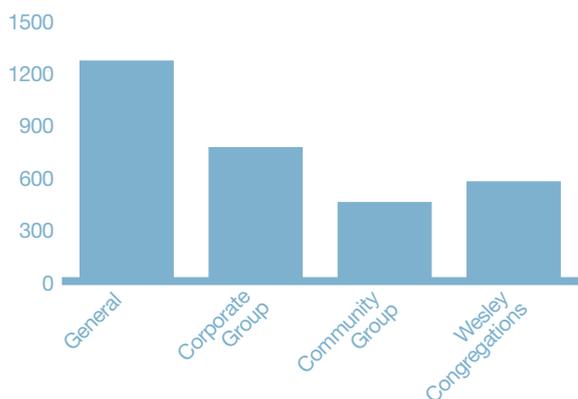


Volunteer hours (,000)

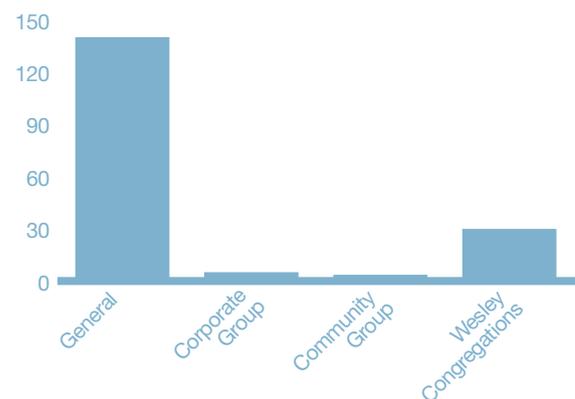
Total number of volunteer hours in 2007-08 was 174,855. This is equivalent to 88 full-time staff members.



Volunteers by group



Volunteer hours (,000) by group



An integral part of our service

Our volunteers are an integral part of our service delivery teams and their involvement facilitates high standards of care for our clients. Programs and services such as Lifeline telephone counselling, mentoring and children's camps rely heavily on volunteer delivery. Other services such as aged care, homeless supported accommodation, and financial counselling are significantly enhanced through volunteer assistance. We offer our volunteer staff access to personal and professional development.

As an organisation committed to true sustainability, Wesley Mission has a clear and agreed strategy that drives activity, underpinned by Christian leadership, good management and a solid, accountable structure. Wesley Mission Corporate Services upholds its objectives and its people with excellent systems and sound advice.

The result is a house built on rock, standing firm, and providing shelter for those it protects.

The technology that makes a difference

The Information Technology Group seeks to establish improved processes, tools and services across Wesley Mission as we implement our strategic vision. This year we carried out a review of telecommunications requirements to maintain and improve the quality of services and to establish a long-term partnership with a provider that will enable us to do our job more effectively and economically.

We have also seen the completion of major website redevelopments for Vision Valley and Wesley Conference Centre as well as the replacement of the PABX at Head Office.

Implementing the Wesley Aged Care system is bringing together administration, client billing, government funding submissions, and prudential management. This has enabled streamlined processes and better financial reporting, improving quality of service and financial performance for this major component of Wesley Mission's work.

Similarly Wesley Employment Services is now equipped with new systems to provide an enhanced offering through improved management of employer relations and better follow-up with job-seekers when they are first placed in a job.

Setting a clear course

Wesley Mission's Business Planning and Analysis team provides leadership and operational oversight for planning, budgeting, performance reporting and commercial analysis. We operate in partnership across the organisation to drive clear financial and commercial objectives in all aspects of our operations.

Our team provides appropriate financial and business modelling on new business opportunities or current business operational issues. Our clear analysis of the financial performance of Wesley Mission's operations, with effective review of opportunities, risks and strategy, has enabled us to facilitate and lead the annual budget planning and implementation process.

In order to achieve our goals, we are developing methodologies and a planning cycle that is linked to annual operating plans, helping to provide a greater focus on revenue planning, revenue growth and revenue-generating opportunities.

Knowing where we stand financially

Financial Operations manages Wesley Mission's transactional processing, such as accounts receivable and payable, cash management, capital expenditure and asset management. We are constantly reviewing accounting policy and process in order to improve efficiency and deliver more effective services.

