



200
YEARS
Pioneering care



Helping create sustainable communities

Our 2012 annual review

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

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Superintendent and CEO's highlights

The year in review

As I reflect on the last year, I am pleased to say that Wesley Mission has achieved a number of major milestones, both in helping to build sustainability in the communities we serve and in ensuring the sound future of our work. We have celebrated our Christian beginnings, which have helped give shape to who we are today.

Sustainable communities

People often comment on the breadth and depth of our services, and their extensive reach in so many aspects of care and support. As a major Australian Christian community services provider and as a Church, living the Gospel is fundamental to our approach to multifaceted community service delivery.

There are so many aspects to a person's need, with major consequences for their family and for the communities in which they live if these remain unaddressed. A one-dimensional approach to community services provision can be a band-aid treatment, when in reality a full suite of services is what is needed to help people become vital and active contributors to our community.

An individual or family may require their basic needs to be urgently met (such as safety, shelter, food and clothing). Beyond this, out-of-home care for children may be needed, with long-term counselling, inclusion and support for the children, their carers and their birth parents. Mental health and addiction support may also be required for family members (either in or out of hospital), and life skills such as financial counselling, parenting skills and employment training/placement are often critical in the mix.

The numerous services we provide position us to be extremely flexible and agile in our service delivery, being able to "wrap a blanket" of comprehensive support services around those in need and their families. We describe this as our "person-centred approach" to service delivery.

While our sphere of influence is extensive, we also have a partner network which extends our geographic reach and enables us to be very responsive to the needs of our government and business partners.

In 2012, our long-established work and expertise in foster care, which dates back to the late 19th century, was recognised with the awarding of a major Out-of-Home Care (OOHC) Reform Program contract by the NSW Department of Family and Community Services. This will see Wesley Mission act as a major government partner for the transfer of out-of-home care to the non-government sector, stemming from sector reform recommendations made in 2008.

We also received new funding from the Australian Government Department of Health and Ageing to implement a range of suicide-prevention initiatives over the next three years, including training, online resources and the establishment of an additional 26 suicide-prevention networks around Australia.

With an ageing Australian population, and longer life expectancy among non-indigenous Australians, there is increasing strain on Australian governments and the public purse to provide health, ageing and disability services. Traditional models of institutionalised community care are unsustainable, and have been the subject of major public policy reform.

Increasingly, there is wide recognition of the benefits to individuals' wellbeing, to society in general and to the Australian economy, of enabling people to remain in their own communities and homes rather than in public institutions, for as long as possible.

Through many of Wesley Mission's services, people can maintain a degree of autonomy when this would otherwise be impossible. We provide this opportunity through our home support services for older people and people with a disability (from in-home care, to home modification, to grocery shopping), and services for their families and carers such as counselling and respite services.

We also realise that inclusion in the local community is vital to the wellbeing of our clients, and we run numerous programs for social inclusion such as our School for Seniors and employment/activities programs for people with a disability.

In the case where living at home is no longer appropriate, we bring innovation to our facilities to address the total needs of our clients, with their dignity, psychological and physical wellbeing of paramount importance.

Our commitment in this regard was recognised with an award for "the most outstanding aged care housing design in Australasia for 2011" (Australasian Over 50s Housing Awards) for the Wesley Rayward ageing in place facility in Carlingford (due for completion in late 2012). This 74-room state-of-the-art facility includes the construction of our purpose-built dementia unit, designed to provide a stimulating and caring environment sensitive to our clients' specific needs.

In keeping with our Christian ethos, and providing the best care for the particular needs of our residents, we have been pleased to partner with the NSW Government to provide a facility dedicated to young people with acquired brain injuries at Wesley Woodward, Smithfield. These clients have traditionally found the only available accommodation to be in aged care facilities, inappropriate to their age and individual needs.

Commercial sustainability

In February 2011 over 80 representatives from our Board, our Congregations and supporters joined a Design Forum to discuss the vision for Wesley Mission and to build a sustainable framework.

This forum recognised that Wesley Mission operates in an environment of constant change, particularly as it relates to the political and economic landscape. Changes in government policy are having a significant impact on how we deliver services, and the need for increasing flexibility and excellence in our service delivery models has been recognised.



Wesley Mission is also embarking on a number of major projects including incorporation, the redevelopment at Carlingford and Sylvania sites, and planning for the renovation of a facility at Glebe. Each of these is a significant project that requires new ways of operating to be more effective.

As a result of these environmental factors, we have reviewed our strategy, structure, capabilities, processes and systems in 2011/12.

This past year has seen a focus on building a strong infrastructure foundation with increased commercial rigour and scrutiny. Part of this has involved the implementation of more efficient processes and procedures for capital investment.

We are on a four-year journey to build greater financial sustainability into the life of Wesley Mission. As we arrive at the end of year two, it is pleasing that we are keeping to our targets. This is so encouraging because we are living through some of the most challenging economic times, when we are seeking to continue high-level services to some of the most vulnerable people in Australia.

Part of our financial achievement has been a strong result in our fundraising efforts, recording one of our most successful performances in 2011/12. An increased emphasis on working with partners, a successful winter campaign focusing on the plight of carers, and new online initiatives, have led to this success.

Realigning our organisation for revenue growth

The demands of general management of the operational portfolios, coupled with the need to implement strategic priorities for revenue growth, have resulted in an organisational restructure with the creation of two new portfolios.

It has been a pleasure this year to welcome Mr Andrew Mitchell to the position of General Manager, Employment, Residential, Training & Health. Andrew joined Wesley Mission in 2008 as a Group Manager. His experience across the sector and within Wesley Mission will be valuable moving forward.



Superintendent and CEO's highlights

It was also pleasing to announce the appointment of Mr Chris England to the position of General Manager, Family & Carer Support, in February of this year. Chris previously worked for Wesley Mission from 2001 to 2009 in Employment Services, where he held a Senior Manager role within that team. Chris's most recent role was as an adviser to care providers across NSW in relation to government contract negotiations.

Mrs Elizabeth Orr has held the senior post of General Manager, Operations, within Wesley Mission, which encompassed many of the functions of the new portfolios. She has been instrumental in expanding our services across a range of portfolios including family, youth, disability, employment, training and mental health and counselling. Elizabeth will now focus on a range of business development opportunities, process improvement functions, and our Residential Aged Care operations in her new role as General Manager, Enterprise, with the restructure enabling her to fully focus on these strategic priorities.

Ministry & Mission—Congregational life

This year we mark the 200-year anniversary of Methodism in Australia, dating back to a group of visionary Methodists who met in Sydney in 1812—Edward Eagar, Thomas Bowden and John Hosking. These men established a legacy of faith and pioneering care which is continued by Wesley Mission today—helping those in need while taking our Lord's word to the community ... what we call Word and Deed. From those humble beginnings, we have played a longstanding role in the life of Sydney and NSW, and have become part of the fabric of the community. The celebrations which mark significant events in our heritage will continue over the next four years. They are a wonderful opportunity for Wesley Mission's

extended "family" to come together. By "family" I refer to our Congregations, volunteers, clients, donors, Wesley Mission employees and the many other supporters of Wesley Mission, without whom we would not be here today. We look forward to an exciting calendar of events as we celebrate the Bicentennial themes of hope, innovation, advocacy and faith.

This year we have also welcomed the appointment of the Rev Dr Rick Dacey, as the Senior Minister heading up our Ministry and Mission Department and a member of our Senior Leadership Team. I am confident that the unique gifts he brings will greatly enhance the life of Wesley Mission.

Progress is being made in securing more permanent facilities in Ryde for our growing Wesley International Congregation. The "extension Congregation" is showing remarkable spiritual vitality and has fast outgrown its present location.

Evidenced-based research

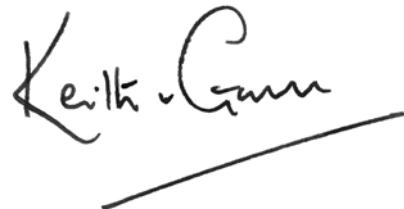
In 2011/12 we have continued to undertake major primary research projects. *Keeping minds well: Caring till it hurts* identified the long-term mental health, financial and other risks to those caring for a relative with a mental illness. The plight of young carers was particularly concerning and the benefits of carer support services were clearly identified. Our other report this year, *Give kids a chance: Seeing a better future with mentoring*, identified the significant benefits for children in need having a mentor from an early age.

Both reports received significant media and government recognition, and play an important role in our advocacy for those whose voice often goes unnoticed.

Thank you

Finally I would like to express my sincere thanks to my Board and Officers, Mr Mark Scott AO and Mr David Greatorex AO. I take this opportunity to acknowledge the contribution of David, who has stepped down as an Officer of Wesley Mission after 11 years of service. David has made a most significant contribution to our life and witness, and I am pleased that he is continuing as a member of the Wesley Mission Board. It is appropriate for me to welcome Dr Keith Suter to the position of Honorary Secretary of Wesley Mission. Keith is a leading academic and social commentator, and has been an active Christian, member of our 6 pm Congregation and member of the Wesley Mission Council for many years.

We move into the future committed to helping to build sustainable communities. The contribution of all our people—our thousands of staff, worshippers and volunteers—are what help us to ensure we remain a Christ-centred and people-focused mission.

A handwritten signature in black ink, appearing to read "Keith V Garner", followed by a thin black line.

Rev Dr Keith V Garner
Superintendent/CEO

About Wesley Mission

Wesley Mission is the largest parish within the Uniting Church in Australia and a leading community services provider in NSW.

