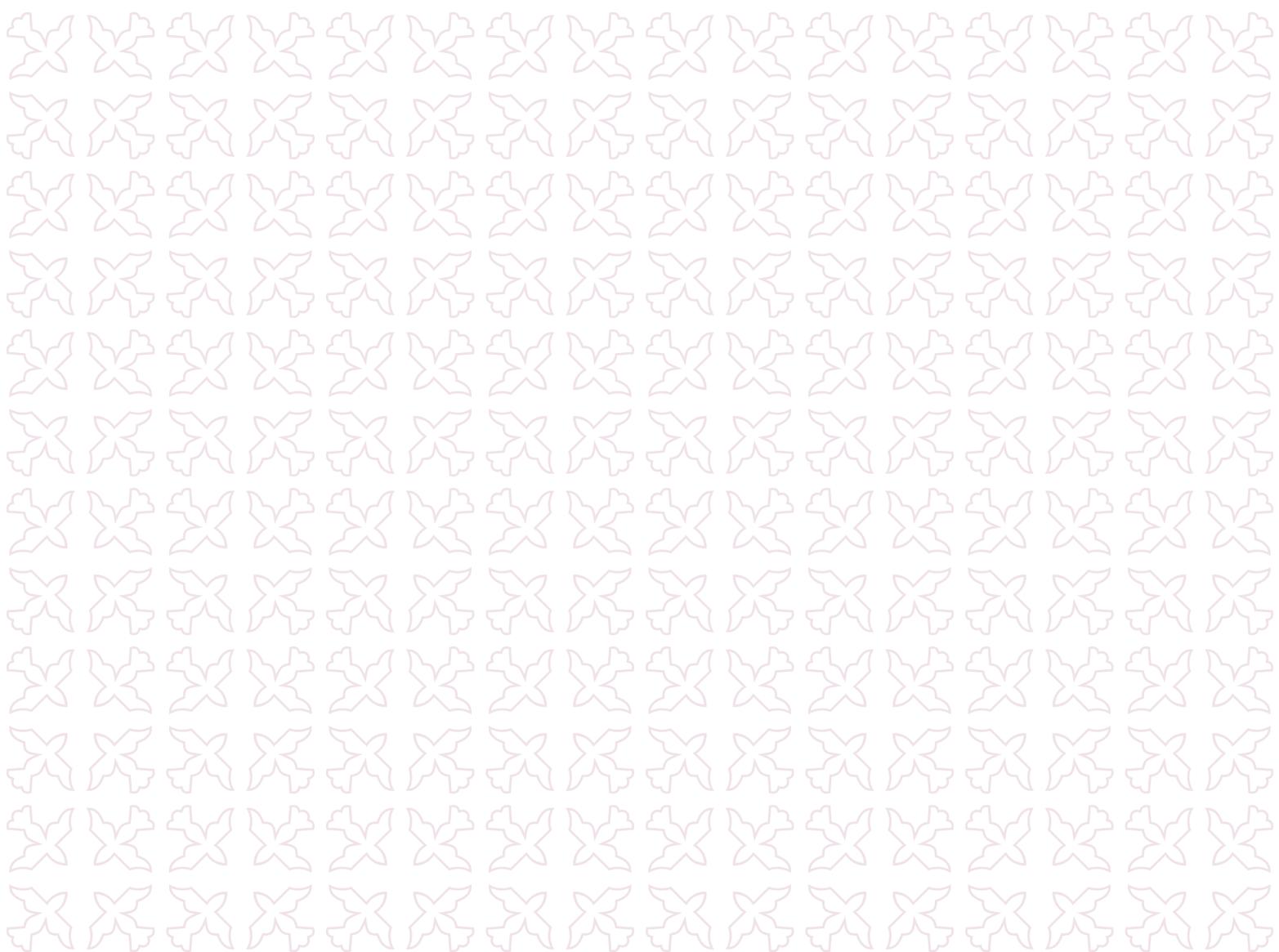




Putting others first
Our 2010 annual review



Love Selflessness
Giving Stewardship
Compassion
Servanthood
Sacrifice



“... value others above yourselves, not looking to your own interests but each of you to the interests of the others.”

PHILIPPIANS 2:3-4 TNIV



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CEO and Superintendent's report: Putting others first

Jesus' great command to love one another underpinned Wesley Mission's progress through frequently challenging times in 2009/10. We began to undertake a major review of our operations and made steps towards incorporation. Both will result in significant changes. Through it all, however, our single-minded focus on Christlike servanthood—putting others first—remained unshakeable and will shape all our actions going forward.

Organisational challenges

The financial year 2009/10 was a watershed for Wesley Mission.

It was financially challenging, largely due to the lingering aftershock of the Global Financial Crisis (GFC) and our recovery from the loss of significant government contracts by Wesley Uniting Employment in the previous year.

At the same time, the GFC drove increased demand for many of our services, straining them to breaking point. In other words, we had to do more with less. It is a tribute to our staff and many volunteers that we nevertheless managed to continue putting others first and making a real impact on the lives of the disadvantaged.

The financial challenges during the year also contributed to the decision to undertake a major strategic review of Wesley Mission's finances, structure and way of operating.

We have begun to set our steer on our 200th Anniversary in 2012 and the important celebration of the beginning of the Methodist work in Sydney. As we approach our third century of service, my two fellow Officers, Mark Scott and David Greatorex, and I have initiated a major review of our work and we have been working closely with PricewaterhouseCoopers, who are assisting us on the journey. We are excited at the prospect of seeing the outcome of this review and its impact on our future mission.

This comes at a time when we have been sharing in extensive discussions with our colleagues in the Uniting Church in relation to becoming a fully incorporated organisation. This has been prompted by the need for us to be able to respond to opportunities with governments.

Incorporation will have implications as we move forward, but we are committed to ensuring that our Christian mission is not diminished in any way.

The past two years have seen global economic turmoil on a scale not witnessed since the Depression of the 1930s.

While Australia has escaped the full impact of the GFC at the macro level, it became obvious during 2009/10 that many households were still feeling the pain, particularly those on low incomes, and especially single parents.

Many of Wesley Mission's services, such as financial counselling and our accommodation and employment services, reported that clients were still experiencing reduced hours, smaller wage packets and difficulty in finding jobs and affordable rental accommodation.

It is important that Wesley Mission speaks for those who are marginalised and disadvantaged, and one way of doing this is through evidence-based research.

Research drives sound decisions

In 2009/10 we produced two research reports that made a major contribution to our understanding of childhood bullying and mental health. Both reports were well received by media, government, professionals in the community services sector and the general public.

Give kids a chance: no-one deserves to be left out focused on the impact of bullying on the development of children's social skills and how this experience affected them in adult life.

Keeping minds well: mental health is everybody's business revealed the surprising prevalence of mental health problems in NSW and served to emphasise the need for early intervention and treatment.

Both reports will assist Wesley Mission in framing its work in these areas in the future.

Wesley Mission's expertise in many areas of community caring was again recognised with an invitation for me to co-chair the NSW Premier's Council on Homelessness. We were also invited to give evidence at several major enquiries and I held a range of briefings for the Prime Minister and Opposition Leader and various state and federal ministers working in the areas of community services and housing.

Servanthood

“... anyone who wants to be first must be the very last, and the servant of all.”
MARK 9:35 TNIV

Extending our boundaries

During the year, we also developed other relationships beyond the boundaries of our organisation. I mention just two: one is the suicide prevention service Wesley LifeForce, which organised a Memorial Day in Tasmania—in conjunction with Lifeline Tasmania—for those whose lives have been touched by suicide; and the other is our taking over Aunties & Uncles, a mentoring program for children.

Wesley LifeForce also won new Government contracts to accelerate its work of developing community networks throughout Australia to help prevent suicide and identify those at risk. This work links Wesley Mission with thousands of organisations such as police, ambulance, sporting clubs and hospitals across the country.

Gratitude

At the end of the year we said goodbye to our Financial Officer, Andrew Watson, after three years at Wesley Mission and in turn welcomed David Cannings to the new role of General Manager Finance. David's expertise will be crucial as we begin to implement the recommendations of our Strategic Review.

I take this opportunity to express my personal thanks to my two colleague Officers, Wesley Mission Board, Wesley Mission Council and my Senior Executive Leadership Team. It would be impossible to contemplate the challenges that lie ahead without such committed people. They, together with all our staff, church members, volunteers and tireless supporters, have helped us to put flesh on the theme *putting others first* and have demonstrated the reality of our Christian faith that underpins the whole of our mission. During the year it has been a privilege and a joy to be associated with them all.

This Annual Review strikes a note of service that has been delivered in partnership with many stakeholders and will stand Wesley Mission in good stead as we face the future with confidence.



Rev Dr Keith V Garner
CEO/Superintendent





Wesley Mission's community includes the vulnerable and marginalised, the lonely, hurt and fragile, the homeless, the mentally ill, the aged and disabled, the unemployed. It includes the spiritually lost. We believe it takes love, faith and commitment to engage the lives of those in need. With the help of our supporters, and through our faith in Jesus Christ, lives can and are being changed.

Our people make it happen

Nearly 2,000 staff and 3,000 volunteers help deliver our mission of honouring God, serving people and building hope. We recruit, nurture and train our "family" so they can make good our promise in many ways—through counselling, family and youth services, caring for the homeless, aged and those with disabilities, and providing a sympathetic ear to the suicidal or those affected by domestic violence.

A holistic approach

Social problems are complex and never exist in isolation. That's why Wesley Mission always looks for comprehensive solutions that address the whole person, encompassing people's physical, emotional, mental, social, practical and spiritual needs.

Age or disability are not barriers

Our committed staff demonstrate the unconditional love of Christ every day by enhancing the quality of life of the aged, frail aged and people with disabilities. Our goal is to enable them to live active, rewarding lives, as independently as possible.

A focus on families and children

Caring for families is a major focus for Wesley Mission. We work with families with young people and children up to 18 years to make them more effective at dealing with life's challenges. We support families in legal or financial difficulties, or where domestic violence is an issue. We provide mediation, parenting assistance and support for children who need foster care, housing and education.

Working for the unemployed

Wesley Mission's work among the jobless in regional NSW takes on added significance given the higher unemployment rates relative to metropolitan areas. We work alongside these people, supporting them to learn new skills, upgrade existing skills, gain qualifications, prepare for interviews and find employment.

Commercially successful

Wesley Mission runs a number of commercially successful operations to supplement the grants and fundraising income needed to support our work of caring. These include conferencing and recreation facilities, private hospitals, training and packaging services.

Changing minds

Part of Wesley Mission's role is to stimulate public discussion on key social problems and to provide solid evidence to prompt changes in attitudes and policies.

Carrying on the work of Christ today

Our purpose is to carry on the work of Jesus Christ and to express his compassion. Through chaplaincy, congregations and services, fellowship groups, counselling, our weekly television programs and *Wesley Impact!* magazine, Wesley Mission reaches out with the love of God to people of every walk of life, fearlessly and without favour.

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.

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. We are endorsed as a tax concession charity and also as a deductible gift recipient and a Public Benevolent Institution.



Our Christian community

At the core of Wesley Mission's work is our commitment to Christlike servanthood. Chaplaincy care, multimedia ministries and vibrant worship services are some of the key ways we promote God's love in the heart of Sydney and throughout NSW. We also aim for clients to experience this love in all the work we do with the disadvantaged and needy in our community.

Each week during the year more than 1,800 people worshipped at Wesley Mission in 10 congregations and at our various centres of care, such as retirement villages.

The largest of our congregations is our International Congregation, which consists of more than 750 people of largely Chinese background from Hong Kong, Singapore, Malaysia and Indonesia, and another 20 nationalities. Growth has meant that this congregation is developing an extension congregation in North Ryde, which is already 200 strong.

Services were also conducted in Mandarin, Samoan, Rotuman and, for the first time, Japanese. This came about when a former independent Japanese church in Sydney joined the Wesley family.

Our Ministry and Mission team also guided fellowships at high schools, universities, and among young adults and seniors.

