



Up close and personal
Our 2009 annual review



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Superintendent's report: Up close and personal

A life-altering Christian faith leads us to the lost, the sick, the poor and the marginalised. These are the people Jesus spent time with and for whom we must give our time and resources ... but more, to stand with them in their need. This is what it means to be 'up close and personal' at Wesley Mission. Moving closer to our bicentenary in 2012, we are conscious of the importance of strategic decision-making and actions. A long history shows how we have reached this point, and our future is certain providing we maintain the core principles of care, compassion and service inspired by faith.

You would have been living on another planet to be unaware of the financial crisis which has beset our world. The Global Economic Crisis (GEC) has bitten us all and requires meaningful decisions in leadership, shaping priorities to focus on the fundamental needs of those we serve. It would be easy to lose sight of those people, but that would mean lacking commitment, lacking courage. Wesley Mission has chosen to connect with people and to be courageous. This is the only appropriate response to God, who has shown us in Jesus Christ what it means to serve.

Genuine commitment

In our services for the aged and the less able, families, young people, those who need housing or counselling services, and those who are seeking employment, Wesley Mission is up close and personally engaged in making life better.

Older Australians have been valued and protected in aged care facilities; home care programs and health-promotion services assist them to age well. Those living with disability and the selfless people who care for them were helped through residential and activity-based programs and given opportunity to shine in employment, rehabilitation and education.

Increased funding for Wesley Dalmar meant more children receiving foster care services, supported by 15 new staff. This work is set to grow even further. Alongside general foster care, Wesley now provides intensive foster care and clinical support services.

Our youth services around Sydney and Newcastle worked with more than 1000 young people last year, helping them deal with homelessness, abuse and problems at home or school. Family services throughout Sydney and NSW have assisted some families, and community development programs have benefited more than 11,000 individuals.

The need for courage

Not everything during the year was about expansion. Naturally we were disappointed by the decision of the Government (DEEWR) to significantly reduce our provision of employment services. The impact was far-reaching: we closed Job Network offices across the State, while retaining work in Port Macquarie, Wauchope, Taree, Tuncurry, Batemans Bay and Moruya. A new office was added at Narooma.

I spent much time with staff, providing support in difficult times. Workload for our Human Resources department increased dramatically and impacted across the whole of Wesley Mission. Such experiences stretch our resources, but also help to build our resilience in handling tough situations. There is no doubt that we have emerged stronger as a result.

Building financial robustness

Our financial position at the end of the year indicates the challenges we, like so many, have had to face. A deficit of \$11.7m reflects the reduced Wesley Uniting Employment contract and other key changes and we are seeking to build a strong platform for the future.

We are committed to careful monitoring and achievement of financial targets, building a better position for the longer term. Recent studies show the impact of global issues on the not for profit sector is sharpening awareness, driving stronger and more efficient performance. Despite a tougher operating environment for corporate partnerships, the majority of our personal supporters have remained loyal.

Committed to succeed

In the current climate we are investing in our services to meet the effects of gambling, financial stress and subsequent family breakdown. Financial hardship is widespread and destructive, impacting people more than ever before, striking families that are ill-prepared. Wesley Mission is there to help them face seemingly hopeless situations.



People need to be heard. Lifeline Sydney and Sutherland continues to listen – a lifeline to people in despair – and its face-to-face counselling service is growing. LifeForce conducted suicide prevention training for 1395 people. Creditline received increased funding to provide counselling for those struggling with debt.

There is good news and reason to hope. A program in Carlingford is one of very few accommodating families consisting of couples with children, sole fathers and large families. This year we secured funding to run a Healthy Lifestyle program. We provide breakfast clubs, weekly walking opportunities for parents and pre-schoolers, and we received renewed funding from the Department of Ageing, Disability and Home Care (DADHC) and Home and Community Care (HACC). This will help recruit an Aboriginal Access and Development Officer in the Hunter region.

So, despite all the challenges, there are many positive indicators.

Words of appreciation

I thank Dr Jim Pendlebury OAM, who retired as Honorary Treasurer, after serving Wesley Mission faithfully for 40 years. I was delighted to welcome Mark Scott, Managing Director of the ABC. Mark Scott and David Greatorex work closely with me in setting the course for the future. We said farewell to Rev Robert Smith, who served Wesley Mission over many years, and welcomed Dr Keith Suter to the Board.

Finally, I thank my wonderful Senior Executive Leadership Team, our large staff, many volunteers and the partnerships we share with governments, corporates and individuals.

John Wesley's words seem appropriate:

The best is yet to be!

Keith Garner
Superintendent/Chief Executive Officer



About Wesley Mission

Wesley Mission has been committed to its people for 197 years, caring and reaching out to those in need and without hope. Folks rarely come to us with only one problem. Overcoming complex issues whether it be social isolation, pain, fear, guilt, disability, unemployment, abuse, addiction or crippling financial problems, requires patience, perseverance and courage.

Courageous people

Whether it's taking phone calls from those in despair or visiting people in need in their homes, Wesley Mission owes much to its 2156 dedicated staff and 3030 selfless volunteers. We endeavour to care for our people by training them, building them up and bringing them together.

Committed to the whole person

Wesley Mission goes beyond the fringe of society, giving care to individuals who have slipped through the cracks. We deliver a holistic approach in serving the complex needs of each person – spiritual, physical, emotional, mental and social.

Committed to the young and the old

The very old and the very young require extra support and care and nurturing. Wesley Mission aged care programs offer a range of accommodation and support services to encourage people to remain independent. Our children's services provide support to children in crisis situations who suffer abuse or neglect or are in need of foster care, housing and education.

Committed to families

Family services are a cornerstone of Wesley Mission's care. We recognise that families are under greater pressure than ever before. We provide support to families suffering financial and legal difficulties or domestic violence or in need of family mediation, parenting assistance, foster care, kids' camps, short-term accommodation and more.

Committed to employment

Helping people into gainful employment is a critical part of empowering and equipping them to manage their future. It is a key to overcoming despair. Wesley Mission is committed to employment and training services, especially in the current environment of shifting priorities, government initiatives and financial constraints across the country.

Committed to opportunity

We have a range of innovative and successful commercial activities which have provided higher education, ministry, employment and training opportunities, recreation and resources to the wider Wesley Mission family.

Committed to change

Wesley Mission promotes greater awareness of social issues and challenges stereotypes. Research reports such as *Financial Stress: The hidden human cost* released in May 2009, demonstrate our expertise and commitment to helping the people of NSW, demonstrating courageous commitment and advocating change.

God's commitment

The best example of courageous commitment comes from Jesus Christ, who demonstrated his commitment to his people, even to the point of death, and beyond. Jesus ministered without fear or favour to the destitute, the shut out, the disabled, the disadvantaged, outcasts and those on the periphery of life – the ones we can so easily pass on the street. We reach out to people of every creed, colour, age or circumstance with love and compassion, not judgement.

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 we are driven by:

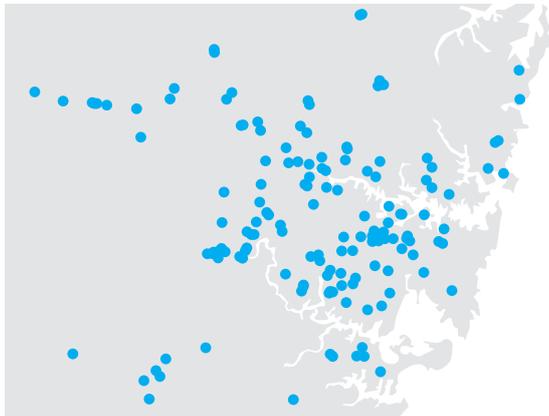
- Christlike servanthood
- Unfailing integrity
- Courageous commitment

Locations

NSW



Sydney



Legal status

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

Wesley Mission is endorsed as a tax concession charity and also as a deductible gift recipient under the Income Tax Assessment Act 1997. Under subdivision 30-B of the Act Wesley Mission is endorsed under Item 4.1.1 - Public Benevolent Institution.

Reporting indicators

Our reporting against the Global Reporting Initiative (GRI) indicators, whilst providing a comprehensive guide, remains basic. Our focus for this year has been on developing our five-year strategy which will provide a strong framework from which to align with a growing number of the GRI indicators.

GRI content index

Global Reporting Initiative Indicators		Print (page number)	Online (page number)
1.	Strategy and analysis		
	Statement from the Superintendent	4, 5	4, 5
2.	Organisational profile		
	Organisation name	7	7
	Primary services	6	6
2.4	Location of Head Office	7	7
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, 33, 34
	• Net revenues	20	39
	• Debt and equity breakdown	21	40
2.9	Significant changes regarding size, structure and ownership of Wesley Mission	4-19	4-42
2.10	Awards received	14	21
3.	Report parameters		
	Reporting period July 2008–June 2009		2
	Date of most recent previous report		2
	Reporting cycle		2
	Contact point for questions regarding this report or its contents		2
4.	Governance, commitments and engagement		
	Governance structure of Wesley Mission, including committees under the highest governance body responsible for specific tasks, such as setting strategy or organisational oversight	8, 9	10-13
4.2	Chair of the highest governance body	9	12
4.5	Compensation for members of the highest governance body	8	12
4.7	Qualifications and expertise of the members of the highest governance body responsible for guiding the organisation's strategy	8	12
4.8	Internal development statements of mission or values, codes of conduct and principles relevant to performance and the status of their implementation	6, 8, 9	6, 10, 13, 33, 34
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	8	10

GRI content index (continued)

Global Reporting Initiative Indicators		Print (page number)	Online (page number)
5.	Management approach and performance indicators		
	Economic Performance Indicators		
EC1	Direct economic value generated and distributed	20, 21	39, 40
EC4	Significant financial assistance received from the government	21	40
	Environmental performance indicators		
EN7	Initiatives to reduce indirect energy consumption and reductions achieved		44, 45
EN18	Initiatives to reduce greenhouse gas emissions and reductions achieved		44, 45
	Labour practices and decent work performance indicators		
LA1	Total workforce by employee type		35
LA2	Total rate of employee turnover by industry area		36
LA7	Rates of injury, occupational diseases, lost days and absenteeism and number of work related fatalities		37
LA8	Education, training, counselling, prevention and risk control programs in place to assist workforce members regarding serious diseases		33, 34
LA11	Programs for skills management and lifelong learning that support the continuous employability of employees		33, 34
LA13	Composition of governance bodies and breakdown of employees per category according to gender and age		35, 36
	Society performance indicators		
SO1	Nature, scope and effectiveness of programs that assess and manage the impacts of operations on communities	10-19	14-32

Governance

Wesley Mission believes in good stewardship of its people, resources and funds. Wesley Mission is Sydney-based and operates principally within NSW. Wesley Mission is a parish mission of the Uniting Church in Australia comprising 10 related congregations of the church which appoint representatives to a Mission Council. The Wesley Mission Board Chair is also an Executive Officer under Uniting Church governance.

Genuine commitment

Our governing purpose, principles and strategic direction are set by the Board and Management Committee, informed by engaging with stakeholders and implemented through a sustainable management framework. This framework is led by the Senior Executive Leadership Team and supported by Group Managers.

The Board is also underpinned by a committee structure:

- Finance Committee
- Audit and Risk Committee
- Care Advisory Committee

Ethical conduct issues are discussed by the Officers Committee, which comprises the Secretary and Treasurer (honorary positions) and the Superintendent/Chief Executive Officer.

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.

Our auditor is Deloitte, which has conducted the financial audit for Wesley Mission for the past two years. Wesley Mission reviews its auditors every three years. We use external legal providers only as needed, on a case-by-case basis.

Committed to succeed

The Wesley Mission Board 2009

**Rev Dr Keith V Garner, Mth (Oxon)
Superintendent/Chief Executive Officer**

Chair of Wesley Mission Council, Wesley Mission Board, Wesley Mission Management Committee and Wesley

Mission Care Advisory Committee. Board Member of Lottie Stewart Hospital and Cottee Orchard.

Rev Dr Keith V Garner was inducted as Wesley Mission's ninth Superintendent on Sunday, 5 February 2006. He trained for mission and ministry in Derbyshire and Bristol and completed his Master of Theology in Applied Theology at Oxford University in 1995. An accredited Methodist preacher since 1973 and a member of The College of Preachers since 1998, Keith has international recognition as an inspiring and gifted preacher. He has preached across the world, has written three books and regularly contributes to magazines and journals.

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. He has extensive experience in insurance, accountancy and business administration. 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 30 years. He is a former Wesley Mission Director of Administration and Acting Executive Director, Lifeline, Sydney. John is also an elder with the 6.00 pm Wesley Congregation, Secretary of the Elders Council, lay preacher and Lifeline counsellor.