Wesley Mission

- provides over 130 community services programs in partnership with the NSW and Australian governments, and in its own right
- has a strong regional presence in NSW and across Australia through our partner network
- employs over 1,800 people
- has a volunteer base of over 2,470 registered volunteers plus additional volunteers for special projects
- has a significant donor base with individual and business donors

Services for children, youth and families

- mentoring**
- out-of-home care (foster care)**
- mental health support in and out patient**
- counselling and clinical support**
- parenting skills and education**
- support groups**
- financial counselling**
- addiction support**
- suicide prevention**
- teenage outreach**
- Indigenous support**
- carer respite and support**
- pastoral care**





Services for older Australians

- independent living
- seniors education and social inclusion
- in home care and assistance
- respite care
- full service accommodation
- domestic assistance
- community visitors
- home modification and maintenance



Services for people who are homeless or at risk

- emergency assistance
- crisis accommodation
- teenage outreach
- meals and food parcels
- mental health support
- drug, alcohol and addiction support
- longer term needs programs
- pastoral care



Services for people with a disability

- employment opportunities
- life skills program
- in home care and assistance
- respite for carers
- temporary crisis accommodation
- counselling
- home modification and maintenance
- pastoral care

Our Christian community

At a glance

Congregations

Wesley Mission conducts 12 weekly services at the Wesley Centre and more than 40 services at our other centres. Our congregations include:

- Praise, Prayer & Preaching (6 pm) Congregation
- Wesley 10.30 am Congregation
- Wesley 3 pm Congregation
- Wesley Chapel in the city
- Wesley Chinese Congregation
- Wesley International Congregation (City and Ryde Extension)
- Wesley Rotuman Congregation
- Wesley Samoan Congregation
- Edward Eagar Lodge Congregation
- Frank Vickery Village Congregation

Chaplaincy

Chaplains perform a vital function in Wesley Mission's network of more than 150 homes, hospitals, hostels and services. Some support children in our care, others minister to older people and those struggling with mental illness. All have special pastoral functions in caring for the dying and the bereaved.

Welfare assistance

Ministry & Mission continues to offer welfare assistance to those in need, providing assistance to 1,800 people in 2011/12. Food parcels, financial assistance for prescriptions and fares, and a referral service are available.

During 2011/12, 1,153 food parcels were distributed, financial assistance was provided to 172 people, and 476 people were offered referrals. At Christmas, 381 toys/gifts and 46 food parcels were gratefully received. 22 food parcels were also distributed to the Huntingdon's Disease Unit of Lottie Stewart Hospital.

2011/12 highlights

The year 2011/12 was an eventful period in sharing the message of hope in Christ with the Wesley family and the community. The cultural diversity of our Congregations was acknowledged, from *Praise, Prayer & Preaching* led by the Rev Dr Keith Garner, to the Samoan, Rotuman, Chinese and International Congregations. Thanks were given for the reach of the Word, from the intimacy of the 10.30 am, 3 pm, Edward Eagar Lodge and Frank Vickery Village services, to the television broadcast of *Praise, Prayer & Preaching* to Australian and international audiences.

This year Wesley Mission farewelled Rev Michael Earl, Minister in our 6 pm service and Chapel in the City.

The birth of Jesus Christ was celebrated with Wesley Mission's 10th annual Christmas Day lunch, Shepherd's Tucker. People without family, a home or a place to be on Christmas Day join the celebration at Wesley Mission in Pitt Street. Some people may have just lost a loved one and find the empty chair at Christmas lunch too much to face. Joining them are people who want to serve others and share the joy of Christmas. Wesley Mission Minister, the Rev Graeme Watkins said that while all children receive a present, for some, it is the only gift they will receive at Christmas. "By the end of the day, there is no distinction between those in need and those who have come to help. Everyone is laughing and chatting together," he said. "There is just one big family sharing the Spirit together."

In June this year, Wesley Mission's Chinese Congregation was part of the Heavenly Songs event, an annual gathering of Chinese churches from around Sydney, attended by thousands. The service took place in the Opera House and played host to international speakers. The Chinese Congregation Minister, the Rev Kau Lee, said "The event was a powerful testimony in music, and one in which there was a great sense of inclusivity." Wesley Mission is a member of the Sydney Chinese Christian Churches Association and has a large reach in the Chinese community of Sydney.

In the past year, Wesley International Congregation (WIC) youth groups have hosted five camps with over 340 campers attending. The Youth Pastor, Cory Schut, said there were two high school youth camps, a kids camp (years 2–6), and a university student's camp. "The camp atmosphere is electric," he said. "Our youth groups are always strengthened by the camp experience and people come into relationship with God in a much deeper way."

"The 2011/12 year also saw the establishment of an English conversational coffee club, a joint venture between Wesley International Congregation and the Universal English Language Centre. "It has attracted over 60 students," said Andy Chin, Pastor, Missions and Evangelism. The Chinese worship team also raised a significant amount of funds to assist China Heart International ministry which ministers to families in extreme poverty and to HIV-affected babies and families.



Ministry & Mission were involved in Easter Mission to provide teachings in bringing the good news to thousands in Sydney and beyond. The Easter Sunrise service shifted to Channel Nine and received warm feedback, while the Congregation at the Opera House was the largest to date.



During Homeless Persons Week, residents and friends of Wesley Mission's crisis accommodation in Surry Hills, Edward Eagar Lodge, met at a local park, to remember those who had died on the streets, in boarding houses and hostels. Edward Eagar Lodge Pastor, Don Walker, said homeless people often die without anyone to arrange their funeral and they are buried by a solitary Minister. "To know, regardless of what has shaped a person's life, that someone cares and will be there to farewell them is of great comfort to the individual," he said. Over 30 children from Crown Street Public School sang a number of songs at the service, connecting the students to the issues of homelessness and marginalisation in an appropriate and safe way.

Who will care for me when I die?

It's an early-morning start for Pastor Don Walker, with a train trip to Lidcombe Station, a 200-metre walk, a bus route, and another walk of at least a kilometre to get to the graveside in time. The latest a graveside destitute funeral can take place is 9 am.

The coffin of a destitute person buried by the authorities can have as many as five other people stacked above, and no markers are placed on the grave to indicate who lies in that particular spot in the Independent Cemetery at Rookwood.

"Standing alone on the edge of a grave that is at least 12 feet deep can be a sad and lonely experience if your only company is a funeral company and gravediggers", said Don.

"A homeless man suffering from cancer asked me who he could go to discuss the headstone he wanted on his grave. He wanted to make sure that he was recognised in death." Don knew there was no way that his estate would cover any other grave than one of destitution and being buried with other people, but he wanted to help him none the less. "He really wanted to know that he would be remembered.

"It is important for each individual to know that someone cares for them. Families become estranged, the workplace and its friends become distant memories, mental illness separates, substance abuse isolates — but the person remains someone who, God loves", Don said. "The question arises, who will care for me when I die?

"Regardless of what has shaped a person's life, for that person to know that someone cares and will see that an appropriate farewell is arranged is of great comfort to the individual." Pastor Don Walker is one of those people, and his countless trips to care for those in death who have been forsaken by society speaks volumes.

Wesley Mission workers become surrogate family in more than just the work among the homeless, for there are many lonely and alone people within Wesley Mission's wider work.

Don Walker is Wesley Mission's Edward Eagar Lodge Pastor.

Edward Eagar Lodge provides emergency accommodation for men and women from 18–80 for up to three months, with a comprehensive support program which looks at physical, intellectual, emotional and spiritual, vocational and recreational needs.

Governance

Wesley Mission has a clearly defined governance structure. The Board and Management Committee establish the principles and strategic direction of the organisation, with input from stakeholders. The Senior Leadership Team, supported by the Executive Managers, then implements that framework.

The Board

Matthew Chee, MBA, MDiv, BAcc

Matthew is a long-time elder of the International Congregation of Wesley Mission. He also serves on the Core Team for the Wesley International Congregation Ryde service, which he chairs and where he preaches occasionally. An accountant and businessman, Matthew has served in various capacities on the Wesley Mission Board, including the Cottree Orchard Board, the Finance Committee, the Aged Care Committee and as Chair of the Audit and Risk Committee. Matthew has been a Board member since February 2000.

John Christison, JP, AAIM, AAII

John is currently an elder with the 6 pm Wesley Congregation, Secretary of the Elders Council, a lay preacher and Lifeline counsellor. John worked in the general insurance industry in senior roles for 30 years, was an Electorate Officer and is a former Wesley Mission Director of Administration and Acting Executive Director Lifeline Sydney. John has been a Board member since February 2007.

Nick Farr-Jones, AM

Nick is a well-known sporting personality, lawyer, former Director of NRMA, Councillor of the City of Sydney, Director of Société Générale and current Director of Taurus Funds Management. He has extensive investment and banking experience and serves on a number of boards around the world. Nick has been a Board member since January 2001.

Rev Dr Keith V Garner, MTh (Oxon), DD (Hons) Superintendent/CEO Chair

Rev Dr Keith V Garner was inducted as Wesley Mission's ninth Superintendent in 2006. He trained for mission and ministry in Bristol, UK, and completed his MTh in Applied Theology at Oxford University in 1995. An accredited Methodist preacher since 1973, and a member of the College of Preachers since 1998, Dr Garner has won international recognition as an inspiring and gifted preacher. He has visited and preached in many countries, has written four books and regularly contributes to magazines and journals, as well as hosting a weekly Christian TV show.

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

David is a member of the 6pm Congregation at Wesley Mission. David was Chairman of Westmead Millennium Research Institute, State Bank of NSW, IBM NZ, Securenet Limited, Computer Australia Limited, First State Computing Pty Ltd and 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. He was visiting professor at Wollongong and Macquarie universities for 15 years. David has been a Board member since February 1999 and Honorary Secretary since February 2001.

David Lewinsohn

David is an Elder of the Wesley Mission International Congregation and a Sydney Presbytery member. David is currently the Database Manager with AMPCo and has previously worked as an analytical chemist for the federal government and an operations manager for a pathology laboratory, and consulted in logistics to both government and industry. David has qualifications in applied chemistry, logistics management and information technology. David has been a Board member since February 2007.

Elizabeth McQueen

Having grown up with a Methodist background and educated at MLC Burwood, Elizabeth became a member of Wesley Mission in 1975, and is a long-term Elder of the Sunday-night Congregation. A Pharmacist and Registered Nurse, Elizabeth worked in London, PNG and country and city NSW. From 1989–1999 she manned the Lifeline phones and has a long involvement in aged care. Elizabeth has been a Board member since February 2008.

Robert McSkimming

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

Governance

Mark Scott, AO, BA, Dip Ed, MA (Sydney), MPA (Harvard) Honorary Treasurer

Mark was appointed Managing Director of the ABC in 2006. Under his leadership, the ABC has dramatically expanded its services and reach. Mark was named Media Person of the Year in 2008 and made the Financial Review's respected "Power" list in 2009. Before joining the ABC, he held a number of senior executive appointments at Fairfax Media. Mark has post-graduate degrees from Sydney and Harvard universities in Government and Public Administration. Mark has been a Board member and Honorary Treasurer since January 2009.

Beverly Smith

Beverly has extensive knowledge of the Uniting Church administration from her 10-year experience as Secretary, Presbytery of Sydney and as Treasurer of Maroubra Uniting Church. She was previously a consultant to Burroughs Computing Systems. Beverly has been a Board member since February 2001.