We are responsible for the essential areas of acquittal reporting to funding bodies and review and management of Wesley Mission's investment policy. In the past year we have tendered for new external auditors and have managed the transition to the new auditor.

We have commenced a strategic project to update Wesley Mission's financial management software, appointing a project manager and a business analyst to help guide this critical process over the next two to three years.

Operating as a legal entity

Wesley Legal Services provides the corporate legal services to support and sustain the work of Wesley Mission, such as corporate advice and assistance in risk management.

Corporate legal services include contracts and agreements, leases, licences, sale and purchase of property, insurance, litigation, administration of estates, registration of trademarks and business names, copyright, privacy, child protection, provision of documents to courts and tribunals, and training and advice on legal issues and legislative requirements.

Regeneration and renewal

Advanced, environmentally sustainable water-saving technologies employed by the Cottee Orchard over recent years proved to be highly valuable in the current drought conditions. Since 1973, principally under the management of the late Harold S Cottee, the Orchard has returned in excess of \$3m to Wesley Mission for Family and Community Services.

The Cottee Orchard almond re-development eight-year plan was successfully completed this year while a new variety of mandarin has been developed and is currently being registered for domestic and international promotion.

Taking care of our own

The Property Group is an integral link between Wesley Mission's Executive and our many property development, project and maintenance matters. We advise on the acquisition, sale and rental of properties as well as the construction of new buildings and the maintenance and refurbishment of existing buildings, plant and equipment.

In the past year we have been engaged in obtaining council approval for the development of new assisted living and independent living accommodation at Dalmar and Walker Aged Care facilities and commenced council dealings with regard to Frank Vickery Village development.

As well as commencing work for a new lift at Alan Walker Village, we resumed planning of building and resources at Edward Eager Lodge and rejoiced in the completion of the main building expansion plans at Mangrove Mountain. We also saw finalisation of the sale negotiations of Castle Hill properties and the purchase of offices in T1 Norwest Park to replace them.

Heading into 2009 and beyond

The Corporate Services Group will continue to integrate strategic, operational and resource planning. We face key decisions in the near future as we consider new business opportunities and capital development, the implementation of a new telecommunications contract, setting key business objectives for a new financial system and upgrading an ageing technology infrastructure.

Major development work at our Aged Care facilities will be a big part of the coming year, as will be management of council approval processes and office fit-outs due to the exit of staff at Blacktown, Dalmar, Mascot, Castle Hill, Norwest, Wesley Hospital and Surry Hills.

As we establish a reporting framework to measure our operations' efficiency and effectiveness, we will review the financial staffing structure, prepare for the next three years of employment contracts, integrate aged care bond systems with existing software and achieve improved timing for the production of financial reports.

Balance sheet as at 30 June 2008

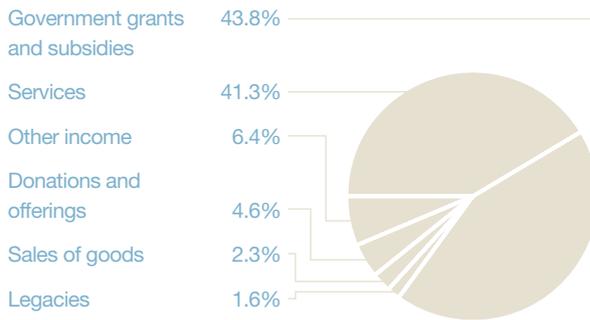
| | 2008 \$,000 | 2007* \$,000 |
|---|----------------|-----------------|
| Current assets | | |
| Cash and cash equivalents | 40,556 | 41,652 |
| Trade and other receivables | 11,526 | 12,965 |
| Other financial assets | 89 | 100 |
| Inventories | 330 | 385 |
| Total current assets | 52,501 | 55,102 |
| Non-current assets | | |
| Property, plant and equipment | 171,115 | 168,308 |
| Investment properties | 134,983 | 133,788 |
| Intangibles | 3,939 | 4,303 |
| Other financial assets | 667 | 669 |
| Total non-current assets | 310,704 | 307,068 |
| Total assets | 363,205 | 362,170 |
| Current liabilities | | |
| Trade and other payables | 8,438 | 10,997 |
| Interest bearing liabilities | 869 | 839 |
| Provisions | 8,180 | 7,895 |
| Unearned income | 310 | 310 |
| Resident/hostel licence agreements expected to be paid within 12 months | 9,784 | 9,262 |
| Resident/hostel licence agreements not expected to be paid within 12 months | 88,059 | 85,475 |
| Other liabilities | 7,208 | 8,181 |
| Total current liabilities | 122,848 | 122,959 |
| Non-current liabilities | | |
| Unearned income | 24,729 | 25,039 |
| Provisions | 1,406 | 1,649 |
| Total non-current liabilities | 26,135 | 26,688 |
| Total liabilities | 148,983 | 149,647 |
| Net assets | 214,222 | 212,523 |
| Equity | | |
| Accumulated funds | 18,362 | 20,646 |
| Reserves | 195,860 | 191,877 |
| Total equity | 214,222 | 212,523 |