David Greatorex AO, BA Hons, MComm and Admin, FCA, PhD, FAIM, FAICD (Honorary Secretary)

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.

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 she was a member of the Superintendent's Advisory Panel for the first two years of Rev Keith Garner's appointment. She was named Small Business Woman of the Year in 1999.

Nick Farr-Jones AM

Nick is a famous sporting personality, lawyer, former Director of NRMA, Councillor of the City of Sydney, and Director, International Investment Manager Bank Société Générale. Nick has extensive investment and banking experience and serves on a number of boards around the world. He uses his experience and professional skills to advance the causes of Wesley Mission, particularly the marginalised about whom he is passionate.

David Lewinsohn

Holding tertiary qualifications in applied chemistry, logistics management and data processing (Information Technology), David has worked as an analytical chemist for the Federal Government and consulted in logistics to both government and industry including CSR and Alcoa. David is currently the Database Manager with AMPCo, a Councillor of the International Congregation of Wesley Mission and Sydney Presbytery member.

Robert McSkimming

Robert is a project manager with Advantra, a part of Telstra. He has spent the past nine years working within NRMA in the Computer Network Planning area. He has a telecommunications certificate from Telstra, an Electronics Engineering certificate from TAFE and an Advanced Certificate of Management from TAFE. Robert is Chair of Elders of the 6.00 pm congregation and member of Lifeline Advisory Board.

Elizabeth McQueen

Elizabeth is a member of the Wesley Mission 6.00 pm congregation and of the Wesley Mission Care Advisory Committee. As a pharmacist and a registered nurse, Elizabeth has worked in country NSW, Sydney, London and Bougainville (Papua New Guinea). She is involved in Christian ministry, including commitment to the Peakhurst Methodist Church, Crusader Camps and the Crusader Choir.



Governance

[Dr James Nixon Pendlebury OAM, JP, BSc Hons, MSc Hons, PhD, Dip.Ed, MACE \(retired from Wesley Mission Board as Honorary Treasurer on 17 December 2008\)](#)

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. James had been Treasurer and Officer of the Mission since 1970, Executive member of the Council of Synod of the Uniting Church in Australia 1977-1985 and Trustee of the Aged Persons Welfare Foundation.

[Mark Scott \(joined Wesley Mission Board as Honorary Treasurer on 25 February 2009\)](#)

Mark has been the Managing Director of the ABC since July 2006. For the previous 12 years he worked at John Fairfax Publications. There he was first appointed as Education Editor at The Sydney Morning Herald where he then filled a number of senior roles including Saturday Editor and Deputy Editor before moving into senior executive positions with Fairfax. He was Director of Organisation Development and then appointed Editor-in-Chief of Metropolitan newspapers. Immediately prior to moving to the ABC he was Fairfax's Editorial Director. Mark has post-graduate degrees from Sydney and Harvard University in Government and Public Administration.

[Beverly Smith](#)

Previously a consultant to Burroughs Computing Systems; Secretary, Presbytery of Sydney for 10 years and previously Treasurer of the Maroubra Uniting Church, Beverly has extensive knowledge of the Uniting Church administration.

[Dr Keith Suter \(joined Wesley Mission Board on 25 February 2009\)](#)

Keith has been Involved with the Uniting Church for over 30 years and is currently completing a PhD on the Uniting Church's future. He is also a company director, conference speaker, broadcaster, writer and teaches at both Macquarie University and Boston University (Sydney campus). He is a Fellow of the Australian Institute of Company Directors and was for many years Chair of its Environment Committee.

[Rev Robert Richardson Smith, LTH, Dip R Ed \(retired from Wesley Mission Board on 17 December 2008\)](#)

Robert has served as Chairman at the 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 12 years he was the General Superintendent to Methodist Home Mission

Department and for 17 years, the General Secretary of the Uniting Church Board of Mission. 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 not-for-profit organisations. He is an Elder of International Congregation of Wesley Mission and a Sydney Presbytery member. Presently he is on the staff of the Uniting Church NSW Synod Board of Mission.

[Edmund Wilfred Trafford Walker](#)

Trained in industrial law at Law School of Sydney University, Edmund was once Financial Manager for BP Australia Limited. Previously the General Secretary, Board of Finance and Property, Uniting Church in Australia, Edmund 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.

The Senior Executive Leadership Team

[Rev Dr Keith V Garner, MTh \(Oxon\)
Superintendent/Chief Executive Officer](#)

[Mr Graham Harris, JP
General Manager, Human Resources and Sustainability](#)

Graham is a member of the Wesley Mission Management Committee. His career in Human Resource Management spans over 25 years in which he has gained sound management experience, strategic leadership and analytical skills. In July 2008 Graham was appointed to 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 and Sustainability Group. Graham currently holds two external Board memberships: Australian Federation of Employers and Industries (AFEI) (Board Member since 2000, being President from 2002-2008) and Australian Chamber of Commerce and Industry (ACCI) (Director since 2002).

[Ms Elizabeth Orr, MBA, BA, Dip Ed, MAICD, MACHSE
General Manager, Operations](#)

Elizabeth currently serves as General Manager, Operations at Wesley Mission. Her role is responsible for Community Ageing and Disability Services, Family and Community Services, Mental Health and Counselling Services, Employment, Training and Residential Services and Business Innovation and Development Services. Elizabeth has held many senior leadership and policy

development roles in her professional career and has devoted her life to being a strong advocate for the unique contribution that can be achieved through the non government church agencies in the community services sector. She has also been a strong advocate for those suffering from mental health and family dysfunction traumas and was committed to fostering 26 children who suffered with these difficulties.

Elizabeth is a qualified educator working at Macquarie University for many years researching innovative training methods and curriculum development to assist students with learning difficulties. She was also responsible for a national research project during her leadership at the Smith Family which measured the link between literacy and poverty leading to an extensive education program being developed for children from disadvantaged families.

**Mr Graham William Want, BE, Dip Min, B. Min, MA (Theol)
Director, Ministry and Mission**

Graham is a member of the Wesley Mission Council. As Director, Ministry and Mission Graham oversees the growth and development of our congregational and chaplaincy services. Since joining Wesley Mission over eight years ago, Graham has overseen the diversification of chaplaincy services, solidified a stronger financial base for the congregations and helped facilitate growth within the congregations.

**Mr Andrew Joseph Watson, B.Bus, FCPA, FFin, JP
General Manager, Finance and Corporate**

Andrew was appointed as Chief Financial Officer in May 2007 and is also a Director of Wesley Institute and member of the Cottee Orchard Committee. He has extensive experience in the commercial and not for profit sectors having worked in complex service organisations and gaining skills and experience in strategic planning, financial management, commercial delivery of Information Technology services, negotiations and change management. In addition to his commercial experience, Andrew has served on several committees of charities including St Vincent de Paul and Stretch-a-Family.

Ongoing commitment

We have enjoyed the facilitation of values workshops across the organisation. In 2008-2009 almost 500 Wesley Mission employees took part in the new *Living Our Values* workshops and provided feedback on challenges and expectations in light of our values. The workshops have triggered further opportunities for discussion regarding values within team meetings.



Left: David Greatorex AO, BA Hons, MComm and Admin, FCA, FAIM, FAICD (Honorary Secretary) Middle: Rev Dr Keith V Garner Mth (Oxon) Superintendent/Chief Executive Officer
Right: Mark Scott (Honorary Treasurer)

Our Christian community

At the heart of all we do is our sense of Christian mission, offering good news in many different ways. Through strong worship services, chaplaincy care, small group work and multi-media ministries, Wesley Mission promotes the Christian faith at the centre of the city and in our various projects throughout Sydney and beyond. We seek to enable people to see a clear Christian commitment in action and to join in our work.

Genuine commitment

Wesley Mission, with 2000 members, remains the largest parish within the Uniting Church in Australia. Chaplains perform a vital function in our network of more than 150 homes, hospitals, hostels and services. Some relate especially to children in our care while others minister in retirement villages.

In the past year, chaplaincy services have been delivered in 27 aged care locations through Wesley Mental Health and Counselling Services, in Family Services through Wesley Dalmar, with homeless persons and with Disability Services.

Wesley Mission conducts 12 weekly services in six languages at the Wesley Centre in the Sydney CBD, as well as 40 other services catering for the aged, the homeless, the disabled and others needing special care. Each service strikes a different emphasis for the varying spiritual needs of the people to whom we minister.

Worship is varied and vibrant. Our Wesley International Congregation has built a fine reputation as has our university ministry, the Chinese groups and our work with seniors. There are more than 450 people engaged in Bible study from our morning congregations alone ... and many more from other congregations. An energetic music ministry exists throughout Wesley Mission. Much planning has gone into the *Jesus. All About Life* campaign where Wesley Mission has led the way with 1500 other congregations throughout Sydney and NSW.

Committed to succeed

Our multi-media ministries have seen some exciting results in the past year. *Rise and Shine* has developed a reputation as an exhilarating program, featuring people whose lives have been transformed, singers who inspire with their talent, and practical Christian teaching that both encourages and challenges viewers. Live guests join the Superintendent to share their stories of grace, from those who have tasted the heights of success to those who have walked in the depths of despair.

Wesley Mission produces over 40 new episodes of *Rise and Shine* each year at Foxtel Studios. The program screens on Sunday mornings at 5.30 am on Channel 9 and again at 8.00 am on the Australian Christian Channel. Ratings in the past year have risen more than 20 per cent.

Two Christmas documentaries found strong audiences during Christmas 2008. *Christmas Past and Present* considered the social isolation of the elderly, starting with Christmas during the Great Depression in the 1930s. Wesley Mission clients reflected upon those hard times and what Christmas was like for them then in comparison to today. Amid their description of isolation and loneliness, they also emphasised how Wesley Mission is helping them. This production was screened on Channel 7 at midnight on Christmas Eve to an audience of over 100,000. *Santa's Forgotten People*, first released at Christmas 2007, was repeated on Channel 7 on Christmas morning.

Always a highlight of the year is the Easter Mission which reaches a climax at the Sydney Opera House on Easter morning. This year the Sunrise Service was held an hour earlier and there was concern that our live congregation may well be depleted because of the long distances people travel. However, we had the largest congregation for many years – a sign of people's commitment to the service which was broadcast live on Channel 7 and simulcast through radio stations across Australia.

Ongoing commitment

Growing numbers of people are downloading from our website audio copies of the sermons of Rev Keith Garner and also from our Wesley International Congregation. The use of this technology is steadily increasing, with people registering at the website and receiving regular updates by subscribing and using an RSS reader. New technologies are making the Christian message widely accessible, including the availability of past resources.

We communicate the gospel message through the Sunday 6.00 pm congregation from the Wesley Theatre. The Superintendent preaches sermons which are telecast on the Australian Christian Channel (ACC) every Sunday at 6.30 pm, with a repeat every Monday at 1.00 pm. These programs are also broadcast on Shine TV in New Zealand and UCB in the UK.

One of the ways Wesley Mission remains 'up close and personal' is by presenting a message of wonderful possibility in Christ.



Family and Community Services

Wesley Mission's Family and Community Services have managed critical programs and activities for many years in Youth and Recreational Services, Wesley Dalmar, Family Services and Supported Accommodation. Wesley's conference facilities host youth and family camps, providing space and opportunity for people to grow. Wesley Mission's commitment is clear: to care for the youngest and most vulnerable in society, to promote healthy family relationships and to empower people to move forward.

Genuine commitment

Work among young people is one of Wesley Mission's key areas of service to the community. Newcastle Youth Service, Nepean Adolescent and Family Service and Mount Druitt Integrated Youth Service care for young people dealing with domestic violence, sexual assault, alcohol and other drug abuse, education difficulties, gang violence, crime or family breakdown.

Wesley Dalmar Penrith, Castle Hill and Hunter-Central Coast centres have nurtured positive relationships with communities, the Department of Community Services (DoCS) and the carers and children who make up each program. Wesley Dalmar's Foster Care program trains and approves foster carers for children, 0-16, funded by the DoCS. Foster carers are also supported, monitored and reviewed continuously, with a case manager for each child.

Wesley Mission Family Services is creating innovative programs to help strengthen families. The community hub model, demonstrated in western Sydney, enables a flexible approach to family support and community development. Wesley Mission is the lead agency for the Brighter Futures Early Intervention Program in Blacktown/Baulkham Hills, Cumberland Prospect and the Nepean local areas. These programs are for families encountering problems that impede on their ability to care for their children. Sixty per cent of referrals to the program come from DoCS and the rest come from community pathways sources.

