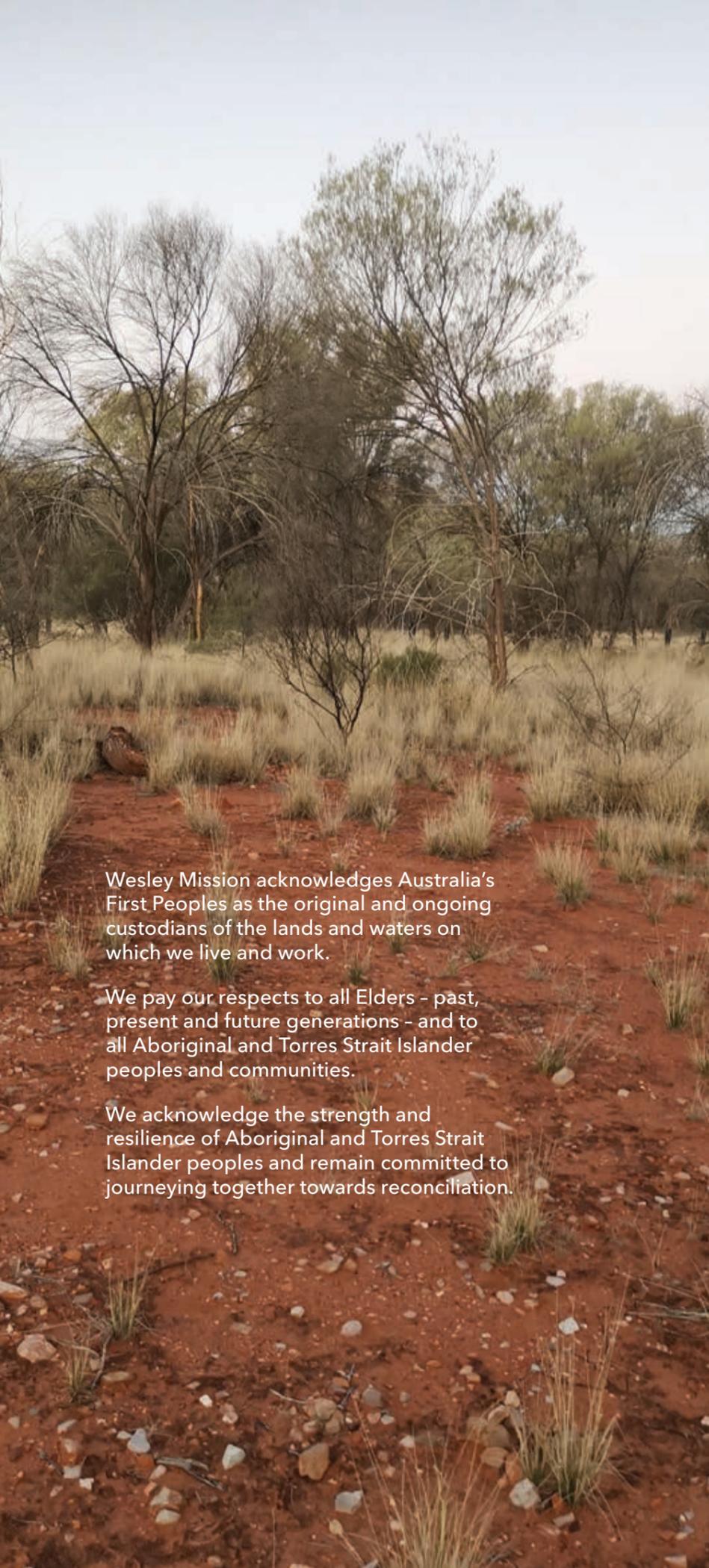




Wesley Mission

2022 Annual Report Overview

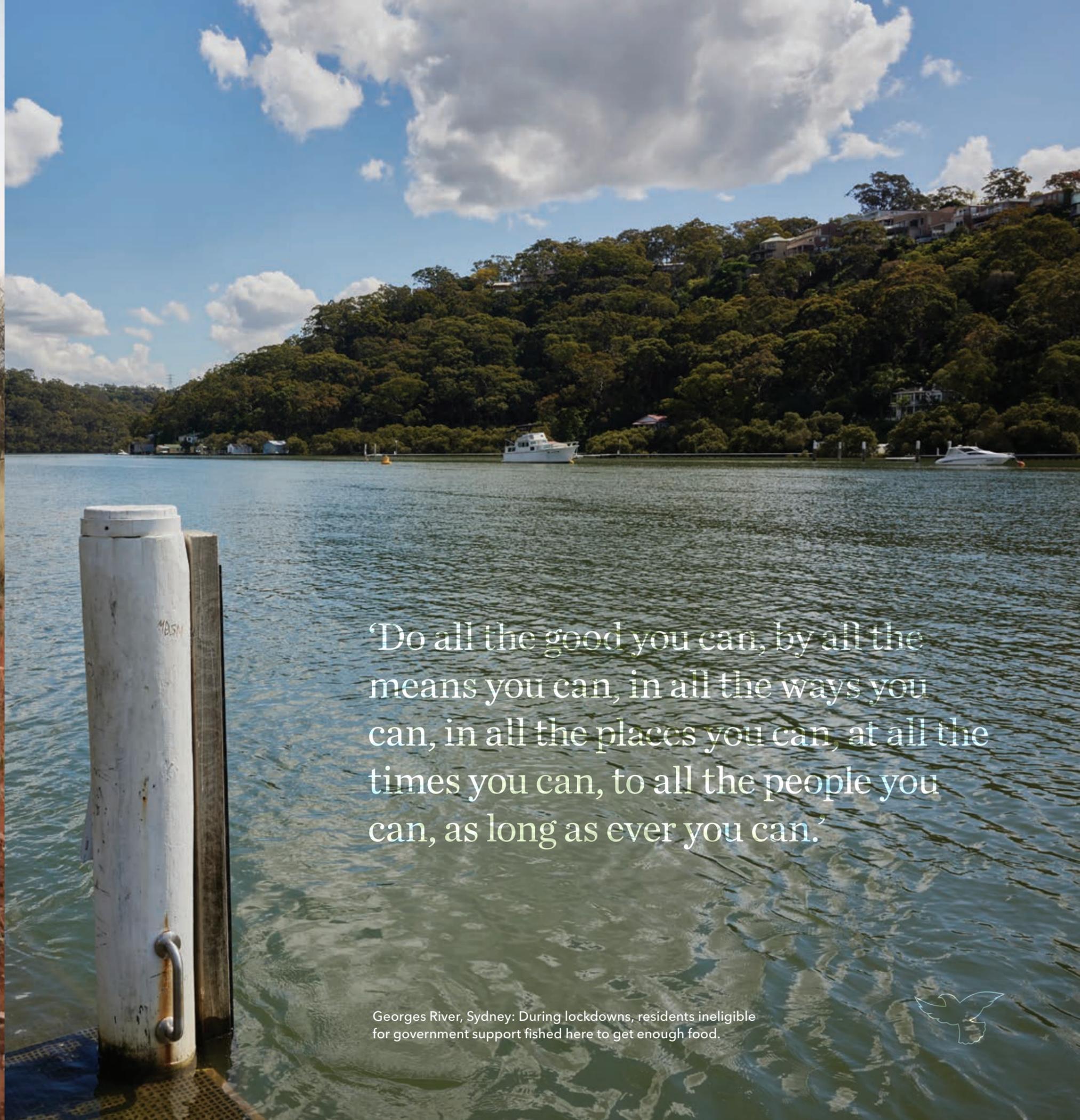




Wesley Mission acknowledges Australia's First Peoples as the original and ongoing custodians of the lands and waters on which we live and work.

We pay our respects to all Elders - past, present and future generations - and to all Aboriginal and Torres Strait Islander peoples and communities.

We acknowledge the strength and resilience of Aboriginal and Torres Strait Islander peoples and remain committed to journeying together towards reconciliation.



'Do all the good you can, by all the means you can, in all the ways you can, in all the places you can, at all the times you can, to all the people you can, as long as ever you can.'

Georges River, Sydney: During lockdowns, residents ineligible for government support fished here to get enough food.





Every story matters

People in communities across Australia have faced and are facing a series of unprecedented challenges. Our privilege is to journey alongside people through difficult circumstances and life events. When someone shares their need, our dedicated people are ready to respond, drawing on the breadth of services we offer and the quality of care we provide.

Our diversity is our strength. We support people at every stage of life and in many ways. From housing and accommodation, counselling, child and parenting support, education and training, and preventing suicide at a local level, to providing professional mental health services, supporting people with disability, as well as our work in retirement living, home care, aged care, foster care and beyond.

Underpinning everything we do is our Christian faith, which inspires us to do all the good we can. Through the work of our caring staff and volunteers, together with our congregations, donors and supporters, we become a movement for change.

As our CEO, Rev Stu Cameron, says, "Every number has a name, every name has a story, and every story matters to God," which is why each person's story matters to Wesley Mission.

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Welcome from the Chair

From our earliest foundations until today, our mission remains unchanged. Compelled by the love and example of Christ, we seek to help and empower anyone in need because we believe 'every life matters'. Generations of ordinary people with extraordinary commitment have done 'all the good' they can, rising to meet changing community needs for 210 years. Faithful stewards of this legacy have weathered tumultuous times to provide help and hope, and today our people continue in that great tradition.

Financial year 21/22 marks the beginning of Wesley Mission's 2023 Strategic Plan - directions set by Rev Stu Cameron, his executive team and the Wesley Community Services Board. The plan seeks to grow a healthy organisation and extend our impact to address significant social issues in a highly dynamic environment.