During the year, the Sunday-night experience—*Praise, Prayer & Preaching*—continued to figure prominently in our ministry. Every week at 6pm the Rev Dr Keith V Garner shared with his congregation a strong biblical message with a social application. The service was recorded and then telecast on the Australian Christian Channel (ACC) and in New Zealand and the UK.

Through 51 programs last year, Wesley Mission's television ministry *Rise & Shine* continued its fresh, exciting approach, featuring people from all walks of life whose lives have been transformed. One of the most popular programs in 2009/10 featured singer Debra Byrne who talked about her painful journey from child abuse, drug addiction and relationship-breakdown to a new wholeness in Christ. *Rise & Shine* can be seen on the Nine Network every Sunday at 5.30am and is also repeated on the Australian Christian Channel on Sunday at 8am.

Good Friday activities attracted a large crowd of almost 1,000 people and huge media coverage. Another highlight was when the Superintendent interviewed the Reserve Bank Governor, Glenn Stevens, at our Easter Breakfast in

Sydney. A packed audience heard him talk about his faith and how it informed his life. Five main television stations attended this breakfast and put Wesley Mission on all the main news programs that day.

The 2010 Easter Sunrise Service at the Sydney Opera House was one of the most successful services, and drew a record attendance. Channel 7 broadcast the production live across Australia at 6am and this one-hour uninterrupted service attracted a large television audience in all our major cities. The Northern Foyer of the Concert Hall was at capacity as the Rev Dr Keith V Garner and singers Debra Byrne, Steve Grace and Steve McPherson led the live congregation, television and radio audiences, with the message of Easter Day. Wesley Mission set up an email link and viewers across Australia emailed their thoughts and reflections during and after the service.

The Easter Sunrise Service was also simulcast on Christian radio stations right around Australia.

During the year, we shared a period of renewed commitment and enjoyed the visit to Wesley Mission of the Rev Trevor Hudson, a Methodist minister from South Africa, who challenged us to think deeply about our faith and to give it practical application.

In a series of open public services and services for staff, Trevor spoke of the centrality of Christ in the modern world.

"Trevor brought a message of hope in Christ and challenged us to live out this faith in the fullness of life," the Rev Dr Keith V Garner said.

Our Superintendent shared a strong Christmas message in 2009 which focused on the need to remember that whilst Australia appeared to be emerging from the Global Financial Crisis in reasonable shape, not all Australians would escape unscathed, and that we must ensure no-one was left behind. He has led Wesley Mission in its Christian mission of *putting others first*.

Wesley Mission believes in good stewardship of its people, resources and funds. We are a parish mission of the Uniting Church in Australia consisting of 10 related congregations of the church which appoints representatives to a Mission Council. The Wesley Mission Board Chair is also an Executive Officer under Uniting Church governance.

Wesley Mission's governing purpose, principles and strategic direction are set by the Wesley Mission Board and Management Committee, informed by stakeholder engagement and implemented through a sustainable management framework led by the Senior Executive Leadership Team and supported by Group Managers.

The Board is supported by a committee structure consisting of a Finance Committee, Audit and Risk Committee and Care Advisory Committee. Ethical conduct issues are discussed by the Officers Committee, consisting of the Hon Secretary, Hon Treasurer and the CEO/Superintendent.

Wesley Mission works to the highest standards and is independently assessed and certified as a Quality Endorsed Organisation. Our management team complies with the requirements of the International Standard for Quality ISO9001, International Financial Reporting Standards (IFRS), and the 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 the past three years. Wesley Mission reviews its auditors every three years. We use external legal providers only as needed.

Wesley Mission Board 2009/10

The Rev Dr Keith V Garner, MTh (Oxon)
CEO/Superintendent

Rev Dr Keith V Garner was inducted as Wesley Mission's ninth Superintendent in 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.

He is Chair of Wesley Mission Council, Wesley Mission Board, Wesley Mission Management Committee and Wesley Mission Care Advisory Committee. He is also a Board Member of Cottee Orchard and Deputy co-Chair of the NSW Premier's Council on Homelessness.

Mark Scott, BA, DipEd, MA (Sydney), MPA (Harvard)
Honorary Treasurer

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



Wesley Mission Officers

Left to right: Rev Dr Keith V Garner, Mark Scott, David Greatorex

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.

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

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.

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.

Stewardship

“Whatever you do, work at it with all your heart,
as working for the Lord, not for human masters,”
COLOSSIANS 3:23 TNIV

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 6pm Wesley Congregation, Secretary of the Elders Council, a lay preacher and Lifeline counsellor.

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.



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.

Elizabeth McQueen

Elizabeth is a member of the Wesley Mission 6pm 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.

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 6pm congregation and member of the Lifeline Advisory Board.

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

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.

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 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.

Sarah White, BA, Grad DipEd, School of Colour and Design
Joined Wesley Mission Board in February 2010.

Since 2003, Sarah has been project manager Lent Event, Uniting Church of Australia. Designer, lead lights projects for Uniting Care including Wesley Mission's Lottie Stewart Hospital. Co-founder, Amazing Space, a women's alternative church initiative.

Rosemary Herceg

Retired from Wesley Mission Board in December 2009.

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. She was named Small Business Woman of the Year in 1999.

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

The Senior Executive Leadership Team

The Rev Dr Keith V Garner, MTh (Oxon)

Commenced on September 1, 2005 and is CEO/ Superintendent.

Mr Graham Harris, JP

Commenced in January 1993 and is 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 and he has gained sound management experience, strategic leadership and analytical skills. 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
Commenced December 9, 2002 and is General Manager, Operations.

Elizabeth is responsible for Ageing and Disability Services, Children, Youth, Family and Homeless services, as well as Health, Suicide Intervention and Mental health support services, Vocational Education and Employment Services. Elizabeth has held many senior leadership and policy development roles being a strong advocate for those suffering from mental health and family dysfunction traumas. Elizabeth is a qualified educator and worked at Macquarie University for many years researching innovative training methods and curriculum development to assist students with learning difficulties. Elizabeth is married with three daughters and has worked with her husband in local churches in leadership positions, especially those involving music.

Mr Graham Want, BE, Dip Min, B Min, MA (Theol)
Commenced on March 28, 2000 and is Director, Ministry and Mission.

Graham is a member of the Wesley Mission Council. He oversees the growth and development of our congregational and chaplaincy ministries, the Wesley Conference Centre and School for Seniors. Since joining Wesley Mission over 10 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 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, and 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.



Senior Executive Leadership Team

Left to right: Graham Harris, Elizabeth Orr, Graham Want, David Cannings (who joined the team in August 2010)



A loving, stable family is the embodiment of Christ's love. It is in such an environment that children learn vital life skills and develop resilience and self-esteem. Wesley Mission works with individuals and families to help them be more effective when dealing with life's challenges. It provides a full spectrum of services encompassing crisis and early intervention through to long-term support to reduce social isolation and nurture children.

Keeping families together

Wesley Mission is the lead agency in the Sydney metro West region for the State Government's Brighter Futures early intervention program, and assisted hundreds of families in 2009/10. The 325 families engaged in this program have access to:

- case management work
- parent education programs
- home visits
- early childhood support programs.

Wesley Family Services also offer a range of other early intervention and family support services, Families Connect Programs and an Out of School Hours Program.

Wesley Mission's Multicultural Support and Educational Groups supported families from Arabic, Chinese and Sudanese communities. The program aimed to reduce social isolation, build community and support parents.

Fostering a new life

During the year, Wesley Mission was approached by the highly-respected Aunties & Uncles mentoring program to take over its operations, due to financial difficulties. Negotiations took place over several months and Wesley Mission was pleased to welcome Aunties & Uncles into the family under the umbrella of Wesley Dalmar.

Out of Home Care (foster care) was provided to children and young people who were unable to live with their families due to family breakdown, illness or exposure to abuse and neglect. Children were also placed with foster families for brief periods, from overnight to a few months, in response to family crises such as the hospitalisation of a parent.

Our Keeping Connected programs delivered more than 600 hours of supported family contact visits a week for children and young people in care.

Gateway Cottage is a crisis accommodation unit for young people aged between 12 and 17, and is fully funded by the Department of Community Services. During the

year, Gateway Cottage received approval for \$20,000 to renovate the residents' bedrooms.

Nurturing vulnerable youth

Wesley Youth Services provided support programs for young people from 12 to 25 years who were affected by alcohol and drug use, violence and bullying in Sydney, the Central Coast, Newcastle and the Hunter.

Youth Services assisted young people to re-establish family relationships and connect with support services. Staff met young people on their own ground in cafes, shopping malls, at home or at school.

In Newcastle, Wesley Mission welcomed a three-year commitment from Xstrata Coal to fund The Street Smart Outreach Program which provides a mobile referral, support and information centre during weekdays and on Thursday and Friday evenings.

Wesley Mission's recreation site, Vision Valley, also offered residential retreat and conference facilities for schools, churches and corporate groups during the year.

School holiday camps under the Operation Hope program gave disadvantaged children and youth the chance to experience challenging outdoor activities and learn team-building.

A roof over their heads

Wesley Mission provides a range of accommodation options in Sydney, the Central Coast and Newcastle for men, women and families in need.

Wesley Newcastle City Accommodation, Wesley Community Housing and Edward Eagar Lodge offered accommodation to people who were homeless or at risk of being so. Between them they accommodated more than 1,000 clients during the year under review.

The Short Term Unit program at Carlingford and Noreen Towers community in Liverpool were two of very few services which could accommodate families—couples with children, fathers, large families and families with

male adolescent children. These families were suffering crises such as eviction, fire, domestic violence, divorce or financial difficulty.

For low-income families, the cost of Sydney rents, the shortage of public housing and the computer blacklisting of tenants with debts made life increasingly difficult during the year.

Our Independent Living Programs in Ashfield and on the Central Coast offered supported accommodation for young people.

Assistance with Care and Housing for the Aged and Inner West Case Management Team provided case management support to people struggling with homelessness.

Each day during 2009/10 the McKenzie Centre in Newcastle provided nearly 20 clients with food, showers and laundry. The program also assisted them with supermarket vouchers, food parcels, prescriptions and vouchers for electricity and gas bills. Wesley Mission's nearby retail outlets provided free and low-cost furniture and clothing for people in need.

The Wesley Newcastle City Mission Oasis Drop-in Centre continued to be Newcastle's only dedicated support area for homeless people. The Oasis provided a safe area for these clients to access food, showers, toilets and laundry facilities.

The Handy Person's program provides minor maintenance to Housing NSW properties as well as supporting other Wesley Mission maintenance needs.