Committed to succeed

There have been many positive aspects to our work in the past year. Two young people from the Keeping Connected left the program as they turned 18 and entered into adulthood. These were great success stories for the young people and the case managers who have accompanied them over the hurdles they have faced along the way. Wesley Dalmar Penrith and Brighter Futures are working together on a special program for children on grief and loss. Brighter Futures Blacktown Baulkham Hills moved from an outgrown site at Seven Hills to Flushcombe Road, Blacktown, close to public

transport. The new premises are much more practical with adequate room for an extended team of 12 with group education and counselling spaces.

Rouse Hill Families Connect has partnered with Hills Community Health and Hills Family Centre to run a fathers group which has received very positive feedback. The group looks at positive parenting strategies for dads, building confidence, practical skills and social connections with other new fathers. Riverstone Families Connect has been working to build a strong partnership with Community Health through the Community Nurse who visits families with new babies at a regular morning tea for mums and babies, with other mums sharing thoughts, experiences and ideas.

Operation Hope, a unique activity program at Wesley Mission's conference property, Vision Valley gives 'at risk' children the opportunity to grow, achieve and develop in a challenging yet caring environment. Operation Hope is a sponsorship program that enables for disadvantaged children and young adults, to attend our holiday camps program.

Housing Services have now acquired the bedsit properties and clients previously managed by Wesley Rehabilitation Services. Even in the short time that has elapsed, the clients have adjusted to the changes. It is expected that they will have a strong association with the bedsit project at Miller and Warwick Farm.

The need for courage

The Pacific Education Resource Exchange (PERX) officially finished on 30 September 2008. The program had been running successfully for three years but can only be resumed with additional funding. Burwood Girls' High School has requested that we run this program but without funding this is not possible. The Riverstone Arts and Vocational project ended in June 2009 after three years' funding. This is a loss of around \$70,000 per year and a 38-hour per week worker, who worked with 30-40 young people in youth drop-in activities.



Wesley Youth and
Recreational Services

Wesley Dalmar

Wesley Family Services

Wesley Supported
Accommodation
Services

Ongoing commitment

The Wesley Dalmar team has developed and expects to work towards expansion in our service areas. A new team leader, education officer, carer support and recruitment officer have joined and this, along with several people moving onto other positions has created a dynamic environment for the team. We are adapting well and keeping strong, focusing on the needs of our clients and assisting our carers to support the children.

2008–2009 is the first year that the Central Coast program received renewed government funding in recognition of service provided to children. Previously, funding was fee-for-service only. This change has also meant that the program is now responsible for monitoring and funding all the children's needs, including carer allowances and additional therapeutic and specialist costs.



Clinton shows courage in facing his grief

Two days after 11-year-old Clinton, his mum Sam and his twin sisters were signed up to the Brighter Futures Early Intervention program, Clinton's dad committed suicide. The family's case worker provided great support and compassion during this tragic time. Every week Clinton attends a grief and loss group for children called Bright Sparks.

In the early weeks at Bright Sparks, Clinton drew a very angry red and black picture that depicted death and dying. After six months Clinton looked at this picture and said, "If I drew this picture again, it wouldn't look like this again, 'cos I was angry when I drew this and I am not now." This is testimony to the support Sam's whole family has received from a very dedicated and skilled team. Watching Clinton work through his heartbreak of the sudden death of his beloved father has been a moving experience.



Family and Community Services

Youth services

Total number of young people assisted

Quakers Hill Youth Support Service	47
Mt Druitt Integrated Youth Service	43
Bankstown Pacific Education Resource Exchange–PERX	376
Riverstone Arts Project	221
Newcastle Youth Services	850
Nepean Adolescent and Family Service	69
Total	1606

Recreational services

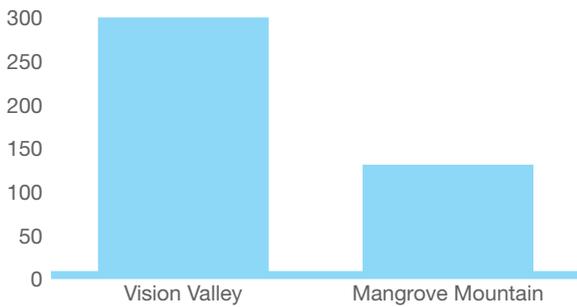
Operation Hope

2008-2009

Total number of Operation Hope camps	4
Total number of sponsored campers attended Operation Hope camps	186

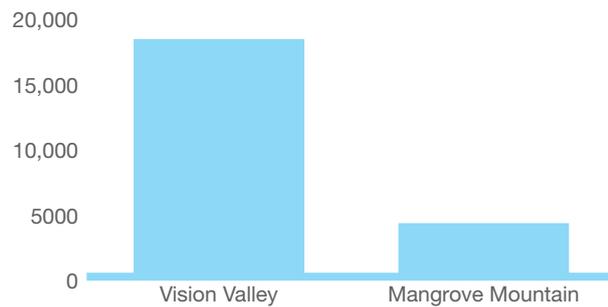
Recreational services attended (groups)

Total number of groups that attended the Wesley Recreational Services in 2008-2009 was 427



Recreational services attended (guests)

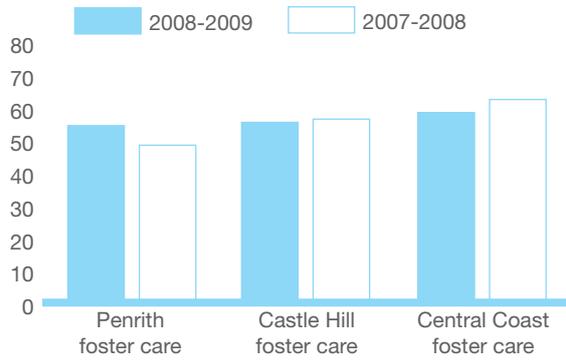
Total number of guests that attended the Wesley Recreational Services in 2008-2009 was 22,592



Child services

Children in care

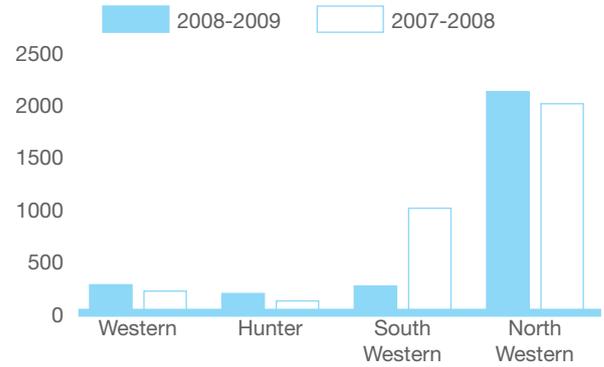
Total number of children in care in 2008-2009 was 170



Family services

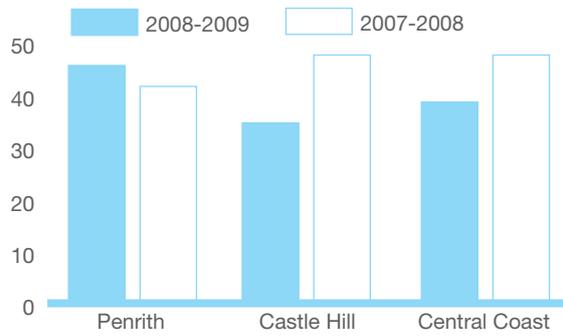
Families assisted

Total number of families assisted in 2008-2009 was 2824



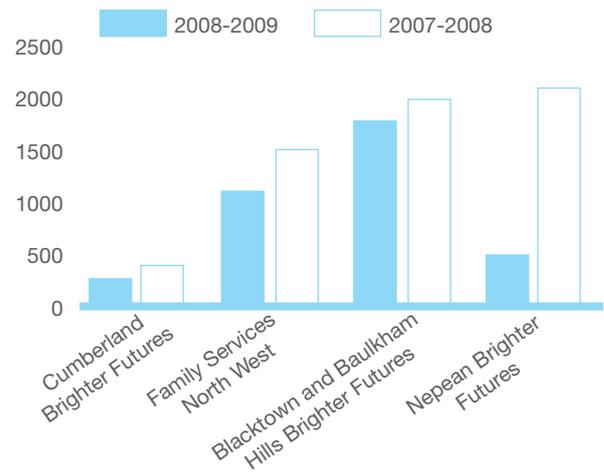
Foster care families

Total number of foster care families in 2008-2009 was 120



Counselling sessions in family services

Total number of counselling sessions in 2008-2009 was 3620



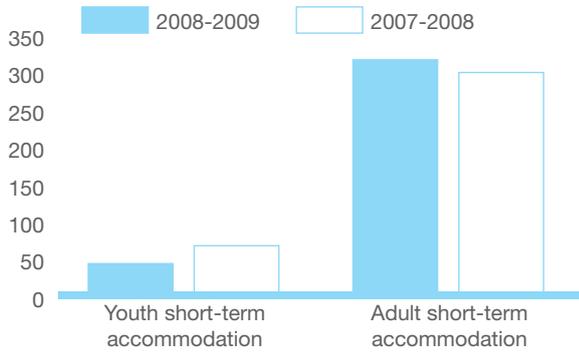


Family and Community Services

Homeless supported accommodation

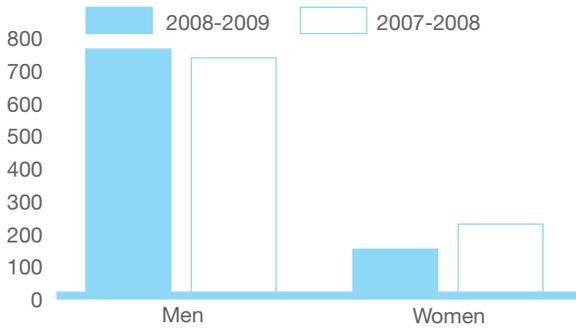
Individuals in short-term supported accommodation

Total number of individuals in short-term supported accommodation in 2008-2009 was 365



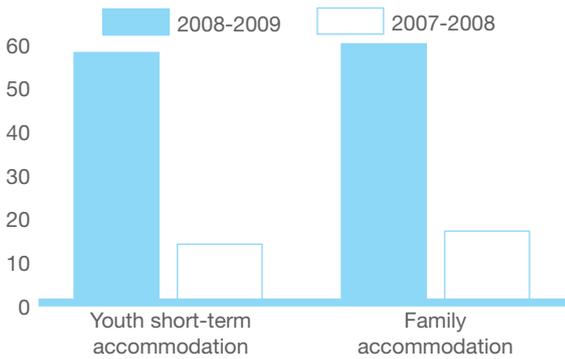
Individuals in crisis accommodation

Total number of individuals in crisis accommodation in 2008-2009 was 913



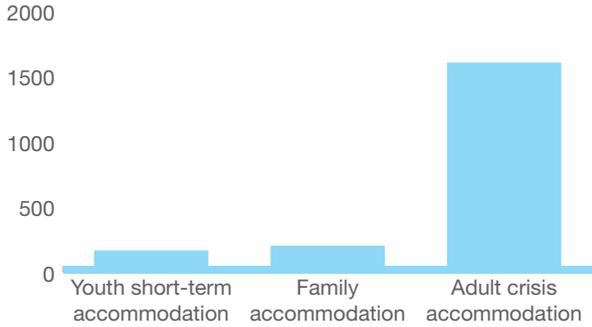
Families in supported accommodation

Total number of families in supported accommodation in 2008-2009 was 77

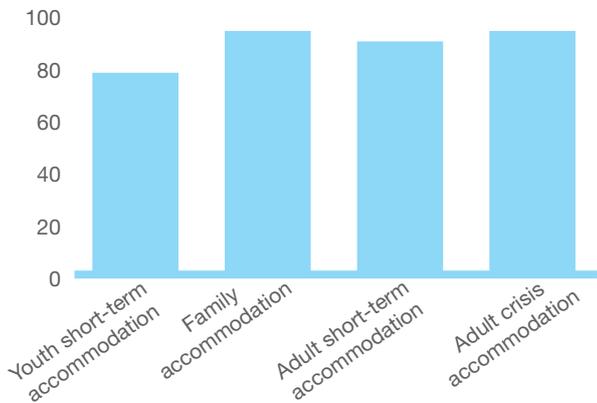


Unmet need

Total number of people turned away due to lack of vacancy in 2008-2009 was 1965



Average occupancy rate (%)



Employment and Training Services

Wesley Mission's Employment and Training Services assist unemployed working age people across NSW. In 2008–2009 it operated from 59 different locations covering metropolitan Sydney, major regional centres and small rural communities. Wesley Vocational Institute is the registered vocational training arm of Wesley Mission. This year, Wesley Vocational Institute has successfully identified the training needs of our clients, supporting them to learn, develop and access pathways to nationally-recognised qualifications.