Current challenges facing the for-purpose sector include supporting community resilience to adapt and respond to the COVID-19 pandemic, where increased levels of distress and financial stress have driven an increase in the incidence of mental illness and domestic and family violence. The housing crisis across Australia has deepened, and with it, the challenge of homelessness. Workforce and COVID-19 challenges across aged care and disability services threaten the essential support for some of our community's most vulnerable members.

Our people's sustained responsiveness during prolonged crises has been inspiring and has demonstrated Wesley Mission's agility. From providing emergency relief in the form of essential supplies during lockdowns, to helping older people and foster families with young children following the devastating floods in Northern New South Wales (NSW) and Western Sydney. On behalf of the Wesley Community Services Board, I acknowledge the Executive and Senior Leadership Teams and express gratitude for all our frontline people, those behind the scenes, volunteers and supporters, for their care and commitment through a very challenging, extended season.

Despite the lockdowns and restrictions experienced due to COVID-19, Wesley Mission has sought to extend its impact, delivering new services and expanding programs to support people in need.



Features include an increased presence in regional areas across NSW, emergency support for victims of domestic violence, and national growth in our suicide prevention work.

Underpinning our ability to respond in a crisis are efforts to ensure a healthy and safe work environment, financial sustainability and the necessary framework to support risk-informed decisions so that we can achieve our goals while remaining within risk appetite. The Board settings seek to be both prudent and faith-filled so that our work may continue for generations to come.

In a time of significant change, the commitment of the Wesley Community Services Board has remained constant. At the close of 2022, we will celebrate the contribution of Dr Keith Suter AM as he completes his term. Keith's leadership over many decades with Wesley Mission and across various roles will leave a remarkable legacy.

New challenges arise in every season, and mission drift is always a possibility without careful attention. We are committed now more than ever to our core purpose: to continue the work of Jesus Christ in Word and deed. Wesley Mission is blessed to have a long and storied history to draw strength from, which in turn enlivens our culture and convictions. I commend to you the 2022 Annual Report and the hope-filled impact it conveys.

Michael Anderson
Chair



Chief Executive's report

Living into our future by extending the legacy entrusted to us

Financial year 21/22 marks the first year of a two-year journey to realise Wesley Community Services' 2023 Strategic Plan. Establishing the plan engaged our more than 2,300 staff in a highly consultative process to set our strategic direction for this vital season. Essential to success was ensuring every person, team and service had a clear picture of how they could contribute to our mission and vision.

