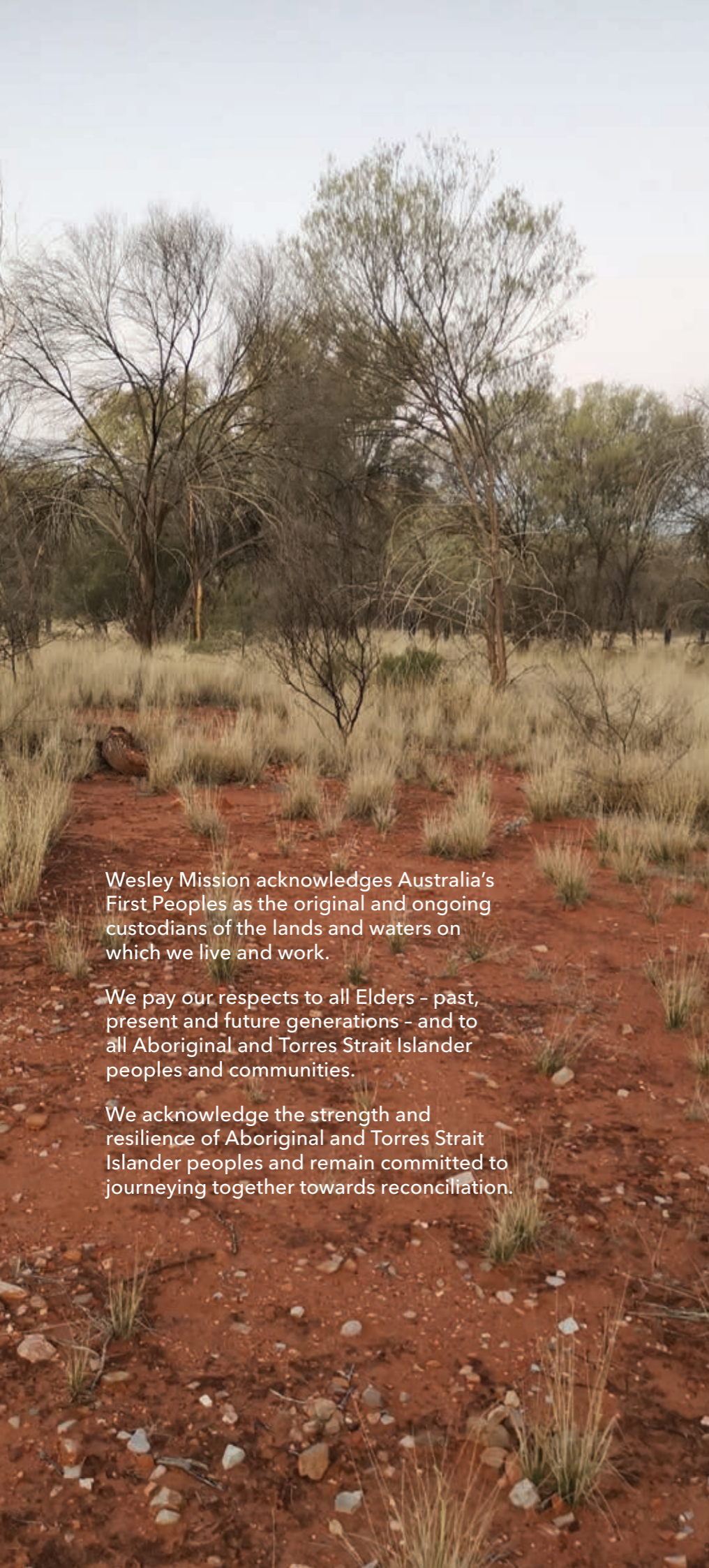




Wesley Mission

2022 Annual Report

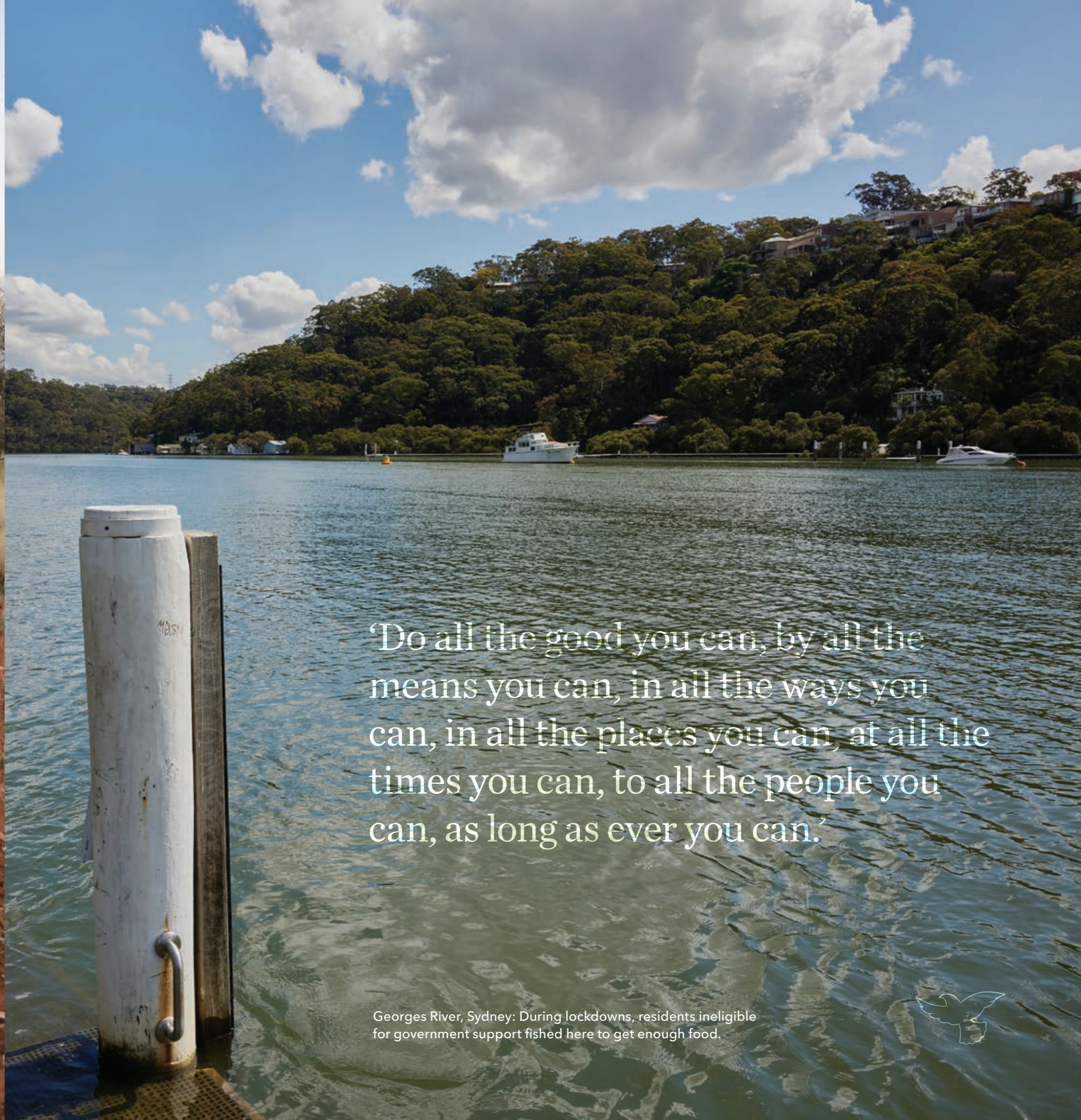




Wesley Mission acknowledges Australia's First Peoples as the original and ongoing custodians of the lands and waters on which we live and work.