Income statement for the year ended 30 June 2008

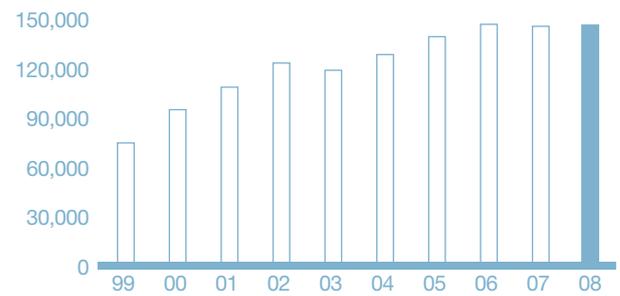
| | 2008 \$,000 | 2007* \$,000 |
|---------------------------------------|----------------|-----------------|
| Revenue from continuing operations | 140,577 | 140,484 |
| Other income | 6,238 | 5,614 |
| Total revenue | 146,815 | 146,098 |
| Cost of goods sold | 891 | 1,027 |
| Material and other client services | 14,171 | 13,505 |
| Employee benefits expense | 95,859 | 94,554 |
| Depreciation and amortisation expense | 6,577 | 7,944 |
| Maintenance and accommodation | 14,713 | 13,983 |
| Travelling expenses | 3,900 | 3,577 |
| Communications | 2,812 | 3,626 |
| Professional fees | 1,901 | 2,283 |
| Impairment of intangible assets | 364 | 384 |
| Finance costs | 217 | 185 |
| Other expenses | 7,623 | 9,941 |
| Total expenditure | 149,028 | 151,009 |
| Deficit | (2,213) | (4,911) |

*Changes in Prior Year comparison from last year's report are due to retrospective adjustments required to uphold accounting standards.

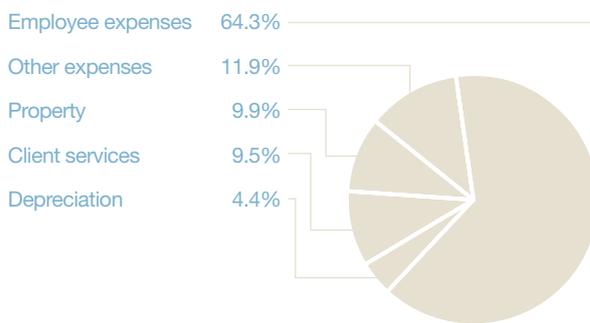
Revenue breakdown (%)



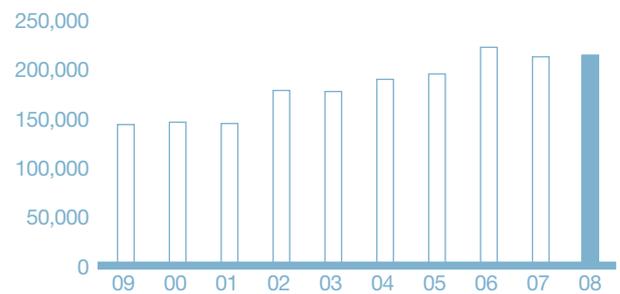
Total revenue (\$,000)