Our plan calls us to be a movement of people characterised by our soft hearts, sharp minds, hard feet and open hands as we continue the work of Jesus Christ in Word and deed. Now more than ever, our communities and nation need a laser-focused, purpose-driven, Christ-honouring Wesley Mission.

Continuing to support the community through COVID-19

The financial year began with nearly four months of lockdowns due to the Delta variant and then the vaccination rollout. Wesley Mission staff and volunteers worked tirelessly in full personal protective equipment to continue delivering in-person services. Providing homes for people to safely isolate added to the challenge of supporting people experiencing homelessness. Already vulnerable community members in aged care, home care and disability services were on high alert and received special care. The pandemic also impacted the mental and physical wellbeing of residents in retirement living, families in need, and children and young people in out-of-home care.

With many businesses temporarily closed, increased demand for emergency relief saw us implement a surge workforce to meet demand. The community rallied behind us, with donors giving extra to deliver thousands of fresh food hampers to people experiencing financial difficulties and food insecurity in Western and South Western Sydney.

Christmas offered a brief reprieve, and we celebrated the birth of Jesus with lunch outdoors in Hyde Park, an important opportunity for connection with many marginalised people suffering increased social isolation. The care and connection we were able to offer were greatly amplified by goods donated by corporate partners and local churches.

With its increased transmissibility, the Omicron variant posed a new challenge, affecting larger numbers of our clients and teams. Through very challenging



circumstances, we have witnessed the very best in our staff, volunteers, congregations, donors and partners. I honour and thank them for their Christ-like servanthood, courageous commitment and unfailing integrity demonstrated through such a challenging period. It is a humbling privilege to serve as part of such a dedicated team.

Expanding to meet growing community needs

The growing awareness of the scourge of domestic and family violence across Australia is leading to much-needed reforms and practical support for victim-survivors fleeing intimate violent relationships. Wesley Mission is proud to provide the Escaping Violence Payment in NSW and ACT as part of the national UnitingCare Consortium, led by Uniting Vic.Tas.

Record numbers of capital city residents relocating to regional areas are driving increased demand for services in regional areas. Wesley Mission's support for clients in regional areas in NSW, with a particular focus on areas north of Sydney to the QLD border, has increased by a staggering 46 per cent in the first year of our strategic plan, well exceeding our goal to increase support by 10 per cent.

New initiatives that express old truths

Rev Sir Alan Walker, Superintendent of Wesley Mission from 1958-78, and Rev WG Taylor before him, were known for offering a radical kind of hope exemplified by the phrase 'a living Christ for a dying world'. Walker, in particular, was known for speaking truth to power and for pioneering works, such as the Lifeline movement, which

addressed society's most desperate needs. Neither woke nor conservative but radically Christian, he confounded and challenged people and was dubbed the 'conscience of the nation' by the then governor-general.

In the same spirit, our 2023 Strategic Plan strengthens Wesley Mission's commitment to advocacy in the areas of gambling reform, mental health and suicide prevention, and housing and homelessness - the top issues surfaced by our frontline staff. A new initiative to build missional communities expresses this same desire, not just to provide for people's physical needs but also to offer friendship and connection, reducing loneliness and creating opportunities for people to experience and explore faith - communities where people can say 'yes' to Jesus. Longer term, we are laying foundations and building local partnerships to expand our community housing footprint and plant new churches.

As we expand into these new opportunities that very much express our DNA, we have reviewed other long-standing areas of our work, such as *Wesley Impact!* TV, and have made the decision to transition from a weekly free-to-air program to special event broadcasts and to invest in our digital presence through our website, and by sharing stories of hope online, all to reach a wider audience with an unchanging, uncompromising and hope-filled message.

Leaving a legacy that transforms lives

In May, we celebrated Wesley Mission's 210th Anniversary with a combined service hosted by Wesley International Congregation. In my sermon, I reflected on the many people who have gone before, who have formed an unbroken thread of care and compassion that we now have the privilege to continue, and extend as we seek to help more people.

Wesley Mission has been providing crisis accommodation to people in Sydney since 1819, and on 14 March 2022, we officially celebrated the reopening of the fully refurbished Wesley Edward Eagar Centre, our crisis accommodation centre in Surry Hills. I was honoured to be joined by the Lord Mayor of Sydney, Clover Moore; my predecessor, Rev Keith V Garner AM; former Prime Minister, The Hon. John Howard OM AC; staff and residents in re-dedicating this groundbreaking facility.

Underpinning our ability to extend this legacy is our financial position, which ensures our work is both sustainable and scalable. In the last year, our financial position has remained sound, despite COVID-19 impacts, resulting in a surplus of \$747,000.

I want to make special note of the generosity of our donors and people who have left Wesley Mission a gift in their Will. The overwhelming majority of these supporters are ordinary people living modest lives, but the ongoing significance of their giving is transformational - and Wesley Mission is deeply grateful for their support.

An individual who is leaving a remarkable legacy is Dr Keith Suter AM. He has made an incredible contribution to Wesley Mission as a member of our congregations and staff, Board member, Chair of our Mission Council and Patron of Wesley School for Seniors. Keith will retire from his formal positions towards the end of 2022, having served the maximum timeframe as a member of the Board. His leadership and expertise will leave an indelible legacy, as does his compassion and dedication to supporting people most in need. Keith, we are in your debt.

I hope you will read and connect with the hope-filled stories in this report and catch a glimpse of the passionate staff, volunteers, congregations, donors and supporters who have made it possible. This past year I shared some of the things I hope Wesley Mission will grow to be in the next 10 years; here are just a few:

I hope that as well as being known as both a church and a provider of community services, we will also be a trusted and prophetic voice in our city, state and nation, always ready and willing to empower the voice of the otherwise voiceless - that we speak for, work for and seek justice...

I hope that Wesley Mission will be an innovative pioneer as we continue to pilot new services that seek to serve and empower those most in need...

I hope that when all is said and done, when everything else is stripped away, when people see us - when people see Wesley Mission - they see Jesus...

And I hope that you will join us on the journey.