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

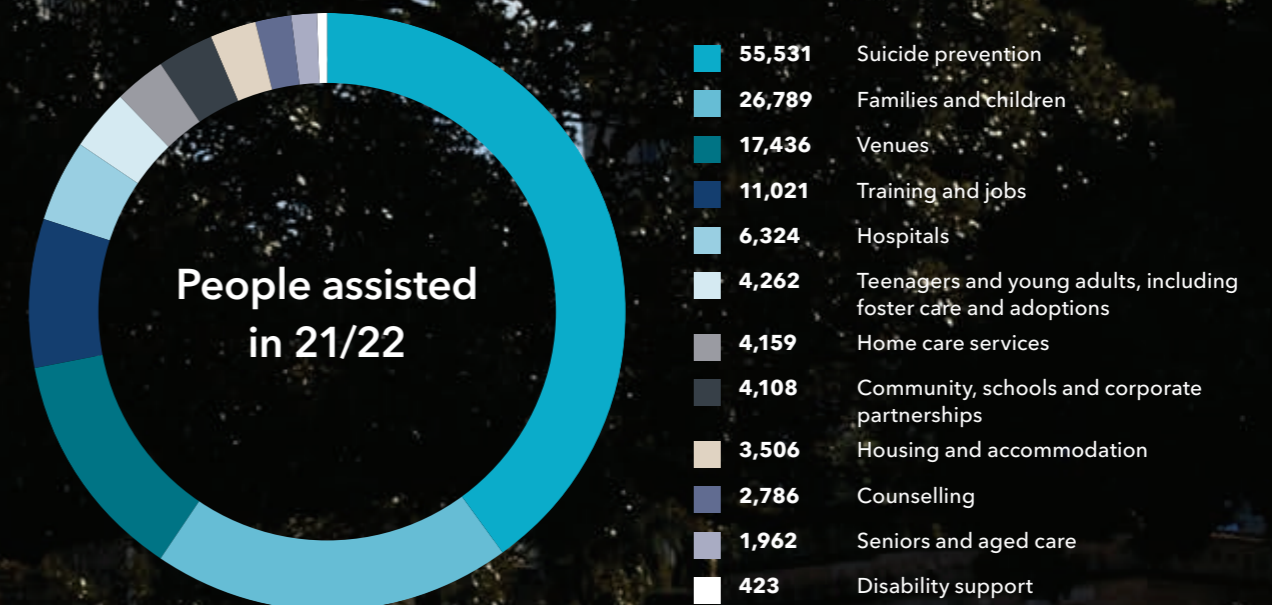
Our 2023 Strategic Plan seeks to address the following significant social issues in a changing environment:

- 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.





Extending our impact

To achieve our 2023 Strategic Plan, we'll seek to extend our influence and impact, invest in targeted growth opportunities and strengthen our regional presence. We'll also work closely with Aboriginal and Torres Strait Islander staff and communities to develop a Reconciliation Action Plan.

01 Influence and impact

We've evaluated the net impact of three lines of business.

Goals and actions

- Measure client outcomes for our major lines of business and commission three net impact evaluations.
- Implement impactful advocacy on gambling reform, housing affordability, and mental health and suicide prevention.
- Establish our Innovate Reconciliation Action Plan.

Success measure

We are measuring outcomes for 80 per cent of our major lines of business.

Progress in 21/22

- Project underway to measure outcomes and commissioning of three net impact evaluations looking at Wesley Edward Eagar Centre, Wesley LifeForce Training and Wesley Mission's community services to support people experiencing gambling harm.
- Advocacy for gambling reform has resulted in significant media coverage and several legislative amendments passed, improving the Casino Control Act 1992 (NSW) to include harm minimisation measures.
- Aboriginal and Torres Strait Islander staff have contributed to two yarning circle events, sharing their thoughts and hopes for reconciliation, to guide the development of a culturally relevant and respectful Reconciliation Action Plan.

02 Targeted growth

Five major lines of business are each helping 10 per cent more people in need.

Goals and actions

- Invest in growth opportunities, including for those most in need, and which are anchored by a sustainable existing service model.
- Pioneer the development of one missional community.
- Prepare our next Wesley Mission Strategic Plan.

Success measure

Two or more major lines of business have grown by at least 10 per cent.

Progress in 21/22

- Nearly 50 per cent funding increase for Wesley LifeForce national suicide prevention activity in Networks and Training.
- Escaping Violence Payment program launched in October 2021 as part of the UnitingCare Consortium, with Wesley Mission providing support to victim-survivors of intimate partner violence in NSW and ACT.
- Establishment of missional communities progressing in Windale and Hamilton South.

03 Strengthened regional presence

We're helping 10 per cent more people in need through our regional activities.

Goals and actions

- Strengthen our regional activities, support structures and leadership capabilities.
- Create new service, sector and church partnerships, and expand our online presence, including a new Wesley Mission website.

Success measure

Two or more new regional initiatives that have local community partnerships.

Progress in 21/22

- Overall 46 per cent increase in regional growth, driven by increased demand for support and by new programs, additional locations and increased capacity from: the Escaping Violence Payment pilot program; Wesley ParentsNext; Wesley Emergency Relief and community hubs; Wesley Training; Wesley Home Care; Wesley Homeless Services; Wesley Dalmar Foster Care placements and Wesley Out of School Hours Care.

Growing a healthy organisation

To achieve our 2023 Strategic Plan, we seek to grow a healthy organisation. Our priorities include a healthy and safe workplace, sustainable and scalable operations and risk-informed decision-making.

04 Healthy and safe workplace

We've evaluated the net impact of three lines of business.

Goals and actions

- Engage, connect, celebrate and invest in developing our people.
- Improve staff wellbeing and safety.

Success measure

We exceed industry staff engagement, retention and wellbeing measures.

Progress in 21/22

- Inaugural Gallup staff engagement and wellbeing survey, using Q12, conducted in March 2022 and new target set to compare with Australian all-companies benchmark.
- Staff retention remains above industry average.
- Lowest 12-month result for work, health and safety claims in the four-year insurance policy period.

05 Sustainable and scalable

We achieve a \$2.3 million net financial improvement in FY22/23.

Goals and actions

- Integrate end-to-end support for our major lines of business to operate at or above industry benchmarks.
- Targeted investment in properties, business process improvements, systems and generating untied revenue.

Success measure

We achieve our annual FY22/23 budget operating result.

Progress in 21/22

- \$747,000 full-year surplus, which is favourable to forecast and budget.
- Wesley Mission has been impacted by COVID-19. At 30 June 2022, Wesley Mission has not included income in the financial statements, \$2 million from the government to cover the costs of COVID-19.

06 Risk-informed decisions

We're achieving our goals while remaining within risk appetite.

Goals and actions

- Strengthen governance framework to facilitate risk management maturity.
- Establish a risk culture roadmap.

Success measure

- We conduct risk assessments for each strategic decision.
- Risk culture is measured and reported.

Progress in 21/22

- Implementation of Risk Management Framework progressing, including rollout of key risk indicators with risk owners, and legal and risk assessments for new projects and funding opportunities.

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

Renewed focus on faith community

As part of Wesley Mission's commitment to Word and deed ministry, we embarked on an ambitious plan in 21/22 to develop faith communities in some of the hard-to-reach contexts in Sydney and regional areas.

The aim of the Missional Communities team is to create faith communities of such vibrancy, they transform individuals and by extension whole neighbourhoods. The goal outlined in the 2021-2023 Strategic Plan is to pioneer the establishment of two missional communities in partnership with Wesley Mission's community services.

The first year of the two-year strategic plan involved identifying at-risk communities and then building stakeholder relationships. We have been encouraged by the response to the program so far with local churches wanting to grow their neighbourhood missional engagement, and partners already engaged in work at the coalface within these communities.

In 21/22, we began exploring work in five focus communities - the Newcastle suburbs of Hamilton South and Windale, Miller in Western Sydney, and the inner-city suburbs of South Strathfield and Glebe.

Building on the great work of our Wesley Community Housing team, we began establishing relationships in Hamilton South and Windale, with pleasing progress in gospel conversations. The team developed governance and staffing position descriptions for both communities and commenced recruitment.

In Glebe, we continued to strengthen existing partnerships with Wayside and Sydney Presbytery, and remained in discussions on how best we can serve the suburb.

Taree was identified as a likely missional community location, with a one-day-per-week Missional Community Facilitator to begin in January 2023, growing the already established barbecue breakfast ministry among the at-risk community and adding faith exploration opportunities using the Discovery Bible Method.

The next stage of this program will see ongoing discussions about ministry in South Strathfield, and continue assessing viability of programs in newly identified regions of Woden (in the ACT) and North Coast/Northern Rivers areas of NSW. The Missional Communities program welcomes expressions of interest from churches, volunteers and financial supporters interested in partnering with us in this space.



Gutful of Gambling campaign

In 20/21, Wesley Mission's brand campaign created a 50 per cent jump in unprompted brand awareness, in just under six weeks. In 21/22, we decided to use this small-but-potentially mighty opportunity to innovate and shine a light on the heartbreaking issue of gambling harm.

It was an unusual brand campaign by any measure and was created by a small, in-house team from Wesley Mission's marketing unit.

By treating the story compassionately, we wanted to tell the two million Australians impacted by this issue that they're not alone and there's help and hope available.