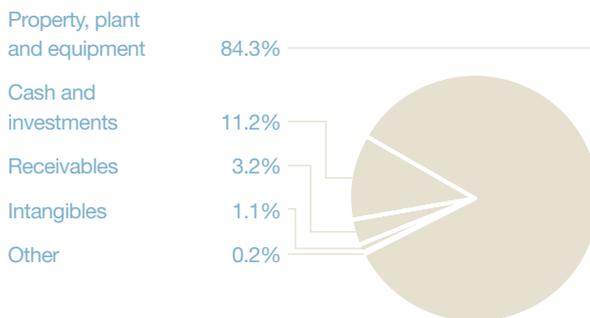
Expense breakdown (%)



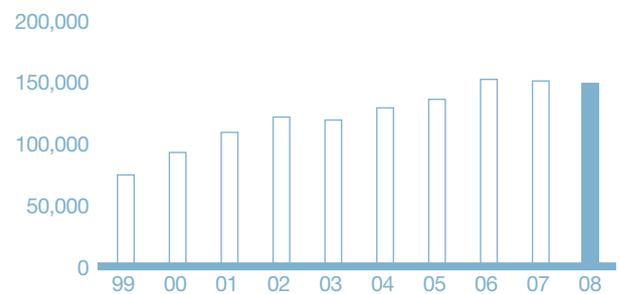
Net assets (\$,000)



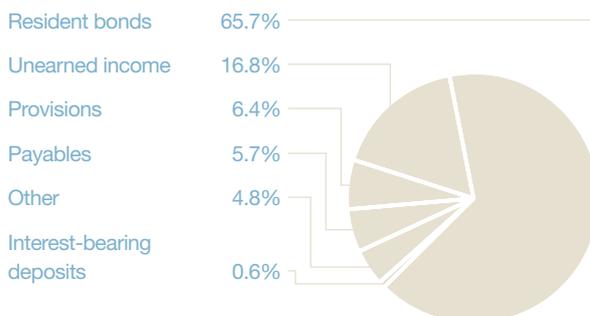
Asset breakdown (%)



Total expenses (\$,000)



Liabilities breakdown (%)



The Community Relations team creates a strong, consistent brand to build increased awareness of Wesley Mission, to raise funds to support our activities and to resource Wesley Mission centres in their fundraising, profile-building and promotional activities.

Sharing stories of triumph and turmoil

As we advocate on behalf of those who do not have a voice in our community, Wesley Mission can build awareness of the issues they face, demonstrating how we help. Community Relations rejoices in sharing with the community the amazing stories of our clients who have overcome major adversity in their lives.

This year Wesley Mission published two notable reports which received widespread coverage. These were *Living with mental illness: attitudes, experiences and challenges* and *Beyond adversity: giving kids a chance to shine*.

These reports have been the focus for much of our activity over the year and have contributed significantly to the provision of government funds for additional financial counsellors in the Outer West area of Sydney. Corporate support has been increased and more targeted trust and foundation applications have been submitted. Significantly, Rev Keith Garner was invited to, and attended, the 2020 Summit.

Appeals, face-to-face fundraising activities and our Annual Dinner each provide opportunities to share stories and triumphs of our clients, encouraging those already committed to the work of Wesley and gaining ongoing support from a range of people in our community. Corporate Partnerships provide much needed funding, as well as goods in kind and pro bono expertise, including legal and marketing advice.

Heightened awareness of the issues, Wesley Mission and its activities through increased television, radio and print coverage contributed to the increased support from individual donors, resulting in the most effective Winter Appeal since 2004.

Change and commitment to increasing awareness

The past year has seen significant change for the Community Relations team. A restructure ensures we are well positioned for the changing and increasingly competitive environment in which we work. In response to our ongoing commitment to improving our processes and delivery of projects, we introduced an automated project log and timesheet system, enabling us to increase the effectiveness of project delivery. This has been instrumental in reducing costs, improving quality and client service. Improved reporting and budgeting of projects has also been realised.

We have continued to increase awareness of the work of Wesley Mission. In addition to a very successful year for the multimedia ministry, our website has been visited by more than 1.1 million visitors. This exceeded our target by 19% and is an increase of 35% over last year's visitors; 359,000 visited our centre sites. Online donations totalling \$109,484 exceeded our target by 9.5% – an increase of 28%. More than 900 stories have appeared in the press about Wesley Mission, an increase of 195 over the previous year.