Every blessing

Rev Stu Cameron
CEO and Superintendent



COVID-19

No problem dominated our work in 21/22 more than COVID-19. While the virus wreaked havoc in lives and communities, many of our teams worked in high-risk, stressful environments, showing courage, commitment and professionalism on a scale that saved countless lives. They also sheltered many of those most vulnerable from the worst of the mental health impacts, giving a great deal personally as well as professionally.



Floods

The catastrophic flooding experienced in NSW this year had a devastating impact on many of the vulnerable people we work with and on our staff in the regions. Time and again, Wesley Mission staffers in the flood impacted areas worked to meet overwhelming needs while also managing their own trauma and major losses.

Staff outside the disaster areas also rallied to help. Marketing and fundraising launched an Emergency Appeal within hours. A taskforce was formed to take 'orders' of items needed most, particularly for children,

from our local colleagues. Donations and supplies were rapidly sourced: \$50,000 in cash donations and \$120,000 in goods.

Chaplains drove up to deliver requested supplies to the North Coast of NSW as soon as it was helpful, providing practical and emotional support.

People in the region are walking a long road to recovery, psychologically and economically, particularly with another wet summer ahead for 2022-2023.

2023 Strategic Plan

Our 2023 Strategic Plan seeks to address the following significant social issues in a changing environment:

- Government funding impacts in the areas of mental health and suicide prevention, out-of-home care, domestic violence and housing.
- Greater focus on measuring and reporting client outcomes, to demonstrate meaningful change and impact.
- Increasing requirement for aged care and disability services to maintain quality and regulatory standards.
- Continued need for innovative housing solutions and sector partnerships, to meaningfully shift the dial on homelessness.
- Increasing expectations in the areas of care flexibility, technology and maintaining a quality workforce.
- Social responsibility for climate and environmental change, modern slavery, reconciliation and diversity and inclusion.
- Ability for organisations like Wesley Mission to focus and execute strategy, particularly in times of uncertainty and change.
- Demonstrating resilience and continuing to adapt and respond to a post-COVID-19 environment.

For the next two years at least, our strategic direction in living out our mission and vision is to:

- extend our impact
- grow a healthy organisation.

The 2022 Annual Report reflects the first year of progress towards our 2023 Strategic Plan.





A year of highlights 21/22

We assisted **138,307** clients
22,607 (19.5%) more people than in 20/21

58,532 people most in need
immediate help for people in crisis
or close to crisis (64% increase)

36,994 people in need
early intervention support to
prevent crisis (10.7% decrease)

42,781 people capacity building
partnering to develop skills or
achieve goals (10.7% increase)

Regional growth

We're helping **46% more people in the regions**
in the first year of the
two-year 2023 Strategic Plan
exceeding our goal to
increase support by 10%



Suicide prevention

132

Wesley LifeForce Suicide Prevention
Networks across Australia
an increase of almost 16% on previous year

52,439

calls answered by Lifeline Sydney & Sutherland
67.3% more calls than in 20/21

Families and children

10,965

people supported by
Escaping Violence Payment
pilot program

6,756

people supported by
Wesley Emergency Relief and
community hubs

2,700

children attended
13 Wesley Out of School
Hours Care locations
16% increase on previous year

Training and employment

7,452

parents supported with employment
goals through Wesley ParentsNext
319 (4.5%) more people than in 20/21

812

participants supported by Wesley Training
8% increase on previous year

Foster care and adoptions

862

children and young people supported in
foster care placements

49

families assisted with the adoption process

382

young people supported by
Wesley Take Charge of Your Life

Home care

4,159

people supported by Wesley Home Care
including domestic duties, personal care,
social support, home modifications and more

Housing and accommodation

194,255

nights of accommodation provided to people
experiencing homelessness, and tenancies in
crisis/transitional and general social housing,
and our disability accommodation

Counselling

1,960

people supported by
Wesley Financial Counselling

698

people experiencing gambling harm
supported by Wesley Gambling Counselling

Disability support

423

people supported by Wesley Disability Services
9% more people than in 20/21

Our Christian community

A Spirit-led, disciple-making movement

Wesley Mission's congregations have outlined their goals, which align as part of the whole of Wesley Mission's strategic direction in living out our mission and vision to:

- extend our impact
- grow a healthy church.

Extending our impact

By 2032, 10 new church plants and missional communities established.

01 Missional communities

Pioneer the establishment of two missional communities in partnership with Wesley Mission's community services.

02 Church planting

A dynamic online church presence and progress with two church plants in NSW.

Growing a healthy church

By 2032, 500 missional leaders raised, equipped and sent.

03 Spirit-fuelled discipleship

Establish a missional leadership pipeline engaging 50 congregation members.

04 Gospel stewardship

Financially sustainable operations and the establishment of a pioneering fund for new missional ventures.

Congregations 'Draw Near' to God and each other

As Sydney emerged from nearly four months in lockdown due to the global COVID-19 pandemic, Wesley Mission's congregations gathered online for an interactive prayer event called Draw Near. It was great inspiration to lift one another up before God in a range of languages and traditions, while also sending love and praying for our neighbours - especially those who were struggling and experiencing hardship.

Hyde Park sets the scene for a COVID-safe Christmas celebration

Christmas in the Park welcomed almost 500 people for a wholehearted celebration of hope and connection for the community of Sydney. Genuine joy and care could be felt as people from all walks of life gathered and joined together in a picnic lunch and carol singing. It was a wonderful reminder that we need each other and that God has a place for all of us in the community.

Sacred Street Theatre invites Sydney to the table

On Good Friday, Wesley Mission invited the city to gather at an extended banquet table for an immersive performance that journeyed with Jesus from the Garden of Gethsemane to his crucifixion. Directed by Bethany Simons, the performance invited everyone to come, just as they are, to the table. Members of Wesley Mission's congregations were part of six weeks of workshops that created the piece, a beautiful expression of creativity and unity.



"Ultimately, our hope is to see very local communities of faith - becoming beacons of hope in places where the Church is often absent. This where the stories of Jesus can come alive."

Rev Gary Izzard, Executive Manager Missional Communities





Wesley Mission community services

Not children in crisis

Meeting the changing face of foster care

Wesley Dalmar is continually growing, evolving and innovating to ensure we meet the changing needs of foster care, to safeguard and strengthen the futures of children and young people.