By illustrating how quickly and destructively someone can develop a serious addiction, we chose to call out the real culprits: the gambling lobby, in all its forms, and those who fail to legislate against it. The campaign was met with immediate support, with the media donating advertising space, and The Whitlams generously rerecording their iconic 'Blow Up the Pokies' to be used as a soundtrack. Robust advocacy and media activity continues.

Independent, external research indicates this campaign is one of the strongest of the year globally, testing in the top four per cent of all ads. (Cubery Effectiveness Analysis 2022).

The Gutful of Gambling ad has had over one million views online, resulting in almost 4,000 visits to our website, and best of all, had a powerful impact on people's lives.

"The advertisement makes me feel different, makes me want to change my life."

"As a gambler, it emotionally got me. I saw it coming from the start, the kid growing a gambling addiction. I saw myself. I've never been more emotionally distraught from an advert."

"I loved that it exposed how gambling is destroying so many lives in Australia. How much money is being lost to gambling (and by association, why the industry has such a stranglehold on politics). I liked the positive end and the great use of The Whitlams' song."

Comments from Cubery research participants, July 2022.



Footnote: 'Blow Up the Pokies' written by Tim Freedman and Greta Gertler Gold, performed by The Whitlams Black Stump Band.



Wesley Mission's Reconciliation Action Plan

Deeply conscious of historical injustices and ongoing challenges faced by Aboriginal and Torres Strait Islander communities, Wesley Mission is committed to reconciliation and walking together to ensure Aboriginal and Torres Strait Islander peoples are restored in dignity, respect, empowerment and opportunity.

A key goal of Wesley Mission's 2021-2023 Strategic Plan is to develop and commence the delivery of an Innovate Reconciliation Action Plan (RAP). Wesley Mission works alongside Aboriginal and Torres Strait Islander peoples across the breadth of our community services programs in NSW, and nationally through our Wesley LifeForce Suicide Prevention Networks. Wesley Mission's stakeholders include Aboriginal employees (in both identified and non-identified roles), volunteers and carers.

Wesley Mission's approach to developing a RAP began with an intentional desire to listen directly and learn deeply from our Aboriginal staff and to give this process

all the time it required to build trust and commence journeying together well. At two, 2-Day Yarning Circle events during 2022, Aboriginal staff and senior leaders from across Wesley Mission gathered to share, listen and learn. Stories and hopes were shared, along with a wealth of inspiring ideas and thoughtful actions that will give life and momentum to the initiatives outlined in our RAP, which will be launched in December 2022.



Back row left to right: Andy Moore, Brian DeVries, Nigel Lindsay, Jim Wackett, Amy Hogan, Dave Allen
Middle row left to right: Monique Berkett, Ellice Udeagha, Stacey Buan, Cathy Beverley, Aunty Kathy Donnelly
Front row left to right: Rev Stu Cameron, Grace Chan, Rodney Bowen



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.

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."

Helping young people strengthen their futures

Wesley Mission supports young people to form strong family and cultural connections, build foundations to prepare them for adulthood and give them tools to foster positive mental health.

Cultural mentoring

Thanks to generous funding from The Greatorex Foundation, Wesley Young Healthy Minds, which supports children and young people up to 18 years who are at risk of developing mental illness, we partnered with local Aboriginal corporation, Wakagetti, to provide one-on-one and group cultural mentoring for eight young people who identify as Aboriginal and Torres Strait Islander.

Students visited Mount Sugarloaf in the lower Hunter Region of NSW and undertook cultural activities such as making spears, cutting coolamons, participating in a smoking ceremony, traditional dance and bushwalking, collecting bush tucker and crafting items used for toolmaking. During COVID-19 restrictions, they continued these activities on school grounds.

Throughout every activity, the group was guided in conversations about racism, identity crisis, drug and alcohol use, education, health, understanding emotions, responsibility and obligations, and resilience. Over time, each young person developed a sense of responsibility for their own behaviours, discovered the impact they can have on others and the importance of connection to self, others and country.

Going above and beyond

During COVID-19 outbreaks, many of our staff went the extra mile to fill gaps when staff were in COVID-19 isolation. On Boxing Day 2021, Wesley Specialist Homelessness Services Operations Manager, Rob, went above and beyond to ensure our Wesley Youth Accommodation centre in Coffs Harbour remained staffed during a COVID-19 outbreak.

Driving up from Sydney, Rob stayed almost a week to ensure all young people who were isolating at the accommodation centre had all the essentials they needed, while caring for their wellbeing. While the usual team members couldn't be on site due to being in isolation, they still maintained connections with the young people via phone calls.



Building brighter and resilient futures for families

We support families to stay together by strengthening relationships, providing parents with practical skills, helping build community connections, fostering positive mental health and providing families with crisis support.

Helping families escape domestic violence

As part of the Commonwealth Government's commitment in the 21/22 federal budget to help end violence against women and children, a pilot program, Escaping Violence Payment, was launched in October 2021.

Wesley Mission, along with nine other UnitingCare Network consortium organisations across Australia, led this program providing financial assistance and wraparound support to assist people to escape family violence. Wesley Mission provided 10,965 people with support.

"Your efforts and the EVP program have given me a much better outlook and feeling of support in a very scary and difficult time. I hope the program will continue to be around to help victims like myself into the future."

Helping families stay together

2021/22 saw consolidation of our multicultural and family support programs, with the merging of Wesley Youth Hope and Wesley Brighter Futures into Wesley Family Preservation WSNBM. The consolidation enables teams to provide a whole-of-program approach to improve outcomes for children, young people and families, and help children and young people to thrive and feel safe at home, which keeps families together.

A new direction for Mums and Kids Matter

Having opened a new Mother and Baby Mental Health Unit at Royal Prince Alfred Hospital and with a second unit to open at Westmead, NSW Health is implementing a new strategy to deliver perinatal mental health support. Wesley Mission's Mums and Kids Matter continues to provide specialist support in the community to smooth the transition between services, providing critical connections between existing perinatal and infant mental health workers across NSW, with high demand and limited services in regional areas.

Parenting program proves resilient

Our staff went above and beyond in their efforts to support Wesley ParentsNext participants. The team is to be commended for demonstrating flexibility and resilience during this contract transition while continuing to navigate participants through a challenging season of natural disasters and another COVID-19 lockdown. Their hard work resulted in the program reporting a surplus of \$950,000, which funded a new program at our hub in Newcastle.

Wesley Out of School Hours Care recognised as a preferred provider

Wesley Out of School Hours Care (Wesley OOSH) is considered a preferred provider within the sector. In 21/22, the NSW Department of Education approached the Wesley OOSH team to open two more OOSH centres at Porters Creek Public School and Seven Hills North Public School. Wesley OOSH were also approached privately by Greenacre Baptist Christian Community School to operate their OOSH service. There are now 13 Wesley OOSH services in Sydney and the Central Coast.



Giving the gift of guidance

New community partnerships have extended Wesley Mission's reach to regions where financial counselling and gambling support are needed most.

It's been a year of growth for Wesley Mission's counselling team, with increased funding making it possible to hire new staff and deliver emergency relief services. By partnering with community leaders, we have been able to expand our impact to new regions and bring support to more people than ever before.

Ongoing funding for financial counselling interns at Wesley Mission

With funding from the AMP Foundation, in 21/22, Wesley Mission hired three financial counselling interns who helped us meet the extra demand created by bushfires, COVID-19 and floods. We are pleased to report that this funding has been rolled over into FY22/23, so our interns can continue to support people who are struggling financially, particularly those affected by floods in the Hawkesbury region.

This year there was increased demand for financial counselling services and we've been fortunate to receive approximately a 40 per cent increase in funding for these services (compared with the previous financial year) to meet this demand.

In 21/22 our financial counsellors supported 1,960 people.

"Wesley Mission interns are known by industry and known by the peak body to be some of the best trained interns."

Partnering with GambleAware to support Northern Sydney region

As part of our contract with GambleAware, Wesley Mission has rolled out new gambling support services in the Northern Sydney region. This broadens the scope of this project beyond the existing region of the Central Coast, bringing education and support to individuals and communities affected by gambling harm.

"It's about bringing gambling into the narrative of the community."

Chris Davidson



Back row left to right: Pat Wood-Collier, Ian Bowden, Chris Davidson, Aaron Gravino, Mandy Buchholtz

Front row left to right: Alice Russell, Danielle Vilder, Filiz Niyazi, Anna Pockaj



Keena finds confidence to express her artistic self

Looking at the vibrant coloured brushstrokes on Keena's artwork, it's clear she's talented. But for Keena, her passion lies with sharing her creativity with others. Anyone who now walks through the grounds of Villawood Public School in Western Sydney can see Keena's Indigenous artwork, which has been carefully crafted for her community to enjoy.