Dr Keith Suter, BA (Hons), MA (Hons), PhD, FAICD, FRAI

Keith has been involved with the Uniting Church for over 30 years and is currently completing a PhD on the future of the Uniting Church. He is also a company director, conference speaker, broadcaster, writer and teacher at both Macquarie University and Boston University (Sydney campus). He is also a Fellow of the Australian Institute of Company Directors. Keith has been a Board member since January 2009.

Johnny Teong, MBA, FCPA, ACIS, MAICD

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

Edmund Walker

Edmund is the Honorary Treasurer of Uniting World, a Director of UCA Assembly Ltd, and a member of the United Theological College Finance and Administration Committee. Previously he was the General Secretary, Board of Finance and Property, of the Uniting Church. Edmund has also been a board member of the Nareen Gardens Retirement Village and Chairman of the Sydney North Regional Aged Care Board. Trained in industrial law, he was once a personnel manager for BP Australia. Edmund has been a Board member since November 1992.

Sarah White, BA, Grad Dip Ed

Sarah is the Program Director of Lent Event, the Uniting Church movement she founded in 2005 to address world poverty. She is also a designer of leadlights for UnitingCare, including Wesley Mission's Lottie Stewart Hospital, and co-founder of Amazing Space, a women's alternative worship initiative. Sarah has been a Board member since February 2010.



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

Senior Leadership

Rev Dr Keith V Garner
Superintendent/CEO

For biographical information, see previous section.

**Mr David Cannings, BBus, MBA,
FCPA, AICD**
General Manager, Finance

David is responsible for Corporate Accounting, Financial Planning, Information Services and Procurement Services. He has extensive executive management experience within finance, corporate and not-for-profit sectors. David sits on the Policy Committee and Investment Committee for the National Anglican Superannuation Fund. He is a Fellow CPA Australia and a member of the Australian Institute of Company Directors. David commenced his employment in April 2010.

Chris England, BSocSc
General Manager, Family & Carer Support

Chris is responsible for Family Support & LifeSkills, Home & Carer Support and Child & Youth Mentoring Services. Prior to joining Wesley Mission in 2001, Chris worked at Accenture and Mission Australia. Since October 2009, Chris has mentored and advised the CEOs and boards of many NSW-based not-for-profit organisations and peak bodies, and brings a rich understanding of the community sector to Wesley Mission. Chris re-joined Wesley Mission in January 2012.

Graham Harris, CAHRI
General Manager, Corporate

Graham is responsible for Human Resources, Communications & Fundraising, Property Management and Governance Support & Legal Services. 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 an external Board membership: Australian Federation of Employers and Industries (AFEI) (Board member since 2000, being President from 2002–2008). Graham commenced his employment in January 1993.

**Andrew Mitchell, BEc, Dip Fin Man (UNE),
MA (Theology), Dip Min (Moore College),
BTh**

**General Manager, Employment,
Residential, Training & Health**

Andrew is responsible for Employment & Regional Planning, Training & Recreation, Mental Health & Counselling and Supported Accommodation & Respite Services. Prior to joining Wesley Mission, he worked in Anglican pastoral ministry for more than 10 years and held executive management positions with QBE Insurance and Bankers Trust Australia. Andrew commenced his employment in April 2008.

**Elizabeth Orr, BA, Dip Ed, MBA, MAICD,
MACHSE**
General Manager, Enterprise

Elizabeth is responsible for Service Development & Support, Enterprise Development, Residential Care & Independent Living, Stakeholder Relationships, Development Projects, Business Projects & Knowledge Management, Volunteer Services and Piccadilly Services. She has held many senior leadership and policy development roles in the community services sector and is a strong advocate for those suffering from mental health and family dysfunction traumas. Elizabeth worked at Macquarie University for many years researching innovative training methods and curriculum development to assist students with learning difficulties. Elizabeth commenced her employment in December 2002.



Home & Carer Support

At a glance

This area provides a range of services for frail aged people, those with a disability, and their carers, who live at home. These include:

- Community Aged Care Packages and Extended Aged Care at Home Packages which assist frail aged people to remain at home
- The Inner West Commonwealth Respite and Carelink Centre which assists carers
- The Home Modification & Maintenance Service which does maintenance work to support clients living at home

515
Care Packages

538
Domestic Assistance
clients

The Carer Respite
centre provided
respite assistance on

1,600
occasions to
600
different clients

Partnering with government to help support people to remain in their homes and engage in the community

During the year, the Central Coast Senior Day Centre relocated to larger, better-equipped and more attractive premises with the help of funding from the NSW Department of Family and Community Services—Ageing, Disability and Home Care.

More than 80 people a week enjoy facilities and provide very positive feedback to Wesley Mission staff and volunteers who run the Centre.

Along with the delivery of Community Aged Care Packages and Extended Aged Care at Home Packages on behalf of the federal government, Wesley Mission also participated successfully in a pilot to test a new direction in federal government funding for aged care in the home. Consumer Directed Packages give the client full responsibility for deciding how the money allocated to their home care is to be spent.

Wesley Mission also adjusted well in 2011/12 to a reorganisation of funding arrangements between state and federal governments for the Home and Community Care programs it delivers.

In Newcastle and the Hunter, Wesley Mission continued its partnership with the federal government to deliver the highly successful Community Visitors Scheme which funds 103 Wesley Mission volunteers to visit and socialise with people living in aged care facilities.

Wesley Mission was also awarded a Dementia grant to assist people with dementia and their carers. The Department of Health and Ageing called for innovative ideas on how best to assist people living with dementia and Wesley Mission's proposal of "The Graphic Cuing System" was successful in receiving funding. This involved the compilation of individualised memory books containing images of family members and familiar items that will assist with memory retention and communication for the person with dementia and their carers. The books were also translated for people from a non-English-speaking background.

Wesley Mission used the grant to produce a template that can be used by other service providers working with people with dementia.

The Commonwealth Respite and Carelink Centre, operated by Wesley Mission in Sydney's Inner West, provided short-term and emergency respite to more than 1,200 clients during the year while providing referrals to many thousands more.



Staying put

The framed monochrome photos in Fred Brown's living room show a younger Fred, battling rapids in a canoe. These days the paddles rest beside the door in a room full of an amazing array of books.

Fred and his wife, Lyn, moved into the house in the 1950s and made a few additions over the years. It's home, and Fred said he doesn't want to leave any time soon.

"I'd like to stay here as long as possible," he said.

Fred is blind in his left eye and deaf in his right ear. He also has a condition in his legs which makes it hard for him to do the housework and go shopping.

However, Tanya and Narelle, carers from Wesley Mission's Home & Carer Services visit twice a week to dust, vacuum, hang out the washing, do some of the cooking and help Fred with the shopping.

"They help me stay here and that's the main thing," he said.

Fred still does some of the housework himself and this is what Wesley Mission's Home & Carer Services is all about: giving people independence as they age.

"They always have a smile and they're always willing to help," Fred said. "To see somebody and have a chat, that's really good."

(Fred is a current Wesley Mission client).

Providing for local needs, and helping create sustainable communities

Warren Ballard knows that the challenges of an ageing population differ in different parts of the state. He is Wesley Mission's Home & Carer Support Services Operations Manager, for Western Sydney, South West Sydney, Central Coast and Hunter Region.

His team provides care and domestic assistance to older people and people with a disability so that they can continue to live independently in their own homes. The team is excelling in the provision of care services to clients receiving Community Aged Care Packages, Consumer Directed Care Packages and Domestic Assistance with client surveys undertaken this year indicating a 97 per cent satisfaction rating.

In Newcastle, Warren's team runs the federally funded Community Visitors Scheme which has the objective of providing one-on-one volunteer visits to residents of aged care homes who are socially isolated and whose quality of life would be improved by friendship and companionship.

"With one Program Coordinator and 103 Wesley Mission volunteers, this is an invaluable service," he said.

Warren's team in Newcastle also includes a Commonwealth Home & Community Care Development Officer and an Aboriginal Home & Community Care Access and Development Officer. Both positions act as a link between the State and Federal governments and local service providers within the Newcastle, Lake Macquarie, Upper Hunter and Port Stephens region.

On the Central Coast the program takes on a different look altogether with the Central Coast Seniors Day Centre.

"With State Government funding we were able to source a more practicable centre that is suited towards caring for and entertaining clients," Warren said.

"In addition to staff, clients and their families, many local service providers have expressed their delight in such a well-planned, warm and friendly environment as that found at the centre."



Child & Youth Mentoring

At a glance

This vital area of Wesley Mission manages several major services:

- Wesley Dalmar foster care programs oversee the placement with families of 270 children from 0–18 in Sydney, the Hunter and on the Central Coast
- The Keeping Connected program manages supervised and supported contact for children and young people with their birth families or significant others
- Wesley Aunties & Uncles is a highly successful mentoring program for children 0–16 from disadvantaged families
- Wesley Gateway Cottage in Sydney provides a refuge for 12–16-year-olds who are unable to live with their families

2012						
M	T	W	T	F	S	S
x	x	x	x	x	x	x
x	x	x	x	x	x	x
x	x	x	x	x	x	x
x	x	x	x	x	x	x

83,718
bednights in 2011/12

Wesley Dalmar—a trusted partner in out-of-home care/foster care

In 2011/12 Wesley Mission achieved outstanding success in a tender to manage the transition of children from State Government foster care programs to external providers.

Wesley Dalmar will receive substantial funding over four years to absorb 400 children into its foster care programs and this will involve the organisation expanding its services into northern NSW for the first time.

"We are pleased to be partnering with NSW Department of Family and Community Services (FACS) on this important initiative, and believe our success demonstrates the confidence they have in our programs," Executive Manager Nigel Lindsay said.

While other providers are also participating in the FACS program, Wesley Dalmar will experience the largest growth.

Our holistic service approach — "wraparound" care

Wesley Mission's commitment to "wraparound" or full-service care for clients was evidenced in the introduction of clinical and education teams into all foster care programs. These services were previously referred to external providers but during the year, teams consisting of teachers and psychologists/therapists were put in place to support all children in care.

In another wraparound initiative, the mentoring services provided by Wesley Aunties & Uncles were extended during the year to all children in foster care with Wesley Dalmar.

Foster care placement increased by 15 per cent in 2011/12 and led to the opening of a new office in Maitland in response to demand in the Hunter region.

Wesley Dalmar also continued its strong partnership with Nepean Youth Services which it funds to provide supported independent living for 16–18-year-olds who cannot live with their families.



