



Moving forward together

Annual Report 2020



Our vision

‘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.’

(The John Wesley Rule)



We acknowledge the Traditional Custodians of the land on which we work. We pay our respects to their Elders and the Elders from other communities past, present and future generations.

Our mission

Continuing the work of Jesus Christ in Word and deed



Contents

Welcome from the Chair	5
Chief Executive's report	6
Our Christian community	8
Strategic overview	10
Community services	14
Governance	54
Finances	60
Donors and supporters	62
Community hubs	64
Looking forward	66



Thank you to every person who shared their story and appeared in photographs for this report. Sharing in your life-changing journeys—from despair to hope and everything in between—motivates us every day to continue serving the most in need in our communities.

We can help in more ways than you think

At Wesley Mission we put people first because we believe every life matters. There's no challenge too difficult. When someone shares their need, our dedicated people are ready to respond. How do we achieve this? Through 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, to counselling, child and parenting support, education and training, preventing suicide at a local level, providing professional mental health services, supporting people with disability, to our work in retirement living, home care, aged care, foster care and beyond.

Underpinning everything we do is our Christian faith that inspires us to do all the good we can. And it's through the work of our caring staff and volunteers, united with congregations, donors and supporters that we become a community of care, able to meet the needs of Australians. Join us as we move forward together.



Welcome from the Chair

The Wesley Community Services Board continues to affirm the strategic priority of increasing support for people who are most in need.

This reflects a mission-wide desire to expand our impact, taking a posture of readiness to help those in crisis or immediate need. When we endorsed this direction some years ago, we did not foresee a crisis of the magnitude as that of the COVID-19 pandemic, but I am thankful to God that our plan has prepared us to meet such a challenge.

Under the continuing leadership of our CEO and Superintendent, the Rev Keith V Garner AM and his senior team, Wesley Mission is realising its largest ever capital investment in major upgrades to property, most notably Wesley Edward Eagar Centre that provides crisis accommodation for people experiencing homelessness. Additional property projects are also preparing to be 'shovel ready' to assist the economy as it comes out of its current recession.

2021 will be an important time of transition in the life of Wesley Mission as the Rev Keith Garner prepares to retire at the end of 2020. For 200 years, Wesley Mission has been led by a long line of faithful servants, each devoting their lives to the uniquely shaped Word and deed mission that has grown continually to meet the needs of Australian communities. And Keith's leadership, over the past 15 years, has thoroughly transformed Wesley Mission into a relevant, responsive and robust organisation. On behalf of the board I would like to

express our collective gratitude for his dedication, boundless energy and wise leadership.

After an extensive search process, the Rev Stu Cameron has been appointed as incoming CEO/ Superintendent and we look forward to welcoming him to this significant post.

I am also thankful to my fellow directors, who in challenging circumstances this year, have demonstrated their commitment, adapting to new ways of meeting. I also recognise the significant contribution of outgoing board member, Meredith Scott who in recent years has also served as Deputy Chair. Added to this is our gratitude for our senior executives and the work they continue to offer to ensure our growth and development.

I commend to you the 2020 Annual Report, not only because it demonstrates progress toward our strategic objectives, but because it reflects the resilience of Wesley Mission's people to continue the work of Jesus Christ in Word and deed at this critical time in our nation's history.

Michael Anderson
Chair



Further apart, closer together

Something transformative happens when you bring people together, whether around an issue, at the boardroom table, gathered for Communion at the Lord's table or perhaps this year, we can even say on a Zoom call.

In 2015, I brought my leadership team together to intentionally and prayerfully plot a course for Wesley Mission's growth. This was not growth for growth's sake, but to ensure that Wesley Mission would remain mission-oriented and be positioned to help more of the people in our country who are most in need. We had, the year before, become an incorporated association and the not-for-profit or 'for purpose' sector was facing dramatic government outsourcing and policy changes. The signs were clear, and for an organisation offering an enormous breadth of services, we needed to embrace change.

Wesley Mission has a long history, and past Superintendents have also experienced times of great growth and significant challenge. I think particularly on the impact of the Rev W.G. Taylor, who came to minister to the city of Sydney in 1884 at a time when congregation numbers had dwindled. Through commitment to prayer and community, he began one of our most significant services—the work of Wesley Dalmar to support orphans as they were called in those days. Difficult times require not only a leader who will communicate a clear vision, but one with the executive and administrative ability to carry it out.

Another example is the Rev Alan Walker who, after taking a call from a distressed man who later took his own life, brought together senior leaders at his home to discuss what they could do. These were Christian people and naturally, this involved prayer. Together they proposed the idea of creating a telephone support line for people to call. The name 'Lifeline' was suggested, inspired by the hymn 'Throw out the lifeline', as most famously recorded by Ella Fitzgerald. The group were determined not to let isolation be the cause of more deaths and in March 1963, the lines opened and have never stopped ringing. In fact, the calls, and now text messages and online chat, have hit a new peak in 2020.

The 19/20 financial year has been one of the most challenging of my 40 years in ministry and business. It has tested systems, structures, relationships, assumptions and expectations, and brought many of the best laid plans undone. Nearly a million jobs were lost in Australia between the March and June quarters and, as you will read in the pages of this report, Wesley Mission saw an 85 per cent increase in requests for emergency relief during the same period. There are now more people in Australia who meet our criterion of most in need than there have

been in my 15 years at Wesley Mission. And officially, Australia's recession is the deepest since the Great Depression in the 1930s.

It is timely that Wesley Mission is in its best position in our very long history and is ready to meet these current challenges with more services on offer and available in more locations. Also, financially, we can support people into the future. During the lockdown period, we were able to keep our essential services open to serve people, who because of the pandemic, experienced isolation and hardship in ways that they had never known before. We take no delight in being in demand, but we are thankful to God that we can be part of the response. Government has played its part with the provision of subsidies that have been vital.

Digital transformation of services

Due to the large numbers of people in crisis who were seeking emergency relief, we established an online request process to respond quickly, helping to preserve tenancies and cover essential bills, including heating during winter. People also received support through contactless methods, delivering help immediately while minimising risk. And, where possible, services were provided via phone or video call. Wesley Mission people were also swiftly supported to work from alternate locations.

Congregations began online worship in four different language streams, including English, Indonesian, Mandarin and Samoan. Easter services scheduled for Holy Week were broadcast and

streamed online, reaching large numbers of people both in Australia and overseas.

Capital investment for increased capability

The project to completely refurbish our Wesley Edward Eagar Centre crisis accommodation in Surry Hills remains on track with completion in 2021. The design will provide individual rooms with en-suites that will allow people to appropriately distance as is required in the current conditions. Approval was also received to upgrade the existing Wesley RJ Williams property in Glebe for affordable housing. Other capital projects in the pipeline will help address areas of increased community need, such as mental health treatment with plans proposed to expand available facilities at Wesley Hospital Kogarah.

Collaboration to meet complex needs

To support Australian Defence Force veterans experiencing homelessness, we brought together expertise in clinical mental health treatment and homeless services, to implement a trauma-informed and recovery-focused approach to meet complex needs that are often a burden of service.

Taking a joined-up approach to services, our foster care and disability services will provide intensive therapeutic supports for children and young people with significant disabilities. Two heritage cottages have been transformed and two new properties acquired to provide long-term homes for children who had previously lived in an institutional setting.

Project governance and change leadership

Frameworks that guide good decision making and deploy resources to critical projects have played an essential role to increase our organisational ability to respond to the pandemic. Change leadership processes were applied to multi-level COVID-19 communications to keep staff and volunteers informed and engaged.

This crisis has revealed that none of us is far away from the experience of hardship, that with one or two setbacks, such as the loss of a job or health diagnosis, we may experience crisis in our own lives. My hope is that our society will experience greater empathy for people experiencing homelessness, mental health issues or financial crisis. There is a sobering reality that comes from being engaged in our work at Wesley Mission, that none of us is far away from needing help ourselves.

This crisis has also confirmed what my years as a leader have taught me to be true, that good people, dedicated to a good cause can have a powerful effect for good. I am thankful to my executive leaders and senior managers who have risen to the challenge, to keep essential services open whilst helping our team to remain meaningfully engaged in work. I am thankful to Wesley Mission's staff and volunteers, many who found themselves working in challenging conditions, including wearing full personal protective equipment and supporting people in distress. And to the Wesley Community Services Board and Mission Council, thank you for your commitment and ongoing support.

When I began my leadership at Wesley Mission just short of 15 years ago in February 2006, one of the most helpful aspects was the support of Wesley Mission people and community leaders. This year I am sad to report the passing of Dr Jim Pendlebury OAM, a wonderful long-term supporter, who along with David Greatorex AO, helped me to become established at Wesley Mission. At the end of 2020 I will be retiring from Wesley Mission and look forward to welcoming the incoming CEO and Superintendent, the Rev Stu Cameron, and supporting him as he becomes the leader of this uniquely shaped Word and deed community.

I have confidence in the future of Australia to recover from this pandemic, and in the continued



future of Wesley Mission to support Australian communities, so that we may all move forward together. You will be in my prayers, and Carol and myself send our united love and appreciation to all our people.

Warmly yours in Jesus Christ,

Rev Keith V Garner AM
CEO/Superintendent

Finding hope and connection in Christ

Wesley Mission is one church with many vibrant and diverse congregations. Our desire to follow Jesus Christ is what unites us and sustains us.

Continuing to worship and remain connected during COVID-19

Responding to increasing restrictions and lockdowns to prevent the spread of COVID-19, Wesley Mission's worship services moved online from mid-March with services delivered in English, Indonesian, Mandarin and Samoan.

Ministers and teams quickly upskilled to capture messages, prayer and music at home using basic equipment. As lockdown measures increased, these steps facilitated a collaborative approach that retained many of their familiar elements.

Emails were sent out, letters were posted and phone calls were made by a network of lay leaders to ensure everyone received support in their preferred format. Week by week, congregations added different opportunities to connect with our senior members who were eager to embrace new technology.