Challenges and our future direction

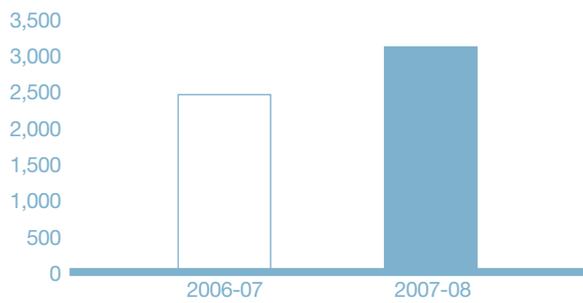
A challenge facing our team will be the implementation of our database project, providing a platform to increase the effectiveness of Wesley Mission's profile building and fundraising initiatives significantly. These are important outcomes in the face of the continuing need to grow financial support in an ever more competitive market.

We will continue to focus on promoting and expanding on the market's knowledge and familiarity with the profile of Wesley Mission, aiming to increase community support for the programs that Wesley Mission delivers to the community. Work is underway on the fourth Wesley Report, *More than a Bed: Sydney's homeless speak out*.

Donor appeals and development

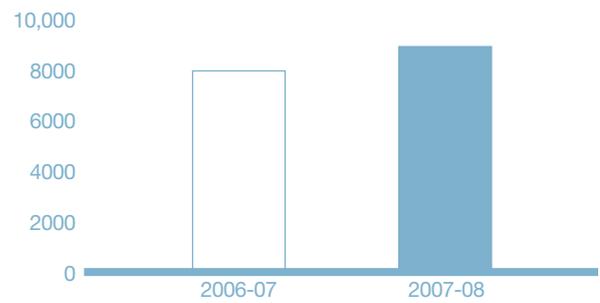
Funds raised by major appeals (\$,000)

Total funds raised by major appeals in 2007-08 was \$3,105,103.



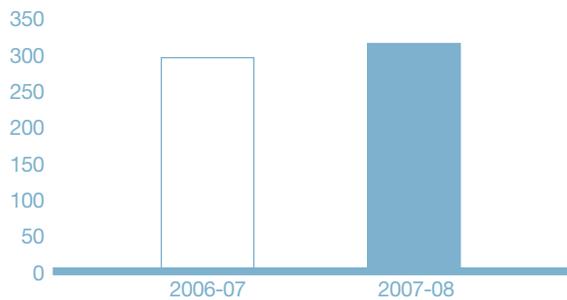
Number of new donors

Total number of new donors in 2007-08 was 8883.



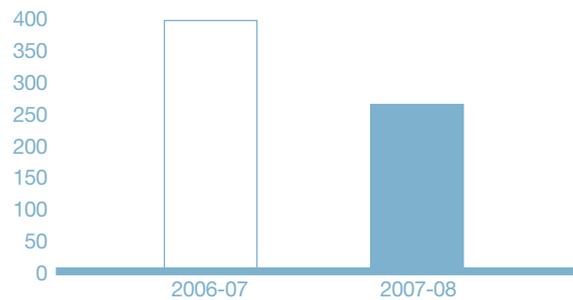
Funds raised by corporate partnerships (\$,000)

Total funds raised by corporate partnerships in 2007-08 was \$314,123.



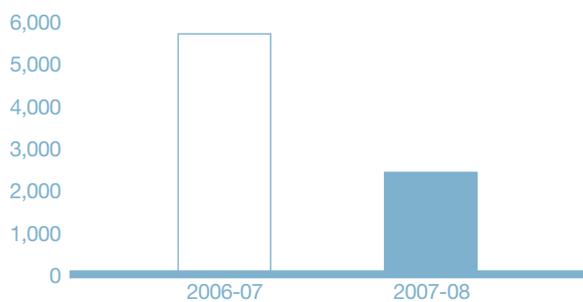
Funds raised by trusts and foundations (\$,000)

Total funds raised by trusts and foundations in 2007-08 was \$262,960.