Genuine commitment

Wesley Mission's Employment and Training Services in 2008–2009 implemented innovative and essential programs to help people move forward in their lives.

Job Network has provided a broad range of federally-funded services for eligible jobseekers to place them into employment. Their scope ranged from registering resumes on a national database, matching skills and abilities to jobs and training in job-seeking skills and referral to training providers. In addition to this, assistance with job applications and providing motivational support to enable access to wage subsidies to help eligible jobseekers start work.

Our Disability Employment Network at Ballina and Lismore assisted jobseekers with disabilities, placing them into employment or training. The Community Work Co-ordinator program organised community work for unemployed jobseekers in 19 NSW areas, 14 of which achieved a "3 star" rating or higher. Almost 1900 participants gained work experience with schools, councils, and other community groups or, as part of work crews, undertook one of the 192 building, group maintenance and computer refurbishment projects that ran during the year.

Wesley Mission has welcomed involvement in partnerships with government departments and private enterprise to deliver training services. The Apprenticeships and Traineeship Training Program (ATTP) is administered by the NSW Department of Education and Training, providing structured training opportunities for new trainees and existing workers. The Better Skills Better Care Program, funded by the Department of Health and Ageing, assists aged care providers to meet their training requirements. Similarly, the Community Aged Care Workforce Development Program enhances the skills of workers who provide home-based care to frail older people with complex care needs.

Committed to succeed

Wesley Mission has enjoyed many successes during the past year, small and large, but all significant. For example, we were judged to be the best provider of the Personal Support Program (PSP) in nine of the 12 areas in which it was delivered in 2008–2009.

Wesley Vocational Institute has successfully partnered with employment service providers to deliver training under this program to jobseekers who are facing multiple barriers to becoming employed. To date, 433 job-seekers have successfully participated in a training course to develop the vocational skills required to gain meaningful employment. Wesley Institute is a Higher Education provider and is also approved to provide courses to international students. Last year it offered 22 Higher Education courses with 417 full-time students. There were 123 graduates last year, the highest number of graduates to date.

The need for courage

Challenges during 2008–2009 include the closure of some services as they merged into a new federal government program, *Job Services Australia*. As a result, the operations of our Community Work Coordinator program and our Personal Support Program ceased on 30 June 2009. During the year, our Job Network services suffered a substantial loss of business in a Federal Government tender, resulting in the closure of many offices. Port Macquarie, Wauchope, Taree, Tuncurry, Batemans Bay and Moruya were retained in the tender and a new office was added at Narooma. Our partnership with Housing NSW and the Department of Corrective Services to provide accommodation and case management for women released from Dillwynia prison also ended on 30 June 2009. Twelve homeless ex-offenders were housed in 2008–2009.

Ongoing commitment

There are areas of growth and increased demand as we look ahead. A steady increase in caseload in the Disability Employment Network program resulted in the appointment of additional staff. We opened new offices in nearby locations to help meet the demand for the program.

Wesley Vocational Institute maintains a scope of 55 qualifications and three accredited courses. While our scope of qualifications is extensive, there is particular focus on courses within the Community Services and Health Sector, Business and Service, and Training and Assessment Sector. Wesley Vocational Institute will continue to seek out funding opportunities to service those clients and organisations in the community. The number of students who participated in vocational courses during 2008–2009 was 3000 and 266 traineeships commenced during the same period.

Courage to make a change

In an exciting collaboration, Wesley Vocational Institute has partnered with Wesley Counselling Services to address the issue of problem gambling. Together they submitted a successful Expression of Interest to the NSW Government, seeking to participate in a pilot program to validate and evaluate the resource material against the newly accredited Diploma of Problem Gambling Counselling.

This evaluation and validation process will enable resources to be refined for future delivery of the Diploma of Problem Gambling Counselling and specialist problem gambling counselling competencies.

Job network

Disability employment program

Personal support program

Job placement

Youth pathways

Ex offender support

Wesley Vocational Institute

Business training and community partnerships

Employment Services

Regional planning and pastoral care



Employment and Training Services

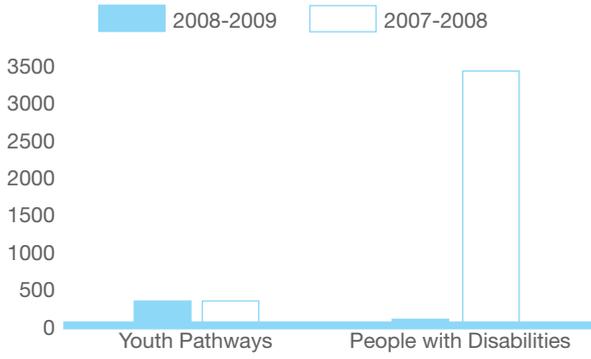
Wesley Institute

Higher education course offered	22
FTE students enrolled	417
Average course completion rate	80%
Staff to student ratio	1:7.8
Graduates this year	123

Wesley Vocational Institute

Vocational courses commenced	98
Students enrolled	3000
Students commencing traineeships	266

Employment Services



Mental Health and Counselling Services

Wesley Mission's Mental Health and Counselling Services promote mental health and resilience, inclusion in family and community, and empowering people through the development of life skills. Our two mental health hospitals offer a range of in-patient and day patient services and our nursing and therapeutic teams work in close consultation with the psychiatrist. Our counselling services offer free and confidential assistance for those in need of financial, gambling and legal assistance, including Lifeline and LifeForce for critical personal counselling and suicide prevention.

Genuine commitment

For many years Wesley Mission has been delivering mental health care through Wesley Private Hospital Ashfield, and Wesley Private Hospital, Kogarah. These hospitals provide care for those suffering from depression, anxiety and psychotic disorders. We also have specialist units serving those with eating disorders and substance abuse disorders.

With funding through the Department of Health and Ageing, we are building our capacity to manage clients with mental health and drug and alcohol issues. Originally under Wesley Rehabilitation Services, this project was expanded in March 2009 to assist all Wesley Mission staff and services.

Among Wesley Mission's excellent counselling services, Lifeline Sydney and Sutherland provide a 24-hour crisis telephone counselling service, delivered by over 200 skilled volunteers.

LifeForce, part of the National Suicide Prevention Strategy funded by the Commonwealth Department of Health and Ageing, has undergone significant growth and aims to educate, empower and resource Australian communities so they are aware of the issue of suicide, recognise the signals, and are sufficiently resourced to refer those at risk to appropriate support services.

Committed to succeed

Wesley Mission Gambling Counselling Services was successful in negotiating two new contracts with clubs in Western Sydney to provide further assistance for those with a gambling problem or those affected by someone with a gambling problem. Through our contract with Castle Hill RSL we have been able to extend our service into the Hills District. We have also entered into a new

contract with Penrith Panthers, to provide a 24-hour telephone counselling service for patrons, as well as face-to-face counselling for patrons of their 14 clubs in NSW.

Creditline received an increase in funding from the Office of Fair Trading. Employment of additional financial counselling staff met some of the higher demand for appointments but 39 per cent of eligible referrals had to be turned away. The service saw a total of 3975 referrals during the year. There has been greater media awareness of the impact of financial stress, due to the local impact of the global economic crisis. Financial counsellors and client stories have featured in various newspaper articles, radio and television interviews and two of our counsellors contributed to the Wesley Mission Report on financial stress released in May 2009.

We have experienced steady growth in our Lifeline Face-to-Face Counselling service. Our counsellors have addressed a range of issues including family and relationship problems, depression and anxiety, trauma, interpersonal conflict, workplace issues, dealing with retirement, grief and loss. They have been able to make a difference in the lives of those they counsel.

The need for courage

Lifeline Telephone Counselling Services witnessed a significant increase in the number of calls received in 2008-2009. The Sydney service took 16,393 calls last year compared with 12,612 in the previous year with roughly the same number of volunteers. Even with a strong volunteer workforce, we are unable to answer all the calls.

We have recognised the need to make Mental Health First Aid Training available for all Wesley Mission staff, with a particular emphasis on administrative or ancillary staff without formal training in managing people who are distressed.

Ongoing commitment

At every level Wesley Mission is seeking opportunities to continue and enhance quality mental health care and counselling. We have received approval to run a pilot Psychological Services in current Wesley Mission operational areas. This will utilise Medicare “Better Access to Mental Health Care Initiative” to further support current clients receiving support from Wesley Mission. This service will include clinical assessment, individual therapy and group therapy.



Lauren summons the courage to face her debt.

Lauren came close to losing everything before turning to help from Creditline. Six months behind in mortgage repayments because of illness, she used four credit cards to pay utility bills, rates, strata fees and food, which grew to a total of about \$15,000. “I thought I was going to be homeless. I didn’t even have a car to sleep in,” said Lauren, aged 41. “I was eating nothing but toast and rice.”

After the first mortgage foreclosure letter arrived in January, Lauren went online to seek help. She found a Wesley Mission financial counsellor. As part of a strict budget, she now pays a small amount fortnightly through direct debit to reduce the arrears on her electricity, water, strata levy and rates bills. Her advice to others is to ask for help before it’s too late.

Counselling Services

Mental Health
Support Services

Suicide Prevention Services

Wesley Hospital Ashfield

Wesley Hospital Kogarah



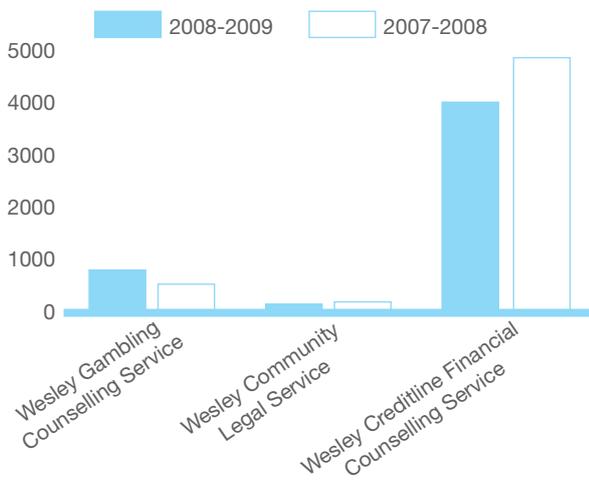


Mental Health and Counselling Services

Counselling services

Clients assisted

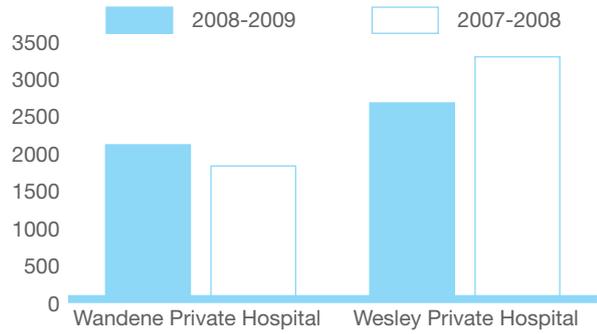
Total number of referrals in counselling services in 2008-2009 was 4848



Hospital services

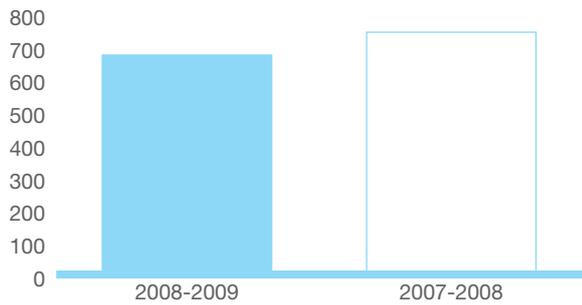
Hospital admissions

Total number of hospital admissions in 2008-2009 was 4765



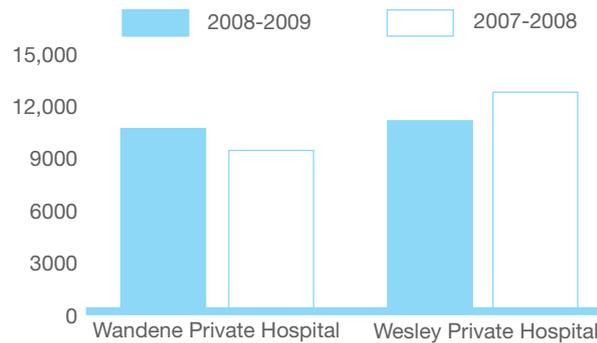
LifeForce suicide prevention training workshops

Total number of LifeForce suicide prevention training workshops in 2008-2009 was 681



Hospital bed days

Total number of hospital bed days in 2008-2009 was 20,018



Community Ageing and Disability Services

Wesley Mission provides extensive care for people who are aged, frail and who live with disability. We aim to enhance their quality of life and independence and where appropriate, help them maintain an active role in the community. In these areas our Christian values are expressed through the loving care of our staff supported by chaplains across the services.