But Keena hasn't always had the confidence to express her artistic self. A mother to seven children, in 2019, Keena couldn't find a home that had enough space for her big family. At the same time, she was also struggling to pay her utility bills. So, amid these struggles, Keena put down her paintbrush, lacking the confidence to be creative.

It wasn't until Keena was referred to Wesley ParentsNext and connected with consultant Anna that her confidence began to grow. When Keena first met Anna, she felt unsure about opening up about her struggles. Keena says, "I was scared the first time, when I started."

Anna, too, remembers, "Keena was very shy and quiet." But Anna knew helping Keena through her initial discomfort would pay off, so they got started working together.

Anna first referred Keena to an Indigenous playgroup. Keena took her two younger children along and eventually they became more independent and started to attend day care. This was a big step for Keena because she now had more time to work on her own self-development. Anna also connected Keena to The Salvation Army's Moneycare program, allowing Keena to deal practically with her financial stress.

Over time, Keena started to build her confidence and social skills. In 2020, she participated in an outdoor therapeutic initiative, building friendships with others who shared similar challenges.

And despite the challenges the COVID-19 pandemic lockdowns of 2020 and 2021 threw at Keena, she continued to work with Anna to build her employability skills through local courses and obtain her learner licence, so she could learn to drive.

Keena's newfound confidence has enabled her to pick up her paintbrush again and use her natural creativity to create art for her community.

Along with Villawood Public School, Keena's Indigenous paintings now hang at Wesley ParentsNext office in Bankstown and other prominent locations within her community. It's hard to believe Keena only began painting as recently as 2018.

"I always wanted to do art when I was younger, at school, and I just didn't get the chance."

Anna adds, "[Keena's] very creative and artistic, and I think... being quite an introverted type of person... [she] communicates with her art."

For Keena, her generous spirit comes from her roots. Before moving to Villawood, Keena lived with her family in Kununurra in Western Australia. Inspired by her father, who started an Aboriginal medical centre in Kaminari, along with sharing her art, Keena regularly volunteers as a cook at the Urana Street Community Hub. She is known throughout Villawood for putting up her hand to help when needed.

Wesley ParentsNext empowers parents and carers like Keena, with young children and who are facing challenging circumstances to access new opportunities, build confidence and achieve goals.





Wesley Community Housing, Miller

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.

Homes for Heroes

After a two-year partnership with Wesley Mission, RSL LifeCare Veteran Services has built and increased its internal capabilities and resumed in-house sole operation of the Homes for Heroes program from September 2021.



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."





Living life to the full

Wesley Mission supports people living with disability to access the services they need in order to improve wellbeing, increase independence and live their best possible life – each and every day.

COVID-19 management

In 21/22, Wesley Disability Services ensured clients, visiting families and staff were kept safe during the COVID-19 pandemic in our supported independent living homes, with the development and implementation of a rigorous COVID Preparedness & Outbreak Management Plan (adapted from the Ministry of Health's Aged Care Exposure Risk Matrix). The team also collaborated with multiple Local Area Health regions and the National Disability Insurance Scheme (NDIS) to develop the onsite preparedness and response strategy.

Part of the plan was to ensure that clients received vaccinations and boosters pre-deadline, all homes had adequate stockpiles of personal protection equipment (PPE) and that strict records of visitors were kept for contact tracing.

To support residents during this challenging time imposed by the pandemic lockdowns, the disability support teams also worked closely with residents to individually tailor their programs and adjust their routines.

Making best use of technology

With the COVID-19 lockdown limiting our ability to interact socially with others, our disability support team took to the internet to provide relationship-building opportunities for our residents. By accessing networks of people online with similar interests and life challenges, clients were able to meet new people and develop lasting friendships. The team also organised online social events such as remote dinners and football nights, and linked into Wesley Mission's congregation services each week to worship as part of the wider community.

More staff training, better client outcomes

In collaboration with the Wesley Learning & Development team, we prioritised providing the additional training and education required to deliver best practice care solutions. Upskilling staff created a safer workplace with reduced levels of incidents and injuries.

Tailored care strengthens independence

Throughout 21/22, we provided respite stays for 39 people with disability who we support in their homes, giving their family members the opportunity to rest and recharge. The respite stays then prompted some families to move their family members into permanent placements at our Wesley Mission independent living homes. Many families shared with us that they saw an improvement in their family member's wellbeing during their respite stays, and how they also built stronger family relationships.

Following the closure of a Wesley LifeSkills centre, we continued to support people with disability with care and help them to develop life skills within their own homes and communities.



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.



Home support keeps communities strong

To provide the highest quality of care we pay attention to every detail, no matter how small. This year our incredible home care team supported 4,159 people. They also supported communities still recovering from the disruption caused by COVID-19 and provided vital assistance to those in NSW affected by severe flooding.

Servicing the needs of those impacted by floods

During the 2022 record-breaking floods in the Northern Rivers region of NSW, our Wesley Home Care teams worked tirelessly to bring continued care and support to those impacted, and also arranged for essential items to be replaced that had been damaged or lost in the floods.

We prioritised the wellbeing of our employees who were personally impacted by floods, providing them with flexible working conditions and additional leave. We also supported our staff who chose to stay away from their homes and friends and relatives, so they could continue to serve communities who'd been cut off by floodwaters.

Wesley Mission's Meals on Wheels team based in Yamba, which consists mainly of volunteers, continued to carry out visits and check on residents who were impacted by floods in the Northern Rivers area. Our home care team also identified clients who needed extra goods and support, who may have otherwise gone without.

Susan and Jeff thankful to the Wesley Home Care team

Like many people in Lismore, Susan and Jeff were living in limbo after the floods. Their insurance company wasn't able to pay them out, and as they don't have the financial option to move they are planning to stay and rebuild, but they remain very anxious about their safety.

In the immediate aftermath of the floods, the Wesley Home Care team delivered clothing and furniture items for Susan and Jeff - with several people in the office contributing to the donation collection to meet their specific needs. Susan wishes to thank the team at Wesley Mission who have helped her and Jeff throughout what has been an extremely difficult year.

Wesley Home Care voted one of Australia's top brands

Wesley Home Care was voted Highly Commended in the highly competitive category of Regional Home Care NSW/ACT, as judged by Australian consumers in the 2022 Reader's Digest Trusted Brand Survey.

Reader's Digest Most Trusted Brands is an independently commissioned poll that aims to uncover Australian attitudes on brands and services. This year's survey was conducted with over 3,300 Australians participating.

Growing a healthy organisation with staff safety training

The COVID-19 pandemic has necessitated the introduction of new health and safety training programs. Since the beginning of the pandemic, the teams have participated in COVID-19 Preparedness and Infection Control workshops and completed Handwashing and PPE competencies. A new Manual Handling program was also developed to train the home care staff in low- and high-care safe work practices.



Delivering high-quality, compassionate mental health services for over 60 years

The COVID-19 pandemic has had significant impact on many people's mental health and wellbeing. In 20/21, Wesley Hospitals Ashfield & Kogarah continued to provide care and support while ensuring patient and staff safety and wellbeing were maintained at all times.

Patients finding hope for the future

In the second half of 21/22, Wesley Hospitals continued to conduct patient experience surveys to ensure we're continually providing the best level of care. Upon discharge, 83 per cent of patients stated, "I am more hopeful about my future" and 86 per cent reported, "My sense of wellbeing has improved". These results are well above the national average for like facilities and reflect the commitment of our staff to do all the good we, can because every life matters.

One hospital, two sites

In 21/22, the teams at both Ashfield and Kogarah continued to evolve our vision of 'one hospital, two sites', with staff working between hospitals, a review of leadership and team structures, and new internal processes implemented to facilitate alignment.

Rezoning of Kogarah hospital redevelopment site

In late 2021, council rezoned the Kogarah hospital redevelopment site over English and Blake Streets, to 'SP2 Infrastructure', lifting previous planning constraints such as maximum building height, floor-to-space ratio and boundary setbacks.

The result of the rezoning is stage 1 of the development can be built and operated as a standalone 60-bed hospital on English Street, independently of stage 2 being developed.

Based on the advice received, this indicates the hospital can now be built and operated more efficiently. The designs are being reviewed and once completed, the business case for the hospital will be revised.

Internationally recognised ECT research and treatment

Wesley Hospitals continues to be recognised as a leading centre for electroconvulsive therapy (ECT) for the treatment of clinical depression, mania and psychosis. Wesley Hospital Kogarah facilitated two training sessions in 21/22, with 50 participants travelling from around Australia and internationally (New Zealand and Japan) to attend. The team is to be commended for successfully moving face-to-face programs online during the pandemic lockdown so these important learning opportunities could continue.