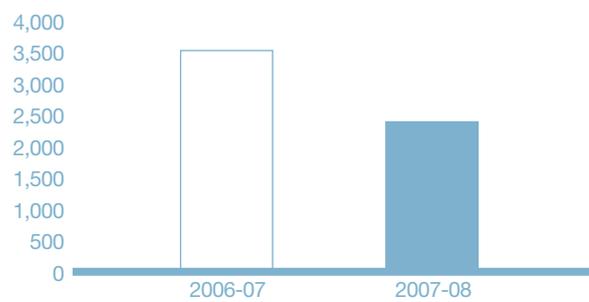
Funds raised from legacies (\$,000)

Total funds raised from legacies in 2007-08 was \$2,410,876.



Value of new bequest commitments (\$,000)

Total value of new bequest commitments in 2007-08 was \$2,388,000.



Communications

Marketing projects

| | |
|--------------------------------|-----|
| Marketing campaigns undertaken | 469 |
| Marketing collateral developed | 512 |

Online

| | 2007 | 2008 |
|--|---------|-----------|
| Centre websites supported | | 39 |
| Visitors to the Wesley Mission website | 881,223 | 1,190,122 |
| Online donations | | \$109,484 |

Public affairs

| | 2007 | 2008 |
|---|------|------------|
| TV, radio and readership reach in media | | 52,809,872 |
| Articles/interviews/stories in media | 742 | 907 |

Careful stewardship and sharing of our natural environment, around the world and into the future, is a matter of social justice as critical as any we aim to address here at Wesley Mission. As a leader in the Christian community and as a business, we take the issue of sustainability seriously encouraging others to join the change.

A commitment to corporate and social responsibility

The first simple steps in a long journey

On 1 April, 2008 a number of environmental sustainability activities were launched in Wesley Mission's head office under the banner of 'Taking Greener Steps'. These initiatives include implementing dry waste recycling, default double-sided printing, recycling office paper, mobile phone and printer cartridge recycling, discontinuing the use of foam cups, and using biodegradable cleaning products.

We encourage staff to ride to work, turn off their computers and monitors at day's end, turn off lights in unused meeting rooms and unplug electrical implements, such as mobile phone chargers, when not in use.

These are just the first simple steps in a long journey ahead to make Wesley Mission a greener workplace, but little changes will help make a dent to reduce landfill, the extraction of new materials and the impact we have on natural resources. We provide internal communication of environmental issues to ensure general environmental awareness and are now also providing starter packs for our centres to implement the initiatives taken at head office.

Our Environmental Team of dedicated staff from around Wesley Mission have taken the initiative to encourage these changes. We also have a growing network of environmental "Champions" across the organisation sharing ideas on how we can reduce our footprint and encourage others to take up the charge. As part of Wesley Mission's participation in Earth Hour we have a forum where we gather the ideas and suggestions of our staff from across Wesley Mission on how we can, as an organisation and individually, reduce our environmental impact.

We have implemented a socially and environmentally focused supplier program with a procurement policy that includes social and environmental criteria. All tender documents have a Corporate Social Responsibility (CSR) and environmental component which we require our suppliers to sign. Suppliers receive notification that they will be audited by our Risk and Audit Management team to ensure that they are performing CSR and environmental sustainability with the goods and services that they provide to us. A working group formed from various business units reviews major suppliers, such as Fuji Xerox, Orix and Telstra, to safeguard Wesley Mission's sustainability.

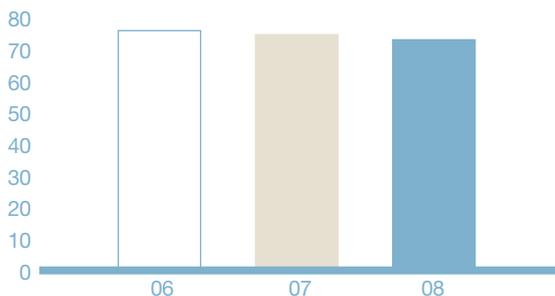
Suppliers provide monthly reports and we conduct quarterly performance reviews with all contracted suppliers, measuring them against service level agreements with key performance indicators. A pre-qualification scheme for suppliers will ensure that OH&S, certification and accreditation remain current as we work diligently with suppliers to promote sustainability.