Reaching milestones

After five flourishing years, Wesley Dalmar successfully renewed our Permanency Support Program contract with the NSW Department of Communities and Justice, so we can continue providing out-of-home-care services and Wesley Family Preservation, an early intervention program that supports families to stay together.

In 2022, Wesley Dalmar achieved our long-term, business goal to gain accreditation as an adoption agency in NSW. We also brought in an adoption genealogist to trace family history for children who are going through the adoption process, supporting two families throughout 21/22.

Wesley Aunties & Uncles recently celebrated its twelfth anniversary as part of Wesley Mission. We've now matched 100 children and young people in foster care to an 'aunty' or 'uncle' mentor, who supports them to build confidence, develop life skills and reach their full potential.

Continuous expansion

We expanded our Supported Independent Living program to 30 placements across Sydney and the Mid North Coast of NSW. This program supports young people aged 16-18 in foster care, for up to two years, with a safe place to live and to also develop life skills.

We were also successful in our tender bid and launched our Short Term Emergency Placements (STEP) program. This 12-week program supports teenagers aged 12-18 through a one-on-one model of care and will be rolled out in FY22/23 across Sydney, Hunter, Central Coast and Mid North Coast regions.

Our Wesley Keeping Connected program was extended into northern NSW and overall, we now facilitate up to 31 visits every day, so children and young people in foster care can stay connected with their birth families.

Support for foster families in crisis

As floods impacted the Northern Rivers and Far North Coast regions of NSW in March 2022, Wesley Dalmar provided approximately 10 foster carers and their children, who were evacuated by NSW State Emergency Services, with temporary accommodation. Through Wesley Mission's Flood Appeal and community donors, we provided our foster families with dry clothes, toys, bedding, personal use items, vouchers and other essentials items. Wesley Mission chaplains supported our foster families with regular wellness check-ins and a Wesley Mission Wellness Officer also provided staff with weekly online wellbeing sessions.

Building future foundations in North Coast NSW



Carolyn and David's gift of love

It was 1976 when Carolyn stood in the kitchen with her two children and heard a call on the radio for foster parents.

"I think God spoke to me in that moment," she explains. "I knew I liked staying home and looking after kids, so I thought, 'that's something I could do'."

Four decades later, Carolyn and her husband, David, have now cared for 75 children – as well as raising six children of their own and supporting 26 grandchildren. Their home has become a safe place for so many children in need. At one point, they even had nine children living under their roof.

Over their years of fostering, Carolyn and David have cared for children from newborn babies up to 17-year-olds. But 75 per cent of their placements have been babies and toddlers.

Sadly, many babies that came into Carolyn and David's cared arrived addicted to drugs. Carolyn says she's spent countless nights wandering her living room settling babies to sleep, supporting them through the drug withdrawal process.

Having the support of Maddy, their Wesley Dalmar case manager, who loves working alongside them, makes all the difference.

"She's the best one in probably the world, I say; fantastic case worker. She does a wonderful job. There's never any questions left unanswered," Carolyn says.

Carolyn describes David and herself to be "ordinary people". But they're far from it. They're extraordinary people who've given their lives to caring, loving and supporting young children who need a safe and nurturing environment so they can thrive.

Carolyn and David Stedman received an Order of Australia in 2022.



"I didn't plan to foster so many children but felt like I had a gift for caring."



To help prepare young people aged 15-18 to transition from Wesley Dalmar foster care and build successful foundations for adulthood, we launched a pilot project: The Dove, Ballina. Through the café, and in collaboration with Wesley Training and other local partners, these young people will have the opportunity to obtain a Certificate II or III in Hospitality while still at school, under the guidance of an accredited chef and trainer.

This space will provide young people with hands-on experience to develop real life skills and provide meaningful pathways towards employment.



Giving hope with safe and stable homes

We believe everyone deserves to have a safe place to call home. Our programs support people who don't have a secure place to stay or are at risk of losing their home by providing crisis accommodation, short- or long-term affordable housing, rent assistance and other support services to help people get back on their feet.

Happiness blooms in special new gardens

Supported by volunteers from the Royal Botanic Gardens community greening program, the Wesley Community Housing team were supported by staff and residents from Wesley Mission's Woodward specialist disability accommodation to plan and build a unique sensory garden including wheelchair-friendly garden beds. Inspired by this success, residents at our Glenmore Park accommodation also embarked on a similar outdoor space with the community housing team.

Sustainable and scalable

In 21/22, Wesley Community Housing provided 326 dwellings supporting 445 tenancies, an increase from 306 dwellings supporting 419 tenancies in 20/21.

The program was budgeted to make a significant deficit in 19/20. Through ongoing review of internal systems and processes, pursuit of government grants, partnerships with like-minded agencies, and government COVID-19 supplement payments, increased Centrelink rates allowing tenants to pay down debt, has resulted in Wesley Community Housing delivering a surplus in 21/22.

Wesley Edward Eagar Centre officially reopened

In March 2022, the Lord Mayor of Sydney, Clover Moore, officially reopened the completely refurbished Wesley Edward Eagar Centre, along with Superintendents Rev Keith Garner and Rev Stu Cameron. Also present were the federal and state members for Sydney, Tanya Plibersek and Alex Greenwich respectively, and the founder of this work in Surry Hills, Rev Noreen Towers.

Staff exceed expectations

During NSW's COVID-19 lockdown in late 2021, our extraordinary staff at Wesley Edward Eagar Centre worked additional hours and stayed on site when a resident tested positive to COVID-19, to make sure our residents received the care and support they needed, as well as ensure everyone's safety and wellbeing. In 21/22, the team supported 523 people experiencing homelessness.

Assistance with Care and Housing expands to service three new regions

With additional funding, Assistance with Care and Housing has grown from one staff member servicing Western Sydney to four staff members servicing Hawkesbury/Nepean, Blue Mountains, Central Coast and Newcastle. The team works closely with older people at risk of homelessness, which has been a particular issue in the wake of the floods.



Building resilient communities

As a trusted leader in suicide prevention, our research, training, resources and partnerships continue to educate and equip communities nationally to respond to the impacts of suicide. Half of all Australians have a lived experience of suicide, with financial stress, social isolation and relationship breakdowns impacting all of us.