New consultant psychiatrists

In recognition of the changing mental health needs within our community, including alcohol dependence and other addictions, Wesley Hospitals has welcomed two highly experienced specialists in their field, Dr Kiran Nair and Dr Mahmoud Elsayed.



"The staff have been wonderful. Their kindness and care has been above the call of duty. I felt welcomed, supported and cared for... this has given me hope that things could be different after this!"



Creating safe, vibrant communities for older Australians to remain independent

We put the safety and wellbeing of all older Australians in our care first by prioritising COVID-19 safety measures throughout the pandemic to support people to continue to live independently, so they can live the lives they want.

Social connection brings seniors back to classroom

Wesley School for Seniors was one of the first of our services to feel the full impact of the COVID-19 pandemic. Students felt torn between doing what they loved and staying safe from the virus. Then, due to public health orders, in-person classes were closed and learning moved online, including popular courses such as dance.

In Term 2, 2022, face-to-face classes restarted, which was met with real joy from students. Offering around 70 different courses, catering for beginners through to advanced, Wesley School for Seniors will also continue to deliver some subjects online.

Wesley Retirement Villages

In order to mitigate the impact of the pandemic on services, a working group was established to support Wesley Retirement Villages during the COVID-19 pandemic, and to rebuild occupancy levels once restrictions eased. The team consisted of our village managers and sales team, internal specialists from finance, marketing, business growth improvement and property, as well as external consultants with expertise in retirement living. As a result of this inter-agency collaborative, Wesley Retirement Living services remains strong and our residents continue to feel well-supported, happy and part of our valued community.

Residents and staff safety and wellbeing a priority

Our COVID Preparedness and Outbreak Management Plan developed in 2020, with many revisions to reflect changes in requirements and our understanding of COVID-19, ensured the safety and wellbeing of staff and residents continued to be maintained throughout 21/22

across all of our Wesley Residential Aged Care centres. The plan ensured vaccinations and boosters were up to date, full PPE was worn by staff throughout all shifts, visitation records were maintained, weekly infection control audits conducted, and supportive but separate special care wards were created for residents testing positive to COVID-19. Staff regularly communicated with residents and families to ensure they were kept up to date with information regarding COVID-19 safety measures and what was happening at each centre.

The Wesley Residential Aged Care team was commended by various Public Health Units, the Department of Health, and the national Aged Care Quality and Safety Commission for our responsiveness and outbreak action during the pandemic.

Full re-accreditation for a further three years

Wesley Taylor Narrabeen received re-accreditation for a further three years, which was a huge testament to management and staff as assessors arrived just days after the residential aged care home emerged from COVID-19 lockdown. Accreditation is a rigorous procedure that involves being reviewed against standards determined by the Aged Care Quality and Safety Commission to ensure quality of care.

We would also like to acknowledge staff from Wesley Vickery Sylvania, who came across to Wesley Taylor Narrabeen when the local workforce was significantly impacted by community outbreaks to ensure sufficient carers were on hand to support residents. It was a good one-hour travel between the two sites, with a 6:30am start and battling school-hour traffic back in the afternoon.

Lifting residents' spirits while keeping them safe during COVID-19

It wasn't uncommon for a 'love balloon' to float down the corridors of Wesley Vickery Sylvania to the room of a resident, who was in the specially designated COVID-19 isolation care ward. The balloon was always sent with a handwritten card to let the person know they were missed.

The 'love balloon' was just one of many therapeutic activities that Lesley, Wesley Residential Aged Care Lifestyle & Wellness Lead, and her team introduced to support the emotional, mental and spiritual wellbeing of residents across Wesley Mission's residential aged care centres.

Every day, Lesley and her team created personalised experiences and activities that focused on residents' wellbeing, with the aim to give them something to look forward to each day, which was really important, especially during COVID-19. This also helped with

minimising anxiety for residents' journey during a time of uncertainty with an unknown illness, and all the changes we had to implement to ensure residents and staff were kept safe.

Residents shared with the team that they felt incredibly safe and covered.

Wesley Mission staff also helped residents create their own window gardens, provided them with exercise equipment, facilitated Zoom calls between family members and even sent giant cuddly bears to their rooms.

"We have people with dementia who we know respond beautifully to puppetry... so the bear was sent up. And the photos that we got back were of people giving the bear the most beautiful hugs," said Lesley.

"What we are hearing from people in the COVID-19 area is that they feel very well thought of; they still feel connected to the people who are not in isolation and it lifts their spirits," shared Lesley.



Building future foundations in North Coast NSW



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.

Taking steps towards employment

We support people to break the cycle of disadvantage and transform their lives through education and employment. Through our accredited courses and training programs, we help develop the skills they need to fulfil their goals and build meaningful careers.

Building brighter employment futures

In late 21/22, we successfully completed Wesley Mission's Opportunity Pathways program in the Mid North Coast, Hunter, Central Coast, and Illawarra and Shoalhaven regions of NSW, which began in 2019. We've supported many people who were living in social housing or received Rent Choice Subsidy, to work with an employment coach to identify employment goals and complete training and work experience, all while receiving support towards housing independence.

Overcoming barriers to start a new business

When Stacey's youngest son was born prematurely at 25 weeks and put on life support, this single parent of four children had no support system.

In a challenging moment when Stacey felt overwhelmed, she physically assaulted her neighbour after being verbally harassed. This incident has followed Stacey around for the last nine years and has prevented her from finding work.

But things turned around after completing a course at Wesley Vocational Institute (RTO Code 90091). Shortly after Stacey connected with Leanne, her employment coach from Wesley Mission's Opportunity Pathways program, through her support and encouragement, Stacey

set up Ridgeway Disability Support Services. The business became so successful that Stacey was able to buy a house, so she and her family can finally move out of social housing and into their own home.

But for Stacey, none of this would have been possible without Leanne. "I wouldn't be where I am today without her," she says.

It's never too late to pursue a rewarding career

When Chris turned 50, he realised there was more to life than being a welder. At 42, Craig, a former warehouse manager, also wondered whether it was too late to change careers.

But when Craig and Chris enrolled at Wesley Vocational Institute (RTO Code 90091) to pursue their dreams to work in the disability sector, they found it was the support of their trainer, Maryanne, who made all the difference. "At our work placements, Maryanne would turn up and was like our safety blanket," explains Craig.

Both Chris and Craig have completed their CHC33015 Certificate III in Individual Support (Disability) and started their new careers, helping others as disability support workers. "I've actually found my calling. My life is so much brighter now that I'm supporting people," Chris says.

Opening the door to connection and celebration

Wesley Conference Centre was excited to welcome 17,436 guests back in 21/22 as the in-person events and meeting industry started to regenerate. As the opportunity to safely gather again opened up, with the appropriate COVID-safe measures in place, the team was busy hosting memorable and enjoyable events for more people than ever before.

Increased demand for events with shorter lead times

As people started returning to their pre-pandemic lifestyles, Wesley Conference Centre received a record number of bookings. This trend is reflected in our numbers, with Wesley Conference Centre generating more revenue during 21/22 Q4 than in the same time period during previous pre-pandemic years.

We also saw a shift in planning and booking patterns. Traditionally, our large- and medium-sized events were booked up to a year in advance, with a range of smaller events booked within two to eight weeks. However, as we moved through the pandemic, the way people booked their events changed and in 21/22, we saw the bulk of our events booked within a shorter lead time, sometimes within the same week they were held.

Our largest client held 33 events at the conference centre, which they often booked within the same week their events were held. Larger events were booked with similar lead times, with the three biggest conferences of the year booked within four to six weeks of when they took place.

Recording studio spreads the word

Offering green screen, podcast creation, audio and video recording and real-time editing and production capabilities, the recording studio team delivered more than 20 per cent of the event bookings in 21/22. Having a state-of-the-art recording studio helps the team to better serve the immediate needs of clients while also introducing them to the wider range of products and services offered by the conference centre.

Video bookings lead to ongoing partnerships

In 21/22, based on their experience after working with the recording studio team on producing a short video, one client decided to hold their virtual national conference at Wesley Conference Centre. The conference was such a great success they want to return in 2023 for their live event.



"Really and truly I was so impressed with the level of professionalism, assistance and support from the team at Wesley Conference Centre. Nothing was ever too difficult, even those last-minute changes and requests. I have worked 16 years in event agencies and I am so disappointed I have only come across the venue now!"