Samoan congregation finds an international audience

Pastor Watson Pualilo and his family adapted Wesley Mission's Samoan Congregation service to bring the message of Jesus Christ in a relatable format online. And while a small congregation of less than 50 people, their online presence has

expanded their reach with services watched over 8,200 times and Samoan speakers joining from New Zealand, the United States and the United Kingdom.

Wesley International Congregation reaches all ages

Wesley International Congregation used creativity to help congregation members of all ages remain connected to church.

Kingdom Kids leaders from both our City and Ryde congregations made video resources to support under-five's and primary school aged children. DIGJC youth hosted live Zoom sessions on Friday nights and Senior Pastor Andy Chin, with Pastor Cory and Pastor Jeane recorded Bible studies and podcasts to help people find inspiration and encouragement during the crisis.

A very different Easter Mission

Easter Mission is an important period of mission engagement, with events traditionally held in Sydney landmarks across Holy Week. This year, with restrictions in place cancelling regular public events, celebrations moved online.

Wesley Mission Superintendent, the Rev Keith V Garner AM welcomed the world to his back deck in a series titled 'The Isolation of the Cross'. A new episode aired each day on Wesley Mission's

website, YouTube, Facebook and on UCB radio in the UK. The last seven episodes reached more than 83,000 people, with nearly two thirds of the audience from outside Australia.

While Wesley Mission's Easter Sunrise Service is usually broadcast live from the Sydney Opera House, this year, with the appropriate health restrictions in place, it was filmed in our regular TV studio. As one of the first major cities to welcome Easter Sunday, people tuned in from around the world to be part of the celebration.

"The location changed, but the message didn't. We thank God in a time when gatherings are not permitted that this clear Christian message was brought directly to people in their homes," Mr Garner said.

Morning Cuppa with Rick

Wesley Mission's Senior Minister Rev Dr Rick Dacey, launched a daily thought shared online and on social media to provide people with a sense of regularity whilst working from home. The 'Cuppa Community' grew to include regular contributors from as far as Malaysia and the remote Orkney Islands off the coast of Scotland. The group became a place of support, encouraging everyone to 'have a hope-filled day'.



Care and connection without physical contact

Our food and care ministry, Wesley Connect and its volunteers found safe ways to respond to requests for help they received by email and phone.

"If it's a family identified as needing emergency food relief, we put together a hamper of food and groceries that for an average family will last about two weeks. We coordinate with them to drop it off at their location with a no-touch delivery. We ring when we're nearby, and when we arrive, we put the hamper down so the person can come and pick it up. We can also have a socially distanced conversation to check in with how people are going and see if we can offer any other help," said Chaplain Dave Wu.

New Minister welcomed by Wesley Chinese Congregation

Rev Jonathan Chen was officially inducted to our Wesley Chinese Congregation in February. Jonathan's heart for practical mission was sparked when he was invited to speak at Wesley Chinese Congregation's family camp two years ago.

"The past 10 years in the Anglican Church, my ministry became a routine. So, I prayed to God for a possibility to explore the mission area. I think mission is God's ultimate purpose," Jonathan said.

Growing together in ministry and mission

After unanimous agreement to invite Agape Indonesia Church to become a Wesley Mission congregation in 2019, leaders are continuing to seek God's direction on what it means for us to be one integrated church.

Agape is a dynamic and growing community of faith, with a significant ministry to university students, new Australians and Indonesian speakers in Sydney. Led by Pastor Stephen and Susana Tanuwijaya, this congregation has been enlivened by our journey together.

Safe Church measures demonstrate care for each other

Over the past year, Safe Church training has been provided by the Uniting Church Synod of NSW & ACT, including policies, tools and congregational resources. Leaders, elders and people in ministry roles from each congregation were verified to hold current Working With Children Checks and a register was established to ensure clearances remain current. These policies also align with child safety practices already implemented across Wesley Mission's community services.

Chaplaincy support

At Wesley Mission, we recognise that all people have wide-ranging physical, emotional and spiritual needs throughout their lives, whether related to their work or not. Wesley Mission chaplains offer a safe, non-judgemental and supportive presence in the ups and downs of life, regardless of a person's personal convictions or religious background. Our chaplains are here for staff, volunteers and people in need.

Many of our congregation members want to serve and come alongside vulnerable people and staff across Wesley Mission. As our chaplains work across our congregations and community services, they can establish valuable links between people in both areas, enabling us to live out our commitment in both Word and deed.

Wesley Mission strategy 2016-2021

In 15/16, the Wesley Community Services Board approved Wesley Mission's five-year strategic plan for the period July 2016 to June 2021. The plan continues our optimistic outlook for increasing our impact in Word and deed, building on our long commitment to do all the good we can to help those most in need.

Our strategic plan is aligned to our desire to serve the marginalised and vulnerable, and to strengthen the communities in which we live and operate. It affirms our mission, vision and values, and the guiding principles that have inspired us for generations.

Financial year 19/20

Although the COVID-19 crisis brought significant challenges over the last year, we were able to keep our essential services open during lockdown with a focus on providing additional support to our clients in all forms of residential accommodation.

While the NSW Public Health Order restricted non-essential movement and gatherings, we continued to provide services, wherever safe to do so. Some services, such as venues and learning opportunities for seniors, were appropriately closed.

Priority 1 Every life matters

We aim to increase our volume of work and support to those most in need by 50% by June 2021. This translates to assisting more than 20,000 people per month.

Priority 2 Quality outcomes

We aim to increase the effectiveness of our services and the positive outcomes experienced by our clients by 50% by June 2021.

Priority 3 Our people are our foundation

We aim to be an Employer of Choice surpassing industry benchmarks in the areas of employee safety, engagement and retention because our people matter.

Priority 4 Building our capacity in a changing sector

We aim to do what we do better, with a focus on continuous improvement, delivering 80% of priority projects that build our capacity to respond.

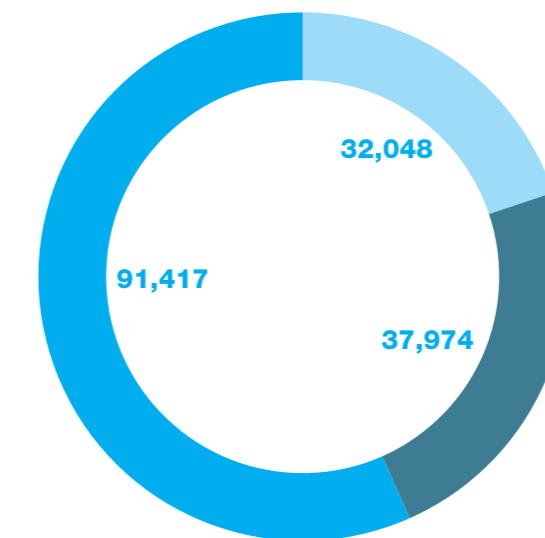
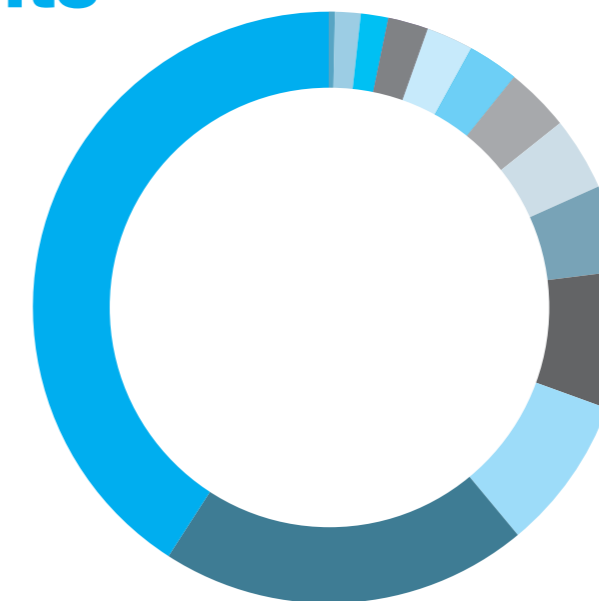
Priority 5 Resourcing to do all the good we can

Size, reach and resources will enable us to do all the good we can. To fund sustainable growth, we aim to increase our operating revenue by 50% by 2021.



In 19/20, we assisted

161,438 clients



- 540 Disability support
- 2,262 Seniors and aged care
- 2,423 Teenagers and young adults
- 3,551 Foster care and adoptions
- 4,150 Counselling and legal
- 4,471 Housing and accommodation
- 5,667 Community, schools and corporate partnerships
- 6,461 Home care services
- 7,639 Hospitals
- 12,133 Training and jobs services
- 13,601 Families and children
- 32,534 Suicide prevention
- 66,006 Venues and catering

- **Most in need**
Immediate help for people in crisis or close to crisis
- **In need**
Early intervention support to prevent crisis
- **Capacity building**
Partnering to develop skills or achieve life goals

Together, doing all the good we can

Our values

Christlike servanthood

Unfailing integrity

Courageous commitment

Pulse survey

In May 2020 we surveyed 300 managers, asking for their experience working at Wesley Mission. Our resilience in the face of the pandemic was demonstrated by an increase of four percentage points to 87 per cent of respondents, who agreed that they're satisfied and engaged in their work. There were also improvements in collaboration and the impact of people's job on their wellbeing.

Accelerating digital transformation

Wesley Learning & Development steadily developed more online learning courses so that important information could continue to reach our new staff and managers across NSW and beyond. One of the upsides of the pandemic was an increase in the acceptance of online learning and communicating. This allowed us to accelerate the transition process to host more courses live online using platforms like Zoom and Microsoft Teams, and develop e-learning modules for learning on-demand.

Leading in COVID times

In a collaboration between Wesley Learning & Development and the COVID-19 Response Group, 'Leading in COVID Times' was developed for managers on topics including, 'How to support teams working from home' and 'How to adapt your leadership style'. These workshops also allowed managers across the organisation to share their experiences and learn from each other, and to get support from General Managers and the COVID Response Group in a Q&A session.