Pilot program in Coffs Harbour fills a gap to help save lives

In 21/22, Wesley Mission developed and launched Wesley LifeForce Aftercare, a pilot program in the Coffs Harbour area aimed at reducing suicidal distress and deaths. The program provides critical short-term assistance and bridges the gap between being discharged from hospital after a suicide attempt and receiving professional support.

The program builds connections through one-on-one interactions, peer support and family/carer support groups, to make Coffs Harbour a suicide safe, resilient community.

In addition to linking participants to other community supports and services, the Wesley LifeForce Aftercare team will also connect people to services in the broader reach of Wesley Mission, such as housing assistance, financial support and emergency relief.

Increased funding to expand evidence-based suicide prevention initiatives

Wesley Mission welcomed the announcement by the federal government and Department of Health to continue funding and to expand Wesley LifeForce Suicide Prevention Networks & Training programs under the National Suicide Prevention Support and Leadership Program.

As a leading provider of effective and evidence-based suicide prevention initiatives, Wesley LifeForce will receive \$8.9 million to resource and empower Australian

communities through Networks and \$4.5 million to equip more Australians to intervene and prevent suicide deaths through training.

The total funding will be delivered over three years, from 1 July 2022 to 30 June 2025, and represents nearly a 50 per cent increase to expand these life-saving programs.

Wesley LifeForce Suicide Prevention Networks supports 132 community-led action groups across Australia, including 70 in regional and remote Australia.

Lifeline - the unsung heroes of the COVID-19 pandemic

Lifeline Sydney & Sutherland was restructured in 21/22 to increase support and training of our much-valued volunteers. During the pandemic, Lifeline volunteers left their families to be physically present at our Sydney and Sutherland offices to answer phones and care for those experiencing distress. In 21/22, our volunteers answered 55,531 calls, 56.8 per cent more calls than in FY21/22.

To create safer workplaces, we changed job descriptions and siloed teams to limit COVID-19 outbreak risk. We invested in small community hubs in each workplace, stocked with coffee machines and fruit baskets, and created spaces where volunteers could go to 'refill their emotional cup'. The restructure proved very successful and we've seen increased connections within the team and retention of volunteers.



Rosalie's community of support

Thanks to Wesley Mission's support, Rosalie now has a community of wraparound services from housing to finance and daily supports who care for her wellbeing. She's also grateful for her new friends who rally around her in the home they share through Wesley Mission. But Rosalie didn't always have this community to lean on.

A high school teacher for most of her working life, a car accident at 43, injuring her back and leg, led Rosalie on a journey that ultimately caused her to lose her career.

Shortly after the accident, the pain from Rosalie's injuries became too much to bear, so she moved to casual teaching. Then four years ago, Rosalie suffered another accident and lost part of her thumb.

So, when Rosalie entered her 50s and decided to retire, she unfortunately discovered there was no financial nest egg to draw on because she didn't accrue superannuation as a casual teacher.

Then more than three years ago, when struggling to find an affordable rental home, Rosalie ended up settling for a converted garage at the back of someone's home, which didn't support her mobility needs.

It wasn't until Rosalie was referred to Wesley Mission through My Aged Care that she finally found the support she needed through Clara, Case Worker for Wesley Mission's Assistance with Care and Housing program, Kris from Wesley Community Housing and Sarah from Wesley Financial Counselling.

Together, Clara and Kris found Rosalie ground-level transitional accommodation to suit her accessibility needs. In mid-2022, Rosalie finally moved into her new home in Newcastle.

"All of the surfaces are flat. The bathrooms are wet rooms and she has extra space to move around with her walker," explains Clara.

Clara also organised movers to bring across Rosalie's furniture to her new home and purchased her a new bed and fridge, and fitted her home with fresh fans and blinds.

To support Rosalie with her finances, Clara connected with Sarah from Wesley Financial Counselling to help resolve her credit card debt.

"Sarah managed to fight tooth and nail with Beyond Bank to get rid of that," Clara says.

Clara also purchased Rosalie a mobility scooter. Rosalie now heads out regularly on her scooter and often meets her new community of friends at the local coffee shop.

"She definitely seems a lot brighter and happier in herself. I think the friendships that she's made here are just invaluable to her," Clara says.

Surrounded by caring friends she lives with and her supportive Wesley Mission family, Rosalie says she now has people she can rely on and reach out to when she needs support.



"Their support has been invaluable to me. My quality of life has improved enormously. And I'm very happy here."





Giving more young people with significant disability, permanent, safe and stable homes

Wesley Mission has a rich history of providing services to help children and young people thrive. Through a partnership with Wesley Dalmar and Wesley Disability Services, we are continuing to support more young people to live fulfilling lives.

Throughout 21/22, Wesley Intensive Therapeutic Care, Significant Disability provided more safe and permanent homes to young people aged 12-18 years with significant disability, supporting them to build their wellbeing and independence. For many of these young people, prior to coming into our care, they lived in hospital-like or institutional settings, or experienced home-based care through kinship or foster care.

In 2020, we welcomed 11 young people to our first two homes in Carlingford and opened additional homes in Chester Hill, Marsden Park, Hoxton Park and Malabar. Throughout 21/22, we opened three more homes in Blacktown, Doonside and Kings Langley, with every home designed to support the residents' complex needs.

Each house can welcome up to four young people, who receive 24-hour tailored care from a team of specially trained staff to support each young person's complex needs. Some young people live with a brain injury, vision and hearing impairment, or are wheelchair users. Some have intellectual or learning disabilities or are neurodivergent. And others have experienced trauma and mental illness. We now care for 21 young people across 11 homes.

Working alongside a dedicated case manager and a team of direct care staff, we empower young people to meet individual growth and development goals. As COVID-19 restrictions lifted, we offered more offsite recreational activities. We also saw an increase in school attendance or participation in educational programs. And we continued to support young people to maintain family relationships and develop communication and independent living skills to support their futures.