Michelle Droguett, Device Technologies



Wesley Community Services Board



REV STU CAMERON
CEO and Superintendent
BA (Acc)

Stu was welcomed as CEO and Superintendent of Wesley Mission in January 2021, having served for almost 15 years as Lead Minister for Newlife Church, the largest church in the Uniting Church in Australia. Based on the Gold Coast and in Brisbane, Newlife has an extensive community services ministry including emergency relief, counselling, recovery and homelessness services, and support for people experiencing domestic and family violence.

A qualified accountant, Stu worked in a chartered accounting firm upon graduation, and later as a Systems Analyst for Mitsubishi Motors in Adelaide. He was ordained as a Minister of the Word in the Uniting Church in May 2004.

Stu served as General Secretary for the Uniting Church - South Australian Synod from 2000-2005 and has served on numerous Uniting Church boards and committees. From 2012-2019 he served as Board Member and Chair for the Global Leadership Network Australia.

Stu was a founding member and inaugural Chair of the Gold Coast Pastors Roundtable which, in partnership with the Gold Coast City Mayor's Office, hosted large annual events and pioneered a new city-wide domestic and family violence initiative. He is a founding Board member for Propel Network Inc and the co-convenor of the End Street Sleeping Collaboration, a multi-agency and government collaboration formed with the aim to end street sleeping across NSW by 2030.

Stu is a purpose-driven entrepreneur, a collaborative leader and is passionate about advocacy and stewardship. An experienced preacher and communicator, Stu has spoken at numerous churches and leadership events across Australia.

MICHAEL ANDERSON
Non-Executive Director and Chair
BEc, FIAA, Grad Dip (Christian Studies), MAICD

Michael is also Chair of Uniting Church NSW/ACT Synod Board. He was Chair of Uniting Financial Services (a \$1.5 billion financial services provider), Ecclesia Housing (community housing) and until recently, was on the Board of Christian Super.

Michael has other roles around strategy, investments, ethics and leadership and

is a member of the Westpac Stakeholder Advisory Committee. Until 2011 he had a wide range of experience at AMP Capital Investors, which spanned a range of senior investment and general management roles. These roles included Head of Australian Equities, leader of Australia's largest Sustainable Investment Fund and acting as a company spokesperson on corporate governance issues.

Michael was appointed to the Board in May 2017 and is a member of all Board committees.

BERNARD BOERMA
Non-Executive Director
Chair of Quality & Risk Committee
Board Deputy Co-chair
BA, BSocStud (1st Class Hons), MBA, MAICD

Bernard has over 25 years of social work and senior management experience, including over 12 years as CEO of a large human services agency. He has worked in a wide range of human services sector organisations - including mental health, public housing, child protection, aged care, disability services, juvenile justice and community-based corrections, family support, homelessness, counselling and community development. He is currently Secretary of the Australian and New Zealand Third Sector Research Incorporated and teaches at the University of Sydney.

Bernard has served as an industry leader with community organisations, for example, the Sydney Alliance, NSW Council of Social Services, Catholic Social Services Australia and the Association of Major Community Organisations. He is committed to ensuring a just society that promotes the dignity, equality and participation of all people. He is a member of the Catholic community with links to the Uniting Church. Bernard is married to Helen, with two adult children and a grandson. Bernard was appointed to the Board in May 2017.

TRACY MORGAN
Non-Executive Director
Chair of Finance & Audit Committee
Board Deputy Co-chair
MBA (Macq), CAHRI, GAICD

Tracy has over 25 years' executive and consulting experience, including 10 years running her own consulting practice, working with organisations navigating change. Her career spans strategy facilitation and development, change management, financial management,

executive search, human resources consulting and organisational design. She joined World Hope International Australia in January 2022 as Chief Executive Officer.

Tracy's board roles include: Chair of The Housing Connection; Chair, Finance and Governance Committee for the Australian Music Centre; and director roles at Sylvanvale Disability Services and Sydney Philharmonia Choirs. Tracy is active in church life, currently serving as a service leader and occasional lay preacher. She was appointed to the Wesley Mission Board in December 2018.

SAM DONNELLY
BDS (Hons), MPH (Merit)

Sam began his career as a dentist working in both the public sector and private practice. In 2005, he moved to Southwest China to volunteer with Bless China International (a Christian NGO) to provide dental care for poor and marginalised people and train village doctors. Later, Sam managed HIV/AIDS care and prevention projects focusing on developing the capacity of Chinese nationals to design and implement outcome-driven programs.

In 2012, he completed a Master of Public Health and held various leadership positions within Bless China International, overseeing a broad range of community service programs. Sam returned to Australia with his family in 2017 and has worked in both the primary health care and aged care sectors. He has been an active member of Wesley Mission's International Congregation since 1997 and was appointed to the Board in February 2021.

MARK NORTHERN
Non-Executive Director
BComm, BAcc, GAICD

Mark is an experienced property and finance executive with a lengthy record of success in Australia, the United States of America and South Africa. Mark has 30 years of experience gained at a high-performing ASX top-20 global organisation.

Mark is a board member of KYDS Youth Development Service, providing adolescent mental health services in Northern Sydney, Waterman Business Centres and a past Board member of Wesley Gardens Aged Care.

Mark is a longstanding member of Roseville Uniting Church and was previously an Elder, Chair of the Church Council, Treasurer and a member of various committees. Mark joined the Wesley Mission Board in July 2017 and is a member of the Finance & Audit Committee.

JILL PRETTY
Non-Executive Director
RN, MN, BN (Admin)

Jill Pretty is a registered nurse and holds a degree in Nursing Management and a Master of Nursing, majoring in Aged and Palliative Care as well as a Certificate IV in Training and Assessment. Jill was employed by Aged and Community Services NSW and ACT (ACS) for 15 years and held the position of Manager of Policy and Consultancy before being appointed as the Chief Executive Officer in 2008.

Jill is the President of the Yacaaba Centre at Nelson Bay, which provides information and counselling services to victims of domestic violence and those who are experiencing homelessness, assisting them to find affordable housing.

Jill is a Fellow of the Australian College of Nursing and the Australian Association of Gerontology, and a Member of the Australian Institute of Company Directors.

TARA REID
Non-Executive Director
BBus (Accounting), Grad Dip Applied Finance, MAICD

Tara is a Non-Executive Director and Chair of Baptist World Aid/Transform Aid International. She is a business consultant with over 20 years of business and management experience, including as a partner in corporate finance at Deloitte. Her speciality was developing robust financial forecasts to support capital raising, mergers and acquisitions, and strategic decision-making. Tara was the founder and director of her own internet start-up business, which she sold in 2015.

Tara is passionate about and committed to social justice and is heavily involved in the community sector, having taught and mentored human trafficking survivors at the Freedom Hub Survivor School. She is currently setting up a social enterprise to help build social cohesion and reduce community isolation. She is a member of Northside Baptist Church.

Tara was appointed to the Board in February 2021 and is a member of the Finance & Audit Committee.

DR KEITH SUTER AM
Non-Executive Director
BA (Hons), MA (Hons), PhD, FAICD, FRAI

Keith has been involved with the Uniting Church for over 40 years. His most recent PhD focused on the future of the Uniting Church in Australia. Keith was awarded a Member of the Order of Australia (AM) in the 2019 Queen's Birthday Honours for significant service to international relations and to the Uniting Church in Australia.

Keith is a company director, conference speaker, broadcaster, writer and teacher at Boston University (Sydney campus). He is a Fellow of the Australian Institute of Company Directors. He is a well-known contributor to the media scene in Australia. Keith has been a Board member since January 2009.



Executive Leadership Team



REV STU CAMERON
CEO and Superintendent
BA (Acc)

For biographical information please see page 36.



CHRIS ENGLAND
Chief Operating Officer
BSocSc

Chris is responsible for the operations of Wesley Mission's community services, including corporate services, aged care, disability services, homelessness programs, conference and educational services, out-of-home care programs, mental health hospitals and programs, and child and family services. He has worked at Wesley Mission for 19 years. Prior roles included leadership positions at Mission Australia, Accenture and Matrix on Board.



DAVID CUNNINGS
Chief Financial Officer
FCPA, AICD, BBus, MBA

In his role as Chief Financial Officer at Wesley Mission, David oversees our accounting, financial planning and procurement services. David has over 25 years' executive management experience in a range of industries, including the social services sector and the financial services sector (including life insurance, superannuation, funds management, endowment management, financial planning and banking). This has been in a diverse range of organisations, including listed companies, private companies and not-for-profit organisations. David also serves on several board committees within the sector and outside of Wesley Mission, including Chairing the national Uniting Church Procurement Hub.