Staff

2,251
employees

605 new staff onboarded
35% full time

85%
live in Greater Sydney

1,907
enrolments in

157
Wesley Learning & Development training events

813 full time
938 part time

73% ♀
27% ♂

15%
live in regional areas

87%
agree they're satisfied and engaged in their work

500 casual

Volunteers

4,592
volunteers

including
2,043
corporate volunteers

contributing
92,598
hours

saving
\$4,231,729 in wages

Responding to the COVID-19 pandemic

COVID-19 Response Group

Here at Wesley Mission, the safety of our people remains our priority. Our business continuity and crisis management plans, when enacted, restore critical business operations and prioritise the safety of the people we serve and our staff, in the event of business disruption. Recognising the COVID-19 pandemic would need an extended response, with increased demand from the community, a dedicated COVID-19 Response Group (CRG) was established to coordinate our actions.

The assembled CRG includes cross-functional contributors to deliver a whole-of-organisation approach. Early priorities included:

- keeping our essential services open and ensuring those, which closed temporarily, could re-open as soon as possible
- implementing protocols as advised by NSW Health, delivering critical training to workers and provision of protective equipment
- supporting individual services to define and implement COVID-19 Safety Plans, applying mandated infection control protocols and social distancing measures
- developing a working from home crisis activation policy supported by a dedicated technology team to assist rapid redeployment.

From mid-March to the end of the financial year, two confirmed cases of COVID-19 amongst staff saw quarantine protocols enacted with no further transmission occurring and the safety of the people we support and our staff, protected.

The CRG is still functioning. They're continuing to monitor, inform and deliver updates to ensure latest health advice is applied and our organisation remains vigilant.

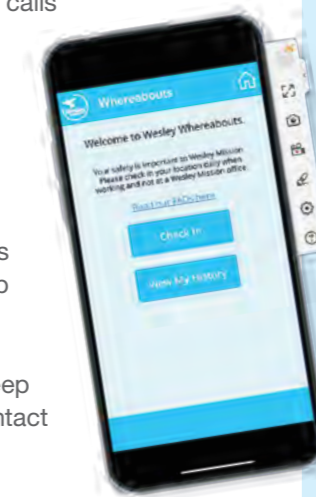
Wesley Information Services facilitate flexible working

Despite physical distancing restrictions, we continued to work seamlessly together, thanks to Wesley Information Services. Responding to the working from home crisis activation policy, we deployed a dedicated technology team to support continuation of service provision, requisition of equipment, setting up remote working and ensuring data security outside of Wesley Mission networks.

During this period the Wesley Mission service desk:

- deployed 493 computers and devices
- responded to 9,064 service calls from staff.

To ensure the safety of our team in the event of an outbreak or other crisis, staff working from home or an alternate site checked in daily using the Wesley Whereabouts app. Deployed quickly, the app was built on Microsoft Power Apps and was designed to support staff wellbeing and keep an accurate record should contact tracing be required.



3,759 food hampers delivered by Wesley Operation Hope

3,586 people supported by Wesley Emergency Relief



Pandemic significantly increases urgent requests for help

We come alongside people facing financial stress to help build their capacity for the future. Wesley Emergency Relief provides immediate assistance to anyone in imminent risk of being unable to pay essential bills. From March to June, 2,201 people received this type of help, an increase of 85 per cent on the same period last year. Families and individuals seeking support shared the strain they're under, where some lost jobs due to the economic downturn, some had their working hours reduced and others whose visa conditions left them unable to apply for government assistance.

Practical support was provided through bill relief, food vouchers, critical medical expenses, rent arrears and vouchers for essentials such as clothes and school uniforms. We helped families maintain their tenancies, keep their power on during the cold winter months and provided help and hope to people who've been most affected during the COVID-19 pandemic.

Disability support

Empowering choice, achieving goals

One in five Australians have disability. Wesley Mission offers people with disability a wide range of services to improve their wellbeing and independence.

We're a registered provider under the National Disability Insurance Scheme (NDIS) and our support is shaped by the goals of the people we work with, such as finding a job, trying a new hobby, studying or moving out of home.



Our disability support services

Social inclusion, preparation and facilitation programs

Our tailored support can help with the development of skills-based learning, independence in accessing the community, engaging in social events, and enjoying a variety of recreational activities. Each person is unique and the support they will receive is too.

Support the client and family inside their home

Services include:

- Specialist Disability Accommodation (SDA)
- Supported Independent Living (SIL)
- home care
- home modifications.

Support the client and family outside their home

Services include:

- life skills
- respite
- behaviour support
- employment support.

Community support

Services include:

- other service providers
- sporting community
- education facilities
- community supports, financial and legal, advocacy
- open employment
- transport
- religious groups
- family and friends.

In 19/20, Wesley Disability Services provided support for

81 supported employees

122 people in short-term accommodation

154 participants to further develop life skills

71 people in disability accommodation

112 people to coordinate NDIS services

Launching Wesley Intensive Therapeutic Care in 20/21

Wesley Packaging

The David Morgan Centre has been offering employment opportunities for people with disability since 1972. Today, the centre offers sustainable and competitive packaging services, is ISO 9001 accredited and operates licensed therapeutic goods administration clean rooms.

David Morgan Centre also boasts Wesley Mission's longest serving employees, the longest having celebrated 46 years of employment in April 2020.

Short-term accommodation and respite

We all need a break, particularly in a challenging year like 2020. This goal-oriented support might include short-term accommodation, overnight stays, hourly support or in-home respite.

Wesley LifeSkills

This program provides support to build daily living skills, recreational programs such as art, music, cooking, swimming, dance and preparedness for work including computer skills, numeracy, literacy and vocational education.

Wesley LifeSkills centres offer one-on-one support and group activities to develop confidence, friendships and independence.

Wesley Disability Accommodation

Wesley Mission offers a range of shared independent living options that give greater choice and control for people with disability. Wesley Woodward in Smithfield provides younger people with disability who have high support needs an alternative to living in aged care.

Group homes are situated in 15 suburbs across Sydney, with our Glenmore Park house having undergone a complete renovation in early 2020 to extend and improve facilities to better meet their long-term residents' needs.

NDIS support coordination

To get the most out of their approved NDIS plan, a support coordinator helps each person to realise their individual goals and objectives. Depending on a person's needs a coordinator can help to build understanding and support decision making.

Wesley Intensive Therapeutic Care

We believe people with disability should have every opportunity to live meaningful lives. That's why we've built two specialised homes for young people, aged 12 to 18 in foster care, who live with complex disabilities.

A partnership between Wesley Dalmar and Wesley Disability Services, Wesley Intensive Therapeutic Care, Significant Disabilities will give eight young people a place to call home.

Five brothers build a home and a family

A huge smile appears across Greg's face. He points to Michael and says, "This is my friend." Michael is everyone's big brother.

He's always looking after his housemates. And if you ever need a cup of coffee, Michael is your barista.

"That's Michael. He's very friendly. He looks after everyone," Michael Henein says, who's managed this group home for people with disability for 15 years.

He continues, "Michael and Greg, they are very close."

Michael and Greg have lived together for 12 years. Michael first moved into Wesley Disability Accommodation's residence in Glenmore Park 15 years ago. Then three years later, Greg came along. But it's not just the two of them. Together they share a house with three other men.

"They do take care of each other. One likes to make afternoon tea for everyone. Another one does laundry. So they work as a family," Mani says, Manager Wesley Disability Accommodation Canterbury.

The word 'family' best describes this household. Together, all five men have built a strong bond, just like siblings. "They like to do most things together," Mani explains.

All five men live with disability. Their home is purpose-built to support their range of needs including down syndrome, bipolar disorder, intellectual disability, behavioural needs and mental health concerns.

"We help them in their day-to-day goals," Mani says. "That involves personal care, showering, assisting them make dinner or lunches and providing them transport to their day programs or work."

Both Michael and Greg are proud of their home. The moment you step through their front door, they'll take you on a guided tour.

Michael excitedly shows off his own space. Next to Michael's bedroom is his very own lounge room. It's his favourite room. It comes with a built-in kitchen, and of course, a TV. Every night, Michael sits in his lounge room and watches his favourite show, *Home and Away*.

Greg too is eager to show off his bedroom, or more importantly, his expansive DVD collection. His cupboard is jam-packed with DVD folders. Folder by folder, Greg flicks through his collection and marvels at his prized DVDs. From Disney classics to Star Wars, you name it, Greg has it.

Both Michael and Greg recently celebrated their birthdays. One-by-one Greg pulls out his birthday presents, including Star Wars figurines and a nerf gun. Greg pretends to fire his nerf gun but quickly assures everyone, "It's just a toy". Michael proudly shows off his new watch.

In early 2020, this family's home was renovated to provide them with additional space. Their lounge room was expanded, each room received a fresh

coat of paint, modern wardrobes were installed and new flooring. A fifth bedroom was also added so they could welcome their new family member.

While the three-month renovations took place, this family moved into a temporary residence nearby before moving back home in March 2020. While a comfortable home away from home, they all agree, they prefer their refurbished house.

"This one's better," Michael says.

But it wasn't the homecoming they expected. While they marvelled at the renovations, COVID-19 put a temporary pause on their daily routines. But as a family, they adapted. And thanks to the renovations, there was more space to enjoy while they waited for the restrictions to ease.

Michael is now back at work four days a week, packing boxes. And Greg says he's happy he can resume his shopping trips, as long as he gets to ride in his family's red van.

While our purpose-built homes support people with disability, it's our staff who really make the difference. Mani, Michael Henein and the team are passionate about helping their residents reach their daily goals, so they become more independent and ultimately, thrive.

Sitting in their living room, Greg turns to Michael Henein and says, "Michael, I feel happy that you're here with me."



"I feel happy that you're here with me."



Families and children

Stronger families, safer futures

All children deserve a happy and healthy start to life. Our job is to help families by providing the security, care and support that is vital to a child's development.