Selflessness

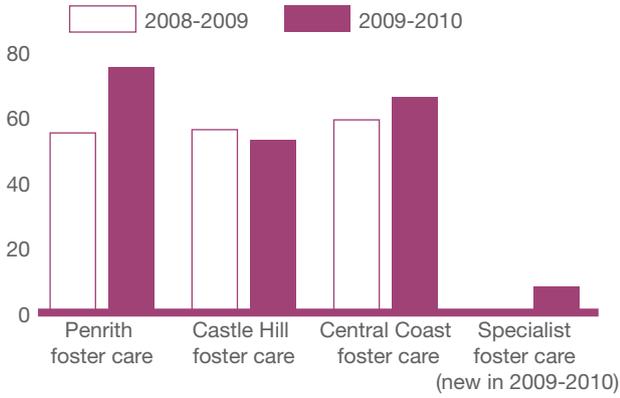
“... let us not love with words or tongue
but with actions and in truth.”
1 JOHN 3:18 TNIV



Child services

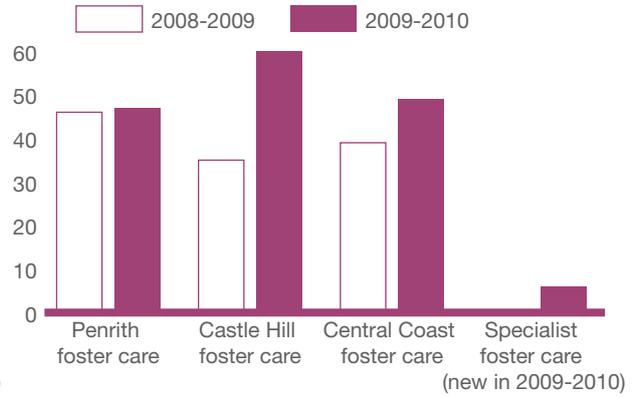
Children in care

Total number of children in care in 2009-2010 was 202



Foster care families

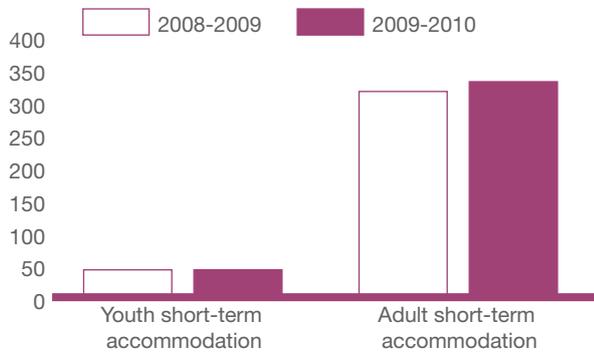
Total number of foster care families in 2009-2010 was 162



Homeless supported accommodation

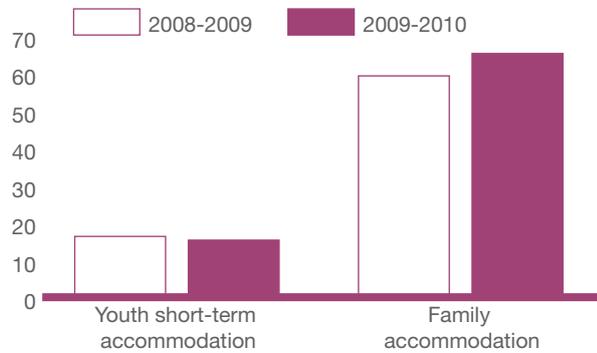
Individuals in short-term supported accommodation

Total number of individuals in short-term supported accommodation in 2009-2010 was 380



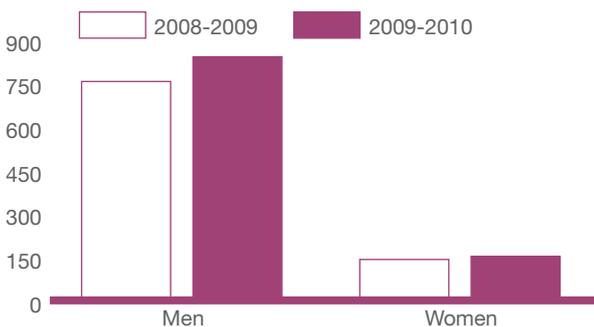
Families in supported accommodation

Total number of families in supported accommodation in 2009-2010 was 82



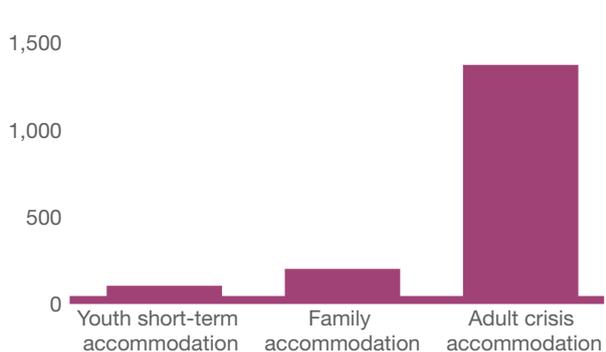
Individuals in crisis accommodation

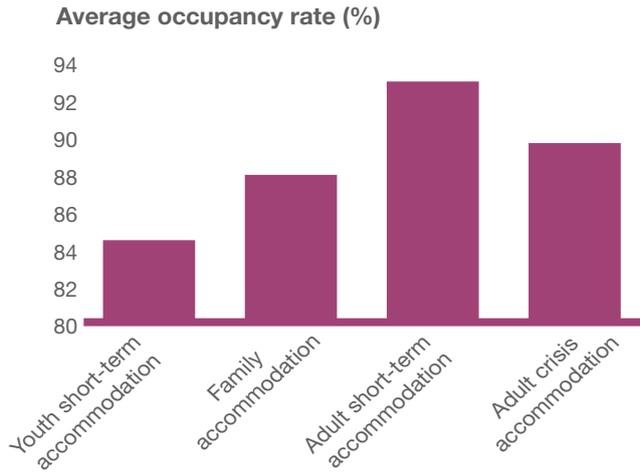
Total number of individuals in crisis accommodation in 2009-2010 was 1,009



Unmet need

Total number of people turned away due to lack of vacancy in 2009-2010 was 1,644





Recreational services

Operation Hope

2009-2010

Total number of Operation Hope camps	9
Total number of sponsored campers attending Operation Hope camps	154

Recreational services attended

2009-2010

Total number of groups that attended Vision Valley	295
Total number of guests that attended Vision Valley	15,791





Helping people to find meaningful employment is a key element in assuring their social, mental, spiritual and financial health. Through the Wesley Vocational Institute and Wesley Uniting Employment, Wesley Mission helps people in Sydney and many regional locations to gain the skills they need and assists them to find employers who need those skills. With our help, many have overcome severe and multiple barriers to work.

New skills, new hope

Wesley Vocational Institute (WVI), the registered vocational training arm of Wesley Mission, supports individuals and communities to gain and upgrade the professional skills they need to achieve sustainable and rewarding employment.

During the year, it offered training and assessment services to 970 people and began 151 traineeships at five regional locations across NSW. WVI has numerous training and workplace assessment venues including aged care service locations, camp/conference centres, community service locations, commercial service locations, educational, and training and employment locations.

In 2009/10, WVI was awarded major funding contracts from the Federal Government's Department of Health and Ageing to deliver training to the aged care sector across NSW.

A major highlight was successful re-registration of WVI by the NSW Government's Vocational Education Training Accreditation Board (VETAB). This enables WVI to operate as a training organisation for another five years. Success in the strenuous accreditation process was due in no small part to the "integrity and honesty" of WVI staff noted by the VETAB auditors.

During the year, WVI also launched an indigenous training branch to increase opportunities for indigenous people and provide cross-cultural training for the wider community. WVI employed several indigenous people for the purpose.

In 2009/10, WVI also supported Wesley Uniting Employment (WUE) by delivering training to staff and job seekers in NSW and South Australia, and was approached to provide training within the Wesley Mission/Uniting Care network throughout Queensland, Victoria and Western Australia.

After a review prompted by changes in government regulation, WVI decided to exit the international student market in April to focus on its domestic training business.

WUE provides training and employment opportunities under the Federal Government's Job Services Australia and Disability Employment Services programs from 13 locations across NSW. In 2009/10, it assisted more than 8,000 job seekers and placed more than 1,700 in employment for various periods. This is a considerable achievement given the lingering after-effects of the Global Financial Crisis on the NSW regional labour market.

New Job Services Australia contracts began at full-time sites in Port Macquarie, Wauchope, Taree, Tuncurry, Batemans Bay, Moruya and Narooma. WUE also provided outreach services in Laurieton, Gloucester, Tea Gardens and Wallaga Lake, with indigenous outreach services in the Purfleet and Forster communities.

In March, WUE began the new Disability Employment Services contract for existing sites at Ballina, Lismore and Casino, and started delivery of the service for the first time in Taree and Tuncurry.

At the end of the financial year, WUE underwent its first Federal Government performance assessment and all locations were rated as either equal highest or highest among suppliers in their various markets.

WUE also began laying the groundwork to facilitate an expansion of other Wesley Mission services into regional areas via its programs. It was anticipated that WUE would initially offer counselling services to WUE clients and then expand these into the wider community and include psychological and suicide prevention programs.

Case study: Turning Graham's life around

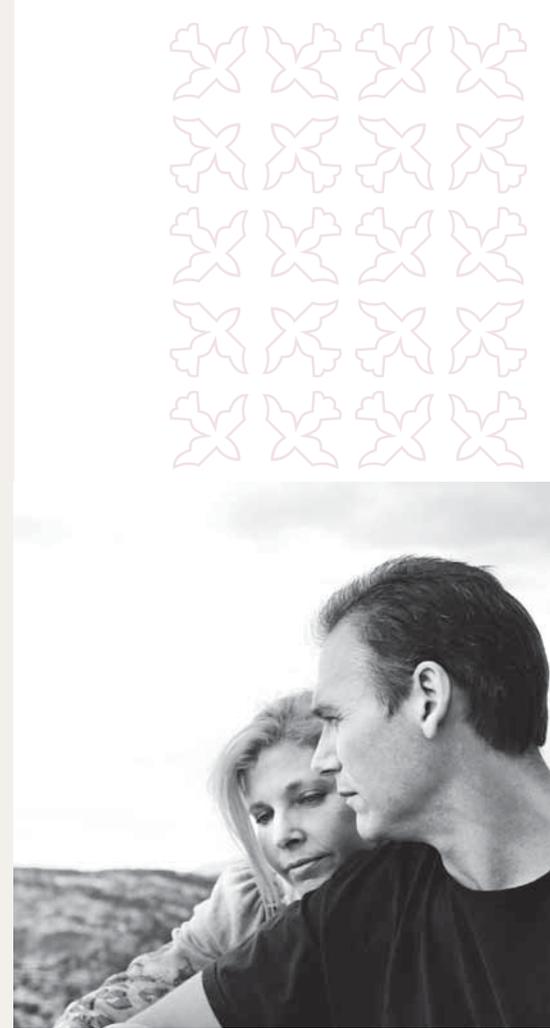
When "Graham" came to Wesley United Employment (WUE), he disclosed that he had served several years in gaol for robbery and that the offences were committed while he had been taking drugs.

His WUE Employment Consultant assessed his skills and personal goals, and discovered that while he was in gaol Graham had attended religious services run by volunteer ministers. It was through attending these services that Graham had decided he wanted to pursue Christian ministry.

WUE worked with Graham to find employment that would support his family while still being able to pursue his goal of becoming a minister. As Graham's studies were in Sydney, the consultant worked with him to obtain work around the Penrith area, where he could relocate to work and study.

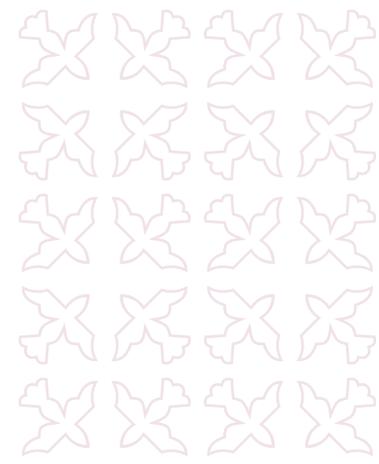
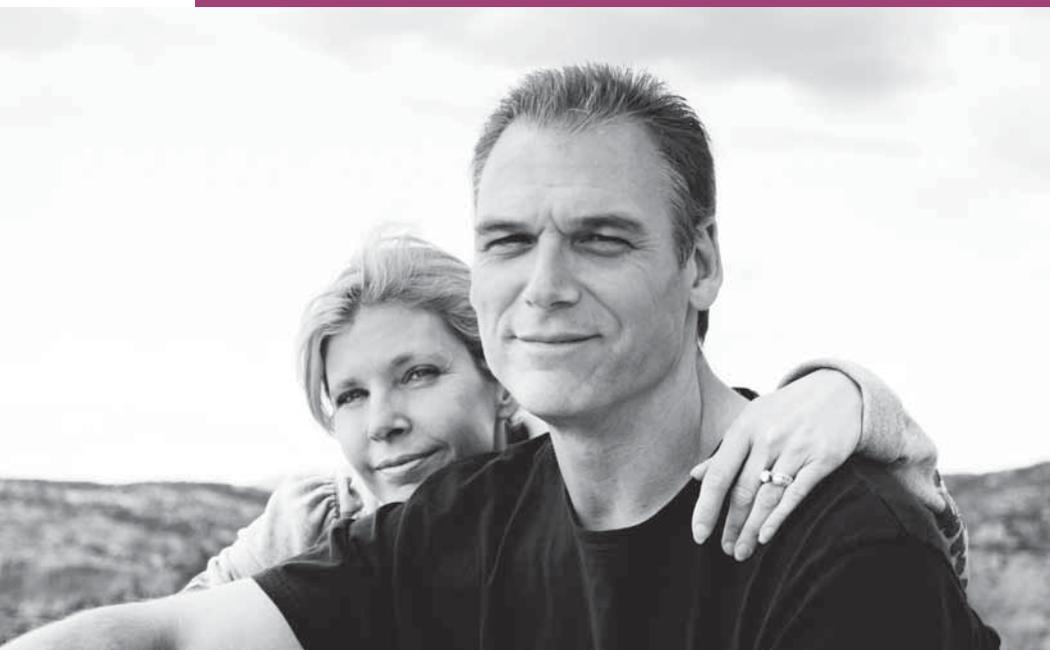
Graham began attending his course and, after negotiation with a prospective employer and assistance with a wage subsidy, he was offered full-time work.