Building trust between staff and every young person is a priority in their care journey. Over time, we've seen more young people open up and develop relationships with our staff. And to help build that trust, we've continually listened to our young people and incorporated their inputs into decisions involving their care.

Wesley Disability Accommodation residents

Generously giving back to the community

All our Wesley Mission volunteers are essential in providing help in our communities. In a year of disruption and uncertainty, our resilient volunteers continued working through these difficult times to support those in need. When faced with challenges such as restrictions on face-to-face contact and staff shortages, our volunteers demonstrated remarkable flexibility and ingenuity. Thank you for inspiring us with your service and for all that you do!

National Volunteer Week - Better Together

In May 2022, Wesley Mission volunteers gathered in person at events in Sydney, Tuggerah, Newcastle and Yamba. Volunteering builds communities and creates a better society for everyone, and this was reflected in this year's theme, 'Better Together'. It was wonderful to acknowledge the significant accomplishments of our volunteers who contribute their time and support across a number of our programs.

During the week's celebration, a Lifeline Sydney & Sutherland booth named in honour of recipient of the 2021 Adult Volunteer of the Year Award, Di Saunders, was announced to acknowledge her more than 17 years of dedicated service volunteering at Lifeline Sydney & Sutherland. She is the first female awarded this honour, joining the likes of Alan Walker, Ron Freer, Ivan Reichelt and Ken White.

Volunteers maintain support through adversity and uncertainty

In a time where in-person visits could not be offered due to COVID-19 risks, services changed how they provided support and so did our volunteers as they replaced face-to-face visits with phone calls or by Zoom.

Essential volunteer-led services also remained active through the floods, including Wesley Mission's Meals on Wheels in Far North NSW, which continued to provide nutritious meals, social connections and wellbeing checks for older residents in flood-affected areas.

Volunteer of the Year Award

Congratulations to John Swift, winner of the 2021 Volunteer of the Year and Senior Volunteer of the Year Awards. John has been visiting socially isolated older people in his community for over 27 years through the Wesley Community Visitors Scheme, which links volunteers like John with older people experiencing loneliness, to provide friendship and companionship.

Drop in volunteer numbers

The disruption caused by the COVID-19 pandemic saw some services temporarily closed and events that are supported by volunteers postponed, resulting in a dip in the number of volunteer hours in 21/22. This is in line with other sectors across Australia reliant on volunteers, with the largest drop in regional areas.





Generous hearts changing lives

Thanks to our incredibly generous donors and supporters including those who left a gift in their Will, we responded practically and urgently to more Australians as they faced unexpected and challenging circumstances. It was through their generosity, they helped us raise \$11,585,000 in 21/22 to support those in need.

Supporting Australians in crisis

Our donors and supporters were steadfast in helping us address the increasing number of Australians experiencing homelessness, through donations to our Christmas and Winter appeals.

For families and individuals hit hardest by the pandemic in Sydney's south-west, our supporters and donors provided 3,963 struggling individuals and families with food, utilities and other essentials through our COVID-19 Emergency Relief Appeal. There were 2,099 emergency relief boxes and hampers filled and delivered to more than 45 communities across Sydney.

Beyond financial giving, our donors and supporters also stood up about the gap for people experiencing homelessness by signing our petition, advocating the government to provide more social and affordable housing.

Corporates give back

After COVID-19 restrictions lifted, we relaunched our Homeless Food Challenge, where corporates are tasked with shopping for three days' worth of food with just \$10.

Charter Hall was one of the first corporates who participated in the relaunch and they shared with us how they now have a deeper understanding of the complexities that surround homelessness.

We're also grateful to Bing Lee who generously donated gift vouchers so that Wesley Community Housing residents could purchase essential household appliances.

School students give back

Thanks to our superheroes from schools across NSW, students donned their best superhero outfits to raise funds for families and children facing homelessness, hunger and hardship.

Students from Knox Grammar hosted dinners and cooked meals for their families to raise much-needed funds for our COVID-19 Emergency Relief and Emergency Flood appeals, donated food and essentials items, and prepared hygiene packs during the height of the COVID-19 pandemic for Wesley Community Housing residents. They also wrote personalised Christmas cards to the residents, with one resident, Jillian, who was so grateful she wrote back and said, "What an inspirational practice your school has in place to connect with others."



George's everlasting legacy

It was 31 May 1942. George* was 15 years old, and like every Sunday evening, he was attending church. But this was no ordinary Sunday. It was the night of the Japanese attack on Sydney Harbour.

That night George took part in worship at Wesley Mission's Lyceum Theatre in Sydney's CBD. George's connection to Wesley Mission has been long-standing. Born in the mid-1920s, George grew up visiting Wesley Dalmar, which was then a foster care home for children, where his parents served as volunteers.

Raised in a Christian household, George has always been a man of faith. And it was his faith that motivated him to give back. Inspired by scripture from the Bible, George decided to leave a gift in his Will. And when deciding which charity, George chose to leave his sole estate to Wesley Mission. George said Wesley Mission stood out to him because of its people.

One of these people was Roger, Wesley Mission's Community Relations Officer. As George's health

concerns increased over the years, Roger stepped in to provide practical support, including finding George a new home. Roger also introduced George to Wesley Mission Chaplain, Peter, who also called on George regularly.

George's legacy of kindness and generosity will continue to live on through his gift.

"A gift like George's, no matter the size, will have a powerful impact. It's one of the very best ways to help people most in need for generations to come," says Stephen, Wesley Mission Planned Giving Manager.

*Name has been changed to protect privacy.



"It is just heartbreaking to think of those who are homeless - we who have so much, must help."