Wesley Brighter Futures focuses on child safety at home

Building adults' capacity to care for children is a powerful way to ensure their children's wellbeing and safety. Wesley Brighter Futures' mentoring and coaching approach helps families rebuild while creating safe, nurturing environments, so they can work through their challenges and stay together. Challenges can include domestic violence, drug and alcohol misuse, poor mental health or parental learning disabilities.

In 19/20, we partnered with Parenting Research Centre to review our practice and achieve improved wellbeing outcomes. The SafeCare pilot continues in Wesley Brighter Futures with some initial findings from the external evaluation looking promising.

A mum, who's successfully completed the SafeCare program says, "I want to be a good mum, so I thought, yes, I'll give it a go... I feel calmer, able to do more with the kids. I am able to be there for my kids now."

Cultural connections strengthen First Nations families

To better support families where Aboriginal identity, cultural knowledge and connections are important, Wesley Brighter Futures has developed one identified team leader and

seven identified caseworker positions. This includes a full team based in Nepean and two caseworkers based in Blacktown.

Wesley Family Centres deliver early intervention programs

Wesley Mission's Targeted Early Intervention (TEI) programs enable people experiencing vulnerabilities to access varying levels of care, to respond to their individual needs.

Wesley Mission's TEI programs focus on a child's first 1,000 days:

- community groups support parents with children under the age of three through playgroups, music and movement classes. Groups are a soft-entry point for children with further needs to be referred to a caseworker and external supports
- programs increase parenting skills and confidence of disadvantaged families, so that parents can meet the emotional, physical and developmental needs of their children
- support for young parents includes, building connections with local health professionals and natural friendships with other families in their area.

Wesley Brighter Futures supported **2,851 clients in 810 families**

The Hills Childcare supported **102 children and their families**

Wesley Mission's TEI programs supported **1,122 clients and 2,806 family members**

Group programs in Western Sydney supported **400 clients**



Journeying alongside mums towards positive mental health outcomes

We understand motherhood can be challenging at times and we're committed to supporting mums with their mental health, so they can achieve the best possible outcomes for their family.

Since 2016, Wesley Mission has partnered with NSW Ministry of Health to deliver the Mums and Kids Matter pilot program. Offering support in residential care or at home in the community, the program provides tailored mental health and parenting support to mums living with complex mental health conditions who have children under the age of five.

In 2020, the Nous Group evaluated the outcomes of our program, reporting that their experience:

- statistically brought significant improvements in health, social needs and family functioning (as measured by clinical outcome measures CAN-M, HoNOS and NCFAS)
- saw a reduction in psychological distress (K10 distress scale)
- increased confidence in parenting and managing mental health (as per feedback from mums we support).

The evaluation identified two opportunities to further improve outcomes, including continuing to build workforce capability, data monitoring and further develop a consistent understanding with referrers to determine who is best suited to benefit from the program.

Feedback from mums we support indicates that women valued the range of support available:

- "I would have suffered severely from post-natal depression long term if I hadn't received support from the whole team. Getting this assistance meant I became a more confident mum."
- "It changed my life. I had incredible help with my goals, sorting out paperwork and receiving counselling. The staff were amazing."
- "Exceeded my expectations. I have recommended the program to others."

In 19/20, Mums and Kids Matter supported **84 mothers and their children**

Since 2016, Mums and Kids Matter has supported **200 women and 346 children** from across NSW

Nurses deliver care and confidence

Wesley Mission employs more than 130 nurses through our hospitals, residential aged care facilities, disability support services and home care. One of the more unique settings for our nurses is as part of our Mums and Kids Matter program team.

Here, our mental health nurses deliver psychoeducation to equip mums with the skills to understand and manage their mental health to prevent relapses in the future. Child and family nurses provide parenting support, including mothercraft skills such as feeding, sleeping and settling. Helping mums build confidence in their ability to parent and seek support for their mental health, creates the foundation for lifelong bonds with their children and positive long-term outcomes for the family.

"I love everything about what we do here because it is all about empowering women to know they are valued."

Miriam, Program Manager, Mums and Kids Matter



Building resilient children

We've helped more parents balance their work and parenting duties by opening four new Wesley Out of School Hours Care (Wesley OOSH) centres in Marsden Park, Merrylands, North Rocks and Wyong in January 2020.

This increased our support of local children and families in their school communities to a total of nine services, or 1,018 approved places each day, including existing locations at Quakers Hill, Seven Hills West, Riverstone, North Kellyville and Epping West.

Research shows that quality education and care early in life leads to better health, education and employment outcomes later in life, and is critical for establishing self-esteem, resilience, healthy growth and capacity to learn. Wesley OOSH takes a child-led, play-based learning approach and provides children with the opportunity to play in multiple ways to develop creativity, dexterity, and to extend their physical, cognitive and emotional strength.

Wesley OOSH provides before and after school care and vacation care during school holidays. Both Seven Hills West and Riverstone have been assessed as Exceeding National Quality Standards (NQS) and Quakers Hill received the rating of Meeting NQS. Our other centres are awaiting assessment or haven't been assessed since they've been under our management.

We also work in partnership with the schools where Wesley OOSH operates. Each school's principal and teachers can directly refer children and their families to Wesley Mission's other community services. This includes family supports, child mentoring, emergency relief and disability support among others.



What's on the menu?

Children and families regularly provide feedback and input into our menus, and where safe and appropriate, children are involved in preparing meals.

Culturally sensitive and inclusive learning

Our child-centred approach ensures children with diverse cultural and language backgrounds are engaged and supported. Through programming, children are encouraged to increase their understanding of culture and perspectives of others.



In 19/20, Wesley OOSH

Supported

1,851

school children in out of school hours care

Employed

109

trained educators

Operated

nine

OOSH services with four new locations

Children and young people give feedback about their safety

It's been two years since the final report was handed down from the Royal Commission into Institutional Responses to Child Sexual Abuse.

The recommendations from this report highlighted the need to listen to the voices of children and young people; to allow them to participate in decisions affecting them; and to involve them in the design, implementation and evaluation of initiatives that keep them safe.

At Wesley Mission we sought to do that by inviting 164 children and young people in our programs, between the ages of 10 and 17, to provide feedback on their safety, when engaging with Wesley Mission. This research conducted by the Institute of Child Protection Studies at the Australian Catholic University found that most of the young people surveyed in our programs felt safe either 'all of the time' (76.2 per cent) or 'most of the time' (20.1 per cent).

We learned that in order to feel safe, young people wanted a trusted adult they could approach if they felt uncomfortable. Through their feedback, these young people told us that we need to identify better ways for children to report safety concerns, and to look for more accessible and child-friendly ways for them to raise issues.

Wesley Mission administered the Australian Safe Kids and Young People (ASK-YP) survey as a tool to self-audit, benchmark and improve child safety, the

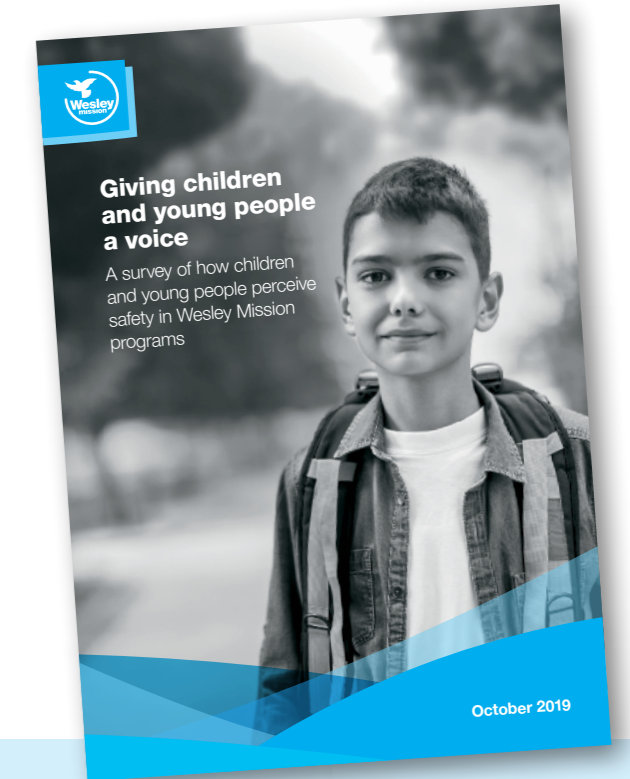
subsequent report published in October 2019 sought to:

- establish benchmarks for child safety and engagement in Wesley Mission
- improve child safety across Wesley Mission's programs and services
- give children and young people a voice.

This will be the first in an ongoing exercise to monitor our engagement and find ways to give children and young people more of a voice in how they're supported. With more than 120 years' experience caring for children and young people, it's our responsibility to do all we can to safeguard their bright futures.

What children want in order to feel safe:

- children and young people want a trusted adult who they can approach if they ever feel uncomfortable
- some of the barriers that prevent children from feeling confident enough to discuss their safety with workers at Wesley Mission include being worried things will get worse and not feeling confident that adults will fix the situation
- children and young people were more likely to discuss their unsafe situations with a friend or their mother.



76.2%

feel safe in our programs **all of the time**

20.1%

feel safe in our programs **most of the time**

Foster care and adoptions

Providing safe and stable homes

We believe all children deserve to have caring and secure homes. A leading provider of out-of-home care in NSW, Wesley Dalmar is devoted to protecting children's futures and strengthening their families and communities of support.

Keeping families together

We have every child's best interests at heart. And through our intensive family preservation support program, we help children remain in the care of their birth families, whenever this is a safe option.

Families who take part in this program receive intensive support for three months with 24-hour access to a caseworker. Following this, they're provided with coaching and counselling. This program operates in Western Sydney and Northern NSW regions.

Guardianship and adoption

Our goal is to find permanent homes for children. But when it's not possible to restore children to their birth families, children can find greater permanency through adoption and guardianship. Wesley Dalmar is currently seeking accreditation to become an adoption agency.