REV DR RICK DACEY
Senior Minister, Wesley
Congregational Life
BA, MDiv, DMin

Rick is responsible for the Congregational Life and Chaplaincy of Wesley Mission. He has broad experience in diverse ministry contexts and served as senior minister of a large church in Connecticut, USA, before moving with his wife and children to Australia in 2007 to serve in the Uniting Church. Rick's passion for preaching and his commitment to whole-life discipleship led him to accept a call to serve Wesley Mission in July 2012.

REV GARY IZZARD
Executive Manager,
Missional Communities
BTh, BSW

Gary is responsible for strengthening our alignment between Word and deed. Gary is an ordained minister with 22 years' experience working with Wesley Mission. Gary has experience across the organisation's broad portfolio, beginning his career at Wesley Mission managing an employment office before leading our community services delivered in Newcastle. It was here that he began exploring the impact of faith and its ability to impact the lives of those who are living on the margins.

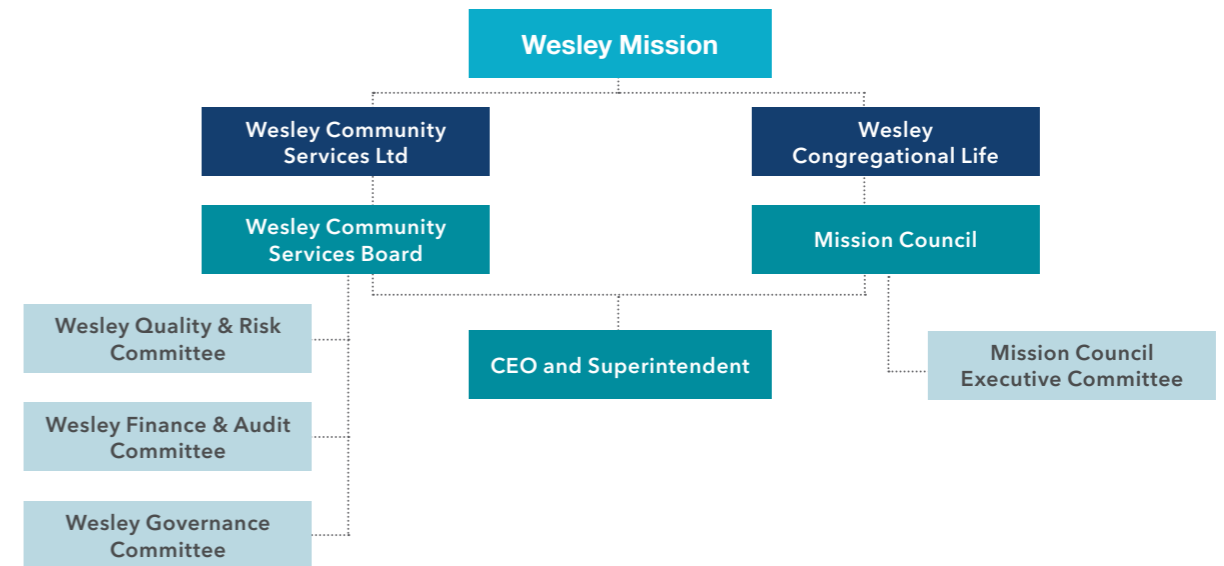
CATHERINE KING
General Counsel and Company
Secretary
BA (Hons), LLB, Grad Dip Legal Practice,
Grad Certificate of Management
(AGSM)

Catherine has oversight of the legal, risk and company secretarial functions of Wesley Mission. Catherine has over 25 years' executive management experience across the public, private and not-for-profit sectors in corporate governance, legal services, strategy and business planning, risk management and major government reform projects. Before joining Wesley Mission, Catherine worked in the community housing and energy sectors, where she was responsible for delivering several major change projects, including the sale and transition to private ownership of state-owned assets, divestment of government services and other significant regulatory reform projects.



Governance

Wesley Mission is an integrated Word and deed mission. Wesley Mission's organisational structure reflects this shared mission. Its community services functions are delivered through its community services arm, Wesley Community Services Limited (WCSL). Wesley Congregational Life is the church community central to Wesley Mission's lifebeat. WCSL is a public company limited by guarantee, governed by an independent Board. Mission Council is the governing body of Wesley Congregational Life.



Effective risk management

Wesley Mission's overarching risk management policies and methodologies are based on the ISO 31000:2018 Risk Management standard. Wesley Mission's Risk Management Framework is instrumental in guiding the organisation's strategic decisions. Each year, the Board reviews and refreshes key risks for the organisation and agrees its risk appetite for each of those key risks. In 2021, the Board substantially revised its Key Risk Register and its Risk Appetite Statement. This process was facilitated by an external risk consultant. Wesley Mission's Risk Management Framework was also substantially refreshed.

Risk-informed decision-making has been a key objective for 2021. In the 2021-2023 Strategic Plan we committed to governance structures and processes to support effective risk management, for risk information to be consistently collected, and for risk appetite to be used in decision-making. Other new initiatives to improve organisational risk maturity in the past year include collection and reporting of key risk indicators (KRIs) to enable monitoring of operational key risks, risk management maturity assessments and an increased focus on treatment plans for risks outside appetite. The

purchase of a new enterprise risk management system will further enhance organisational risk assessment, management and reporting.

In FY22/23, we are looking forward to extending the KRI program and using that information to proactively manage risks, strengthening our governance framework to enable further increases in risk maturity, as well as building a risk culture roadmap and tools to measure and report on risk culture.

Governance risk and climate change risk will be added to the key risks register as risks to monitor and manage.

Wesley Community Legal Services

For approximately 20 years, Wesley Community Legal Services has provided pro bono legal assistance to people suffering from gambling harm, and their families. Unfortunately, funding for our community legal service model ceased in December 2021 and the service had to close its doors. We are exploring alternative legal service models involving pro bono and low bono partnering arrangements, to connect clients with external legal providers to improve access to justice for those in need of legal assistance.



Working together to create a healthy organisation

In what was a challenging year, we are grateful to our leadership teams, more than 2,300 staff and 4,000 volunteers who worked tirelessly to ensure we continued to serve those in need.

Wesley Mission saw a modest increase in the number of staff leaving when compared with recent years, which reflects the higher rates of turnover across the industry. However, we met our staff engagement, retention and wellbeing target of exceeding industry metrics, and workplace injuries were at a record low. With unemployment rates nearing a low not seen for 50 years, the general challenge in 21/22 for our sector was recruitment.

Encouraging results in staff engagement and wellbeing survey

To help maximise workplace satisfaction, Wesley Mission partnered with industry leader in analytics, the Gallup organisation, for the first time, to conduct our staff survey. The results of the survey were good overall, with staff saying we're doing the following things well:

- inspiring connectivity with our mission and purpose
- providing the opportunity for staff each day to work on the things they do best
- feeling a shared commitment within teams to doing good-quality work
- being clear about what is expected at work.

The areas where staff felt we could improve include:

- more care for people's overall wellbeing
- providing more feedback on progress at work
- having more opportunities at work to learn and grow
- giving better consideration to people's workloads.

Supervisors were tasked with sharing the results and creating action plans in collaboration with their teams. The survey will be conducted again in FY22/23 to assess progress.

Workshops foster confident team leaders

We invested in our frontline leaders, conducting a series of workshops on effective team leadership. The program comprised eight modules, with individual work being undertaken in between sessions. Feedback from the workshops was very positive, with participants saying they felt more confident to lead their teams following the program.

Lowest rate of staff injuries in four years

Since introducing trend reports to track workplace injuries, we saw fewer injuries reported in 21/22 than in any of the previous four years – including physical and psychological injuries – in number, type and severity of injuries.

Fewer workplace injuries resulted in lower insurance premiums.

Transitioning from COVID-19 crisis management to everyday business

Our crisis management team continued to coordinate the response to the pandemic during the first half of 21/22, before it was transitioned to being managed as part of usual business. The commitment of staff throughout the pandemic reflected their tremendous dedication to our mission. We're also thankful that aside from one staff member, who was briefly hospitalised with COVID-19, no other serious illness from COVID-19 was experienced by staff.



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.