As a result, Graham no longer receives Centrelink payments; he has married and is expecting a daughter. His life has turned around through the ongoing support of his consultant and he is able to see a future for his family, something that he could not comprehend when released from gaol. He continues to study and work towards his long-term goal of becoming a minister.



Giving

“No one should seek their own good,
but the good of others.”
1 CORINTHIANS 10:24 TNIV





Wesley Vocational Institute

	2008-2009	2009-2010
Students enrolled	3,000	970
Students commencing traineeships	266	151

Wesley Uniting Employment

2009-2010

Job Services Australia

Job seekers serviced	8,086
Work or education placements recorded	4,542
Job seekers employed for 13 weeks or more	1,130
Job seekers employed for 26 weeks or more	670





Wesley Mission adopts a holistic approach to mental health issues. We not only treat the immediate impact of the problem but also seek to identify and treat the causes. Our network of hospitals, gambling, drug and financial counselling services, and suicide prevention programs enable us to deliver a comprehensive approach that mirrors Christ's loving care. In addition, our regular research reports continually shed new light on the extent of the problem in the community.

Preventing suicide

Lifeline Sydney & Sutherland provides 24-hour crisis telephone counselling with the help of 200 volunteers. During the year under review, Lifeline opened a third telephone counselling operation in Ashfield. The organisation also became a registered training site for Lifeline Australia and conducted numerous courses.

Lifeline Sydney also moved from a rented property in Surry Hills to Wesley Mission's head office without any interruption to service. In 2009/10 Lifeline Sydney & Sutherland answered 22,485 calls, significantly more than in the previous financial year.

During the year, Lifeline held an accreditation ceremony at Wesley Church, located at Wesley Mission's head office. The occasion provided an opportunity to thank Lifeline's volunteers for their hard work and dedication, to honour their achievements and to value volunteering as an expression of Christian service.

Wesley LifeForce is a suicide prevention program which aims to educate, empower and resource Australian communities to be aware of, and act to prevent, suicide.

Wesley LifeForce conducted 71 training events at which 1,361 people were trained in suicide prevention. Community training was offered in places like Darwin and Kalgoorlie as well as regional NSW.

In 2009/10 Wesley LifeForce successfully re-tendered to continue the Community Networks program nationally. The two-year contract requires the establishment of another 10 suicide prevention Community Networks around Australia.

Each year memorial services are conducted for those who have been touched by suicide, and Wesley LifeForce Memorial Days were held in Sydney and Newcastle, attracting hundreds of people. The first Memorial Day was held in Tasmania in conjunction with Lifeline Tasmania.

Keeping minds well

Wesley Gambling Counselling Service provides a range of free services to problem gamblers, and their partners and families. During the year, the service provided more than 2,600 sessions and had more than 500 people referred to it.

A major achievement during the year was the development and roll-out of its gambling self-exclusion program in Sydney, Newcastle and on the Central Coast. In Western Sydney 15 major clubs and four hotels signed self-exclusion agreements under which they directed consenting patrons to Wesley Mission for counselling and to arrange their voluntary barring from the gambling areas of those venues.

Our gambling service also continued to build relationships with members of the local Aboriginal and indigenous communities. Wesley Mission served on the Committee of the Aboriginal Health & Medical Research Council's (NSW) working party looking into gambling in NSW Aboriginal communities.

Credit Line Financial Counselling Service offers free and confidential financial counselling to vulnerable people in financial crisis. The service handled more than 4,400 cases and had to turn many away because of the sheer demand and the complex debt problems of increasing numbers of our clients.

Further funding from the Office of Fair Trading and Commonwealth also enabled the service to employ additional financial counsellors in Newcastle and Sutherland to help cope with the growing demand.

Many clients call in a distressed state, and a new procedure for supporting their access to the service was developed and implemented during the year.

The National Financial Counsellors Resource Service provided advice to financial counsellors in almost every state.

The Wesley Mission Service answered more than 1,800 enquiries during the year.

The 38-bed Wesley Hospital Ashfield and the 30-bed Wesley Hospital Kogarah provide a range of in-patient and day patient services to clients with mental health issues, specialising in eating disorders and alcohol addiction. They have been providing services to the community for more than 60 years.

The hospitals saw 4,600 patients during the year and recorded a number of achievements including development of new alcohol and other drug programs, and securing a \$5.6m grant to build facilities to train around 200 nurses, psychologists and medical students per year.

Patient surveys during the year consistently recorded very positive feedback about the services.

Case study: The phone that started it all

The first telephone used by the original Lifeline was discovered during an office relocation in 2009—it received the first call to Lifeline on March 16, 1963. The telephone is now on permanent display in the Wesley Mission foyer, 220 Pitt Street, Sydney. The display also makes reference to the Christian heritage of the Lifeline movement, which was founded by the Rev Dr Sir Alan Walker and key parishioners of the Central Methodist Mission (now known as Wesley Mission).

In 2009/10 Lifeline Sydney & Sutherland answered 22,485 calls from all round Australia, more than anyone could have imagined back in 1963!

Love

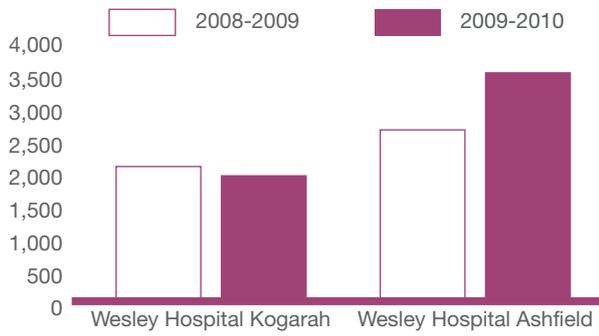
“Do to others as you would have them do to you.”
LUKE 6:31 TNIV



Hospital services

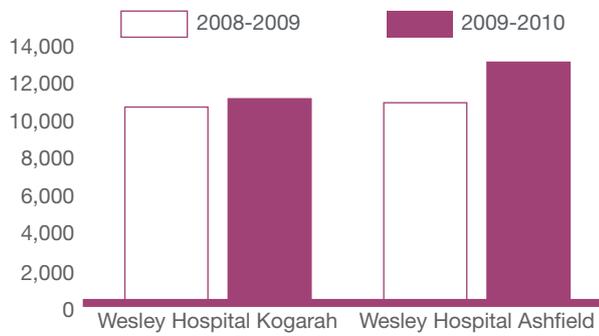
Hospital admissions

Total number of hospital admissions in 2009-2010 was 5,497



Hospital bed days

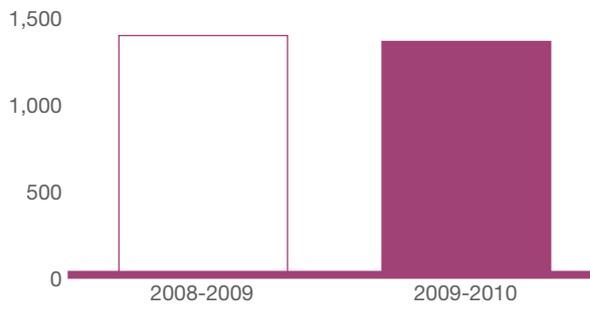
Total number of hospital bed days in 2009-2010 was 23,909



Counselling services

Wesley LifeForce, suicide prevention training

Total number of people trained in suicide prevention in 2009-2010 was 1,361





Wesley Mission provides an extensive program of care and support for people often overlooked by society—the aged, frail and those living with a disability. Our committed staff, supported by chaplains, demonstrate the love of Christ by enhancing the quality of life of these people through personalised, practical programs that enable them to live active, rewarding lives, as independently as possible.

Endless demand

A brief look at part of the workload handled by our agencies catering to the aged reveals just what a major part of our work this is and the contribution Wesley Mission makes:

- We supported 65 veterans under our Wesley Veterans Affairs Program and received 40 new referrals.
- Our Community Aged Care Package Program, which is designed to assist frail older people to remain at home rather than moving prematurely to residential care, delivered nearly 46,000 hours of service across Sydney.
- Extended Aged Care at Home packages, which assist frail aged people to remain in their own homes supported by high-level nursing care, recorded 32,448 hours of service.
- Wesley Seniors Day Centre, which provides activities for frail older people and those living with dementia, catered to 99 clients each week.

Wesley Mission's Home Modification and Maintenance Service installs grab rails, handrails, access and bathroom modifications, and carries out minor maintenance work for aged and disabled clients. It handled 1,000 jobs during the year and, following successful tenders, expanded into the Cumberland and Prospect regions.

Dementia-related issues are a key part of Wesley Mission's work with the ageing and frail aged. The Wesley Dementia Monitoring Service monitors clients who have dementia or a carer of someone who has dementia. Friendly staff can help them with planning daily activities, preparing and prompting meals, monitoring self-medication and providing socialisation.

The service assisted 75 new clients during the year and received a further 87 referrals for future action.

Demand for aged care services is huge. Our Domestic Assistance West program had to turn away 231 clients during the year, while still catering for nearly 400. Additional funding of \$175,000 received during the year

will enable the program to service the Cumberland/Prospect region and fund 5,000 additional hours of care.

Caring for carers

Wesley Mission provides a comprehensive range of services for carers. In 2009/10 it assisted 847 carers, 57% of whom were new carers.

The Young Carers Program conducted events to provide respite for school-age carers, while a number of our activities in Sydney's Inner West focused on carers from indigenous and other "hidden" groups such as the Korean, Chinese and Tamil communities.

Meanwhile, the phones were never quiet at two other services for carers: Information Support Services assisted carers to navigate the great range of services providing in-home, centre-based and travel support. Carer Respite Support Services provided a 24-hour contact for carers experiencing a crisis, family or personal emergency and requiring short-term respite.

Strength in disability

In nine group homes around Sydney, our Disability Accommodation Service provided accommodation options and support for people with disabilities. The service helped clients gain skills and provided opportunities for people to live as independently as possible in the community.

Wesley Life Skills secured six new clients under Life Choices funding. These places are offered to older clients who have never received funding for day program services.

Wesley Respite Services provided 733 placements across three respite outlets. There was a total of 91 referrals but sadly 22 eligible referrals could not be accommodated.

Wesley Packaging Services, also known as David Morgan Enterprises, worked to provide skills and independence to people with intellectual disabilities. With 35 years, experience in the contract packaging industry, it employed and trained more than 80 people in 2009/10.

With the appointment during the year of an Aboriginal Home and Community Care Access and Development Officer for the Upper and Lower Hunter, Newcastle and Lake Macquarie, Wesley Mission also took a step into the area of supporting indigenous care services for the aged and disabled.

Case study: Christlike servanthood in practice

Wesley Mission's Commonwealth Respite & Carelink Centre (CRCC) received a moving request from a carer for palliative care services.