Supporting young people leaving foster care

The journey from childhood to adulthood and independence is a challenging transition for anyone, but even more so for young adults

leaving foster care. Thanks to the support of The Property Industry Foundation and Lendlease, our four Wesley KickStart houses gave more young people transitioning out of foster care, places to call home. Two houses are supervised by house parents and offers greater support with the opportunity to progress toward independence in the second house, where support is close by.

Lifelong support

We understand life is challenging at times and we're committed to continually supporting adults, who were previously in foster care, for as long as they need it through Wesley Dalmar Aftercare. This program also supports reunions of people who grew up at Dalmar House in Carlingford, a different era of care.

In 19/20,

668

the average number of children supported by **Wesley Dalmar** each night

141

children and their family members supported in family preservation

Assisted

42

families with the adoption process

Finalised

11

 adoptions

21

young people in Wesley KickStart

135

people supported who've left foster care



Wraparound support in foster and kinship care placements

Wesley Dalmar provides each child with a personalised mix of supports they need while they're in care.

Wesley Keeping Connected

Research shows that children, who maintain regular contact with their birth families, thrive better while in foster care and when leaving care, than those who lose that connection. Our contact supervisors arrange regular visits and provide safe transport options to strengthen connections with their families.

Educational support

Education is essential to providing lifelong opportunities for children. Our dedicated education consultants, who are all qualified school teachers, work with the education system to help children engage at school and overcome participation barriers.

Clinical support

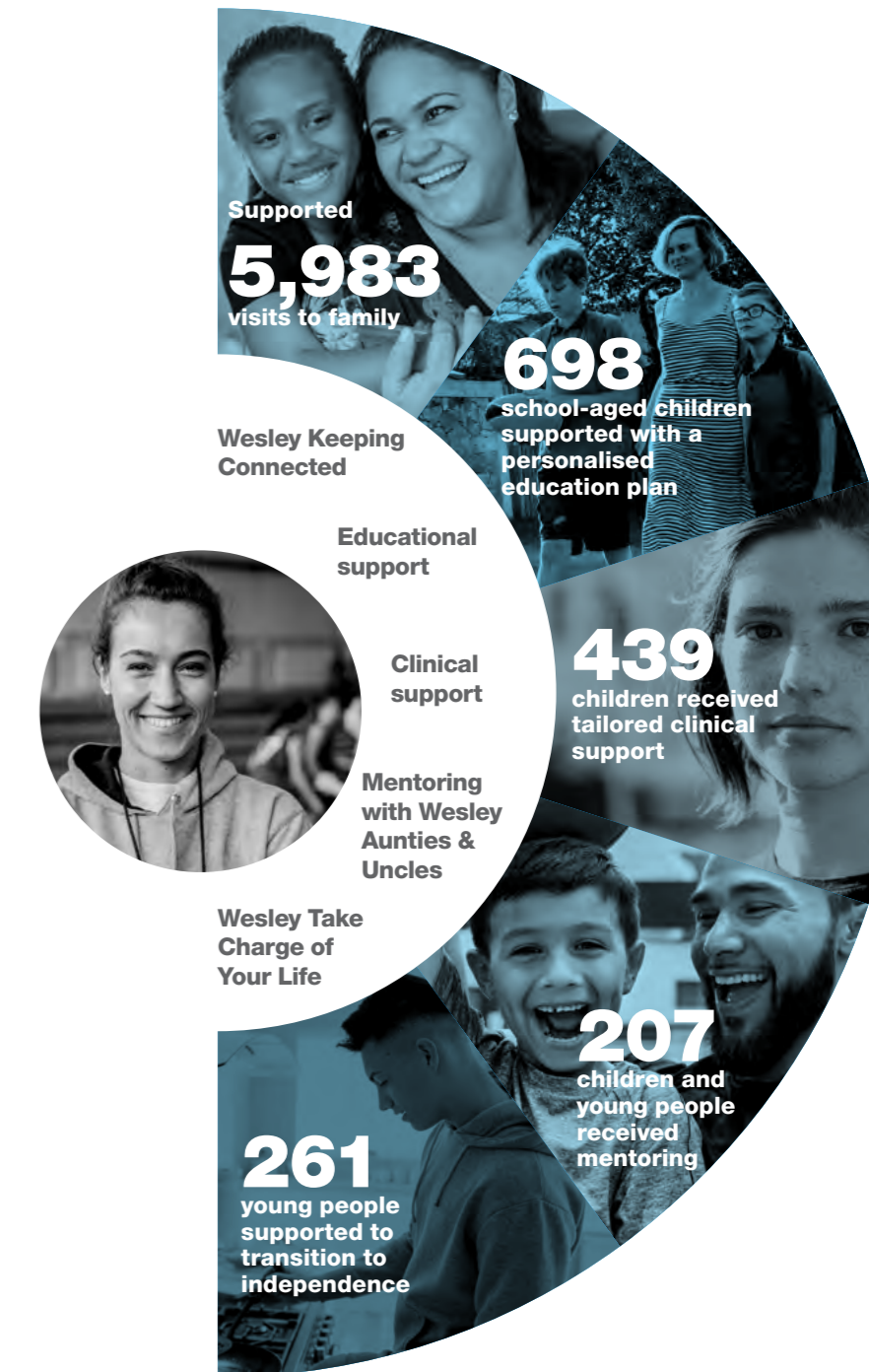
While children in foster care have often experienced trauma, they can greatly benefit from additional support. When children first come into our care, a clinical support plan is established based on the child's needs. Our clinical support team includes registered psychologists and social workers who can refer to external specialists including allied health as part of a child's plan.

Mentoring with Wesley Aunties & Uncles

Having celebrated 45 years in November 2019, Wesley Aunties & Uncles offers children from disadvantaged homes additional support through caring, volunteer mentors. Our volunteers provide children with an extended network of care, guidance and connections. Volunteer mentors undergo extensive child protection screening.

Wesley Take Charge of Your Life

We assist young people aged 15 to 25 as they transition from foster care to living independently. The program provides flexible support, including accommodation assistance, job search and study options, skill development and financial literacy as well as ongoing links to clinical supports.



Family restoration begins in Shauna's loving arms

When Shauna met "her little person", as she calls him, at just five days old, she went above and beyond to connect with his birth mother.

As Shauna's foster son grew, so did his birth mother in confidence. And at 16 months, restoration day finally came.

Not long after Shauna began caring for her foster child, the out-of-home care system changed to focus on restoration. While Shauna felt she was losing a piece of her heart, she knew deep down this was the right decision for her foster son.

"I think if it didn't hurt, I wouldn't have been doing it properly," she shares.

While he no longer lives with Shauna, he's still "her little person". "When he left I said to him, 'our home will be forever yours'," Shauna says.

Wesley Dalmar Carer Recruitment Officer Kim says, "It's the ideal picture of restoration to be able to maintain those relationships... Shauna was able to impart her knowledge to help the birth mum with her son."



In 19/20, Wesley Dalmar

849 accredited foster carers

Restored
23 children to their families

Supported
76 children in kinship care

Placed
427 children with one or more of their siblings

A lifetime of caring

At the centre of Mike's world are his three boys. "They're my boys. I love them to bits. They're my family," Mike says.

For over 20 years, Mike, who's now 60, has devoted his life to caring for foster children. Initially thrown into the deep end, at one-point Mike ended up with eight children in his care. But it was in that moment, Mike found his life calling.

"Changing nappies at two in the morning, that's what inspired me to quit my full-time job and become a full-time carer."

Over his lifetime, Mike says he's conservatively cared for 100 children. But it's three long-term placements that remain close to Mike's heart. "I'm their dad, and I'll be there for as long as they need me to be."

For the last seven years, Mike has been supported by Wesley Dalmar. "I've survived because Kim's (Wesley Mission caseworker) been my go-to guy. He's been my rock," Mike says.



Called to fill their home with children

"I kept having these dreams when I was young, about a house where I was looking after all these children," Helen remembers.

But Helen put her youthful dreams aside. Life continued. Helen then met her husband James and together they had three children. They were content, and during that season Helen thought she was living out her dream.

Then years later, Helen's recurring dreams came back. And at the same time, Helen received a flyer in the mail about a foster care information evening through Wesley Dalmar.

Reflecting on her dream and the timing of the flyer, Helen knew somehow God was involved.

"I've always had a desire to care for children, to work with children. And looking back, I feel it really was a calling from God to do that," she says.

And the rest is history. Helen's dreams are now reality. For the last 18 years Helen and James have been foster carers for Wesley Dalmar. Alongside their three biological children, they've adopted three children and currently care for two foster children.

"I love having a house full of children. They're all part of our family," Helen says.

For Helen and James, their foster and adopted children have brought more joy into their lives than they ever expected. And while the days are sometimes long, and there's always plenty to juggle between parenting duties, household chores and work, Helen and James lean into their faith for strength and guidance.

"That's one of the reasons we are with Wesley Dalmar," Helen says. "It's lovely to be able to share that with these children—about a God who cares for them."

While Helen and James chose Wesley Dalmar because of their shared Christian values, Helen says they continue to stay with Wesley Mission because of the constant care and support they receive.



Home care

Tailored care at home

Whether older Australians need a lot of support or just a little, our services can help them live the lives they want in their own homes.

Personal care

When daily tasks become harder for older Australians, we provide tailored support that works alongside their strengths. Assistance with daily living is available such as bathing and showering, getting dressed, meal preparation and eating.

Home and garden maintenance

We support with household chores, so our clients can continue to live independently at home. Our services include, gardening and lawn care, managing bills and caring for people's homes.

Health and fitness

Our clinical care services are here to support people when recovering from an illness or accident, or need help maintaining their physical ability. Services include specialist nursing care, rehabilitation, allied health and therapy services along with referrals to health practitioners.

Social and community

Whether at home or out about in the community, our social support services help people maintain

an active social life. Services include home visits, transport, social outings and opportunities for connection at Wesley Seniors Social Hubs.