Genuine commitment

Wesley Mission's residential aged care services provide accommodation in low-and high-care homes (hostels) or affordable independent-living retirement villages. In the past year, hostels and villages have accommodated over 800 people.

Respite is a critical aspect of care. The Wesley Mission Commonwealth Respite and Carelink Service at the Inner West office recorded 4706 client contacts last year, including 54 guided referrals. More than 780 carers received respite in the community during the year with additional accommodation respite services provided in all our hostels.

Our Home and Community Care (HACC) programs in Newcastle and Lake Macquarie work with the Department of Ageing, Disability and Home Care and other community care providers. The program promotes independence, providing the aged and those with disabilities with the choice to remain living in their own homes for as long as possible.

Wesley Mission provides a range of services for those living with disability including the Disability Life Skills Program and the Community Living Program which encourage independence, skills-development, goal-setting and self-esteem. Wesley Clinical Services is a multi-disciplinary team which includes Disability Specialists with extensive experience in the disability and out-of-home care fields. Wesley Disability Enterprises consists of three services – packaging, gardening and cleaning. These services offer employment and training opportunities for people with disabilities. We are committed to providing opportunities to help people enjoy the satisfaction, independence and sense of purpose that comes from being employed.

Committed to succeed

In January 2009, Wesley Disability Services added to its other two respite centres the Royal Institute of Deaf and Blind Children Respite Service which was officially re-opened in May 2009. Wesley Disability Services was also successful in being selected to provide emergency response respite to children and adults in western Sydney for a 12-month period, specifically targeting people who were homeless or in insecure housing with moderate to severe intellectual disabilities.

The National Respite for Carers Program (NRCP) received a boost of \$375,000 over three years for program growth, and an additional \$11,275 to produce a DVD highlighting the needs of carers and the importance of respite. Aged Care Housing Assistance (ACHA) received a 25 per cent funding increase which led to assisting 156 people last year, compared to 129 in the previous year. ACHA has rehoused 29 per cent of clients into permanent affordable accommodation and 14 per cent into Department of Housing accommodation. A further 10 per cent are approved for public housing and await allocation.

A Home and Community Care (HACC) application for recurrent funding from the Department of Ageing Disability and Home Care (DADHC) was successful. The \$80,000 funding is allocated towards recruiting an Aboriginal HACC Access / Development Officer in the Hunter region of NSW.

The need for courage

Illustrating the challenging and demanding circumstances surrounding these essential services, Wesley Disability Services revitalised the previous Charlie Woodward Lodge with a new emergency respite program for children with an intellectual disability. The need was so urgent that the team was given one week from receiving the approval and funding, to establish six fully furnished units, a large reception training area, a small meeting room and one fully functioning office. The nature of the clients has ensured that the team has been constantly tested since, requiring ongoing vigilance and determination.



Ongoing commitment

Wesley Mission's Disability Life Skills Services enables people who have never received a day program service to access our life skills programs and benefit from the wide range of community participation and centre based activities that Wesley offers. 13 clients of the Wesley Disability Community Living program, who were formerly receiving ongoing regular support, have acquired enough skill that they no longer require regular support. They are now being monitored by case workers who give them help when it is needed. These clients now live full and independent lives without the ongoing support of formal service systems.

Community Support Services

Community Living and Lifeskill Services

Residential Aged Care Services

Wesley Disability Services



Jason and Maria taking steps of courage

A brother and sister named Jason and Maria, aged 11 and 12 respectively, were placed into the care of Wesley Disability Services by the Minister of Community Services. The children were loved but had been neglected. They were the size of toddlers, could not walk or communicate and were unable to manage their body movement and functions. They had spent most of their life on a bed.

By being flexible and responsive, and by placing an emphasis on developing independence, we focused on building on their individual strengths and capabilities to cope with change. Jason and Maria can now walk, Jason with the aid of a frame and Maria without. They can feed themselves and are attending school on a regular basis. They are now taking steps into the kind of normal life that you and I take for granted.

Wesley Business Enterprises

Respite Services

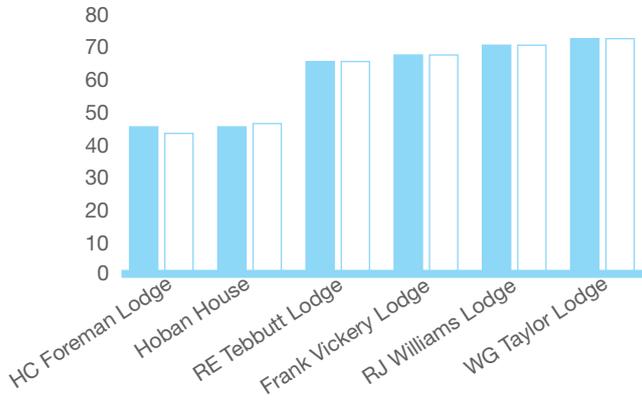
Accommodation Services

Community Ageing and Disability Services

Residential aged care services

Elderly clients in residential care

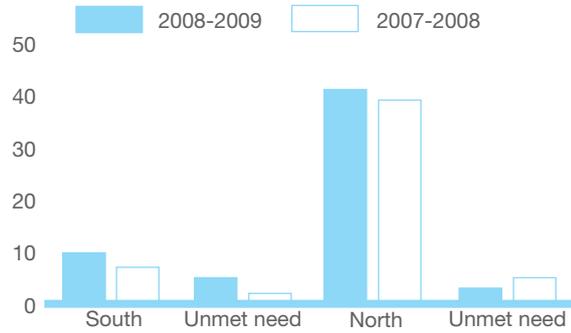
Total number of permanent residential beds in 2008-2009 was 363



Community support services

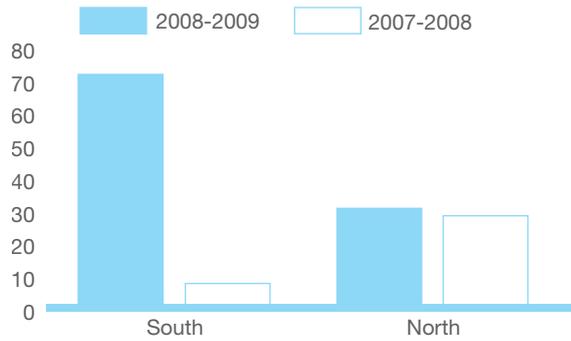
High-care support in the home (Extended Aged Care Packages)

Total number of clients assisted in 2008-2009 was 51
Total number of unmet referrals in 2008-2009 was 8



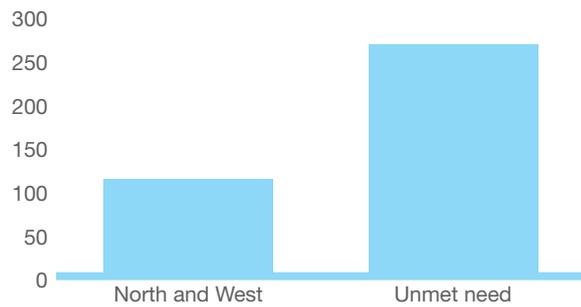
Respite carers assisted in the home

Total number of carers assisted in the home in 2008-2009 was 103



Domestic assistance

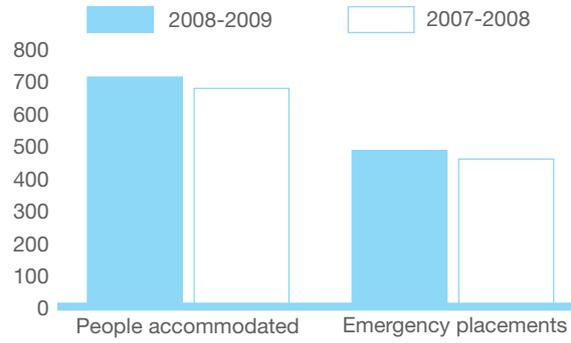
Total number of clients assisted weekly in 2008-2009 was 115



Disability services

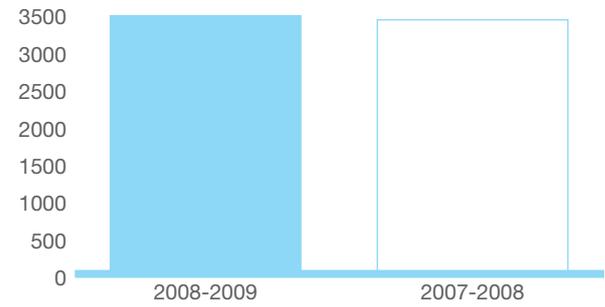
Disability respite accommodation

Total number of people accommodated in 2008-2009 was 1193



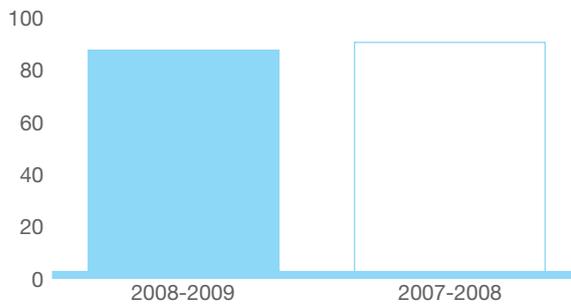
Respite

Total number of respite days provided in 2008-2009 was 3494



Disability support in the community

Total number of clients assisted in 2008-2009 was 87



Our people and culture

Wesley Mission is about people in every possible way. One of the rewards of doing what we do is the chance to be up close and personal to real people, living their lives, dealing with their situations and doing the best they can. The same is true of the 2156 people who have worked with Wesley Mission in the 2008–2009 year.

Genuine commitment

Wesley Mission has a commitment to provide equal opportunity for all employees; having workplace rules, policies, practices, principles and behaviours that are fair and do not disadvantage people because they identify as belonging to particular groups. These groups may include women, Aboriginal people and Torres Strait Islanders, people of various ages, members of racial, ethnic and ethno-religious minority groups and people with a disability. In such an environment, all workers are valued and respected and have opportunities to develop to their full potential and pursue a career path of their choice.

Equal Employment Opportunities principles like these enable us to attract and retain the best people so that we can deliver high quality services. In line with our vision and values, it is a fundamental responsibility of Wesley Mission to provide a workplace in which people are appreciated and respected.

Part of this responsibility is to work to ensure the health, safety and welfare of our employees, volunteers, visitors and others at our workplaces. We do this by:

- Identifying hazards in our workplace
- Assessing the risks posed by these hazards
- Eliminating hazards or implementing control measures to reduce risk
- Continually monitoring and improving our health and safety performance
- Providing information, instruction, training and supervision in health and safety practices
- Providing adequate facilities for the welfare of everyone involved in our services and activities.

Wesley Mission has developed and implemented an OH&S management system, in line with Australian Standard AS 4801 (2000) Occupational Health and Safety Management Systems, for the purpose of managing all key OH&S risks.

Each Wesley Mission business unit develops and implements specific OH&S initiatives to reduce injury and illness. Our internal team of OH&S and injury management professionals works with operational managers and employees to implement OH&S risk management strategies. Wesley Mission is establishing improvement targets in lost-time performance to measure the effectiveness of these OH&S risk management strategies.

Committed to succeed

Wesley Mission workplace training and education in OH&S and injury management includes:

- OH&S induction training for all employees
- OH&S risk management
- Workers' compensation and injury management
- OH&S consultation
- Hazard-specific training in areas such as manual handling, occupational overuse, infection control, hazardous chemicals, managing stress, driver safety, first aid, emergency procedures and food safety.

This training and education equips our employees to proactively identify and address health and safety risks before they have the opportunity to cause injury or illness to our employees, our clients, or members of the community. During 2008-2009, 47 OH&S courses were run for a total of 905 participants, corresponding to 5315 hours of training overall.

The Wesley Mission Learning and Development team has had a very productive year. They recorded a total of 863 attendances for Wesley Mission's mandatory training for all staff, an average of 10.8 hours formal training per new employee (part time, full time, casual) during the year. More than 220 managers and supervisors attended this training as well.

In total, there were 1386 attendances for all types of training including Wesley Mission's Industry Group Mandatory and Best Practice training. This translates to an average 7.6 hours of formal training per permanent employee during the year.

The Learning and Development Team relocated to the Dalmar site at Carlingford. Demonstrating the value of training in many contexts, support was provided to Family and Community Services and Community Relations for specific learning programs in specialist skills and leadership development.