We review the organisation's expenditure across all business units, aiming to reduce expenses by aggregating product ranges, suppliers etc. We are working to enhance the management of the Wesley Mission motor vehicle fleet by providing advice about types of vehicles and pricing structures, the ordering of vehicles, fuel consumption, leasing charges, and service maintenance and other costs associated with vehicles currently numbering 460.

We aim also to facilitate the tender process for major tenders across Wesley Mission, bringing stakeholders together to discuss requirements, evaluate suppliers, and ensure competitive pricing and contract management.

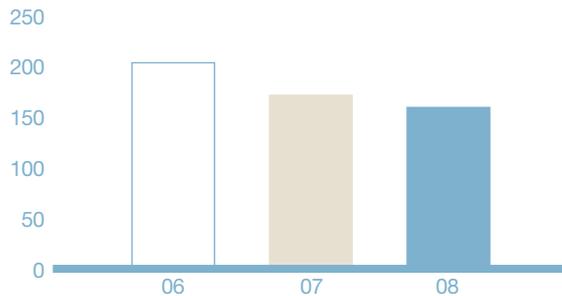
Litres of fuel consumed per month (,000)

Total fuel consumed per month in 2007-08 was 73,090 litres.



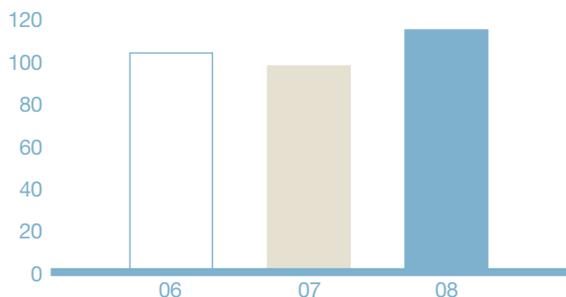
Average fuel consumption (litres per month per vehicle)

Average fuel consumption per month per vehicle in 2007-08 was 159 litres.



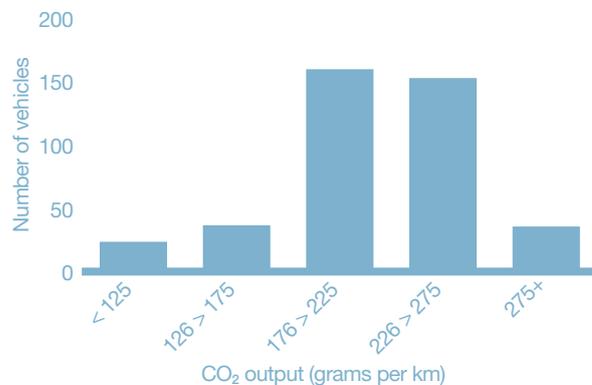
Total fuel cost (\$,000)

Total fuel cost in 2007-08 was \$114,505.



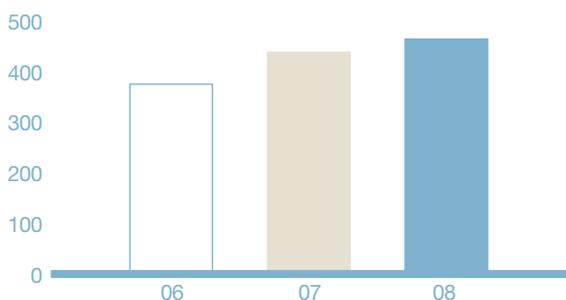
Carbon emissions (grams per km)

Fleet average emissions in 2007-08 was 212.6 grams per km.

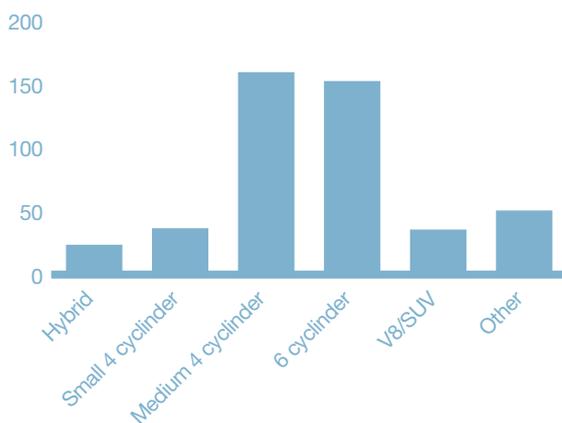


Fleet* size

Total number of vehicles in the fleet 2007-08 was 463.