Home care programs

As part of the Australian Government's commitment to supporting people to live longer, programs are provided that enable people to live independently and safely in their own home.



Commonwealth Home Support Program

This program is for people who only need a small amount of help at home. After being assessed by My Aged Care, a broad range of services can be accessed directly through Wesley Mission.

Of our clients accessing supports through this program, 80 per cent were in Greater Sydney and 20 per cent in regional areas including the Illawarra, Central Coast, Hunter region and Mid North Coast.



Wesley Home Care Packages

For people who may have complex needs, more intensive home care support can help them to remain in their own home. An Aged Care Assessment Team (ACAT) will conduct a face-to-face assessment to determine what support is needed and what package level is assigned.

Wesley Mission can then support to coordinate the different services needed to help people to live the way they want and to get the most out of their package funding.

Amongst people accessing a home care package, 93 per cent were in the Greater Sydney region, with 29 per cent in Western Sydney and 26 per cent in Inner-West Sydney. A growing number of clients accessed services in regional areas including in the Illawarra, Central Coast, Hunter and Mid North Coast.

Home care helping the broader community

Home care support can be of benefit to many people in the community, whether just for a short time after a hospital stay or ongoing as part of wraparound supports for people with disability or for veterans with a service related injury or condition.



In 19/20, we assisted

1,413

clients receiving tailored home care packages

In 19/20, we provided home care support to

243

people with disability

581

people needing restorative care after a hospital stay

182

veterans

Expanding into Northern Rivers region

From 1 July 2020, Wesley Mission will be providing the services of Clarence Care + Support including home care and disability services to people living in the Northern Rivers region.

Wesley Mission CEO, the Rev Keith V Garner AM said, "Supporting people in Grafton, Maclean, Yamba and across the entire Northern Rivers region is a natural extension of the broad range of community services Wesley Mission already offers in Northern NSW."

"We will be working closely with the team from Clarence Care + Support to make the transition process as smooth as possible for both clients and staff. Ensuring continuity of services during the Coronavirus pandemic is paramount."

Alison's 20-year wait for a career in care

When Alison was young, she wanted to pursue a career in nursing, but as so often happens, life had other plans. With young children, she made the decision to pursue accounting instead, but felt like she was missing out on something.

Once her children had grown, she decided that it was time to pursue the job she had always dreamed of. She enrolled in a Certificate III in Individual Support (Ageing) and on completion of the course was able to secure work with Wesley Mission's home care service, thanks to a great reference from one of her teachers.

Alison, who is now a Support Worker in the Northern region, said, "I've found my calling. Once my children were on their feet I just said now it's time for me. Now I know everyday I go into work I'm going to make someone's day better. I feel fulfilled in what I do every day."

In 19/20, we supported

1,227

people with domestic assistance

471

people with personal care

593

people in our seniors social hubs

259

people with respite options

1,314

people with social support

Clinical mental health care

We've delivered high quality and compassionate mental health care to people in need and their families for over 60 years.

Wesley Hospital Ashfield and Kogarah

With two private mental health facilities at Ashfield and Kogarah, we cater to both inpatient and day patient stays for general psychiatric disorders and addictions recovery.

Ashfield offers 38 beds and Kogarah 30 beds, and due to the specialist nature of care we provide, they often operate at capacity. Patient outcomes are measured by the Health of the Nation Outcome Scales (HoNOS) and consistently overachieve national benchmarks.

Along with our specialist consulting rooms, we offer many types of treatments and programs with a multi-disciplinary, person-centred approach.

Wesley Hospital Consulting Rooms

We provide psychiatric and psychological services to people seeking treatment to address their mental health concerns. Treatment is provided for conditions such as alcohol and drug addiction, eating disorders, anxiety, depression, bipolar disorder, borderline personality disorder and psychosis.

To access this service requires a referral from a General Practitioner (GP). Specialists don't bulk bill.

Our rooms at Kogarah and Ashfield are home to experienced psychiatrists, psychologists and Professors of Addiction Medicine, Eating Disorders and Psychiatry.

Wesley Hospital Kogarah upgrade

Mental health is one of more than 120 areas of community service in which Wesley Mission operates to help people of all ages and abilities experience a more fulfilling life physically, spiritually, mentally and emotionally.

As part of our strategic plan to increase services and provide more specialist support where need is greatest, we've undertaken a review of our clinical facilities and have proposed to redevelop Wesley Hospital Kogarah.

Built in 1988, it's the oldest private mental health facility in NSW that has not had a major upgrade or refurbishment, and, with just 30 beds, is the smallest facility in the state.

The hospital comprises two separate buildings on a connected site with separate entries from Blake Street and English Street. However the current configuration underutilises the land and lacks operational efficiencies that could be gained through a redesigned and redeveloped building.

The existing 30 bed hospital on the Blake Street site also includes shared patient rooms and bathroom facilities which is unsatisfactory from a patient privacy and recovery perspective and is also not in accordance with currently accepted best practice.

Our development plans are to support the ongoing need and future demands of people in the south of Sydney, providing them with professional and expert treatment in their local community. On one half of the site we are planning to build a 60 bed hospital, increasing our capacity from 30 beds. Additionally, modern consulting rooms and private patient rooms with ensuites will enable us to respond to the needs of our patients.

Kogarah is a unique business location for health and medical research, education, collaboration and innovation within Sydney's South District and is recognised as a key area by the Greater Sydney Commission.

The increased capacity of Wesley Hospital Kogarah represents an investment into critical health infrastructure that aligns with the Georges River Council's vision for Kogarah as a Health, Innovation and Education Precinct.

Project timeline

- ✓ **2017**
Concept proposed for redevelopment.
- ✓ **2018**
Concept design finalised and started engagement with staff, patients, council and State Government bodies, including Greater Sydney Commission and State Design Review Panel (SDRP).
- ✓ **2019**
Feedback from initial consultation incorporated into planning for State Significant Development (SSD) submission.
- ✓ **December 2019**
Secretary's Environmental Assessment Requirements (SEARs) request submitted to Department of Planning, Industry and Environment.
- ✓ **February 2020**
SEARs issued.
- **February–September 2020**
Preparation of Environmental Impact Statement (EIS) as part of SSD submission.
- **2021 onwards**
Further engagement with government and community, detailed design, tender and construction.



Professor John B. Saunders
Consultant Physician
Drug and Alcohol Program
Director, Wesley Hospital
Kogarah



"My particular area of involvement includes disorders due to substances such as alcohol and prescribed medications, various mental health disorders such as depression and anxiety, other addictions such as gambling and online gaming.

"In the community at large, mental health disorders and alcohol and drug disorders represent an increasing problem. And indeed, by the year 2025, it is estimated that depression will be the single most common cause of ill health and disability.

"I'm pleased that in this hospital and its associated facilities we have treatments which are directed towards these increasing major health problems. I hope that the hospital will increase in its capacity in the years to come and we will be able to provide treatment for more people."

In 19/20,

6,556 patient consultations at Ashfield
2,110 at Kogarah
4,446

1,049 total admissions
434 day patient admissions
615 inpatient admissions
34 patients received specialist electroconvulsive therapy

More than a bed

Support is available for people who are experiencing homelessness or who are at risk of becoming homeless in NSW through a range of targeted programs. Our work also includes early intervention support to prevent eviction and ensure living arrangements remain secure.

Individuals

From Newcastle to the Royal National Park, we offer a range of services for vulnerable single adults aged 18 and over including accommodation, emergency relief and food, along with access to wraparound supports for mental health and more.

We partner with St Vincent's Hospital to deliver therapeutic support for people experiencing mental illness and homelessness in Metropolitan Sydney. Two senior mental health clinicians are embedded within the Wesley Mission Therapeutic Support Team to assist with assessment, treatment, referral and care coordination.

1,567 individuals supported including **471** receiving targeted mental health support

Families

Focusing on the areas of Parramatta and the Hills, Liverpool, Fairfield and the Central Coast, we support families including single parents and children with secure and safe housing options. A range of services are available for families and couples who need a place to stay, along with those who have more sensitive support needs, including people experiencing domestic and family violence.

We partner with the Women's and Girls' Emergency Centre and Pathways Community Care (Pendle Hill). We also partner with The Benevolent Society and YWCA Australia in the South-East Sydney district to support families and individuals who are at risk of homelessness through early intervention.

525 families supported

In 19/20, Wesley Mission provided

193,683 nights of accommodation

Wesley Homeless Services supported

3,601 people

Teenagers and young adults

Through our locations and outreach across Sydney's Inner West as well as on the Mid North Coast, we provide a range of programs for young people. Support includes safe and affordable accommodation, support for family breakdown, mental health and employment pathways.

We partner with Youth Off The Streets to deliver support for young people in the Inner West of Sydney.

In Coffs Harbour, Bellingen and Nambucca this work includes home visits by trained Family Reconciliation Workers to support parents and young people, including under 16s, to strengthen positive relationships and reduce risk. This targeted intervention supports young people to stay safely in their family home and to maintain school attendance.

487 young people supported including **348** young people assisted on the Mid North Coast

Veterans

Wesley Mission partners with RSL LifeCare to deliver Homes for Heroes. This program offers tailored support for people who have served in the Australian Defence Force. Applying a trauma-informed, recovery-oriented approach, the program provides accommodation and wraparound supports to help veterans achieve their goals with links to addiction support, mental health treatments and other services accessed through the Department of Veteran's Affairs.

Housing is available at two program locations in Penrith and Narrabeen with transition support provided to secure long-term stable accommodation in a veteran's local community.

Older people

Single, older Australians are often at greatest risk of becoming homeless and can experience vulnerabilities like social isolation. We provide support by helping them to secure accommodation, to settle in and to ensure that appropriate care services are provided to help sustain their health and independence.

71 veterans supported **26** older people supported



"I remember your team came and supported me at my appointments, **you guys felt like family to me...** Mental health is a real issue but support and communication is key, that is what you guys showed me and that is why I am the way I am now."