She explained that her brother had only a few weeks to live. His wife of many years, who had terminal cancer, had only recently been admitted to hospital after trying to care for him.

As well as dealing with the pain associated with their illnesses, the couple were also enduring the wrenching separation in their final days.

In response, a computer was set up next to the wife's hospital bed and next to her husband's bed at home. Via Skype they were able to see each other and say their goodbyes, touching each other's face on the screen.

The carer thanked the Wesley Mission team for their support and for our worker's gentle and caring ways during the bed baths for her brother.

The story moved our staff as we often take for granted the impact that *putting others first* has on those in need.



Compassion

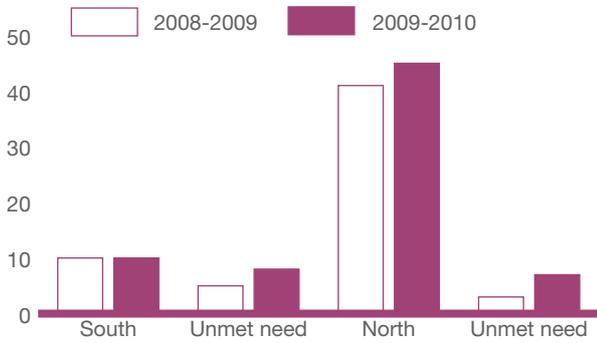
“... whoever wants to become great among you must be your servant,”
MATTHEW 20:26 TNIV



Community support services

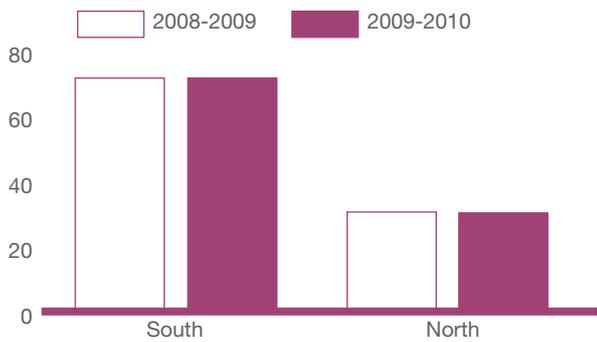
High-care support in the home (Extended Aged Care at Home)

Total number of clients assisted in 2009-2010 was 55
Total number of unmet referrals in 2009-2010 was 15



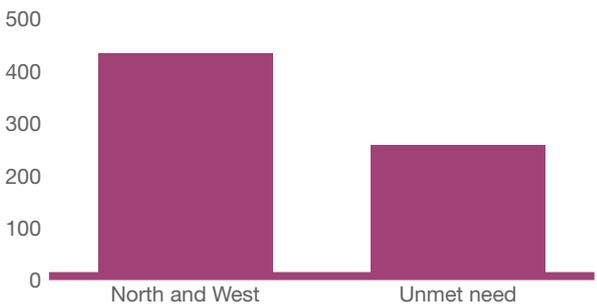
Respite carers assisted in the home

Total number of carers assisted in the home in 2009-2010 was 103



Domestic assistance

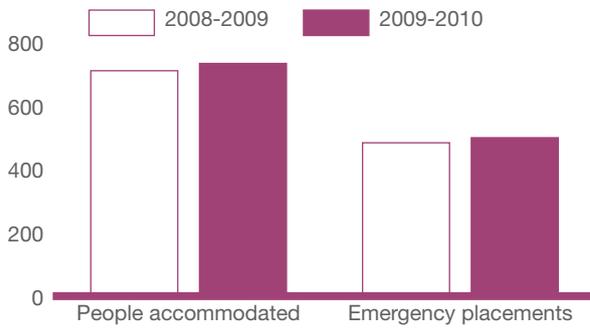
Total number of clients assisted weekly in 2009-2010 was 431



Disability services

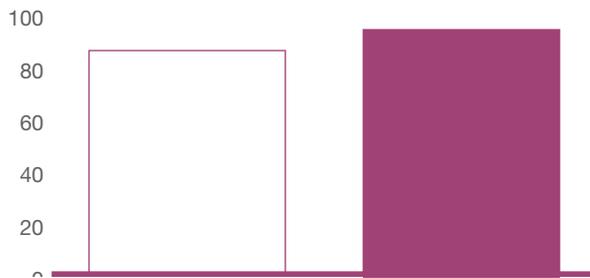
Disability respite accommodation

Total number of people accommodated in 2009-2010 was 1,232



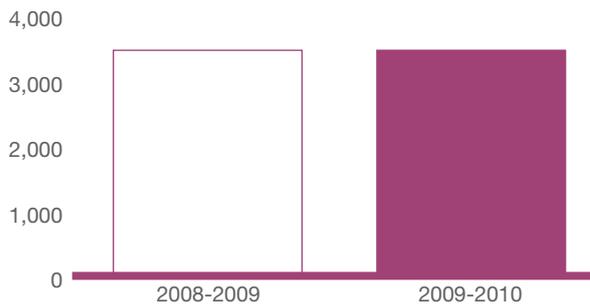
Disability support in the community

Total number of Life Skills Services clients assisted in 2009-2010 was 95



Respite

Total number of respite days provided in 2009-2010 was 3,494





People-centred care, and an emphasis on the social and the spiritual, are the hallmarks of Wesley Mission's service to residents and clients at its various residential aged care facilities. Some people require us to support them to live independently. Others need complex and sophisticated care. Whatever the need, our service is delivered at all times by professional staff committed to providing Christian care.

A history of care

After 35 years of providing care for the aged in Glebe, RJ Williams Lodge was closed. This was a hard decision made due to the limitations of the building for providing aged care, and the costs needed to upgrade it. All residents were relocated to homes of their choice, most within Wesley Mission.

Wesley Mission held a thanksgiving service at the Lodge and 60 former residents, current and former staff, volunteers and supporters came together to celebrate a service that has been at the heart of our aged care for so many years.

More than an institution, the Lodge was also a family and a loving home. During the service, the Rev Dr Keith V Garner acknowledged the importance of buildings as repositories of memories and gave thanks to God for the "RJ family".

Wesley Mission is considering options for redevelopment to provide some form of community care.

Continuous improvement

Health and other standards at aged care facilities must always be of the highest level and all our operations spent considerable time during the year striving to achieve the highest ratings.

Accreditation by the Aged Care Standards and Accreditation Agency (ACSAA) is a demanding process which extended over two full days at WG Taylor Lodge, a low-care assisted living facility on Sydney's Northern Beaches.

The auditors commented on the excellent Continuous Improvement activities at the home. The facility also received an "A" rating from the NSW Food Authority. This was a new form of external auditing in response to new legislation within the industry. WG Taylor Lodge also substantially upgraded its dining room.

RE Tebbutt Lodge is a low-care assisted living facility in Dundas Valley, overlooking Homebush Bay.

There are a lot of men at the facility and during the year they were encouraged to establish a men's group. Around 16 men enjoyed sharing stories, playing pool and table tennis, and gardening. The program proved such a success that the men now travel to a local "men's shed" where they participate in a range of activities including making items for community fundraising.

RE Tebbutt Lodge was also successfully accredited by ACSAA, with the auditors commenting favourably on the revised activities program which included a gardening group, discussion group and a re-engineered art and craft group. The facility also received an "A" rating from the NSW Food Authority.

Another Wesley Mission facility, Hoban House, also implemented a physio/exercise program called Seniorcise which brought great benefits to resident mobility and lifestyle.

Hoban House, HC Foreman Lodge and Frank Vickery Lodge also achieved the strenuous ACSAA and NSW Food Authority accreditations mentioned above.

Village life

Wesley Mission's Retirement Villages provide affordable living arrangements with a range of flexible care options, in the form of fully-funded care packages, temporary care after hospitalisation or illness, or simply the occasional use of the dining room, care clinic or overnight emergency call system.

Alan Walker Village, Frank Vickery Village and WG Taylor Village all responded successfully to the implementation of the Retirement Villages Amendment Act, which required new processes and systems. The three villages also received an "A" rating from the NSW Food Authority.

During the year, intensive planning saw the dream of a new aged care facility in the Wesley Dalmar grounds at Carlingford move a step closer. An additional 16 independent living units will be added to Alan Walker Village as well as a 74-place residential care facility, FH Rayward Lodge.

Case study: A new life for Merle

“Merle” was married for over 25 years but during her marriage she was physically and mentally abused. She turned to alcohol to cope.

When Merle entered Wesley Mission’s care in 2009 she was hardly eating and was completely isolated from the world. All she wanted to do was stay in her room and she was not interested in maintaining basic living standards.

Staff initially focused on getting her down to one drink a day. Merle agreed on the proviso that staff buy her a disco ball for her ceiling!

Merle took small steps. To help her eat regularly, staff would sometimes eat lunch with her in her room until finally Merle was able to try the big dining room for a meal. Gradually, her reliance on alcohol reduced and Merle is now proud that she has not had a drink for a long time.

When a fellow resident mentioned that he had seen a disco ball for sale, Merle became so excited that she eventually made a trip to the shops! This represented huge progress.

Merle now pays a lot more attention to her appearance, partly to please her new fiancé. She is on a special diet so she can look perfect for her wedding day, which will be at the home that she now loves living in.



Sacrifice

“... use whatever gift you have received to serve others, as faithful stewards of God’s grace ...”

1 PETER 4:10 TNIV

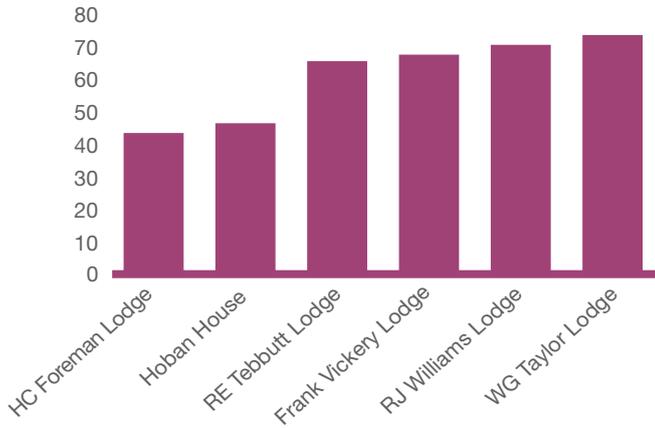




Residential Aged Care Services

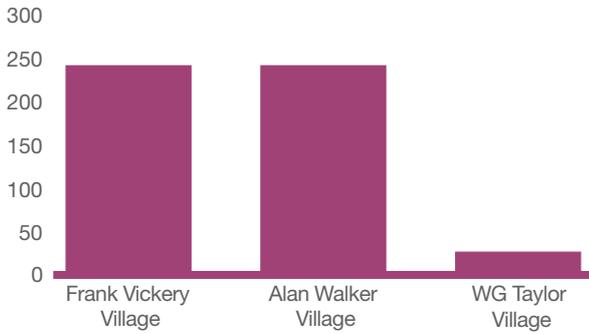
Elderly residents in residential care

Total number of permanent residential beds in 2009-2010 was 363



Elderly residents in retirement villages

Total number of residents in 2009-2010 was 506





Recruiting and retaining the best staff is one of the keys to a strong future for Wesley Mission. During the year we fine-tuned several aspects of our human resource operations, including our approach to recruitment and our employee benefits program.

Wesley Mission continued to develop a strong employment “brand” in the market through the realignment of all recruitment advertising, online careers page and a user-friendly applicants’ information package.

This resulted in a consistent and modern approach to advertising job vacancies as well as an easy-to-use information package for applicants.

Wesley Mission also consolidated the benefits on offer to employees. The organisation developed an Employee Benefits brochure which outlines information on all staff benefits available.

During the year Wesley Mission rolled out an expanded benefits program for staff through a partnership with Advantage Salary Packaging.

This change to a specialist in not-for-profit arrangements saw the introduction of exciting new initiatives, notably the Meal and Entertainment card packaging and Venue/ Accommodation Hire packaging.