Family Support & LifeSkills

At a glance

This area of Wesley Mission provides a wide range of innovative family, youth and community services through the Brighter Futures program across Sydney Metro West, Family & Youth Services in Sydney North West and LifeSkills and Community Living Services located in Sydney's South West.

These programs support parents, children and young people, and include a multiplicity of complementary services including: casework; case management and counselling; early childhood services; group work and supported playgroups; day programs; information, advocacy and referral; community outreach; community education; early intervention/prevention strategies; and before and after school care.

These services are designed to:

- improve child health safety and wellbeing
- promote a child-centred family-focused support to families
- improve parenting skills and parent-child relationships
- decrease social isolation and build social capacity within the community in which families live
- provide early literacy and school transition education
- provide outreach and support to young people at risk of homelessness to live independently
- support and equip young people with a disability to make the most of life

Providing thought leadership to help create sustainable communities

Wesley Mission believes in contributing to the professional development of the wider community services sector, for the ultimate benefit of clients.

Accordingly, in June the organisation joined NSW Family Services Inc. and Family Worker Training + Development Inc. to co-host a two-day Leading Practice Family Work Conference in Western Sydney.

Around 250 family and community sector workers heard a variety of innovative ideas and practice strategies involved in working with families, and the meeting provided a unique opportunity to support rural and remote workers.

Feedback from attendees was uniformly positive.

"This was a great opportunity for everyone to learn about innovative and best practice approaches in working with families, and Wesley Mission was proud to have been instrumental in organising this event," Executive Manager Peter O'Brien said.

Working in partnership with the community

Wesley Mission further built on its working relationships during the year via a survey of the 11 community partners subcontracted to deliver the Brighter Futures Program in Sydney Metro West. Since 2006 Wesley Mission has been the lead agency for this program, which is funded by NSW Family and Community Services.

The independent survey asked the partners for their views on and satisfaction with Wesley Mission's leadership role, the quality assurance process and a range of child protection issues.

The partners rated Wesley Mission highly on all issues, and their feedback will help shape collaborative and continuous improvements going forward.

A new staff education program for frontline staff, and an independent evaluation of Wesley Mission's major case management tool occurred in 2011/12, as part of our commitment to continuous improvement.

Building brighter futures

The Brighter Futures program supported 575 families and their children in 2011/12 and delivered 142 group work programs and supported playgroups. In addition, the program helped 338 children to transition into quality early childhood education and care.

These statistics don't capture the countless hours spent by Wesley Mission staff sitting around kitchen tables with parents, organising playgroups, running group classes, fun days in the park, and the huge variety of other activities aimed at building sustainable families and communities.

Helping young people with a disability with state-of-the-art life skills facilities

Work neared completion in 2011/12 on the new Wesley LifeSkills centre at Ashfield, made possible by a very generous \$250,000 donation from Rotary Sydney. The Centre features the latest designs and facilities to cater to young people with a disability.

Meanwhile, Wesley Mission's Croydon Park and Granville LifeSkills centres received exemplary comments in their ISO accreditations.

During the year Wesley Mission reorganised its Youth & Family Services operations in Western Sydney for greater effectiveness to support case workers to better serve young people in the Nepean, Hawkesbury and Blue Mountains areas.

Supporting a family about to shatter

Michael* used to have bruises up and down his arm given to him by his six-year-old son, Nicholas, who suffers from acute anxiety. Nicholas gives out high-pitched screams when things don't go his way and lashes out with kicks and punches.

Michael and Kate have two boys: Nicholas aged six and Luke aged four years. Kate suffers from the debilitating illness of chronic depression. In May 2011, the family joined the Brighter Futures program run by Wesley Mission on behalf of the NSW Government.

Michael's partner, Kate, has struggled with chronic depression for years, stemming from her own childhood trauma. This debilitating illness means she often cannot muster the strength to even get out of bed, let alone perform basic everyday tasks such as preparing simple meals for herself or her two young sons. Her illness has also had a profound effect on her ability to develop a bond with her eldest son Nicholas, with major consequences to his behaviour. When the family joined Wesley Mission's Brighter Futures program, life for the youngest son, Luke, was particularly stressful, as Nicholas' behaviour demanded most of his parents' time and attention, and he also had to accommodate his older brother's aggressive behaviour. Life for Nicholas was also chaotic and frightening, and he often lashed out physically towards both Michael and Luke, in response to Kate's lack of emotional availability when she was unwell. For Michael it means balancing the pressure of work and a difficult home life. "I constantly feel like I can't keep up with work and family," Michael said. "I get very disheartened and there are times that I'm just in tears."

A Wesley Mission caseworker orchestrated a comprehensive service approach for the family through the Brighter Futures Program. Brighter Futures is a statewide program funded by the NSW Department of Family and Community Services. The program provides assistance for vulnerable families with children under nine. Wesley Mission is the lead agency for the Sydney Metro West region and has partnered with several other community organisations to deliver the service. Wesley Mission's holistic approach for Michael and Kate's family included the engagement of mental health services to provide support for Kate's depression, engagement of a counsellor to address

the underlying trauma issues, and a comprehensive pediatric assessment for Nicholas. Our case worker also initiated pre-school attendance for Luke and increasing pre-school attendance for Nicholas. The team was also engaged to work with the family on behaviour management and to introduce routines and structure around the anxiety issues. Kate also attended a cooking program offered by Brighter Futures and the Empowered playgroup.

Michael was introduced to both the father's weekend playgroup where he brings his two sons, and the evening dinner program which has assisted him in building his skills as a father, learning new ways of dealing with Nicholas' behaviour and increasing his understanding of the role that men have in their children's lives. I don't think Nicholas would be in any way containable without Brighter Futures," Michael said.

Michael said the key benefit for him of Brighter Futures is knowing that there is always someone there to talk to. "They're always ready to help," he said.

Wesley Mission's Brighter Futures Operations Manager, Nathan Brown, said the plight of Michael and Kate's family is not uncommon, with mental illness often a key cause of family breakdown and child wellbeing issues. "When families break down it often gives rise to even more serious problems such as childhood neglect or abuse and homelessness," he said. "Brighter Futures helps to keep families intact while making sure children have a healthy environment to grow up in." Through Brighter Futures, Michael continues to be supported by Wesley Mission in his role as a father and primary carer. Even though Nicholas' behaviour and anxiety at home can still be challenging, he has engaged in therapy and transitioned well into kindergarten. Little Luke is flourishing in his pre-school setting. Before the family exit Brighter Futures, the Wesley Mission caseworker will ensure that other service links are strong and maintained, and that respite services are available to the family.

The consequences of mental illnesses such as depression are enormous, both to the individuals who bear the burden of suffering and to their families. With love, holistic care and support, there is the possibility of a "brighter future."

*Client names have been changed to protect the family's privacy

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to transition
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Continually doing better for families in need

As Executive Manager for Wesley Mission's Family Services & LifesSkills, Peter O'Brien manages a large and dedicated team across a broad sweep of Western Sydney. It's a big role, but for him it boils down to caring effectively for very vulnerable families.

For Peter and his team this means continually evaluating and innovating the way the program is delivered.

"We do this because the families we care for deserve the best from us," Peter said.

Wesley Mission is the lead agency for the Brighter Futures Program for Sydney Metro West region. This means heading a consortium of local community-based agencies working together for children. It also means delivering effective working relationships between these organisations.

"In 2012, after six years of running the program, we were keen to evaluate how well we had developed partnerships."

Peter said, "We conducted an independent review of the Brighter Futures partnership arrangements and the levels of satisfaction of our partner agency stakeholders."

The result of the review was a resounding endorsement of Wesley Mission's engagement of other service providers through the Brighter Futures program. Agency partner representatives agreed the lead agency arrangement was based on genuine collaboration. They also had a high level of confidence in the partnership to achieve its goals. The findings highlight that the program is keeping with its stated purpose and has clearly established a strong partnership foundation to provide quality services to children and families.

Peter is very clear that the service delivery is only as good as the team involved.

So, professional development across Brighter Futures staff is also a key focus.

For this reason, a practice specialist was recruited to work closely with the management team to develop a training program that has now been implemented in all of the Brighter Futures teams.

Peter said the aim is to develop staff capacity for reflective work practices.

"It means being able to not only reflect on what I as a worker have done or not done but to also develop a capacity to reflect in our practice, at the time, with families," he said.

"Through this process, we become more aware of our behaviour, strengths and limitations, and with the help of others gain insights and new information to apply in our work with families. It means the relationship that a case worker has with a family is a transformative one as well."

As lead agency, Wesley Mission also manages Brighter Futures to enable it to respond adeptly to the continual changes in the sector. In January 2012, a number of changes were made to Brighter Futures Service Provision Guidelines by NSW Family and Community Services. The Brighter Futures team responded with the following changes:

- the development of a communication protocol with community partners and NSW Family and Community Services
- the recruitment of three intake caseworkers
- comprehensive safety plans that promote child safety wellbeing, particularly in the context of domestic violence, drug and alcohol abuse and parent mental health issues present in the family
- additional training for frontline people in safety planning and complex case management

Futures
reported 575
their children in
delivered 142
programs and
playgroups.
the program
8 children
into quality
od education
care.

Supported Accommodation & Respite

At a glance

This area of Wesley delivers a range of key community services:

Disability Accommodation manages permanent group home living, for people with high-level and complex disabilities.

Disability Respite Services provides:

- temporary accommodation for adults, young people and children with disabilities, providing an opportunity to engage with peers, and to give their carers a break
- emergency placements in respite for unplanned stays due to family breakdown
- emergency response services to young people with disabilities in and out of home care (foster care)

The Behaviour Intervention Team is on hand to provide clinical and case management support to Wesley Mission's various disability programs.

Supported Accommodation Services manages many temporary and longer-term accommodation services for adults, young people and families who would otherwise be homeless across Sydney, the Central Coast and Newcastle. Along with accommodation, the services also provide case management support to assist and equip people to live independently and permanently within the community as well as minor maintenance to property to support the accommodation programs.

The Youth Services and Getting It Together programs in Newcastle and on the Central Coast support young people at risk.

Integrating services to better meet community needs

During the year, Wesley Mission reorganised its various services and brought together Supported Accommodation Services and Disability Accommodation and Respite Services into one area. Not only was this designed to achieve greater efficiencies but also to align with the current trend to more fully integrate disability programs with broader community programs.

The appointment of a regional manager for Greater Sydney will help Wesley Mission better integrate its various Sydney-based services that support young people, families, individual adults and the elderly struggling with homelessness or at risk of homelessness. This appointment helps to streamline the service delivery and support our staff working at the front line.