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

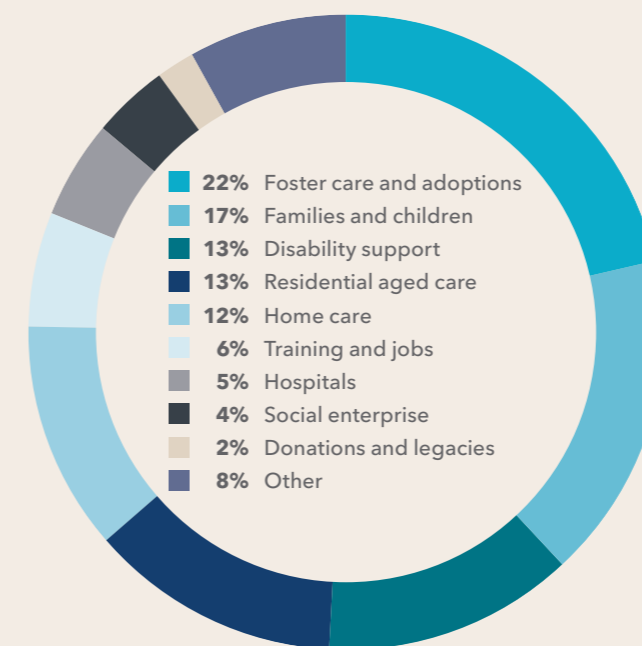
Statement of financial position for the year ended 30 June 2022

	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

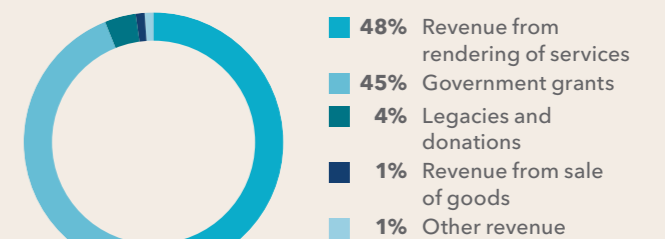
Statement of cash flows for the year ended 30 June 2022

	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

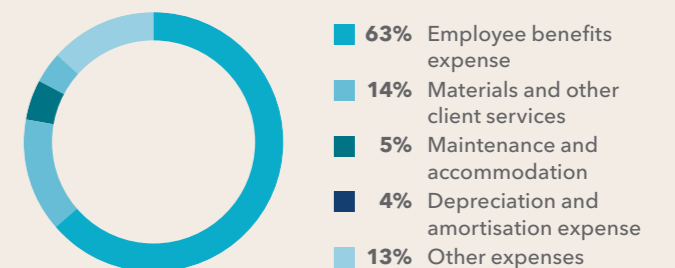
Revenue by service stream



Where our revenue came from



What we spent





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.

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

Melhuish, Wesley Mission supporter



Our supporters

Our financial supporters

Trusts and foundations

- Aged Persons Welfare Foundation
- Allan McEwen Family Trust
- AMP Foundation
- Australian Philanthropic Foundation
- Chestnut Tree Foundation
- Cox Family Foundation
- Datt Family Foundation
- Dick and Pip Smith Foundation
- Diversicon Environmental Foundation
- E A & N Hulak Foundation
- Eureka Benevolent Foundation
- Excelsia College
- Findex Community Fund
- Fleming Foundation
- Ivany Foundation
- Jack Tillburn Endowment
- Janice & Don Wright Family Endowment
- JBWere Charitable Endowment Fund
- John Lamble Foundation Pty Limited
- Paul Cave Family Foundation
- Perpetual Trustee
- Rellim Foundation
- Samuel & Sadie Mir Foundation
- State Trustees Australia Foundation
- The Australian Online Giving Foundation
- The Creatorex Foundation
- The Honig Foundation
- The Nick and Caroline Minogue Foundation
- The Orchard Garden Trust

Corporate

- Adairs
- AGL
- ATA Scientific Pty Ltd
- Bing Lee
- Bridgestar Pty Ltd
- Brooke Institute Pty Ltd
- Clear Sales Australia Pty Ltd
- Commonwealth Bank - Granville
- CommVault
- Dell Australia
- Firstkey Finance Pty Ltd
- Grill'd Pty Ltd
- Kanjian & Company Solicitors & Attorneys
- Kinokuniya Bookstore
- Logicalis
- Redback Connect
- Rio Industrial Group
- Riverbush Pty Ltd
- Romel International Pty Ltd
- ATF Dunamis Trust
- Spinifex Recruiting
- UMA Commissioning Pty Ltd

Legacies

- Alan John Williams
- Allan St Ruth Knights
- Anita Stafford McKenzie
- David John Bishop
- Denis Klein
- Donald Charles Moore
- Frederick Harris
- Geoffrey Robert Burfoot
- Hazel Little
- James Massey Stewart Luton
- Joan Valmai McKenzie
- June Florence Weller
- Kenneth Shorter Mitchell
- Kevin Evans
- Lillian Mary Edith Gummow
- Lorraine Joyce Robertson
- Margaret Ruth Dibdin
- Mary Alfreda Firth Henry
- Nathan & Emily Vaisey
- Nessie Jean Applebury
- Norma Smith
- Sheila E Finlayson
- Shirley Kirton
- Shirley Stimson
- William Henry Brown
- Yvonne Van Eade

Churches

- Ardlethan Uniting Church
- Berrigan Uniting Church
- Bulahdelah Uniting Church
- Cityview Church
- Cootamundra Uniting Church
- Elevation Church Hills
- Evangelical Chinese Church of Sydney
- Five Dock-Drummoine & Drummoine Uniting Church
- Gloucester Uniting Church Fellowship
- Griffith Uniting Church
- Women's Fellowship Day Group
- Hazelbrook Uniting Church
- Howlong (Linked with Rutherglen Vic) Uniting Church
- Melbourne Welsh Church
- Menai Illawong Uniting Church
- Molong Uniting Church Fellowship
- Northern Illawarra Uniting Church
- Riverstone Uniting Church
- South Coast Congregational Church Inc
- Sutherland Uniting Church
- Tarro Uniting Church
- Tea Gardens Uniting Church
- Temora Uniting Church
- Terrigal Uniting Church
- The Uniting Church (NSW) Investment Services
- Uniting Church Kent Crawford
- Uniting Church Shortland/Wallsend Craft Group
- Uniting Church Wakefield Parish SA

- Uniting SA
- Urunga Uniting Church Fellowship
- Wagga Wagga Uniting Church
- Wesley Chinese Congregation
- Wesley International Congregation
- Wesley International Congregation - Ryde
- Wesley Mission 10.30 Congregation
- Woollahra - Double Bay Uniting Church

Schools

- Central Tilba Primary School
- Knox Grammar School
- Les Powell School
- Mosman Church of England Preparatory School
- Newington College
- Sydney Adventist School Auburn
- Tintinhull Public School
- Undercliffe Public School

Community groups

- Brentwood Retirement Village - Knitting Nannas
- Hornsby Woodworking Men's Shed Inc.
- NSW Fire Brigade Employees Union
- Probus - Pennant Hills

Our partners

Funding bodies and partners

- AGL
- AMP Foundation
- Australian Government
- Department of Education, Skills and Employment
- Australian Government, Department of Health
- Australian Government, Department of Social Services
- Australian Government, Department of Veterans' Affairs
- Benestar
- Black Dog Institute
- Blacktown Council
- City of Sydney
- Department of Health
- Department of Social Services
- East Melbourne PHN
- Emergency Centre
- Hunter New England Health
- Lifeline Australia
- Multicultural NSW
- Murry PHN
- National Disability Scheme
- NSW Department of Communities and Justice
- NSW Department of Customer Service
- NSW Department of Education
- NSW Department of Industry

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."

- NSW Fair Trading
- NSW Health
- NSW Ministry of Health
- NSW Ministry of Health, Mental Health Branch
- North Coast PHN
- Northern Territory PHN
- Office of Responsible Gambling
- Property Industry Foundation
- Radiata Foundation
- Suncorp
- Sydney Local Health District
- The Health Administration Corporation
- Trafalgar Property Group
- Uniting Victoria Tasmania
- WentWest PHN
- Wentworth PHN
- Western NSW PHN
- Yajilarra Trust
- Youth Off The Streets

Law firms

- A.W.M. Dickinson & Son
- B Hayward & Co
- Bainbridge Legal
- de Groot's Lawyers
- Georgiadis and Baker

- Low Doherty Stratford
- Owen Hodge Lawyers
- Shephard & Shephard

Television partners

- ACCTV
- NBN Television
- Nine Network
- WIN Television

Media partners

- Google
- ABC Radio
- Hope Media
- Life FM
- Light FM
- Live 99.9 FM
- 1Way FM
- Rhema FM
- Salt 106.5
- SonShine 98.5 FM
- 2SM The Super Radio Network
- Vision FM
- Wave FM

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



Wesley Mission

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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