This expansion of salary packaging benefits saw an increase in uptake of the program by 9.9 per cent in April 2010, up from January 2010 figures.

To date, two rounds of information sessions have been rolled out in Wesley Mission centres and hundreds of staff attended over 50 sessions across NSW.

Wesley Mission continues to review and expand the current employee benefits programs.

As part of a broader strategy to reduce risk and increase in the quality of care provided to our clients and customers, it was decided that all new Wesley Mission employees would undertake a mandatory national criminal history record check.

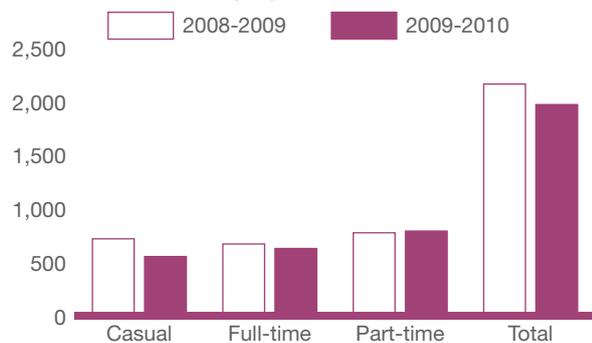
In 2009/10 there was significant improvement in Wesley Mission’s occupational health and safety performance over previous years, including a 25 per cent decrease in the number of claims lodged and a 75 per cent decrease in the cost of claims, along with a corresponding decrease in days lost due to injury.

Wesley Mission’s Volunteer Services responded to the challenge of providing meaningful educational experiences to students who have never experienced poverty. Students are challenged to imagine that they are homeless and only have \$5 in their pockets. After a briefing, each student then goes to a supermarket and purchases food for three days with their “last” five dollars.

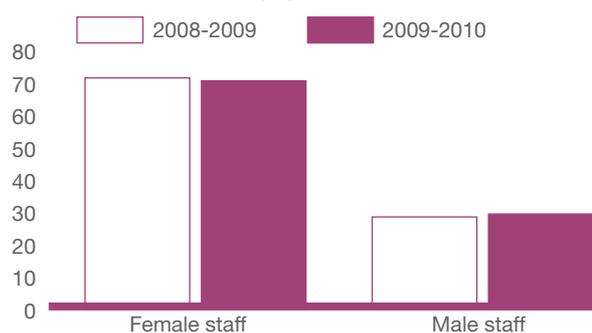
The \$5 Homeless Food Challenge grew from three participating schools in 2008/2009 to nine in 2009/2010, with 513 teachers and students giving over 1,200 hours and raising more than \$2,000 worth of food for the homeless. Students and teachers expressed their appreciation for the program as they have learned more about Wesley Mission and a better understanding of the many issues that a homeless person faces on the streets.

Employees

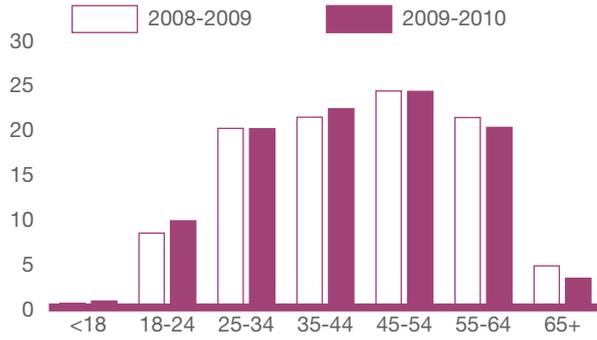
Total number of employees



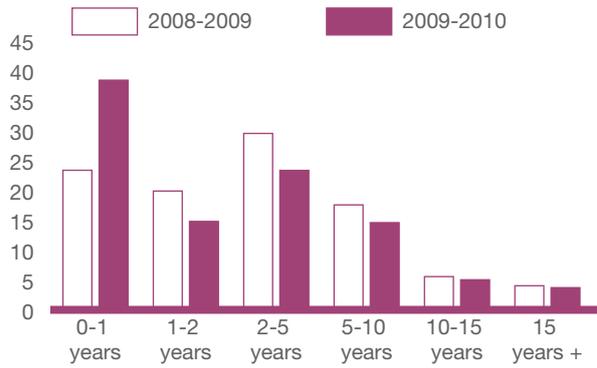
Gender of workforce (%)



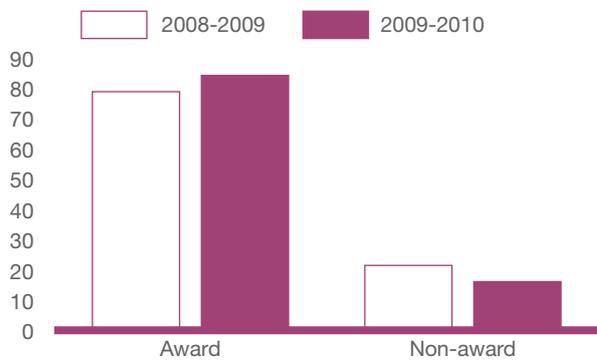
Age of workforce (%)



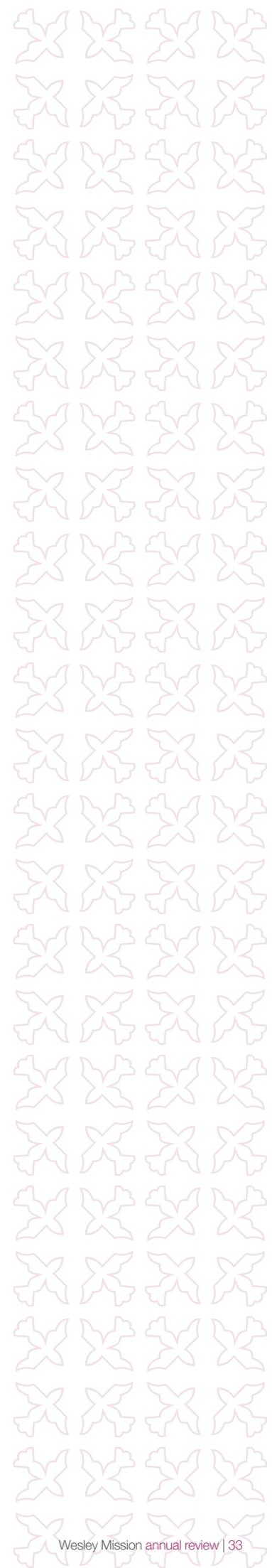
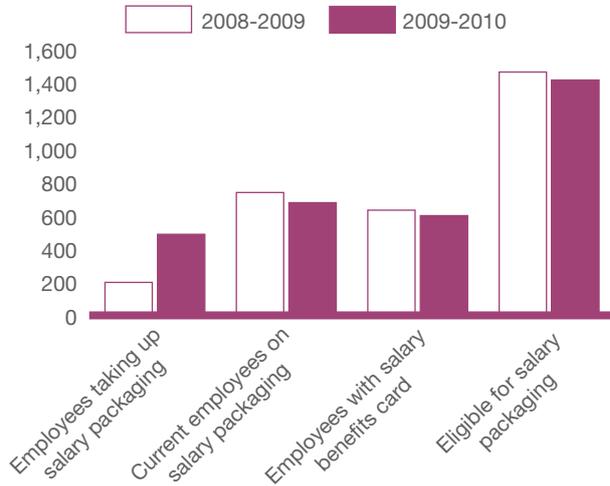
Staff tenure (%)



Employment type (%)

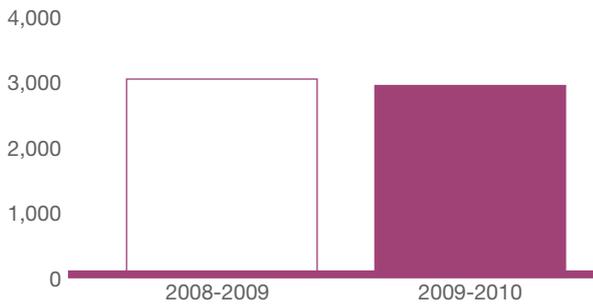


Salary packaging

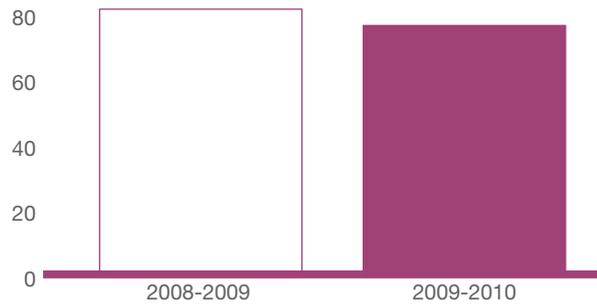


Volunteers

Registered volunteers



Volunteers full-time equivalent



Employee turnover

2009-2010

%

Assurance and Advisory	13.33
Community Ageing and Disability Services	16.10
Community Relations	31.03
Employment and Training Services	10.90
Human Resources and Sustainability	0.00
Executive Ministry	0.00
Executive Operations	11.76
Family and Community Services	16.70
Finance and Administrative Services	19.05
Information Services	13.33
Mental Health and Counselling Services	27.30
Ministry and Mission	15.38
Operations closed centres	0.00
Other activities	5.26
Other operations	0.00
Property and Development	0.00
Special Counsel	0.00
Workforce Development	18.60
Workforce Management	50.00
Total	27.54

Unplanned leave

2009-2010

%

Assurance and Advisory	0.25
Community Ageing and Disability Services	0.88
Community Relations	1.34
Employment and Training Services	0.58
Human Resources and Sustainability	0.91
Executive Ministry	1.35
Executive Operations	0.13
Family and Community Services	0.45
Finance and Administrative Services	0.14
Information Services	0.34
Mental Health and Counselling Services	0.32
Ministry and Mission	0.20
Operations closed centres	0.00
Other activities	0.29
Other operations	1.15
Property and Development	0.03
Special Counsel	0.00
Workforce Development	0.36
Workforce Management	3.44

Breakdown of workforce

	2008/2009	2009/2010
General managers	5	5
Group managers	10	8
Operational managers	34	16
Centre managers	324	176
General staff	1,783	1,760

Occupational health and safety

Mechanism of injury	Number	Days lost	Fatalities
Being hit by objects	16	29	0
Being hit by person	5	31	0
Contact with heat, cold, electricity, radiation	0	3	0
Contact with substance	0	0	0
Exposure to blood or bodily fluids	1	1	0
Exposure to traumatic event	6	126	0
Falls from height	0	0	0
Hitting objects with body	3	12	0
Insect bites and stings	2	0	0
Lifting or carrying	19	49	0
Other muscular stress	7	210	0
Other	4	29	0
Repetitive movement with low muscle loading	4	39	0
Sound or pressure	0	0	0
Stepping, sitting on objects	0	111	0
Trips and slips	18	221	0
Vehicle accident	8	234	0
Total	94	1,095	0





Our suppliers and sustainability

How we purchase and then use our assets is a reflection of our values, in particular our commitment to unfailing integrity. These assets are used as productively and responsibly as possible in the spirit of sustainability and producing the best outcomes for our staff and clients.

In 2009/10 the focus of our procurement team was cost reduction. This included making better use of current resources. The major cost reductions resulted from changing our provider for motor vehicle leasing, making better use of car parking and purchasing IT equipment direct from the manufacturer.

The focus for 2010/11 will be the consolidation of suppliers, a review of telecommunications, further review of pricing and continuing the better use of existing resources.

Toyota Australia has been awarded the fleet business for the Uniting Church of Australia for a further three years. Wesley Mission will continue to purchase via this agreement. Toyota has been selected as its vehicles continue to have strong resale.