Partnering for optimal solutions for the needs of Sydney's homeless

During 2011/12, Wesley Mission began a partnership with other major homeless service providers in the inner city to bring together specialties and resources. This offers a more integrated service system to people struggling with homelessness in Sydney.

One of the key initiatives from this partnership was participation in the Camperdown "Common Ground" project. This is a new model for solving homelessness which is based on the successful United States "Housing First" model. "Common Ground" provides otherwise homeless people with permanent and stable long-term accommodation, along with easily accessible services on site that will support them in sustaining their tenancy.

With the four other inner-city homelessness services, Wesley Mission's involvement is to provide the intensive case management support for the residents. In total there are 104 affordable and "street to home" units with a range of educational, employment, medical, dental, recreational, social and case management services on site.

Implications for service delivery

Wesley Mission continues to assess the various service delivery implications of the National Disability Insurance Scheme, announced by the federal government, and is preparing for its implementation. This represents a number of challenges and opportunities for disability programs across Wesley Mission. This will directly affect how the services are provided to people living with a disability.

Supported Accommodation Services provided

100,062

total bed nights across 8 services throughout Sydney, Central Coast and Newcastle



Mental Health & Counselling

At a glance

Wesley Mission's Mental Health & Counselling area offers three main services:

Acute mental health care is provided to residents and outpatients at two psychiatric hospitals, the 30-bed Wesley Hospital Kogarah and the 38-bed Wesley Hospital Ashfield.

Suicide-prevention services are provided by Lifeline Sydney & Sutherland, while Wesley LifeForce focuses on raising awareness of suicide and building the ability of communities to prevent it.

Counselling services include:

- financial counselling
- gambling counselling
- psychological counselling

Lifeline
Sydney & Sutherland
answered over
23,000 calls
20,306 bed nights in
Wesley Ashfield and
Kogarah hospitals
8,376 counselling sessions



Leadership in suicide prevention

Wesley Mission's leadership in the area of suicide prevention was assisted during the year with a decision by the federal government's Department of Health and Ageing (DOHA) to provide additional funding to develop a further 26 suicide-prevention networks and continue to deliver suicide-prevention training sessions throughout Australia over three years.

These networks, or community coalitions, consist of local health professionals, police, educators, parents and other concerned individuals who come together, with Wesley Mission's support, to raise awareness and devise local strategies to reduce the incidence of suicide. In Australia, suicide remains the leading cause of death among 15–34-year-olds and more people die from suicide than are killed on our roads.

"We understand that DOHA is very impressed with the fact that our model empowers local communities and is sustainable. We are grateful for their support and partnership which enables us to more than double the number of networks over the next three years in high-risk areas and deliver suicide-prevention training," Executive Manager, Michael Sheedy said.

A unique highlight of Wesley Mission's work in this area was being able to work during the year with the Galupa Marnarr Suicide Prevention Network on the Gove Peninsula. Wesley Mission supported network members to host a two-day conference to help identify and address the causes of suicide in remote Aboriginal communities in East Arnhem Land.

Improving mental health care through training and technology

At the beginning of 2011/12 Wesley Mission won a tender to provide mental health training to nurses and medical students at its Ashfield and Kogarah hospitals.

This year, 130 nurses from the University of Technology Sydney completed their training, along with 38 trainee doctors and psychologists from the universities of NSW and Western Sydney.

Extremely positive feedback from the trainees augurs well for Wesley Mission's ability to attract individuals to the area of mental health care in the future. The training also helps address a recognised lack of awareness generally in the medical professions of mental health.

Work also continued on new state-of-the-art clinical training facilities for doctors and nurses at both hospitals.

In another forward-looking development, Wesley Mission began a pilot to offer "telehealth" in Port Macquarie and Coffs Harbour in 2012/13. This uses incentives being offered by the federal government to "piggyback" on the rollout of the National Broadband Network.

Wesley Mission eventually hopes to extend the reach of its Sydney-based hospital psychiatric services via high-quality technology, initially to doctors and eventually to clients.

Helping to build sustainability through financial literacy

The financial literacy program, *In Charge of My Money*, launched the previous year continued to generate positive feedback during the year under review. Wesley Mission held 121 sessions with community groups across Sydney to help people better understand and manage their money.

The program is conducted with partner St. George Bank and during the year they generously agreed to fund it for another 18 months.

Employment & Regional Planning

At a glance

Wesley Mission's Employment & Regional Planning area operates two major services:

- Wesley Uniting Employment (WUE) works in 17 regional locations to prepare jobseekers for employment and act as a recruitment service for employers
- Wesley Employment Services is a business providing gardening, cleaning and packaging services through supporting employment for people with disabilities

**Wesley Uniting
Employment supported
1,795
jobseekers
to transition to
employment**



Building sustainable communities through assisting jobseekers to find employment

The reputation of Wesley Uniting Employment (WUE) continued to grow during 2011/12, and there was a decision by its funding body—the Department of Education, Employment and Workplace Relations (DEEWR)—to extend funding for 17 regional locations through to 2015.

In addition, WUE was allocated additional funding on the South Coast and Manning regions of NSW following a comparative performance assessment.

"The strong partnerships we have built with local employers, coupled with our success in assisting jobseekers to find sustainable employment, we believe made a positive impression," Executive Manager Damon Munt said.

During the year WUE supported 1,795 jobseekers to transition to employment and overcome vocational and non-vocational barriers. More than 1,268 were employed for 13 weeks or more, and over 551 were employed for six months or more.

In another initiative to expand the range of services to jobseekers, WUE completed the rollout to all its regional locations of counselling services provided by specialists from Wesley Mission. More than 93 clients took advantage of this face-to-face counselling to assist with various issues affecting their ability to successfully transition to employment.

More positive news came with a decision by the NSW Department of Education and Communities to extend WUE's funding to co-ordinate work experience opportunities for Year 11 and 12 students on the South Coast.

The service is aimed at students who are doing vocational training, and during the year WUE worked with 730 students in 11 high schools from Batemans Bay to Bega.

The former David Morgan Enterprises was renamed in 2011/12 to Wesley Employment Services, and operates out of the David Morgan Centre. This reflects changing approaches to providing employment to people with disabilities.

The trend among funding bodies, coupled with the impetus provided by the proposed National Disability Insurance Scheme, means there is now an increased emphasis on delivering more tailored care and preparing clients for employment in the mainstream marketplace.

The growing commercial success of Wesley Employment Services meant that for the first time it was able to reach its planned capacity of providing supported employment for 108 people.



Training & Recreation

At a glance

This area of Wesley Mission delivers three important services:

- Wesley Vocational Institute is a registered training organisation and provides 54 accredited qualifications in NSW, and in other states through partners
- Wesley Vision Valley is a 224-bed conference and recreation centre in North-West Sydney catering to school, church, community and corporate groups
- Wesley Retail operates throughout the Hunter region and sells quality secondhand goods to raise money for Wesley Mission's work with the homeless

More than

17,000

clients visited
Wesley Vision Valley



Training for the future in aged care and disability services

Wesley Vocational Institute (WVI) was funded during the year by the state and federal governments to provide additional training in aged care, management and disability services to individuals and organisations.

Demand for Wesley Vocational Institute's services grew by 22 per cent and is likely to expand further as this sector grows.

"The additional government contracts recognise Wesley Mission's expertise and experience in aged care training and we are pleased to be further cementing our partnerships with local, state and federal government partners," Andy Moore, Executive Manager, said.

WVI also increased the number of one-day, non-accredited courses it delivered in areas such as Work Health and Safety, Mental Health in the Workplace and Customer Service.

Leadership, team building and other fun challenges

More than 17,000 clients visited Wesley Vision Valley, the highest number ever recorded at the conference and recreation centre.

The number of school groups increased and Wesley Vision Valley is now catering to Year 7 to 12 students from throughout NSW. An additional attraction in 2011/12 was the opening of a new high ropes course as part of outdoor adventure activities.

A major reorganisation at the centre is aimed to improve efficiency and gear up for future expansion. Wesley Vision Valley will celebrate its 40th anniversary in 2012/13 and planning began to mark the event.

Raising funds for the homeless through innovative retail

Wesley Mission relaunched its Newcastle retail business during the year with distinctive new signage and branding on all vehicles. Wesley Retail also began a partnership project with the University of Newcastle called Upcycle. Students in the design course select donated goods from Wesley Retail's two outlets and then refresh and redesign them to give them a second life (eg reupholstering a lounge).

Plans were also put in place for a major expansion of the retail business in 2012/13.

Residential Care & Independent Living

At a glance

Wesley Mission's Residential Care & Independent Living area delivers three major services:

- Senior (Independent) Living provides more than 400 independent living units in Sydney at the Alan Walker, Frank Vickery and WG Taylor Villages
- Senior Full Service Care — "Ageing in place" delivers full-service care to more than 200 residents across Sydney at the RE Tebutt, Frank Vickery, HC Foreman and WG Taylor Lodges
- Residential Care for Younger People Wesley Woodward cares for 10 younger residents with acquired brain injuries at its Smithfield facility

Ageing in place

255 beds
90% capacity

Retirement living
407 beds
96% capacity

Young care
10 beds
100% capacity

Exemplary care

Wesley Mission's commitment to the needs of older Australians was recognised in 2011/12 when all its ageing in place facilities achieved the maximum three-year re-accreditation from the national accreditation authority.

The Aged Care Standards and Accreditation Agency awarded Wesley Mission the top-rating three-year accreditation following an intensive review of its physical facilities, processes and levels of care.

"We take responsibility for delivering care very seriously," Executive Manager Jodie O'Sullivan said.

Commitment to our valued employees

Wesley Mission completed an extensive program of training for more than 62 staff across a range of disciplines, including hospitality, aged care, leisure and lifestyle, and management.

Like all providers in this sector, a key challenge is to find and retain good-quality staff. The commitment to training during the year was a major positive step towards addressing this challenge, and will continue.

The training also recognises the need going forward for Wesley Mission staff to be competent to handle the increasingly complex needs of residents and the demanding regulatory environment.

Award-winning design

Our commitment in this sector was also recognised with an award for the "most outstanding aged care housing design in Australasia for 2011" (Australasian Over 50s Housing Awards).