Supported by Wesley Therapeutic Support Team



A new future for Wesley Edward Eagar Centre

In October 2019, a Development Application for the complete transformation of Wesley Mission's crisis accommodation facility in Surry Hills was approved. Wesley Mission CEO, the Rev Keith V Garner AM said of the urgent nature of the project, "Our building is no longer fit-for-purpose. We're not just providing a bed, we're offering a whole range of services to help people leave homelessness for good."

"The new design will offer increased dignity and comfort, with the security of a single room and ensuite bathroom. Residents will also receive additional support services including mental health, financial counselling and employment support."

Wesley Mission supporters and donors have so far pledged \$3,533,580 towards a fundraising target of \$8 million, with City of Sydney announcing a \$1 million grant in March 2020. Lord Mayor Clover Moore says the council is proud to support this crucial service.

"It is unacceptable that in a city as prosperous as Sydney, people are living rough on the streets... we are delighted to partner with Wesley Mission on this important upgrade."

Two interim locations in Sydney have been secured to continue providing accommodation during the renovations and both are now welcoming people.

Lipman was appointed as the construction partner to complete the building upgrades, which are anticipated to take approximately 10 months.

A place to call home

We believe that everyone has the right to a safe place to live. Through Wesley Community Housing, we provide suitable, sustainable and secure accommodation, so people can live independent, happy and fulfilled lives.

Wesley Community Housing currently manages tenants in a range of different properties encompassing crisis, transitional, social and affordable housing, along with Specialist Disability Accommodation across Sydney, Central Coast and Newcastle. In the next financial year, this will increase to include the provision of additional disability accommodation.

- Crisis accommodation: with a tenancy up to three months, tenants have access to secure housing while they establish community links and supports to address their challenges.
- Transitional housing: short-to-medium term housing up to 18 months while tenants work towards obtaining long-term housing.

- General social housing: longer-term housing for people on very low and low incomes who would otherwise be experiencing homelessness. Tenancies range from 12 months to five years.
- Housing services for other Wesley Mission programs: this includes Wesley Kickstart for young people exiting out-of-home care.
- Specialist Disability Accommodation: Wesley Mission operates 15 homes for people with disability who need supported accommodation. In alignment with best practice, Wesley Mission separates service delivery from property management by creating an internal partnership between Wesley Disability Services and Wesley Community Housing.

Annual registration assessments and maintenance

Wesley Community Housing undergoes annual Community Housing Registration Compliance Assessments. In the 2019 review we were deemed compliant across all performance areas of tenancy and housing services, housing assets, community engagement, governance, probity, management and financial viability.

We also actively maintain our properties with a comprehensive maintenance strategy, incorporating preventative and planned programs as well as making responsive repairs, ensuring issues are assessed and addressed promptly. An inspection carried

With a goal to become a Tier 1 provider, Wesley Community Housing is looking for opportunities to extend the number of housing options it can provide to tenants.

out by the Land and Housing Corporation rated our properties as 'maintained' (27.8 per cent) or 'well maintained' (72.2 per cent) above industry benchmarks.

The Royal Botanic Garden Sydney gives tenants green thumbs

Despite many engagement events being put on hold this year, Wesley Community Housing tenants have continued to engage in their own gardening activities. When supermarket shelves were empty, Wesley Community Housing planter boxes provided tenants with fresh herbs and vegetables grown right on site. The planter boxes supplied in partnership with The Royal Botanic Gardens continue to support positive engagement between tenants.



Glebe affordable housing project moves ahead

A development application has been approved for the complete refurbishment of Wesley RJ Williams, an existing property on Glebe Point Road, to become affordable housing. The refurbished property will provide 74 self-contained apartments, including a mix of studios and four-bedroom configurations for families.

The project now moves into phase two, which includes detailed design specification before phase three, when the construction work to improve the property will begin.

The intended refurbishment is part of Wesley Mission's strategy to review its property portfolio and enhance how the organisation provides integrated solutions and support across its broad network of services.

The property will be managed by Wesley Community Housing to ensure that the mix of tenants will add to the sense of community both within the building and within the wider Glebe context.



"We're not the suits. We're people and we provide a personalised approach to our tenants. We don't just want to address people's housing needs but, where we can, we help people practically, emotionally and even spiritually. Whatever someone needs, we will find the links."

Lisa, Wesley Community Housing Manager

In 19/20, Wesley Community Housing supported

543 total tenancies

115 tenancies in other Wesley Mission properties

221 tenancies in crisis/transitional housing

207 tenancies in general social housing

737 occupants with housing

93% tenant satisfaction compared to industry average of 87%

Kerry's artistic flair transforms her life and home

You wouldn't realise from first glance, but when Kerry first moved into her new home, her immaculately decorated apartment was sparse.

At the time, 57-year-old Kerry owned little furniture. But she was just relieved to have a roof over her head. For the last 12 months Kerry experienced homelessness.

While Kerry finally has a safe place to live, she desired to have a home she could be proud to call her own. So, she searched Gumtree for free or low-cost furnishings.

Kerry's artistic flair then came to life. Piece by piece Kerry has created a home for herself, styled to her own taste. Hues of white, gold and silver work perfectly together. From her white Hamptons coffee table to her matching cushions and scenic wall-art, Kerry's eye for design is clearly a talent.

Emotion stirs in Kerry's voice as she begins telling her journey towards making a new home. "Because I didn't have anything for a year, I just wanted to have my comfort again, my colours. I just wanted to have nice things and appreciate them. It makes you feel better. It just makes you proud that you're getting there."

For a long time, Kerry didn't feel safe. For years this mother-of-two experienced an abusive relationship. When Kerry's boys were young, she found the courage to leave and build a new life for her children.

For the next 14 years Kerry rented a home and found a stable job to provide for her family. And for a while, life was good. But just as Kerry began to feel safe, tragedy struck. Kerry was bullied in the workplace and consequently, injured her shoulder at work. The pain from her shoulder injury led to sleepless nights and ultimately, unemployment.

"I tried to stay on the job while I was injured and I think that made matters worse. My health and mental health deteriorated. I just crashed after that and I haven't worked since. It took a lot away from me and I've never been able to get back up again," Kerry shares.

While Kerry received workers compensation payments, it was never enough. Kerry's rent skyrocketed from \$450 to \$700 per week. In the short-term Kerry managed to get by. But the final blow came when the owners requested to move back into their property. Suddenly Kerry had no home.

Traumatised from her past experiences of abuse at home and in the workplace, Kerry was worried about her safety. Sadly, she couldn't find an affordable place to rent where she felt safe.

Kerry ended up on the streets. She bounced from friend's couches to refuges. And she continued to feel unsafe.

Tears well up in Kerry's eyes as she shares her experience of being homeless. "I was scared. I didn't know where I was going, whose place I was going to. I felt embarrassed, I felt ashamed. I felt like a loser."

But that all changed when Kerry met Patrick, a Wesley Mission caseworker. "He was the kindest, most helpful person," she says. "If I didn't have him, I don't know where I'd... be today."

Just after Christmas 2019, Kerry received a phone call from Patrick that altered the course of her life. Thanks to Wesley Community Housing, Kerry now has a place to call home in South-East Sydney.

"I just said yes straight away. I didn't want to look. I couldn't do it anymore. Because of my injured shoulder and poor sleeping patterns, I needed a bed," says Kerry. "But I fell in love with it as soon as I saw it."

Sitting on her modern grey couch, Kerry is now surrounded by homely comforts. She finally feels safe. The bars on her windows provide a sense of relief. And she no longer fears for her life.

"It was Wesley Mission that picked me up and helped me, held me by my hand and got me through this," Kerry says.

We'll continue to support Kerry while she remains in transitional housing until a long-term home becomes available.



"It was Wesley Mission that picked me up and helped me, held me by my hand and got me through this."

Legal support brings transformation

Our Wesley Community Legal Service lawyers understand how gambling problems affect individuals and families and are ready and waiting to help.

Wesley Community Legal Service was established in 1994 and is a free state-wide service with expertise in gambling related law. The program offers legal advice and case management on a variety of issues related to gambling.

Looking after the whole person, our lawyers connect with a large referral network of associated legal, allied health and other Wesley Mission services. Many clients also benefit from the

support of Wesley Mission's Gambling and Financial Counsellors to address underlying issues, including trauma and financial stress caused by gambling.

Some clients are facing bankruptcy, criminal or civil charges related to gambling debts and are at significant risk of self-harm. The Wesley Community Legal Service team not only provides legal assistance but are trained to initiate an

integrated crisis response to support clients through harm minimisation and resilience building.

Principal Solicitor, Jodie, supports with intake to make sure each case is suitable for the team to take on and oversees the more complicated matters. Other legal professionals are often surprised to learn that such a service exists.

"Our service walks alongside a person for the duration of their matter, we invest hours into each case and are committed to supporting the person's whole situation. There is no other service I know like it," she said.

"The gambling debts that bring clients to our service are often tens of thousands, or sometimes millions of dollars. Some of our clients have stolen from their employer or other people in their lives and are facing the prospect of going to gaol. We help them get back on their feet, get into employment and start being able to feed themselves again. Without a job, they could end up experiencing homelessness too."

148
clients supported by

3 lawyers



Resolution begins with Rhonda

Rhonda is one of our best kept secrets. A criminal lawyer for Wesley Community Legal Service, Rhonda represents people in court when faced with criminal prosecution for gambling related stealing.

While Rhonda's work often goes under the radar, her work brings resolution for people who've allowed secrets to overtake their lives.

"Often people who see me, their behaviour has been very secretive, and they feel very ashamed. They're also very frightened because of the public nature of going to court," she says.

"I like to work for Wesley Mission and this area of law, because it's very satisfying to help somebody go through that daunting process."

Rhonda brings a calming presence and offers a guiding hand to all who seek her legal services. And she lives and breathes Wesley Mission's holistic vision to assist a person's whole needs and offer wraparound support.

"I don't like people to have to struggle to find what they need. I like working with support networks to easily refer people to get the help they need," Rhonda explains.