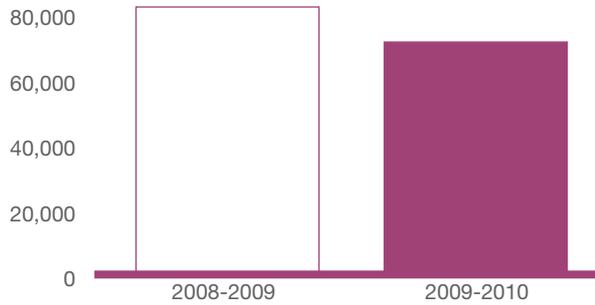
The technology in its engines, particularly in fuel consumption and carbon emissions, is considered “best in market”. Toyota also has the best range of products to meet the requirements of the Wesley Mission fleet. The fuel consumption of the Toyota Camry, one of the main vehicles used by Wesley Mission, has been reduced by 11 per cent. The Australian-made Camry Hybrid is currently being trialed. Wesley Mission is continuing to order mainly small four-cylinder vehicles.

Hyundai is being used as an alternative supplier as it has a very good low-cost “people mover” which is ideal for our community programs. The quality of its products has also improved significantly and it is expected that the resale value will also improve.

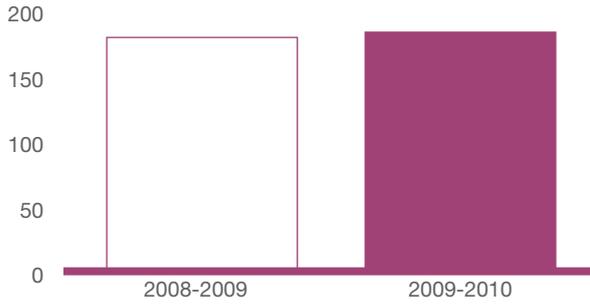
During the year Wesley Mission was conscious of the need to continuously examine and improve its sustainability. Among other things, the organisation:

- Trialed microfibre cleaning methods in its facilities. It is expected that this will reduce the amount of water and chemicals used for cleaning, improve the productivity of cleaning staff and minimise OH&S risk.
- Reviewed its waste management to ensure that the amount of waste going to landfill is reduced.
- Reduced its use of electricity and examined the use of alternative energy sources like solar.

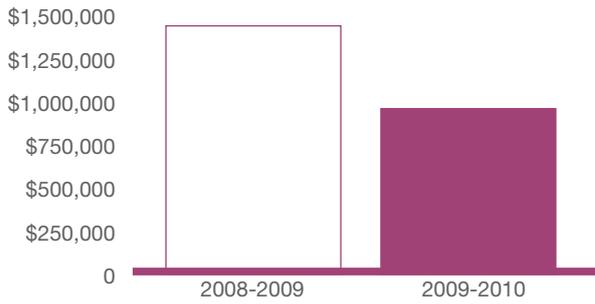
Litres of fuel consumed per month



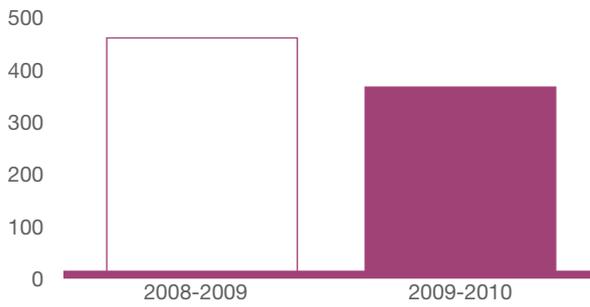
Average fuel consumption (litres per month per vehicle)



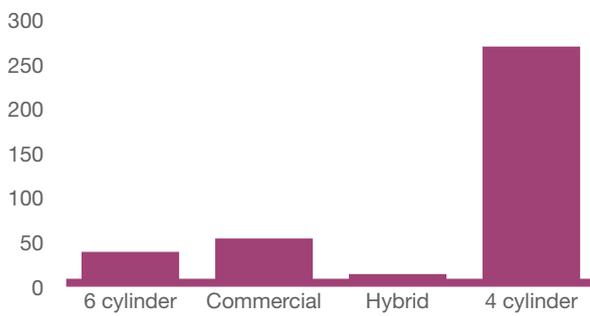
Total fuel cost (per annum)



Fleet size



Fleet breakdown





Our supporters make a significant contribution to Wesley Mission’s ability to assist the needy and disadvantaged. Through our regular appeals we seek to encourage their support by highlighting the work we do and some of the people we help. Wesley Mission also believes strongly in lobbying government on behalf of those we work with and regularly publicising their plight through all forms of media.

The net contribution to the organisation from the Community Relations team improved by \$2.3 million (including legacies) in 2009/10 over the previous year.

Our donor database continued to deliver efficiencies in donor communications and fundraising, and this system was introduced to a number of centres across Wesley Mission. The ultimate goal is to have all donor information contained in one central source to reduce duplication and increase the effectiveness of donor communication.

Our profile continued to grow with the release of two major research reports. The first, called *Give kids a chance: No-one deserves to be left out*, focused on the impact of bullying on children and its later impact in adult life. It provided an opportunity for Wesley Mission to highlight its understanding of this issue in the community and to showcase the many services that support children and families affected by this behaviour.

The second report, *Keeping minds well: Mental health is everybody’s business*, tackled the difficult issue of mental illness in our community and was a contributing factor to Wesley Mission receiving increased funding in this area.

Both reports also provided the opportunity to make a range of recommendations on how to address these respective issues.

The quality of our work was recognised during the year with three Australasian Religious Press Association Awards for our publication, *Impact!* Wesley Mission also won two awards in the Accolade Competition for *Christmas Past and Present* and *Runaway to Freedom*. This international secular competition honours outstanding achievement in film, television and video.

The economic climate continued to be a challenge in 2009/10. Corporate sponsorship and donations decreased significantly and we have reduced our focus on this area. Acquisition of new donors was also significantly lower due to a reduction in our acquisition budget. This will have an impact on fundraising revenue in coming years.

Despite this, Wesley Mission’s fundraising income increased by more than \$378,000 and we acquired more than 4,000 new donors. Our legacy income was strengthened through the sale of a property that netted over \$1 million. It would have been a difficult year without this significant bequest.

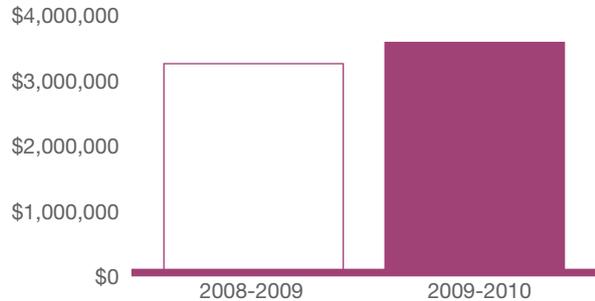
We also introduced a number of new fundraising initiatives including virtual gifts and opportunities for supporters to raise money for Wesley Mission through their own fundraising initiatives.

In 2009/10 our various websites attracted 1.3 million visitors and online donations for the year were \$156,977 – a six per cent increase on the previous year.

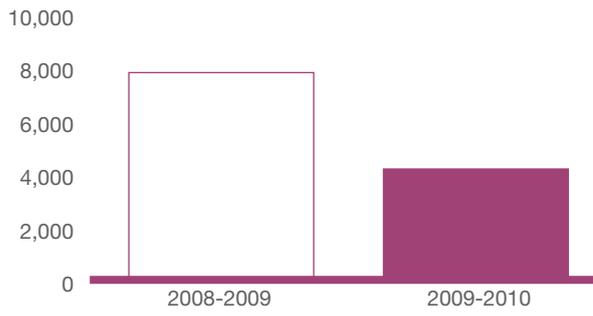
Wesley Mission’s various publications reached 58.7 million people, with an increase in readership in NSW.

Donor appeals and development

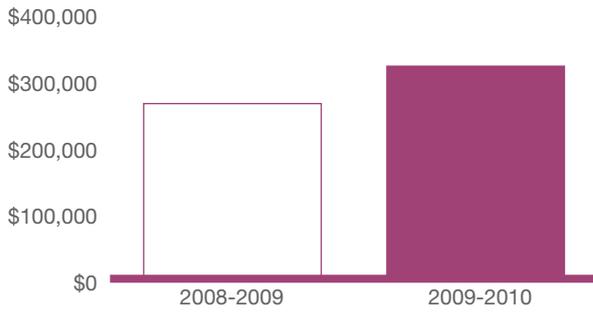
Funds raised from donors



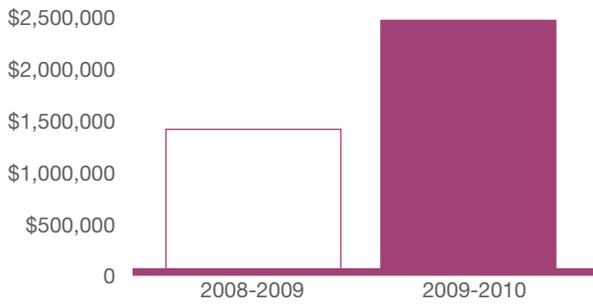
Number of new donors



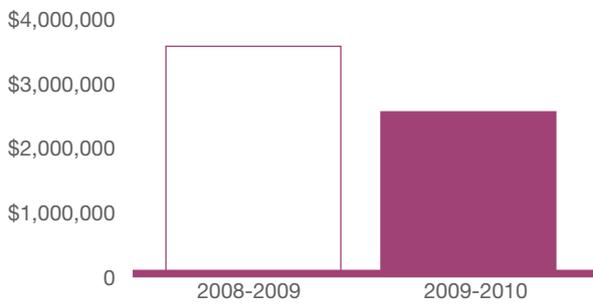
Funds raised by trusts and foundations



Funds raised from legacies



Value of new bequest commitments





Communications

Marketing projects	2008-2009	2009-2010
Marketing campaigns/projects completed	542	438

Online	2008-2009	2009-2010
Number of websites supported	22	22
Visitors to the Wesley Mission website	1,269,187	1,366,603
Online donations	\$148,139	\$156,977

Public affairs	2008-2009	2009-2010
TV, radio and readership reach in media	62,817,536	58,700,000
Articles, interviews, stories in media	2,617	2,900



Wesley Mission's Finance and Corporate Services team delivers a range of core services to the organisation, encompassing essential functions such as Information Services, Finance, Property and Development, and Financial Planning. In addition, the team includes three revenue-generating businesses—Cottee Orchard, Charity Flowers and Word@Wesley.

The preparations were completed during the year under review for the launch of the first stage of Wesley Mission's new finance system.

Our Information Services (IS) team also established a project governance model that improved visibility and decision-making for IS projects in partnership with the business. In addition, they developed a standard methodology and templates for managing projects.

There were also significant improvements and upgrades to IS systems to allow information to be shared between all locations, including server consolidation and virtualisation technology, which delivers long-term savings.

Another new development was a data warehouse to ensure consistent use of data and improved reporting across Wesley Mission.

During 2009/10 the IT Service Desk completed approximately 370 jobs a week.

Cottee Orchard continued implementation of redevelopment strategies for new citrus and almond plantings.

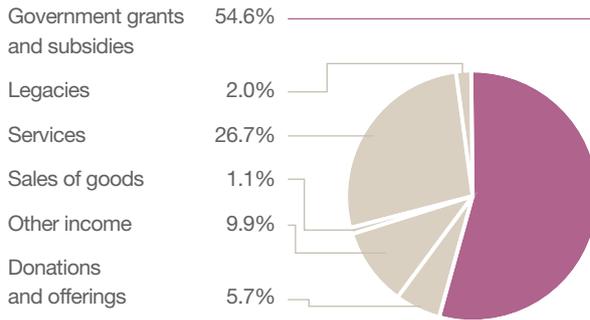
Charity Flowers helps raise money for Wesley Mission's work through the sale of flowers. Major effort was made during the year to promote the service to the public.

Our Property and Development team finalised plans for the redevelopment of our aged care facility at Carlingford and construction was planned to begin in the first half of financial year 2010/11.