The award was for the design of Wesley Mission's new Wesley Rayward ageing in place facility due to open in Carlingford in late 2012. In particular, it highlighted the unique O-shaped design of the building around an open courtyard garden, bringing residents together in a "circle of care." Another key feature of the state-of-the-art, 74-room home is a dedicated 14-bed dementia unit which demonstrates Wesley Mission's commitment to the growing need for care in an environment that promotes dignity and privacy. This incorporates innovative design and facilities to provide a stimulating and sensitive environment to residents suffering from this debilitating illness.

Age-appropriate care for younger Australians

In keeping with its Christian ethos, providing the best care for residents is paramount for Wesley Mission. That's why it has been particularly pleasing to partner with the NSW Government to deliver a solution to the vexing issue of finding appropriate accommodation for young people with acquired brain injuries.

These people have frequently been accommodated in aged care facilities which are inappropriate for both their age and special needs.

In 2011/12 Wesley Mission reached 100 per cent occupancy at its newly opened Wesley Woodward facility at Smithfield, which is a dedicated residential facility for young people with acquired brain injury. Our new residents here had previously been looked after within the aged care facilities of other service providers. The positive impact on the quality of life of these residents has been nothing short of amazing.



Enterprise

At a glance

The Enterprise area provides a variety of functions, critical to the strategic direction and business operations of Wesley Mission, including:

Enterprise and Stakeholder Management:

- volunteer partnerships and management
- stakeholder relationships—including government and enterprise
- corporate strategy and planning
- Piccadilly (head office) services including Wesley Conference Centre

Major Development Projects oversees the planning and development of all of our major property development and projects.

Residential Care & Independent Living (for older Australians—see previous page)

**2,470
volunteers
helped out in 2011/12
with a total of
159,281
hours**

Positioning Wesley Mission for a strong commercial future

In February 2011 a major Design Forum recognised the consequences to Wesley Mission of operating in an environment of constant change, in the political and economic landscape. Changes in government policy are having a significant impact on how we deliver services, and the need for increasing flexibility and excellence in our service delivery models has been recognised.

Wesley Mission is also embarking on a number of major property development projects, building a strong infrastructure foundation, with the need for increased commercial rigour and scrutiny. As a result of these factors, we have reviewed our strategy, structure, capabilities, processes and systems in 2011/12. As a consequence, the “Enterprise” group has been formed to focus on and implement strategic priorities for revenue growth, improved business efficiencies and commercial sustainability.

Keith Reynolds recently joined Wesley Mission as Enterprise and Stakeholder Development Manager, after a highly successful career in the corporate sector, holding a number of senior executive positions.

“As a not-for-profit organisation, Wesley Mission shares many of the issues and challenges faced by the corporate world and the establishment of the Enterprise function recognises this.

“Everywhere I go within Wesley Mission I’m impressed by the degree of care shown for our clients, our Christian commitment, and the amount of awareness and respect that the organisation has in the marketplace ... it is exciting to have the chance to break new ground in an organisation but also to be able to build on such a strong base,” he said.



Leveraging our assets for revenue growth and social inclusion

In 2011/2012, 1,260 events were held at the Wesley Conference Centre, providing a key revenue stream to support the work of Wesley Mission. Also operating out of the Wesley Mission centre is the School for Seniors service, providing an educational and social experience in short classes in languages, fitness and hobbies for more than 500 senior students each term.

Volunteers

Wesley Mission's strong volunteer base provides a lifeblood to the organisation. This is demonstrated by our 2,470-strong base of registered volunteers who work in partnership with Wesley Mission to deliver numerous services including counselling, mentoring, child care, support for the lonely and disenfranchised, support for youth and older Australians, administrative support, gardening, cooking and maintenance, to name but a few. In addition we have numerous volunteers who are recruited and trained for specific projects such as the 70 volunteers who joined Wesley Mission's training in various areas of work health and safety, in preparation for our bicentennial celebrations.

Our volunteers are part of the Wesley Mission family, and we pride ourselves on the fact that a number of our volunteers have been with us for many years. They are comprised of individuals from the general community in addition to community and corporate partners, and Wesley Mission's congregations. This year we have been focusing on building our culture of enduring partnerships with our volunteers, while continuing to invest in support functions, including training and management resources.

Recognising and supporting our valued government and business partnerships

A primary focus of the newly formed Enterprise group is to focus on increasing our support of and responsiveness to our highly valued government and business partners.

This has included the establishment of the Service Development and Support team who provide a number of critical operational and business support functions, and the Stakeholder relationships team, strengthening and supporting our key government and corporate sector relationships.

Gary Izzard, Executive Manager Service Development and Support, has over 20 years, experience in the community services sector.

"Both the state and federal governments are looking towards the not-for-profit sector for the delivery of services to the community both in NSW and across Australia. Increasingly our government partners are looking to Wesley Mission to roll out services on their behalf. We take their trust in Wesley Mission extremely seriously. Not only is the 'person centred' holistic care of people in our community fundamental to our Christian ethos, but we recognise that organisationally we have a duty of care to provide highly robust, innovative services in an efficient and sustainable manner" Gary said.



Communications & Fundraising

At a glance

The Communications & Fundraising department is responsible for:

- fundraising among individual donors, corporate donors, trusts and foundations.
- marketing and brand management internally and externally
- media and government relations
- research into social welfare issues resulting in evidence-based reports for the community sector and government
- providing event and promotional support to special events such as Easter Mission, Sports United and the celebrations to mark the Bicentenary of Methodism in Australia

More than

2,500
media features



Fundraising

Wesley Mission recorded one of its best fundraising performances in 2011/12.

An emphasis on working with partners, a successful winter campaign highlighting the plight of carers, the growing success of our “on the street” fundraising, and an increased focus on online fundraising led to a healthy result.

Working with partners was particularly significant, with Sydney Rotary donating \$250,000 towards a new LifeSkills Centre at Ashfield for people with disabilities, and Wesley Mission’s third annual Sports United lunch for the business community raising funds to support Wesley Mission’s work among the homeless.

Wesley Mission will build on these and other relationships to sustain its fundraising efforts into the future.

Our traditional Easter campaign included a more targeted fundraising appeal, with encouraging results.

Our brand

Underpinning the fundraising results in 2011/12 were the successful efforts to promote Wesley Mission in the community.

All areas of the business now have consistent logos and naming standards and, following a restructure within Communications & Fundraising, have more dedicated support for their marketing and fundraising efforts.

Celebrating 200 years of faith and pioneering care

Extensive work was done to mark the bicentenary of Methodism in Australia in 2012, to which we owe our heritage. This focused on preparations for a major thanksgiving service at the State Theatre, the production of a commemorative book *Today's People, Today's Stories* and the filming in the UK of a DVD detailing the life and work of John Wesley, illustrating the origins of our values and ethos of care.

The bicentenary was an opportunity to reflect our deep roots in Sydney and NSW. We have celebrated the huge contribution to community service made by the early Methodists, our forebears in helping to build a sustainable community. Their faith, values and work in the community is continued today through Wesley Mission, and through the support of our donors, volunteers, government, business partners, and the broader community. The celebrations in 2012 have focused on the theme of Hope, which we strive to give to so many in need in our community today.

Evidence-based research

Two well-received reports during the year highlighted Wesley Mission’s commitment to evidence-based research.

The first report, *Seeing a better future with mentoring*, detailed the significant benefits for children having a mentoring relationship from an early age.

Caring till it hurts painted a concerning picture of the long-term mental health, financial and other risks faced by people caring for a relative with a mental illness.

Both reports received strong media attention and government recognition. The report on carers was launched by National Council of Australia Commissioner Peter Bicknell and the mentoring report by NSW Police Commissioner Andrew Scipione.

Our public face

During the year Wesley Mission featured more than 2,500 times in print and electronic/online media. We continue producing our popular *Wesley Impact!* TV series, which is broadcast on Channel 9 on Sunday mornings, and is also broadcast in the USA and UK. *Praise, Prayer & Preaching* is broadcast on the Australian Christian Channel twice weekly and features the Sunday-night sermons of the Rev Dr Keith V Garner. Our *Wesley Impact!* magazine is published on a quarterly basis.

Our people

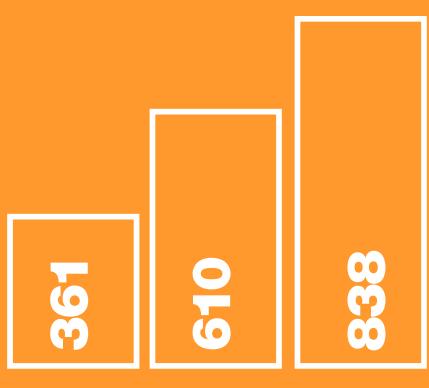
At a glance

The Human Resources (HR) function performs four vital roles at Wesley Mission:

- Learning & Development delivers training, accreditation qualifications, leadership development and further education
- Work Health & Safety manages workers' compensation, rehabilitation, risk management and workplace audits and inspections
- Payroll and HR Systems manages the organisation's payroll operation for more than 1,800 employees
- Frontline Employee and Industrial Relations oversees a multitude of recruitment, employment and policy matters across many sectors

1,809

Total number of employees



Investing in our people

Wesley Mission's Human Resources team rolled out 186 learning sessions in 2011/12 to more than 2,500 people across 60 different subjects.

A new state-of-the-art Learning and Development Centre in the Pitt Street location delivered its first courses for employees during the year.

This purpose-built centre features the latest videoconferencing and smartboard technology, and will be a key factor in building employee skills into the future.

Another successful development was the rollout of webcam and e-learning platforms to support Wesley Mission's centres in regional NSW. Work Health & Safety programs were the first to be delivered, resulting in considerable savings in travel and also speeding up the transfer of learning.

The federal government introduced new legislation in January to "harmonise" various state work, health and safety legal regimes. There are far-reaching implications in areas such as volunteer management and board responsibilities, and these required considerable time to ensure full understanding and begin a thorough implementation.

Similarly, the federal government's new "Modern employment awards framework" introduced at the same time also had complex repercussions for more than half of Wesley Mission's employees.

Investing in technology to improve our business efficiencies

Wesley Mission's multimillion-dollar investment in the PeopleSoft financial and HR system continued to be expanded, with further business modules slated for 2013. This has streamlined Payroll operations and proved flexible and robust enough to handle the organisation's complex industrial award framework.

"This major innovation gives Wesley Mission a firm foundation to scale up its activities well into the future," Executive Manager, Andrew Tilsley said.

In keeping with recruitment trends worldwide, Wesley Mission made greater use of social media in 2011/12, such as LinkedIn. HR achieved some positive results and significant 'cost savings'.