Melhuish, Wesley Mission supporter

Financial summary

Statement of profit or loss and other comprehensive income for the year ended 30 June 2022

	2022 \$'000	2021 \$'000
Revenue	256,465	240,864
Revenue from sale of goods	2,560	2,140
Revenue from rendering of services	124,857	123,276
Government grants	117,463	108,738
Legacies and donations	11,585	6,710
Revenue from continuing operations	256,465	240,864
Interest received on investments	2,272	2,876
Other income	613	15,389
Gain on sale of assets	1,728	2,712
Fair value (loss)/gain on investments	(1,893)	2,352
Other income	2,720	23,329
Total revenue and other income	259,185	264,193
Expenditure	258,438	263,790
Employee benefits expense	163,593	171,275
Material and other client services	36,488	30,386
Maintenance and accommodation	13,184	12,623
Depreciation and amortisation expense	16,630	18,933
Travelling expenses	4,807	5,158
Professional fees	4,164	6,181
Communications	1,531	1,472
Cost of goods sold	1,273	1,387
Other expenses	16,132	15,791
Finance costs	636	584
Total expenditure	258,438	263,790
Surplus before income tax expense	747	403
Income tax expense	-	-
Surplus for the year	747	403
Total comprehensive income for the year	747	403

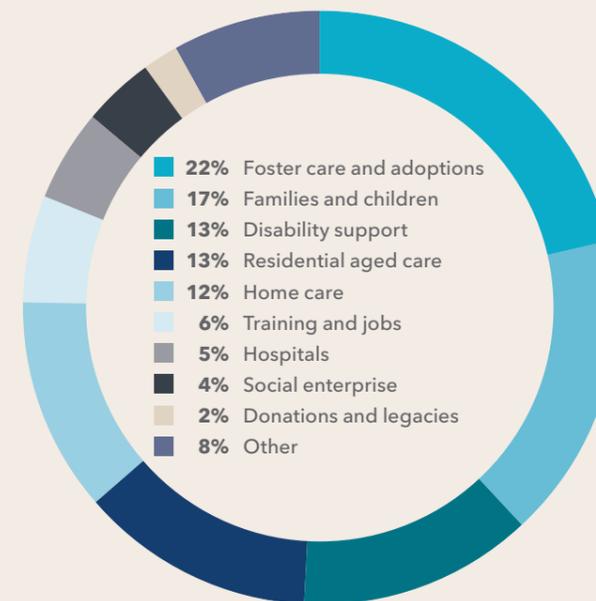
Statement of financial position for the year ended 30 June 2022

	2022 \$'000	2021 \$'000
Current assets	141,270	127,525
Cash and cash equivalents	42,637	81,096
Trade and other receivables	32,884	28,988
Other financial assets	64,906	16,983
Inventories	843	458
Non-current assets	367,619	368,161
Property, plant and equipment	358,727	357,002
Right-of-use assets	8,245	10,459
Term deposits	165	165
Other assets	482	535
Total non-current assets	367,619	368,161
Total assets	508,889	495,686
Current liabilities	279,312	265,634
Trade and other payables	21,084	30,337
Lease liabilities	3,839	5,533
Resident licence agreements expected to be paid within 12 months	29,555	32,800
Resident licence agreements not expected to be paid within 12 months	154,723	146,515
Provisions	18,045	17,750
Unearned lease premium	-	168
Contract liabilities - unearned funds	34,727	15,645
Contract liabilities - unearned funds - Wesley Retirement Villages	16,370	15,936
Other liabilities	969	950
Total current liabilities	279,312	265,634
Non-current liabilities	8,205	9,427
Lease liabilities	3,780	4,200
Provisions	4,162	3,042
Unearned lease premium	263	2,185
Total non-current liabilities	8,205	9,427
Total liabilities	287,517	275,061
Net assets	221,372	220,625
Equity		
Accumulated funds	218,681	220,625
Reserves	2,691	-
Total equity	221,372	220,625

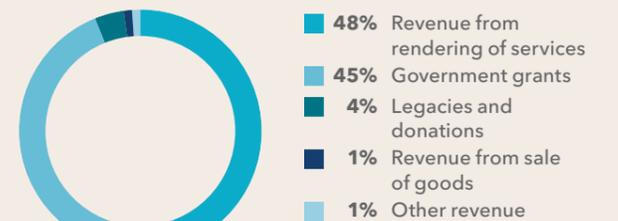
Statement of cash flows for the year ended 30 June 2022

	2022 \$'000	2021 \$'000
Cash flows from operating activities	18,954	15,531
Receipts from customers including government subsidies	282,035	263,750
Payments to suppliers and employees	(264,653)	(250,396)
Interest paid on leases	(435)	(472)
Finance costs	(265)	(227)
Interest received	2,272	2,876
Net cash provided by operating activities	18,954	15,531
Cash flows from investing activities	(61,784)	(17,713)
Purchase of property, plant and equipment	(16,050)	(33,069)
Proceeds from sale of property, plant and equipment	5,153	17,105
Proceeds from sale of investments - fair value through profit or loss	-	15,575
Payment for investments - fair value through profit or loss	(919)	(15,928)
Net payment for term deposits	(49,968)	(1,396)
Net cash used in investing activities	(61,784)	(17,713)
Cash flows from financing activities	4,371	1,436
Receipts from resident-funded licence agreements	40,184	37,343
Repayments for resident-funded licence agreements	(29,568)	(27,141)
Repayment of lease liability	(6,245)	(8,766)
Net cash provided by financing activities	4,371	1,436
Net (decrease) in cash and cash equivalents	(38,459)	(746)
Cash and cash equivalents at the beginning of the financial year	81,096	81,842
Cash and cash equivalents at end of year	42,637	81,096

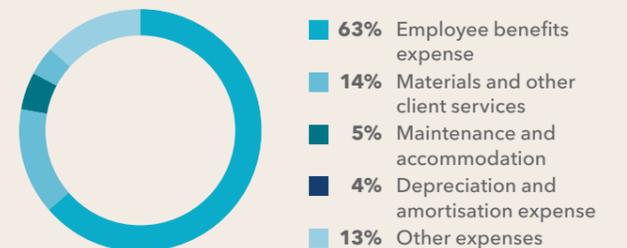
Revenue by service stream



Where our revenue came from



What we spent





Get involved

Donate and make a difference today

wesleymission.org.au/donate
fundraising@wesleymission.org.au
1800 821 821

Leave a lasting legacy with a gift in your Will

wesleymission.org.au/bequests
giftinwills@wesleymission.org.au
(02) 9263 5561

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CEO and Superintendent: Rev Stu Cameron
ABN 42 164 655 145 Wesley Mission is a part of the Uniting Church in Australia.

Do all the good you can because every life matters