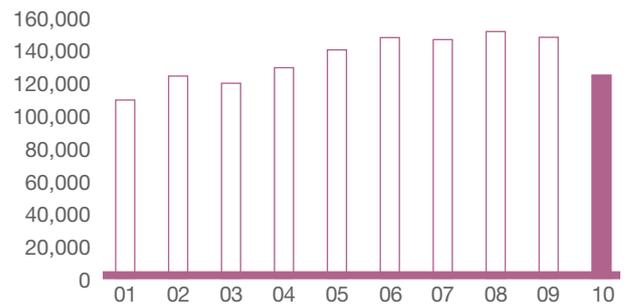
Balance sheet as at 30 June 2010	2010	2009
	\$,000	\$,000
Current assets		
Cash and cash equivalents	32,379	43,093
Trade and other receivables	7,471	6,251
Other financial assets	77	89
Inventories	226	310
Total current assets	40,153	49,743
Non-current assets		
Property, plant and equipment	167,215	158,506
Investment properties	146,536	143,964
Other financial assets	650	653
Total non-current assets	314,401	303,123
Total assets	354,554	352,866
Current liabilities		
Trade and other payables	14,357	15,677
Interest bearing liabilities	852	867
Provisions	6,697	6,663
Unearned income	310	349
Resident/hostel licence agreements expected to be paid within 12 months	10,173	10,300
Resident/hostel licence agreements not expected to be paid within 12 months	91,277	88,321
Other liabilities	7,093	7,300
Total current liabilities	130,759	129,477
Non-current liabilities		
Unearned income	28,492	28,781
Provisions	1,390	1,486
Total non-current liabilities	29,882	30,267
Total liabilities	160,641	159,744
Net assets	193,913	193,122
Equity		
Accumulated funds	70,691	75,044
Reserves	123,222	118,078
Total equity	193,913	193,122

Income statement for the year ended 30 June 2010	2010	2009
	\$,000	\$,000
Revenue from continuing operations	115,671	136,593
Other income	8,674	10,902
Total revenue	124,345	147,495
Cost of goods sold	598	679
Material and other client services	14,084	16,517
Employee benefits expense	81,933	100,120
Depreciation and amortisation expense	4,178	7,787
Maintenance and accommodation	12,341	14,875
Travelling expenses	5,927	6,495
Communications	1,796	2,745
Professional fees	3,058	1,693
Finance costs	181	206
Impairment of intercompany debt	–	1,376
Loss from sale of asset	97	–
Other expenses	4,419	7,075
Total expenditure	128,612	159,568
(Deficit)/surplus	(4,267)	(12,073)
Gain on revaluation of properties	5,058	5,448
Total comprehensive income	791	(6,625)

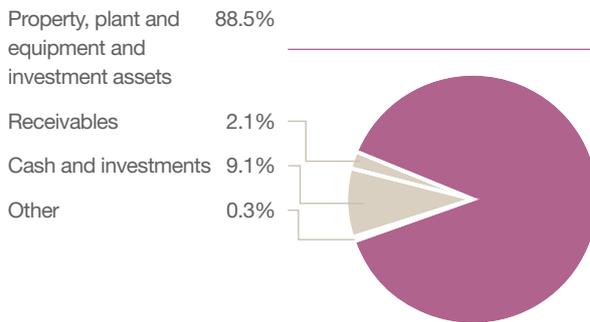
Revenue breakdown (%)



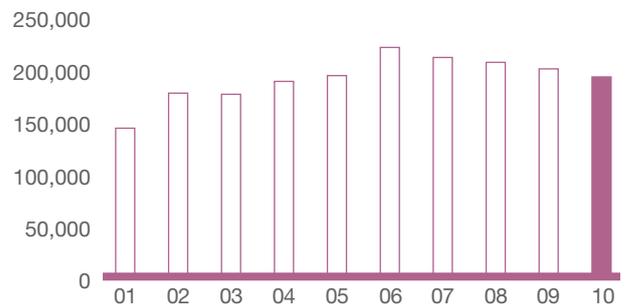
Total revenue (\$,000)



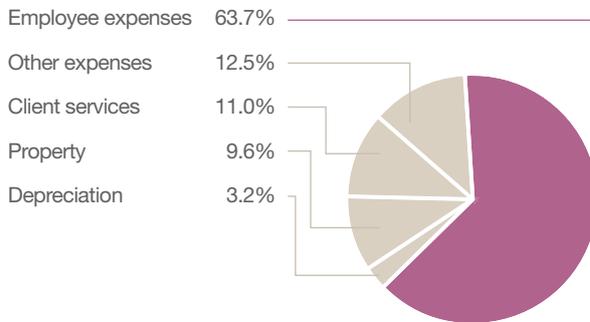
Asset breakdown (%)



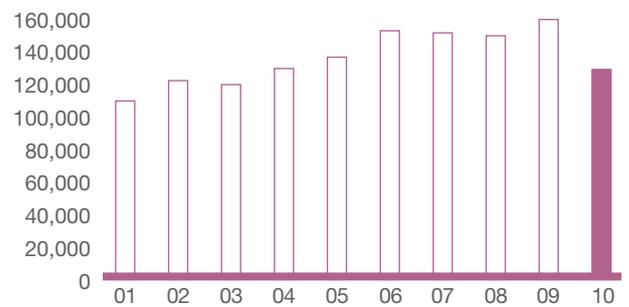
Net assets (\$,000)



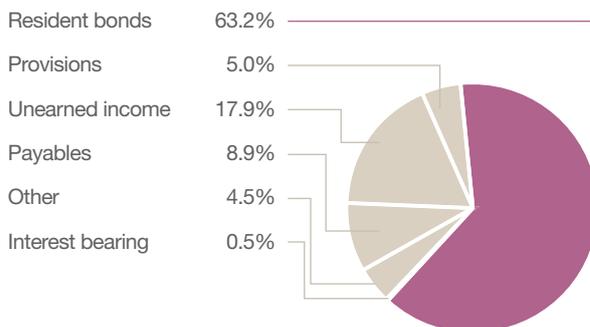
Expense breakdown (%)



Total expenses (\$,000)



Liabilities breakdown (%)





Our supporters include

Clubs and Councils

Ashfield Council
 Asquith Leagues Club
 Avalon Beach RSL
 Bankstown RSL
 Blacktown RSL
 Burwood Council
 Burwood RSL
 Canterbury Leagues Club
 Castle Hill Lodge
 Chatswood RSL
 City Tattersals Club
 Diggers @ The Entrance
 Earlwood Bardwell Park RSL
 Hornsby RSL
 Illawarra Catholic Club
 Inner Wheel – The Hills
 Merrylands RSL
 Newcastle City Council
 Newcastle Wests
 North Ryde RSL
 Panthers Group
 Randwick RSL
 Riverstone Schofields RSL
 Rotary Clubs in District 9680
 Ryde-Eastwood Leagues Club
 St George RSL
 Sutherland District Trade Union Club
 The Wests Group Australia
 Westport Club (Mingara Group)
 Wests Ashfield Leagues Club
 Wyong Leagues

Corporate

AIMS Home Loans
 Bovis Lend Lease
 Catalyst Consultancy and Research Pty Ltd
 City Barn—Malaga
 Commonwealth Bank of Australia
 DLA Phillips Fox
 Edmen Group
 Ford Land Co Pty Ltd
 Frank Vickery Auxiliary
 Greater Building Society
 Hodges Shorten Architects Pty Ltd
 Hope 103.2
 LexisNexis
 Marist Youth Care Ltd
 Nexia Court & Co
 Penico Engineering Pty Ltd

Perpetual Ltd
 Prime Television
 Rellim Holdings No 2 Pty Limited
 Romax Tiles Australia
 Sola Gracia Pty Ltd
 St George Bank
 TalkPoint Pty Ltd
 Westpac Banking Corporation
 Woodend Pty Ltd
 Xstrata Coal NSW Pty Ltd
 Zadro Constructions Pty Ltd

Funding Bodies and Partners

Auckland District Health Board
 Australian College of Applied Psychology
 Australian Government Attorney-General's Department—Crime Prevention and Enforcement
 Beyond Blue
 Council of Australian Governments
 Department of Ageing, Disability and Home Care
 Department of Education and Training
 Department of Education, Employment and Workplace Relations
 Department of Families, Housing, Community Services and Indigenous Affairs
 Department of Health and Ageing
 Department of Health and Ageing—Mental Health and Suicide Prevention Programs Branch
 Department of Veteran Affairs
 Housing NSW
 NSW Health Department
 NSW Human Services & Community Services
 Office of Fair Trading
 Office of L, G and R
 Responsible Gambling Fund
 The Smith Family

Schools

Knox Grammar School
 Thomas Hassall Anglican College

Trusts and Foundations

Baxter Charitable Foundation
 Bruce & Joy Reid Foundation
 Chestnut Tree Foundation
 ICAP Australia Pty Limited

James Kirby Foundation
 Janice and Don Wright Family Endowment
 John Lamble Foundation
 Macquarie Group Foundation
 Permanent Trustee Foundation
 The Adolf Basser Trust
 The Fairbridge Foundation
 The Greatorex Foundation
 The Hely Trust
 The Maddocks Foundation
 The Miller Foundation
 The Vincent Fairfax Foundation
 Trust Company Limited
 Whitcroft Charitable Foundation
 Willowie Nominees Pty Ltd (Bill Leavey Foundation)

Volunteers

Arden Anglican School
 Ascham Girls School
 Australian Red Cross
 Bankwest
 Boot Camp
 Bovis Lend Lease
 Cecil Hills High School
 Commonwealth Bank of Australia
 DLA Phillips Fox
 Epping Boys High School
 Fernwood Parramatta
 Hospira Pharma
 Knox Grammar
 LexisNexis
 Liverpool Girls High School
 Mountains Christian College
 Nexia Court & Co
 Northern Beaches Christian School
 Norwest Christian College
 Pacific Hills Christian School
 Pinjarra Child Care Centre
 Ravenswood School for Girls
 Richmond High School
 Rover Scouts
 SDA Kellyville Ladies
 Sydney Adventist College
 The Armidale School
 Tradies
 Wahroonga Pathfinders
 Well Being Conference
 Wesley Mission Congregations
 William Clarke College
 Woollahra Pathfinders

Help Wesley Mission put others first

Putting others first ... it's what Wesley Mission does. Every day we work to ensure that the people society often overlooks—the old, the frail, the disabled, the unemployed, the mentally ill, the homeless—don't get left behind.

With your help we could do even more. The demand for our services is great, and increasing, but sadly we sometimes have to turn people away because we mightn't have enough beds in a shelter or enough counsellors to talk to someone desperate for help.

With a one-off donation or a regular gift, you can help Wesley Mission continue and build on the work it already does, work that keeps families together, helps people beat addictions, prevents suicide or gives kids a good start in life.

Please help us 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.



I want to help Wesley Mission continue the work it does 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)

First name:

Surname:

Company name:

Address:

Postcode:

Phone (work):

Mobile:

Email:

Amount: \$

My cheque/money order is enclosed
(made out to Wesley Mission) OR

Please debit my credit card:

Visa Mastercard Amex Diners

Card Number:

Expiry date: /

Signature:

Name on card:

Wesley Mission collects your details for fundraising and to update you on our activities. All information collected is covered by our privacy policy, see www.wesleymission.org.au. Please contact us if you do not wish to receive further information.

Send to: Putting others first
Wesley Mission
PO Box A270 Sydney South NSW 2135

Or donate by: DONATION LINE. 1800 021 821
FAX. (02) 9267 1022
WEB. www.wesleymission.org.au/donate

Thank you.

DONATIONS OF \$2 OR MORE ARE TAX-DEDUCTIBLE

ABN 57 996 964 406
Wesley Mission, 220 Pitt Street, Sydney NSW 2000

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



“For even the Son of Man did not come to be served, but to serve, and to give his life as a ransom for many.”

MARK 10:45 TNIV

WESLEY MISSION

220 Pitt Street, Sydney NSW 2000 Australia

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PH. (02) 9263 5555 FAX. (02) 9264 4681

EMAIL. wesleymission@wesleymission.org.au

WEB. www.wesleymission.org.au

Superintendent: Rev Dr Keith V Garner MTh (Oxon)

ABN 57 996 964 406

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