Employee breakdown (%)

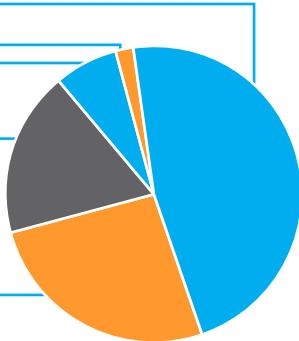
Family & Carer Support 856

Ministry & Mission 31

Corporate & Finance 135

Enterprise
(incl. Residential Care
& Independent Living) 318

Employment, Residential,
Training & Health 469



Information Services

At a glance

This area delivers a range of key business services to support Wesley Mission's operations and sustainable service delivery:

- The Service Desk responds to day-to-day user issues
- Operations oversees the management of Wesley Mission's information technology hardware and systems
- Business Planning and Systems works with the business units on their major long-term and project information services needs

In 2011/12 the Information Services (IS) Service Desk handled 18,864 calls, averaging more than 360 a week.

This required a strong focus on building the competency required to resolve issues on the first call. By year end the first call resolution rate was 72 per cent, which is above the industry average.

In addition to servicing operational areas, the IS strategic focus in recent years was on delivering new Finance and Human Resources functionality supported by robust infrastructure and service delivery.

During the year IS finalised the implementation of new Human Resources and Payroll functionality, which included development of calculations to comply with payments to staff employed under Modern Award conditions.

A strong focus for Information Services in 2011/12 was the implementation of systems to help operational areas to "capture" client information for more cost-effective service delivery. The first of these initiatives was delivered during the year, providing Wesley Mission's two hospitals with a new patient administration system, allowing quick admission and electronic claiming from health funds.

Wesley Mission also implemented a generic client administration system for operational departments. Underpinning the new applications was a Service Oriented Architecture (SOA) which allows information to pass between systems in real time. This will further evolve in coming years to enable Wesley Mission's operations to drive greater service quality and agility, while improving efficiency of service delivery.

A project governance model continued to mature during the year, with all senior staff attending Prince2 workshops that provide a common understanding of each area's role in the successful delivery of projects. The governance structure provides for monthly engagement with general managers to discuss strategic system issues and priorities.

A great deal of work was also done during the year on infrastructure technology, design and operations to address the security and flexibility required by Wesley Mission's operational areas and funding bodies in coming years.

Finance

At a glance

Wesley Mission's finance department supports services across the organisation:

- Corporate Accounting provides primary support for financial management
- Financial Planning assists business areas and services to operate effectively
- Information Services support and develop business and communications systems (as identified on opposite)
- Procurement manages major supplier relations and purchasing

Wesley Mission's finance and information systems continue to deliver in a challenging and exciting environment. Our vision remains focused on strengthening and developing our internal support services to Wesley Mission's expanding customer base.

In 2011/12, we supported the organisational restructure of our services, helped implement an upgrade to our payroll system, and prepared for the implementation of a new client administration system.

The finance department continues to focus on core activities, with a clear strategy that aims at improving the integrity and timeliness of our internal management reporting to assist in the management of our diverse services. Our planning team worked with our operational groups to develop budget efficiencies and sustainable delivery that have contributed to a healthy organisational balance sheet and sound financial outcomes.

Our disciplined approach to risk management, in addition to the approach of our management team, enabled the adoption of sound corporate governance principles. These principles helped sustain our financial performance through a financially difficult period and will continue to ensure a high degree of financial stability.

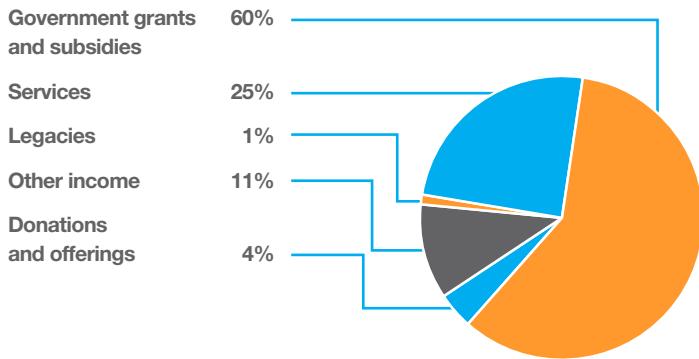
Financial tools continue to be integrated into online services to strengthen the financial management capacity within Wesley Mission without compromising quality or undertaking uncalculated risk.



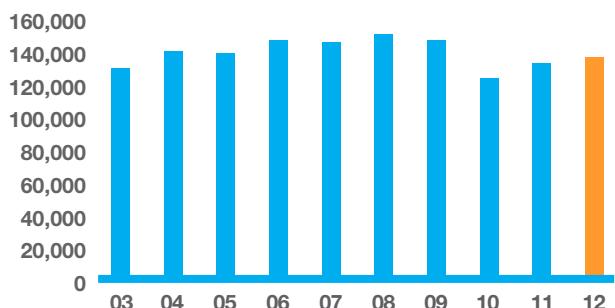
Financial summary

Statement of financial performance for the year ended 30 June 2012	2012 \$'000	2011 \$'000
Revenue from continuing operations	127,007	120,767
Other income	10,150	12,701
Total revenue	137,157	133,468
Cost of goods sold	575	562
Material and other client services	15,484	15,917
Employee benefits expense	85,291	82,758
Depreciation and amortisation expense	7,454	5,744
Maintenance and accommodation	10,716	11,093
Travelling expenses	5,789	5,939
Communications	1,578	1,791
Professional fees	2,957	4,102
Finance costs	57	257
(Gain)/Loss from sale of assets	(333)	50
Other expenses	7,427	5,877
Total expenditure	136,995	134,090
Surplus/(Deficit) for the year	162	(622)
Other comprehensive income		
Gain on revaluation of properties	6,225	1,923
Total comprehensive income	6,387	1,301
Statement of financial position as at 30 June 2012	2012	2011
Current assets		
Cash and cash equivalents	22,176	28,156
Trade and other receivables	7,805	6,473
Other financial assets	80	90
Inventories	163	185
Total current assets	30,224	34,904
Non-current assets		
Property, plant and equipment	197,064	176,877
Investment properties	153,833	150,543
Other financial assets	164	514
Total non-current assets	351,061	327,934
Total assets	381,285	362,838
Current liabilities		
Trade and other payables	13,244	13,202
Borrowings	1,001	-
Interest bearing liabilities	164	512
Provisions	6,790	5,992
Unearned income	310	310
Resident/hostel licence agreements expected to be paid within 12 months	12,557	11,417
Resident/hostel licence agreements not expected to be paid within 12 months	93,618	94,812
Other liabilities	12,105	11,701
Total current liabilities	139,789	137,946
Non-current liabilities		
Borrowings	9,342	-
Unearned income	27,832	28,181
Other payables	1,151	-
Provisions	1,705	1,632
Total non-current liabilities	40,030	29,813
Total liabilities	179,819	167,759
Net assets	201,466	195,079
Equity		
Accumulated funds	70,202	70,040
Reserves	131,264	125,039
Total equity	201,466	195,079

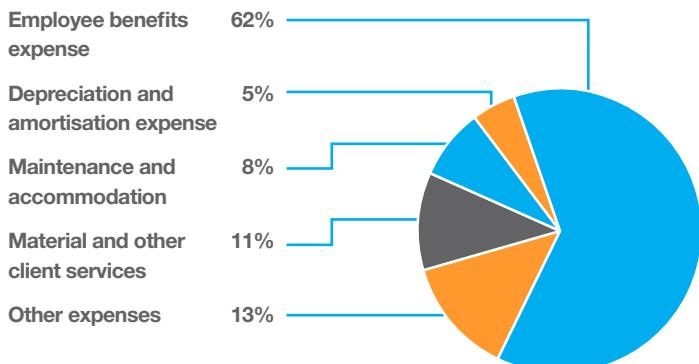
Revenue breakdown (%)



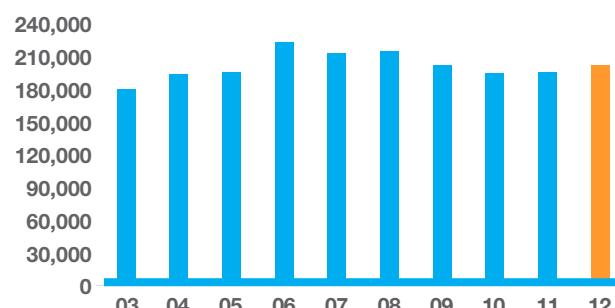
Total revenue (\$'000)



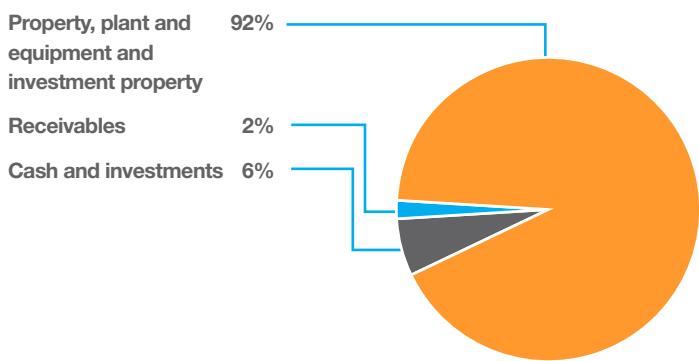
Expense breakdown (%)



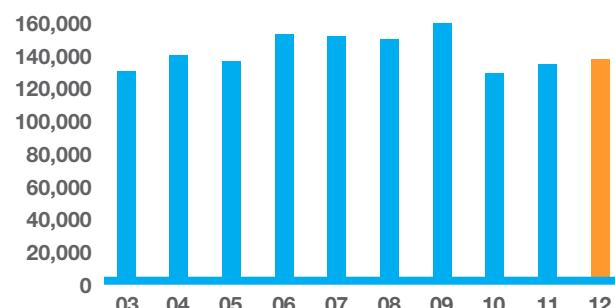
Net assets (\$'000)



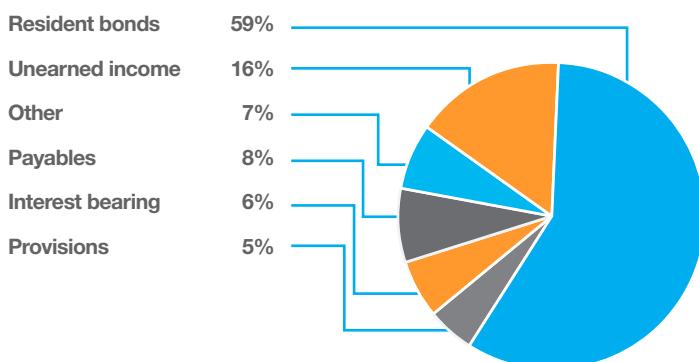
Asset breakdown (%)



Total expenses (\$'000)



Liabilities breakdown (%)



Our services

Ministry & Mission

Congregations

Wesley Mission conducts 12 weekly services at the Wesley Centre and more than 40 services at our other centres. Ministers lead God's people in living out our word and deed ministry. They also conduct funerals and weddings, and offer private prayer and pastoral support.