Fleet* breakdown



*Fleet made up of passenger vehicles, commercial vehicles, buses and trailers

our supporters

Government

Australian Government
Family Assistance Office

Australian Sport
Commission

Department of
Education, Employment
and Workplace
Relations

Department of
Education, Science
and Training

Department of Families,
Housing, Community
Services and Indigenous
Affairs

Department of Family
and Community Services

Department of Health
and Ageing

Department of the Arts,
Sport and Recreation

Department of Veteran
Affairs

Hunter New England
Area Health Services

North Coast Area
Health Service

NSW Attorney General's
Department

NSW Department of
Ageing, Disability and
Home Care

NSW Department of
Commerce

NSW Department of
Community Services

NSW Department of
Education and Training

NSW Department of
Housing

Sydney South-West
Area Health Service

Corporates

2nd Road Pty Ltd

Allied Express

Ansvar Insurance

Bunnings Warehouse

Commonwealth Bank of
Australia

DLA Phillips Fox

Drake International
Australia

E-Comm

Essential Ingredient

Estee Lauder

Greenlight Memorabilia

Kingspin Bowling Club

LG Electronics

Lighthouse
Communications Group

Maddocks Lawyers

Nexia Court and Co

Plutonic Zoo

Sellers Group

Starshots

Sydney Symphony
Orchestra

Tetsuya's Restaurant

United Parcel Service

Volunteers

American Express

American Society

AMP

Broadway Christian
Youth

Bunnings

Commonwealth Bank of
Australia

DJ Lee Dentist
Practice

Da Vinci Marketing

DLA Phillips Fox

Drake International

Epping Boys High School

General Electric

Greater Sydney SDA
Pathfinders

HBOS Australia

Knox Grammar School

Korean Christian
Students

Lexis Nexis

Motorola

Network Seven

Nexia Court and Co

NSW Rovers

Pacific Christian School

Ravenswood School for
Girls

Redeemer Baptist
School

SC Johnson and Son

Sensis

St Andrews Cathedral
School

St George Bank

Tradies

Trinity Grammar School

UPS Australia P/L-
Sydney

Wesley Congregational
Youth

Westfield Sports High
School

Westpac

Willis Reinsurance

Take the next step

There are so many ways you can become a part of Wesley Mission and our work of growing people.

Here are just some of the things you could do:

- Volunteer your time and skills
- Host a fundraising event
- Commit to a regular donation
- Leave a lasting gift in your will
- Introduce Wesley to your workplace or community group

You might have lots of other great ideas too. If you'd like to find out more about how you can get involved, please call 1800 021 821 today.

We'd love to hear from you!

You can help our community services
grow up healthy and strong

Wesley Mission helps thousands of people each year. We are privileged to see them grow, develop, and create a brighter future.

But we can't do it alone. Our dedicated staff, our volunteers, our partners and our donors all play a key role in growing people, today and for many years to come.

You've read about our work. You've seen how much we've achieved, and you know how much more we still have to do.

Please help us to grow people by sending a gift today.

With your help, Wesley Mission will continue to grow and continue to change lives.

Becoming a part of our work is as easy as filling in your details on the reverse of this coupon, or calling 1800 021 821.

Thank you!



I want to help Wesley Mission's
community services grow up
healthy and strong

I/we would like to give to the work of Wesley Mission

Title: (Rev/Dr/Mr/Mrs/Miss/Other) _____

Name(s): _____

Company name: _____

Address: _____

Phone (Work): _____

Mobile: _____

Email: _____

Amount: \$

To be paid by:

- Cheque/Money Order (payable to Wesley Mission)
- Visa Mastercard Amex Diners

Credit Card Number: _____

Expiry Date / _____

Signature _____

Send to: Growing people
 Wesley Mission
 PO Box A555 Sydney South NSW 1235

Or donate via: Donation Line 1800 021 821
 Fax. (02) 9267 1022
 Web. www.wesleymission.org.au/donate

Thank you.

* Donations are tax deductible



I have compassion for these people ...
I do not want to send them away hungry,
or they may collapse on the way.

Jesus