Almost 500 Wesley Mission employees took part in the new *Living Our Values* workshops and provided feedback on challenges and expectations in the workplace in light of our values. An e-learning system was successfully trialled to assist with the delivery of compliance training in the year ahead and 41 applications were approved under the Education Assistance Scheme for financial and study leave assistance for professional development, representing an increase of 78 per cent on the previous year.

The need for courage

We closely monitor our rates of occupational injury, illness and disease in accordance with Australian Standard AS 1885.1 (1990) Workplace Injury and Disease Recording Standard. This information is collated centrally, reported monthly, and used by senior operational managers in developing, implementing and monitoring OH&S risk management programs across Wesley Mission.

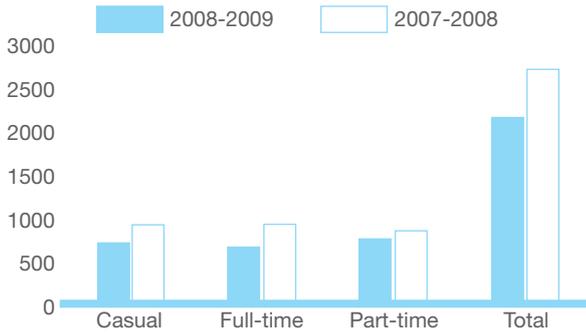
In 2008–2009 there were 118 OH&S incidents, down from the previous year. Of these, 22 incidents were related to trips and slips, 18 to lifting and carrying and 17 to vehicle accidents. In many cases these risks can be eliminated with increased education and guidance. Exposure to traumatic events and being hit by objects accounted for 11 incidents each, related in part to the nature of our work.

When an employee suffers a work-related injury, our OH&S and injury management team works closely with the injured employee, their supervisor, their doctor and other treating professionals to ensure a timely, safe and durable return to work. Proactive injury management and early return to work promotes better health outcomes for employees and minimises the cost of workers' compensation insurance for Wesley Mission.

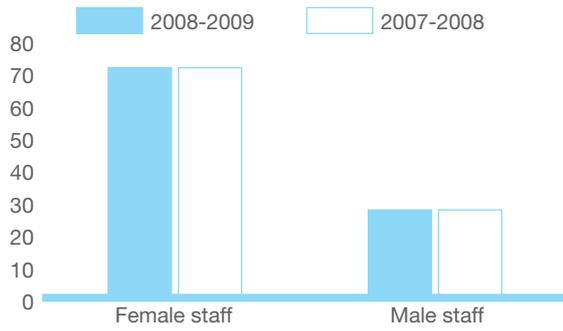
Our people and culture

Employees

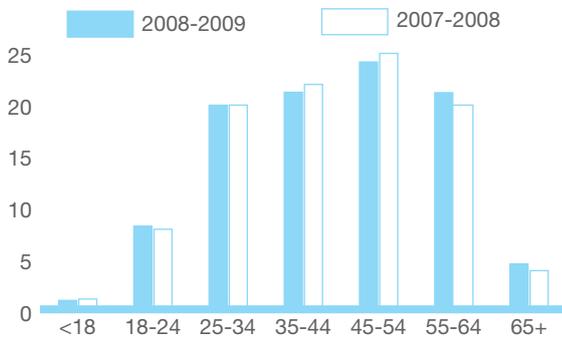
Total number of employees



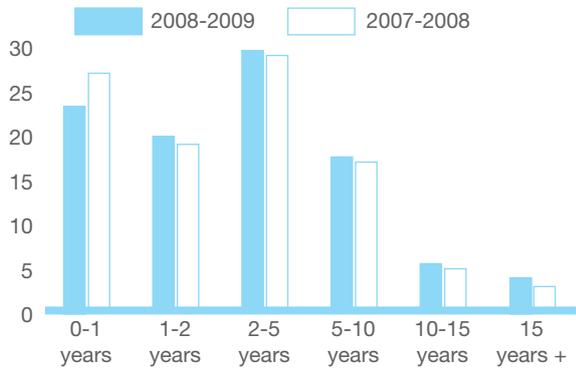
Gender of workforce (%)



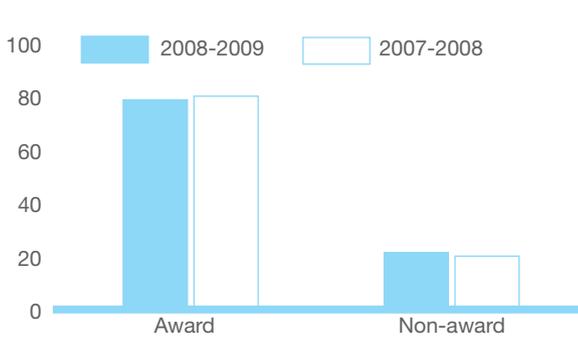
Age of workforce (%)



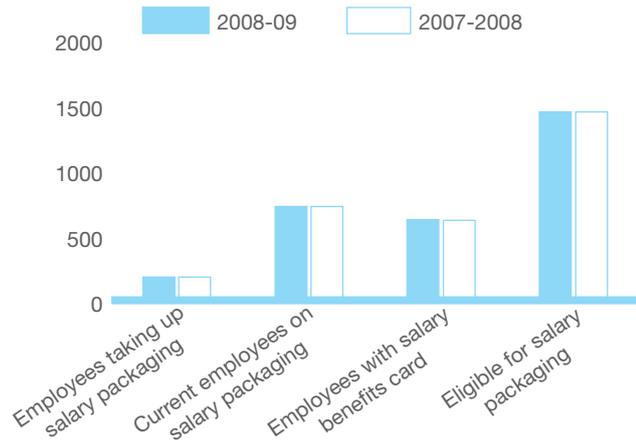
Staff tenure (%)



Employment type (%)



Salary packaging



Employee turnover	2008-2009 %	Unplanned leave	2008-2009 %
Assurance and Advisory	23.53	Assurance and Advisory	2.32
Community Ageing and Disability Services	28.85	Community Ageing and Disability Services	3.71
Community Relations	12.20	Community Relations	1.52
Employment, Training and Residential Services	25.43	Employment, Training and Residential Services	1.38
Human Resources and Sustainability	66.67	Executive HR and Sustainability	0.98
Executive Ministry	0.00	Executive Ministry	1.35
Executive Operations	0.00	Executive Operations	0.71
Family and Community Services	17.75	Family and Community Services	1.31
Finance and Administration Services	36.92	Finance and Administrative Services	1.10
Information Services	21.82	Information Services	1.63
Mental Health and Counselling Services	25.34	Mental Health and Counselling Services	1.91
Ministry and Mission	7.27	Ministry and Mission	0.47
Operations closed centres	0.00	Operations closed centres	1.12
Other activities	5.56	Other activities	1.17
Other operations	0.00	Other operations	0.00
Property and Development	0.00	Property and Development	2.74
Special Counsel	0.00	Special Counsel	0.00
Wesley Institute	0.00	Wesley Institute	0.53
Workforce Management	0.00	Workforce Management	2.99
Total	27.54		

Breakdown of workforce	2008-2009 %	2007-2008 %
General managers	5	4
Group managers	10	13
Operational managers	34	25
Centre managers	324	413
General staff	1783	2254

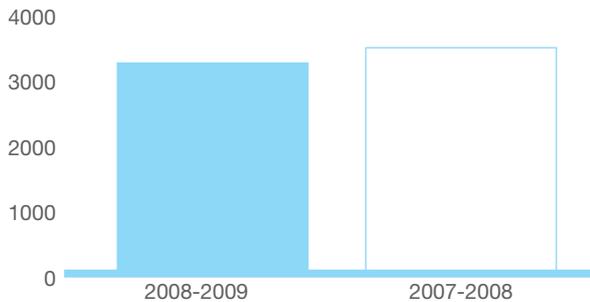
Our people and culture

Occupational health and safety

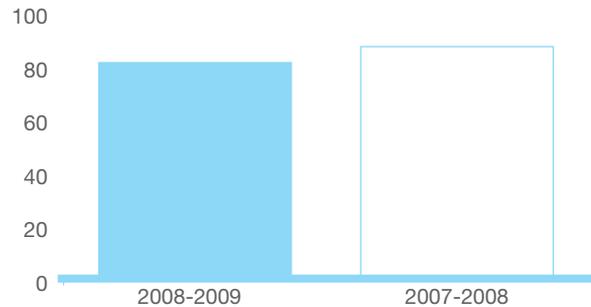
Mechanism of injury	Number	Days lost	Fatalities
Being hit by objects	4	7	0
Being hit by person	7	88	0
Contact with heat, cold, electricity, radiation	4	2	0
Contact with substance	2	8	0
Exposure to blood or bodily fluids	7	6	0
Exposure to traumatic event	10	323	0
Falls from height	1	1	0
Hitting objects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

Volunteers

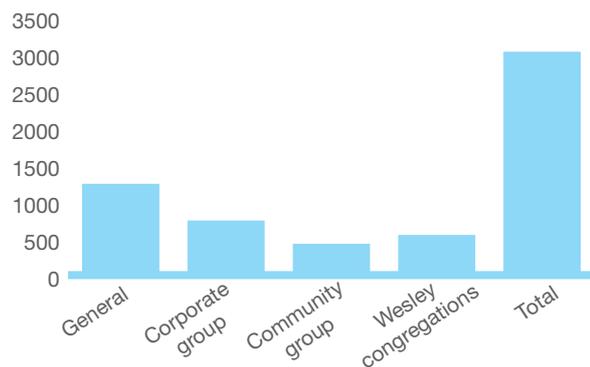
Registered volunteers



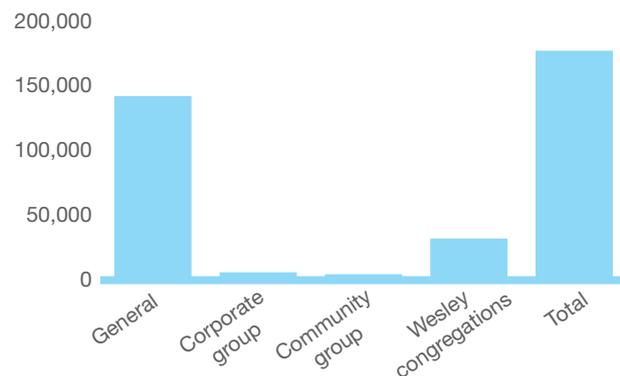
Volunteers fulltime equivalent



Volunteers by group



Volunteer hours (,000) by group



Finance and Corporate services

Wesley Mission's Finance and Corporate team offers a range of services to ensure the efficient operation of the organisation. It includes Information Services, Finance, Community Relations, Property and Development and Financial Planning. Wesley Mission is also served by innovative and ethical enterprises which generate resources that are returned to its core services, including Fundraising, Cottee Orchard, Charity Flowers and Word@Wesley. In the nature of enterprise these commercial interests are dynamic in response to shifts in market demand and help to alleviate reliance on external funding.

Genuine commitment

The Information Services Group has demonstrated its commitment with the introduction of a service delivery model that partners with the business in the delivery of improved software applications. This year, Wesley Mission implemented a donations management system, client management system for Family and Youth Services and a new website for Retirement Living. Information Services also consolidated our servers resulting in improved redundancy and risk mitigation.

The Finance team have undergone a significant restructure which has increased their capacity to provide strategic financial advice whilst continuing to deliver on the day to day requirements of the business. Their commitment has been demonstrated with an increased workload resulting from the change in ownership of Wesley Institute and planning for the implementation of a new finance and reporting system.

In addition, our financial planning team is undertaking a strategic review of our performance reporting and delivery mechanisms.

Property and Development have been working to improve efficiencies in the utilisation of our property assets, both for owned and leased properties.

Cottee Orchard was established by a bequest from the late Harold W Cottee for the benefit of the Wesley Dalmar Children's Services and it continues to be a blessing. Over the past 35 years it has returned more than \$3,000,000 to Wesley Mission.

The orchard's focus has been on citrus and almond crops which are versatile and always in demand. A new variety of mandarin has been developed and is currently being registered for domestic and international promotion.

Committed to succeed

There are some exciting things to look forward to with the application of new technologies ranging from a strategic decision to move our telecommunications provider to Telstra, a planned implementation of an improved financial reporting system, and the redevelopment of our aged care facilities.

The Information Services team has enjoyed improved communication within the department, resulting in a significant improvement in morale and a renewed commitment to succeed. This commitment has seen the team respond to over 20,000 requests for help whilst implementing major projects including workforce management, an upgraded finance system, and improved reporting mechanisms including a web based facility.

The Finance and Workforce Management projects are integrated initiatives which will translate to a more efficient and effective use of information. This will drive performance and allow for more timely decision making, and improved analysis and facilitation of services.