Chaplaincy

Chaplains perform a vital ministry of presence in Wesley Mission's network of more than 150 homes, hospitals, hostels and services.

Welfare assistance

Providing food parcels, referrals and other assistance. Ministry & Mission also holds an annual Christmas Toys Appeal in December.

Family & Carer Support

Family Support & LifeSkills Services

Disability LifeSkills

- Granville
- Woolooware
- Ashfield
- Beverley Hills
- Croydon Park
- Community Living
- Campbelltown

Brighter Futures Metro West and Partnerships

- Blacktown
- Nepean
- Cumberland

Family & Youth Support Services

- Castle Hill (incl. Hills Family Centre and Family Connect Bella Vista, Rouse Hill Community Development, and South West Sydney Multicultural Womens Program)
- Quakers Hill (incl. Quakers Hill Family Centre, Support, Marayong/Doonside Community Development, Out of School Hours)

- Western Sydney Family & Youth Service (incl. Riverstone Families Connect, Integrated Youth and Wesley StreetSmart)
- Family Support Clarence Town
- Family Support Westlakes
- Nepean Adolescent Services
- Penrith Reconnect

Child, Youth & Mentoring Services

Wesley Dalmar Out of Home Care Metro West

- Nepean
- Bella Vista
- Richmond
- Specialist Foster Care
- Wesley Gateway Cottage – Ashfield

Wesley Dalmar Out of home care Central Coast and Hunter

- Tuggerah
- Maitland
- Metro West Hills
- Central Coast
- Nepean

Wesley Dalmar Wraparound Service

- Wesley Aunties & Uncles
- Equip Mentoring
- Clinical Services
- Education & Mentoring Services

Home & Carer Support Services

Sydney South and Northern Beaches

- Community Aged Care Packages
- Extended Aged Care at Home (General/Dementia)
- Respite Program
- Domestic Assistance
- Consumer Directed Care Packages – Frank Vickery Village

Inner West Home

- Community Aged Care Packages
- Home support
- Veterans Assistance Program
- Mental Health Respite Program
- Younger Carers
- Dementia Education and Training for Carers
- Carelink
- Consumer Directed Respite Care
- Commonwealth Carer Respite
- Home Modification Services Low and high level

Sydney West & Hunter

- Domestic Assistance – Cumberland/Prospect
- Consumer Directed Care Packages
- Community Visitors Scheme
- Home and Community Care Support Services
- Central Coast Day Centre
- Care Packages – Alan Walker Village
- Community Aged Care Packages

Employment, Residential, Training & Health

Mental Health & Counselling Services

Wesley Hospitals Ashfield & Kogarah

- General psychological services
- Eating Disorders Centre
- Alcohol/drug addiction
- Veterans services
- Clinical placements
- Dietician services

Suicide Prevention Services

- Wesley LifeForce Networks
- Lifeline Sydney & Sutherland

Wesley Counselling Services

- Financial Counselling
- Gambling Counselling
- Legal advice
- Psychological Counselling
- Employee Assistance Program
- Gambling Self-Exclusion Program

Supported Accommodation & Respite Services

Greater Sydney

- Wesley Community Housing
- Aged Care Housing Assistance Program
- Noreen Towers Community—Liverpool
- Short Term Unit Accommodation
- Ashfield Independent Living Program

Inner Sydney Accommodation Services

- Edward Eagar Lodge—Surry Hills
- Inner West Case Management

Disability Accommodation & Respite Services

- Disability Accommodation Services (North West, West, South, South West)
- Disability Respite Services
- Behaviour Intervention Team

Central Coast & Newcastle Accommodation Support Services

- Central Coast Independent Living Program
- Newcastle Accommodation & Welfare Services
- Central Coast Getting It Together Program
- Handypersons Program
- Hunter Youth Services

Training & Recreation Services

Wesley Vision Valley Conference & Recreation Centre

- Operation Hope

Wesley Vocational Institute

Wesley Newcastle Retail

Employment & Regional Planning Services

Wesley Uniting Employment

- Hastings (Port Macquarie and Wauchope)
- Manning (Taree and Tuncurry)
- Eurobodalla (Batemans Bay and Moruya and Narooma)
- Work Placement Services

Wesley Employment Services

- Wesley Packaging Services
- Wesley Gardening Services
- Wesley Cleaning Services

Regional Planning Services

- Newcastle
- Nambucca

Enterprise

Residential Care & Independent Living

Residential Centres for Younger People

- Wesley Woodward House

Ageing in Place Centres

- RE Tebbutt
- Wesley Rayward
- Vickery Lodge
- Foreman Lodge
- WG Taylor Lodge

Independent Living Centres

- WG Taylor Village
- Frank Vickery Village
- Alan Walker Village

Wesley Piccadilly Services

School for Seniors

Wesley Conference Centre

Wesley Brasserie

Enterprise & Stakeholder Development

Volunteer Partnerships

Stakeholder Relationships

Major Development Projects

Our supporters

Clubs and Councils

Ashfield Council
Ashfield RSL
Avalon Beach RSL
Bankstown RSL
Bankstown Sports Club
Blacktown RSL
Bowlers Club of NSW
Burwood Council
Burwood RSL
Canada Bay Council
Canterbury Leagues Club
Castle Hill Lodge
Chatswood RSL
City of Sydney RSL
City Tattersalls Club
Club Swans
Earlwood Bardwell Park RSL
Engadine Bowls Club
Hornsby RSL
Hornsby Shire Council
Illawarra Catholic Club
Leichhardt Council
Maroubra Seals Sports & Community Club
Merrylands Bowling, Sporting and Recreation Club
Merrylands RSL
Nepean Youth Homeless Service
North Ryde RSL
NSW Leagues Club
Panthers
Penrith City Council
Randwick RSL
Riverstone Schofields Memorial Club
Rooty Hill RSL
Rotary Club of Beecroft
Rotary Club of Brookvale
Rotary Club of Carlingford
Rotary Clubs in District 9680
Rotary Club of West Pennant Hills and Cherrybrook
Rotary Club Sydney
Rotary Clubs of Wollondilly
Ryde-Eastwood Leagues Club
Salvation Army Dangar
South Sydney Junior Rugby Club
St George Masonic Club

St George RSL
Sutherland District Trade Union Club
The Forest Club
Western Suburbs (Newcastle) Leagues Club
Wests Leagues Club

Corporate

2 Score 2 Pty Ltd
Adept Air Conditioning Pty Ltd
Allens Arthur Robinson
AMP PAYROLL
ASX Australian Securities Exchange
Baptist Financial Services Australia Ltd
Burleigh Marr Distributions Pty Ltd
CAF Community Fund Ltd
Canley Vale High School
CargoWise (Australia) Pty Ltd
Chatswood Toyota
Commonwealth Bank of Australia
Dexus Property Group
Dimension Data
Eskander's Betstar Pty Ltd
Exterior Cleaning and Painting Services
First National Real Estate
Greater Building Society
Hope 103.2
Hunter Water Corporation
ICAP Australia Pty Ltd
iiNet
Macquarie Finance
Mallesons Stephen Jaques
Marion's Kitchen
Marley Holdings Pty Ltd
Massage Break
Oceanic Chemicals
Rellim Holdings
St.George Bank
The Children's Help Foundation
The Radio Community Chest Incorporated
Toyota
Trust Company Limited
Tulla Group Pty Ltd
United Way Sydney

Vaisey N T W
Walk Thru The Bible Ministries
Australia Inc
Wesley Institute
Westpac Banking Corporation
Xstrata Coal NSW Pty Ltd

Funding Bodies and Partners

Council of Australian Governments
Department of Education and Communities
Department of Education, Employment and Workplace Relations
Department of Families, Housing, Community Services & Indigenous Affairs
Department of Health and Ageing
Department of Veteran Affairs
Family & Community Services
Housing NSW
Health Workforce Australia
NSW Family & Community Services
NSW Health Department
NSW Health Hunter New England Local Health District
NSW Office of Communities
Office of Fair Trading
Responsible Gambling Fund
South Sydney West Area Health Service, NSW Health
Sydney Local Health District
The Brain Injury Association NSW

Trusts and Foundations

Baxter Charitable Trust
Chestnut Tree Foundation
Eureka Benevolent Foundation
James Kirby Foundation
Janice and Don Wright Family Endowment
Milton Corporation Foundation
The Adolf Basser Trust
The Fairbridge Foundation
The Greatorex Foundation
The Hely Trust

The Olten Foundation
The Miller Foundation
The Vincent Fairfax
Foundation

Volunteers

Arden Anglican School
Australian Red Cross
BT Financial Group
Calrossy Anglican School
Campbelltown Pathfinders
Cecil Hills High School
Commonwealth Bank of Australia
DLA Piper Australia
Hawkesbury Pathfinders
Knox Grammar School
KONE Elevators
Lexis Nexis
Liverpool Girls High School
Mode Designer Finishes
NAB
Nakama Sydney
Northern Beaches Christian School
NSW Rovers
Oxley College
Pinjarra Childcare Centre
Proclaim Management Solutions
Rabobank
Ravenswood School for Girls
Redeemer Baptist School
SDA Ladies–Parramatta
SEEK
Shore School
Stockland
Sutherland District Trade Union Club
The Armidale School
The Nielsen Company
Toorak College
Wahroonga Pathfinders
Wesley Mission
Congregations and Youth
Westfields Sports
High School
Youth With A Mission

Building communities

Help Wesley Mission provide care in the community

- volunteer your time and skill
- 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 thoughts.
Call 1800 021 821 or visit us at wesleymission.org.au/donate



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www.wesleymission.org.au

Superintendent/CEO: Rev Dr Keith V Garner

ABN 57 996 964 406
Wesley Mission is a part of the Uniting Church in Australia.

For a downloadable PDF copy of this review visit wesleymission.org.au/annualreview