Plans are underway for the redevelopment of our Aged Care facility at Carlingford, Alan Walker Village. Property and Development will provide critical services in the development of this project. This will consolidate Wesley Mission's position as a quality supplier of aged care residential services.

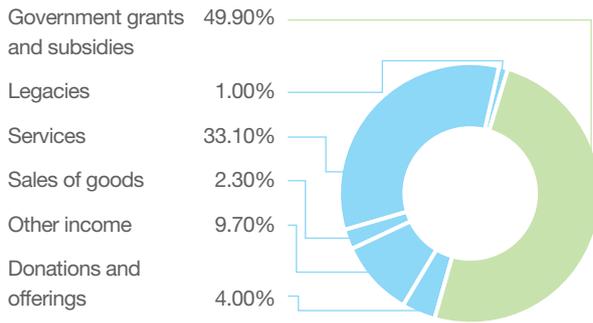
Financial summary

Balance Sheet as at 30 June 2009	2009	2008*
	\$'000	\$'000
Current assets		
Cash and cash equivalents	43,093	40,556
Trade and other receivables	6,251	6,932
Other financial assets	89	89
Inventories	310	330
Total current assets	49,743	47,907
Non-current assets		
Property, plant and equipment	161,007	165,238
Investment properties	143,964	139,128
Intangibles	3,939	3,939
Other financial assets	653	667
Total non-current assets	309,563	308,972
Total assets	359,306	356,879
Current liabilities		
Trade and other payables	15,677	8,438
Interest bearing liabilities	867	869
Provisions	6,663	8,180
Unearned income	349	349
Resident/hostel licence agreements expected to be paid within 12 months	10,095	9,346
Resident/hostel licence agreements not expected to be paid within 12 months	86,477	84,115
Other liabilities	7,300	7,208
Total current liabilities	127,428	118,505
Non-current liabilities		
Unearned income	28,781	29,130
Provisions	1,486	1,406
Total non-current liabilities	30,267	30,536
Total liabilities	157,695	149,041
Net assets	201,611	207,838
Equity		
Accumulated funds	302	11,977
Reserves	201,309	195,861
Total equity	201,611	207,838

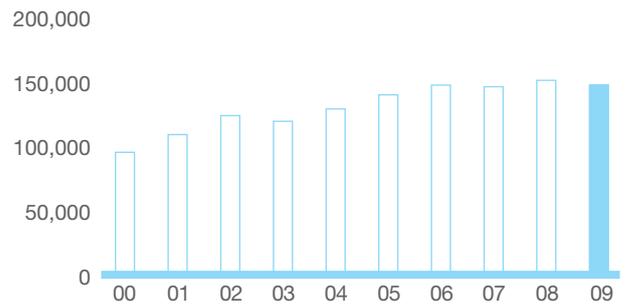
Income Statement for the year ended 30 June 2009	2009	2008*
	\$ '000	\$ '000
Revenue from continuing operations	136,593	140,577
Other income	10,902	10,436
Total revenue	147,495	151,013
Cost of goods sold	679	891
Material and other client services	16,517	14,171
Employee benefits expense	100,120	95,859
Depreciation and amortisation expense	7,787	6,577
Maintenance and accommodation	14,875	14,713
Travelling expenses	6,495	3,900
Communications	2,745	2,812
Professional fees	1,693	1,901
Impairment of intangible assets	0	364
Finance costs	206	217
Loss from discontinued operations	1,357	0
Other expenses	6,696	7,836
Total expenditure	159,170	149,241
(Deficit)/Surplus	(11,675)	1,772

*Changes in Prior Year comparison from last years report are due to retrospective adjustments required by accounting standards.

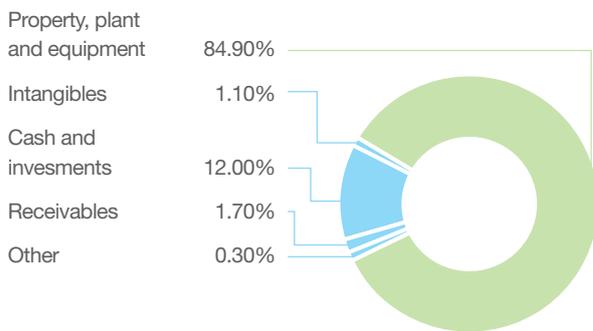
Revenue breakdown (%)



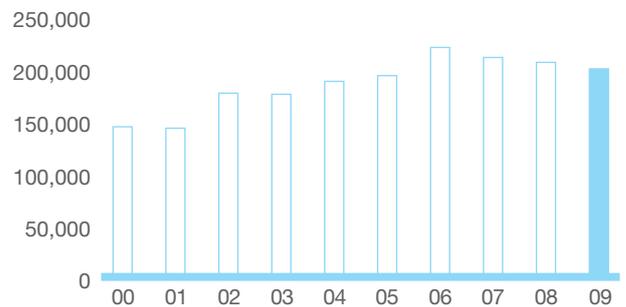
Total revenue (\$,000)



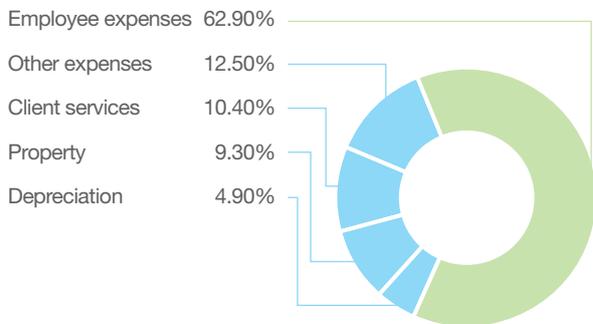
Asset breakdown (%)



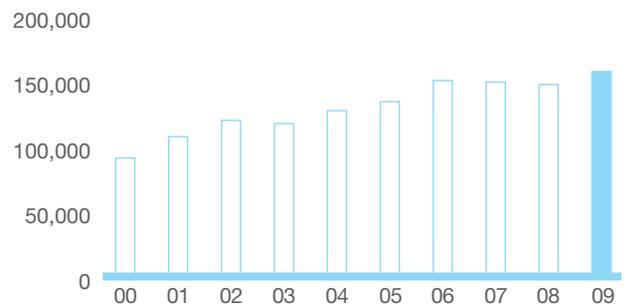
Net assets (\$,000)



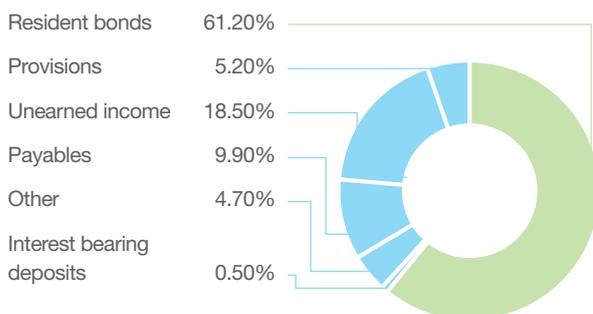
Expense breakdown (%)



Total expenses (\$,000)



Liabilities breakdown (%)



Fundraising and advocacy

Wesley Mission's Community Relations team exists to raise funds to support Wesley's activities, to increase awareness through creating and maintaining a strong brand and to support Wesley Mission centres in their fundraising, profile building and promotional activities. Our focus has been on issues that are critical to the wellbeing of the community.

Genuine commitment

During the past year we saw the release of the fourth Wesley Report, *More Than a Bed: Sydney's Homeless Speak Out* which highlighted this important social issue.

We explored a new the topic of financial stress, providing fresh insights into an issue that continues to have a devastating impact on the family and community. We demonstrated how this impact has evolved since our first report on this subject, which was released in 2006. A new website was launched offering practical tools to help everyone manage finances during these difficult times.

Our fundraising initiatives have linked into these major reports and we will continue to implement an integrated campaign backed up by solid research and reporting. In the past year we undertook 18 integrated marketing campaigns and produced more than 450 marketing collateral projects.

Committed to succeed

Last year we identified the implementation of a new database to support our fundraising activity as one of the biggest challenges we would face. Implementation of the database has been successful and effective, raising our fundraising capability and providing more support for our donors.

We were encouraged by the increase in funds of over \$100,000 raised through major appeals. We are thankful to each and every one of these people.

Our online team has supported 22 websites this year, with an increase of site traffic of six per cent over the previous year. There has also been a 26 per cent increase in online donations this year.

Wesley Mission's Public Affairs team has achieved a significant increase in the amount of TV, radio and print coverage throughout the last year, largely because of the organisation's readiness to discuss the impact of economic difficulties on Australians of all walks of life.

Our audience and readership reach expanded by 19 per cent on the previous year while 53 per cent more articles, interviews and stories were seen and heard.

The need for courage

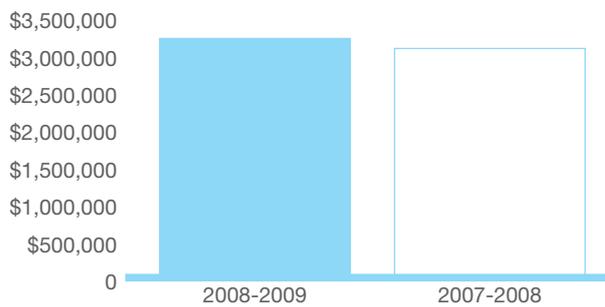
As in other parts of Wesley Mission this year has seen a reduction in our team with the loss of the employment tender and the global financial crisis. We have taken this opportunity to look at the structure of the team and how we can best meet our purpose. The restructure has been significant and has already delivered cost efficiencies and improved performance.

Reflecting the changing financial landscape Wesley Mission worked with six corporate partnerships this year, compared to 22 such partnerships in 2007–2008. However those six key partnerships raised almost two-thirds of the funds raised in the previous year and we see value in concentrating on a smaller number of healthy and productive partnerships.

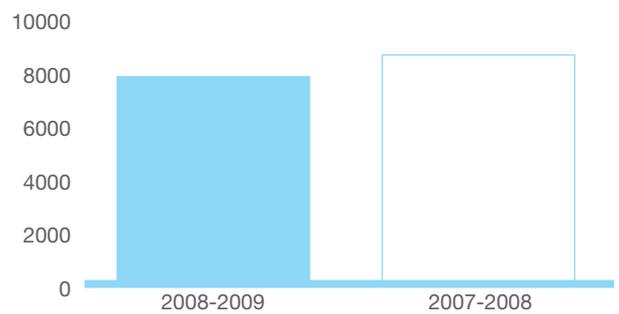
There was a \$1m shortfall in funds received through legacies in this past year, but 56 new bequest commitments were received, compared to 27 in the year before. Total new bequest commitments represent \$3,555,500.

Donor appeals and development

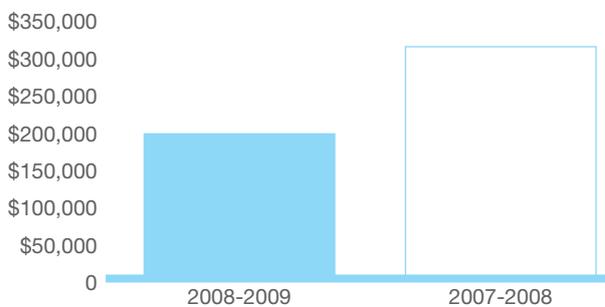
Funds raised by major appeals



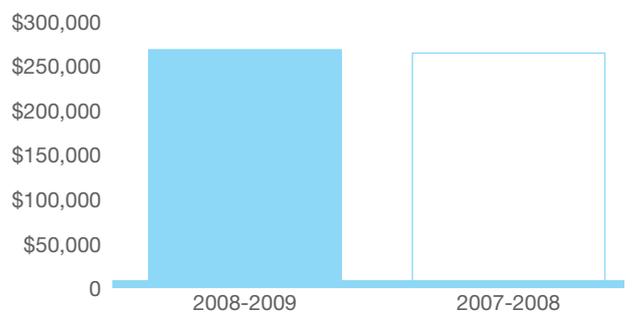
Number of new donors



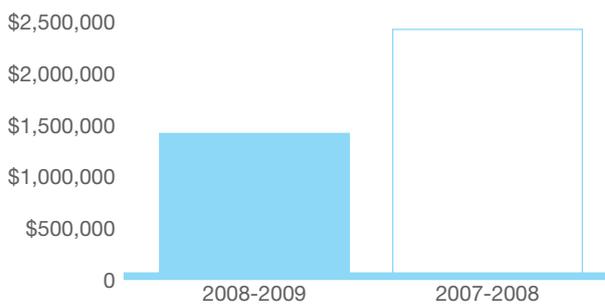
Funds raised by corporate partnerships



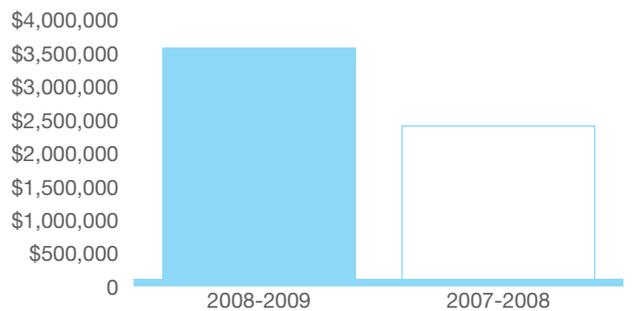
Funds raised by trusts and foundations



Funds raised from legacies



Value of new bequests commitments



Fundraising and advocacy

Communications

Marketing projects	2009	2008
Marketing campaigns undertaken	22	19
Marketing collateral developed	520	512

Online	2009	2008
Number of websites supported	22	39
Visitors to the Wesley Mission website	1,269,187	1,190,122
Online donations	\$148,139	\$109,484

Public affairs	2009	2008
TV, radio and readership reach in media	62,817,536	52,809,872
Articles, interviews, stories in media	2617	907

Our suppliers and environment

Our values at Wesley Mission are reflected not just in the work we do but in the way we conduct our operations. We are focusing our procurement processes and our consideration of sustainability issues to ensure that our God-given assets are used as productively and responsibly as possible, better employing the resources we currently have.

Genuine commitment

Car parking, IT equipment and pool cars will be shared across programs to ensure that resources are not idle offering greater transparency around their use and availability. Microsoft Outlook, an existing resource, will be used to better manage the shared assets.

Procurement will be working with suppliers to measure our existing product usage and then looking to purchase items that give a better long-term cost and environmental outcome. This may be achieved by changing the product we use or by changing the way the existing item is used.

The motor vehicle fleet continues to be monitored, with a constant review of the balance between cost and the environment. Hybrid vehicles will be considered with the 2010 launch of the Toyota Camry Hybrid, which will be significantly cheaper to purchase than the Toyota Prius. Australian Vehicle Manufacturers will also be launching new LPG technology in 2010 which will make LPG a far more cost effective alternative.

During the past year, the objectives of the procurement team have been:

- To review spending across all Wesley Mission business units to make savings by aggregating product ranges, suppliers etc,
- To manage and advise on the Wesley Mission motor vehicle fleet of 460 vehicles,
- To manage special projects for Wesley Mission to align suppliers with its values, vision etc,
- To facilitate the tender process for major tenders across Wesley Mission and to bring stakeholders together to communicate,
- To implement a pre-qualification scheme for suppliers to ensure that OH&S, certification and accreditation remain current, to perform due diligence on suppliers to maintain sustainability,
- To implement a formal policy for corporate social responsibility and environmental sustainability.

Committed to succeed

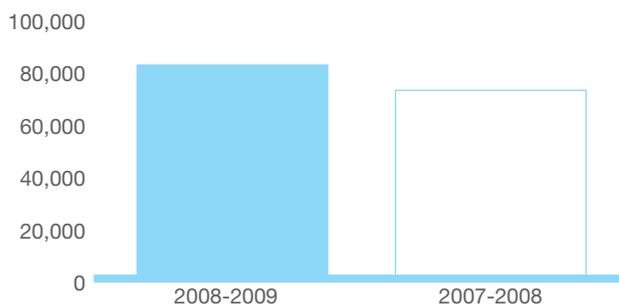
As a leader in the Christian community and in business, Wesley Mission takes the issue of sustainability seriously, encouraging others to join the change. Careful stewardship and sharing of our natural environment is as much a matter of social justice as any of the others we aim to address.

We have assembled an environmental team of dedicated staff members from around Wesley Mission. They have helped us to implement a number of environmental sustainability activities at head office and in Wesley Mission centres under the banner of 'Taking Greener Steps'.

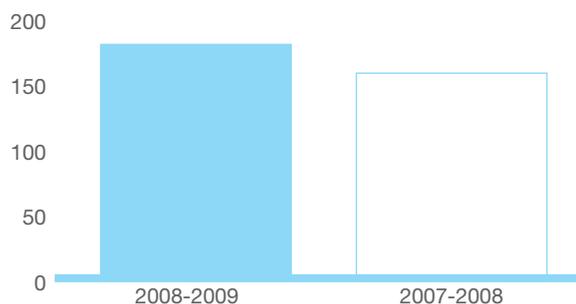
These initiatives included dry waste recycling, default double-sided printing, recycled office paper, mobile phone and printer cartridge recycling, discontinuation of the use of foam cups and the use of biodegradable cleaning products. We also encouraged staff to ride to work and to use the bicycle racks and showers available.

As part of the 'Taking Greener Steps' campaign we ask staff to turn off computers and monitors at night, turn off lights in unused meeting rooms and unplug electrical implements such as mobile phone chargers when they are not in use. Starter packs for centres containing tips, guidelines, suggestions and posters were supplied so that all Wesley Mission centres could implement the 'Taking Greener Steps' program.

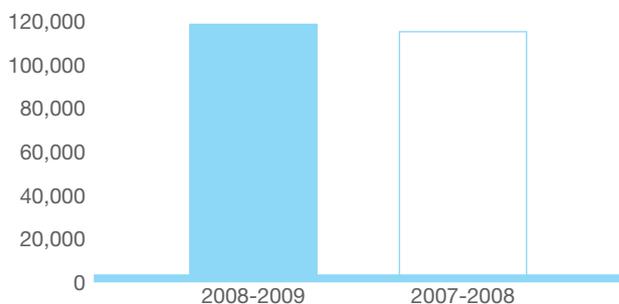
Litres of fuel consumed per month (,000)



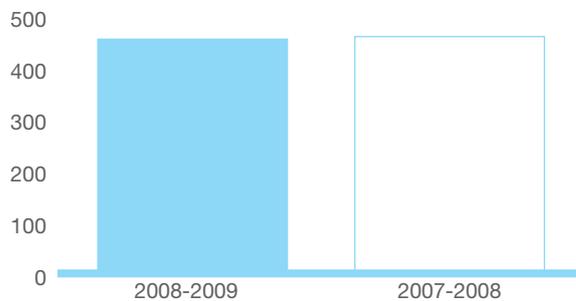
Average fuel consumption (litres per month per vehicle)



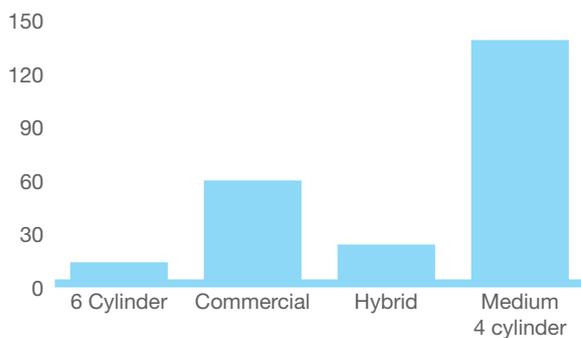
Total fuel cost (\$,000)



Fleet size



Fleet breakdown



Our supporters

Clubs

Bermagui RSL Club
 Blacktown Workers Club
 Campsie RSL Sub Branch Club
 Crows Nest Rotary
 Inner Wheel Club of Parramatta
 Lioness Club of the City of Sydney
 Merrylands RSL Club
 Newcastle District Bowling Association
 Newcastle District Womens Bowling
 Richmond Club
 Rotary Club of Baulkham Hills
 Rotary Club of Berowra
 Rotary Club of Carlingford
 Rotary Club of Crows Nest
 Rotary Club of Dee Why
 Rotary Club of the Entrance
 Rotary Club of Lane Cove
 Rotary Club of Lindfield
 Rotary Club of Ku-ring-gai
 Rotary Club of Mosman
 Rotary Club of Pittwater
 Rotary Club of Roseville Chase
 Rotary Club of Ryde
 Rotary Club of Sutherland
 Rotary Club of Turramurra
 Rotary Club of Wahroonga
 Sunshine Club
 Sutherland District Trade Union Club
 The Condobolin Quota Club

Corporates

2nd Road
 Allied Express
 Bennelong Funds Management
 Bidvest
 Capgemini
 Commonwealth Bank of Australia

Content Security
 Deloitte
 DLA Phillips Fox
 Drake International
 Greater Building Society
 Lighthouse
 Communications Group
 Marathon
 Nexia Court and Co
 Plutonic Zoo
 Security Solutions
 Westpac Banking Corporation
 Zadro Constructions

Funding Bodies

Australian College of Applied Psychology
 Beyond Blue
 Burwood Council
 Castle Hill RSL Club
 Council of Australian Governments
 Department of Ageing, Disability and Home Care
 Department of Community Services
 Department of Education, Employment and Workplace Relations
 Department of Education and Training
 Department of Families, Housing, Community Services and Indigenous Affairs
 Department of Health and Ageing
 Department of Health and Ageing Attorney Generals Department – Prevention of Crime Department
 Department of Veteran Affairs
 Greater Building Society
 HCF
 Illawarra Catholic Club
 Medibank Private
 NSW Department of Housing
 NSW Health Department

Office of Fair Trading
 Pacific Link Community Housing
 Penrith Panthers
 Responsible Gambling Fund
 Wyong Rugby League Club Group

Trusts and Foundations

Allan McEwen Family Trust
 AMP Foundation
 Baxter Charitable Trust
 Bill Leavey Foundation
 Bruce and Joy Reid Foundation
 CAF Community Fund
 David Henning Memorial Foundation
 James N Kirby Foundation
 John Lambie Foundation
 Macquarie Group Foundation
 Maddocks Foundation
 Permanent Trustee Foundation
 Perpetual Trustees
 Philip Bushell Foundation
 Property Industry Foundation
 Richardson Foundation
 Samuel & Sadie Foundation
 State Trustees Australia Foundation – The Francis Family
 Sunshine Foundation
 The Garrett Riggleman Trust
 The Greatorex Foundation
 The Miller Foundation
 Vaisey NTW
 Waverley Gospel Chapel Trust

Volunteers

American Express
 Abbotsleigh
 Alleasing
 AMP

CBA
 CCH
 Cecil Hills High School
 Citigate Sebel
 Commisure
 ComputerShare
 DataCom
 Deloitte
 DHL
 DLA Phillips Fox
 Drake International
 Epping Boys High School
 GIO
 Greater Sydney SDA
 Pathfinders
 IAG
 Knox Grammar School
 Legal-Eagles Recruitment
 Lexis Nexis
 Liverpool Girls High School
 Mt Avington Early Learning Centre
 Network Seven
 Nexia Court and Co
 NSW Rovers
 OMD
 Optus
 Pacific Hills Christian School
 Pinjara Childcare Centre
 Ravenswood School for Girls
 RYLA
 S C Johnson and Son
 St Ignatius High School
 St. George
 Stocklands
 Toshiba
 Tradies
 Wesley Congregational Youth
 Westfield Sports High School
 Westpac
 3 Mobile

How you can help



I want to help Wesley Mission continue the work they do to support the most vulnerable in our community.

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: Up close and personal
 Wesley Mission
 PO Box A5555 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 of \$2.00 or more are tax deductible

ABN 57 996 964 406

Wesley Mission 220 Pitt St Sydney NSW 2000

Wesley Mission is a part of the Uniting Church in Australia.

Help make sure that Wesley Mission will always be there

We are there when thousands of people every year see light at the end of the tunnel. Despite the pain and brokenness that we often encounter, to see hope restored is a privilege and a joy. To help others is the best work in the world and, with your support, we could do more.

It's a team effort: people helping people. Devoted staff, diligent volunteers, faithful donors and strong partners – everyone has a part to play.

Please help us build on the work that has been done, to reach more people and find new ways to meet their needs.

Send a gift today. Fill in the coupon or call 1800 021 821.

Thousands are thanking you already.

Get close, get personal

Help Wesley Mission extend its work of caring for people.

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

Talk to us to find out more or to share your great ideas.

Call 1800 021 821 and help us to get up close and personal to the ones who need it most.



Joshua 1:9

Then you'll get where you're going;
then you'll succeed. Haven't
I commanded you? Strength!
Courage! Don't be timid; don't get
discouraged. God, your God, is
with you every step you take.

The Message

WESLEY MISSION

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EMAIL. wesleymission@wesleymission.org.au
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Superintendent: Rev Dr Keith V Garner MTh (Oxon)

ABN 57 996 964 406

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