Wesley Financial Counselling

Wesley Mission provides free, independent and confidential counselling to assist people experiencing financial difficulty. Our counsellors work with people to help them manage and break the cycle of debt to take control of their finances. Financial counsellors may also advocate or negotiate on their behalf with creditors.

Wesley Mission is a longstanding contributing member of Financial Counselling Australia and the Financial Counsellors Association of New South Wales (FCAN). All our counsellors are professionally qualified and are accredited members of FCAN.

In 2011, Wesley Mission developed the financial literacy course 'In Charge of My Money', which has supported 8,022 Australians and has been highly commended by the Money Smart Awards. Macquarie University evaluated this program in 2016 and found that it created significant behavioural impact in vulnerable populations. All Wesley Mission's Financial Counsellors are trained to deliver this financial literacy program.

2,530
people supported by

21
financial counsellors

Wesley Gambling Counselling

Our individual, tailored gambling counselling program is for people needing support. We help individuals with gambling, but we can also support family members where the person who is gambling will not seek help.

All our counsellors are required to maintain their professional membership with the NSW Psychologist Registration Board, Psychotherapy and Counselling Federation of Australia or the Australian Counselling Association and undergo specialist gambling counselling training.

Gambling is a significant problem in our communities, with Australians losing about \$24 billion on gambling each year. Most of the losses are felt by those who are the most vulnerable, where the harmful effects of gambling can result in family breakdown, financial hardship or bankruptcy, and even crime-related incarceration.

1,472
people supported by

11
gambling counsellors

Seniors and aged care

A home, a community and independence

Our three Wesley Retirement Living Villages offer daily social activities, modern accommodation and a welcoming community for an active, independent and fulfilling lifestyle.



In 19/20,
Home to
232
residents

Alan Walker Village Carlingford

Nestled in the leafy suburb of Carlingford, we offer 219 units set on five acres of manicured gardens.

Frank Vickery Village Sylvania

A short distance to Cronulla beach in the Sutherland Shire, Frank Vickery Village has 202 independent units set on 15 acres of beautiful grounds.



Home to
218
residents



Home to
30
residents

Wesley Taylor Village Narrabeen

Close to Narrabeen beach and lagoon on Sydney's Northern Beaches, Wesley Taylor Village offers 24 boutique units set amid picturesque gardens.



Independence and peace of mind

We offer a range of flexible care options for different life stages, including 24/7 response by on-site staff to the emergency call system and temporary assistance for services, such as simple medical dressings, showering and dressing, and basic housekeeping for up to 14 days after a hospital stay.

Each of our villages is located alongside aged care facilities, so if the need arises to move into higher care, the transition will be a smooth and convenient one.

Making the most of village life

The Village Shoppe at Frank Vickery Village has been doing a roaring trade. Volunteer, Carol proudly shared, "We never ran out of toilet paper! Even when the shelves were bare at shopping centres, our supplier made sure we had some for our people."

The Village Shoppe is run by residents who volunteer their time and they also welcome young people with disability to be part of their team to gain work experience. The shelves are stacked with essentials and there are two large fridges with fresh meals that are popular with residents.

Volunteer coordinator, Amelia shows off their tap-and-go payment option that is a recent addition to give residents improved convenience. "It has become a friend," she said. "But when they first introduced it I thought, that's it, I'm done!"

Another option available to residents is the restaurant, which has been completely transformed over the last 12 months. Village manager, Tony shared, "When I came on board they were serving fresh meals, but they were chilled and reheated. Now we're partnering with Wesley Catering and we have a chef who creates an a la carte menu each week for the residents to order from."

Village chef, Kushal, has been pleased with the response from the residents. "When I started there weren't many people coming here, but now we have lots of people joining us each day."

The restaurant has also adapted their service to meet recent COVID-19 restrictions. "We welcome people to enjoy socially distanced meals together in the dining room or they can have a meal delivered directly to their unit," said Kushal.

There's an opera star in the garden

Opera Australia's principal soprano, Jane Ede, surprised residents of Alan Walker Village with a special performance to lift the spirits of those who had been isolating in their homes.

"When we were approached to sing for the residents here, I couldn't believe we hadn't thought of it before," Jane said.

"We're all these performers sitting around missing performing, and particularly with the restrictions, we also have a lot of people who might be feeling a bit isolated. So this brilliant idea brought us both together."

Residents gathered in one of the courtyards for a socially distanced performance. For some, it was the first time in several months they could invite over a friend.

"The performance for me raised my spirits and reinforced the benefits of music," resident, Gordon said. "The outdoor location also helped me to understand the quality of Jane's superb voice."

Care and support bring improved quality of life

Wesley Mission's residential aged care facilities provide the highest quality care for older people needing support with daily living. Our staff support older people with achieving their health goals, maintaining their independence and enhancing their wellbeing.



In 19/20,
154
people supported

Wesley Rayward Carlingford

Located in Sydney's north-west, next door to Alan Walker Village, Wesley Rayward is a state-of-the-art aged care home with a specialist dementia care wing.



In 19/20,
161
people supported

Wesley Taylor Narrabeen

The ultimate sea-change experience located next door to Wesley Taylor Village on Sydney's Northern Beaches, Wesley Taylor Narrabeen is only moments away from Narrabeen beach lagoon.



In 19/20,
124
people supported

Wesley Tebbutt Dundas

Authentic care tucked away from the hustle and bustle, but with convenient access to local bus and train services. Carlingford and Eastwood shopping centres are just minutes away.



In 19/20,
146
people supported

Wesley Vickery Sylvania

Set amongst leafy gardens in Sydney's Sutherland Shire and positioned next door to Frank Vickery Village. A supportive community of friends helps seniors feel at home.



Respite

Caring for a loved one can be tremendously challenging, both physically and emotionally. Our respite services are designed to give carers a break, enabling them to sustain their ongoing responsibilities and look after their own emotional wellbeing. Services deliver high-quality care and are available within the person's home or in one of our residential aged care facilities.

In 19/20,
129
people supported in respite care

15
people helped in mental health respite

1,024 community care training participants

Wesley Community Visitors Scheme

Social isolation is a buzz-word of 2020, but the problem of isolation is not new to many and particularly not to Wesley Mission. Since 1994, Wesley Community Visitors Scheme has organised volunteers to provide friendship and companionship for older Australians who are isolated or at risk of social isolation through face-to-face visits.

The scheme now operates on the Central Coast, in the Hunter and on the Mid North Coast in Port Macquarie. And all of the people receiving visits have expressed that they want more social contact and connection, and of these participants, 16 per cent have identified as being financially or socially disadvantaged. Volunteers and participants have formed fantastic friendships and the benefits are mutual.

This year, with visits restricted by COVID-19, volunteers found new ways to remain connected to their friends.

"Many found new ways to offer friendship and connection to those locked down or in aged care by making more regular phone calls," said Rosetta, Service Team Leader for Wesley Home Care in Port Macquarie.

"A few weeks in, a partnership was formed with local teachers for students to write letters and produce paintings. The impact was immediate as people isolated at home realised their surrounding community had remembered them."



A creative approach to wellbeing

Lesley overflows with creativity. She's perfectly positioned in her role as Recreation Activities Officer at Wesley Vickery Sylvania residential aged care. And throughout precautionary lockdown prompted by COVID-19, her creativity reached new heights.

"Staff get to go home each day and experience other things, while our residents are only experiencing life here. So, we've had to do a lot to enhance things, to make sure there is a lot of purpose in every day," Lesley says.

The resident's recreation spaces are alive with colour and chatter. Stations are set up where residents can make fabric masks and memory books. There's even a Parisian style café and gardening activities outdoors.

Lesley has been working at Wesley Vickery Sylvania for almost 15 years, so she knows each resident, what is important to them and what will draw them out.

"For some of our people with dementia, they may not be able to express themselves verbally, but you



start to see different behaviours. To help each person, we've created a personal activity space. One will love craft, another gardening and it gives them the ability to express themselves," she says.

"One of our most active residents, Brian, loves gardening and he grew cabbages from seed. To give him a smile, we added cabbage patch dolls amongst his plants. The look on his face when he first saw them, it was just priceless."

Along with additional health and safety protocols, Lesley has added to each person's overall wellbeing.

"If we were to have a COVID outbreak, we have memory book kits ready for people to add to in their rooms," she says.

Suicide prevention

Preventing suicide across Australia

Over the last ten years, Australian communities have experienced an increase in the rate of suicide. In 2018, there were 105,730 years of life lost to suicide, stealing more years from our friends and families than any other cause of death.

Wesley LifeForce Networks

With a presence in every state, focusing on areas where the problem of suicide hits the hardest, Wesley LifeForce Suicide Prevention Networks are community-led working groups addressing suicide at a local level.

So far, there are 114 groups in communities across Australia representing a membership of more than 2,664 people including groups in rural and remote areas and groups led by young and First Nations people. New networks are being established every year through the support of the Commonwealth Government and Primary Health Networks.

Evaluating the effectiveness of our networks

This past year, Melbourne University's Mental Health Policy and Practice Unit of the Centre for Mental Health evaluated our program and found:

- clear evidence of the positive internal and external impacts for network members and the communities they support

- increased knowledge and linkages to service providers and support services in the community
- reducing stigma, and providing a safe and empowering space for those with a lived experience of suicide.

Wesley LifeForce Training

Wesley LifeForce has been delivering community suicide prevention training since 1995. In that time, more than 40,000 people have participated in the workshops in metropolitan, regional, rural and remote Australia.

Our suicide prevention training has been evaluated to be 'robust and effective' by the Australian Institute for Suicide Research and Prevention.



In 19/20, Wesley LifeForce supported

114 suicide prevention networks across Australia

2,664

Wesley LifeForce Network Members

625 people completed commercial training for professionals

218 supported by Wesley LifeForce National Chaplaincy

1,483 people completed community suicide prevention training

A community's journey of resilience beyond smoke and ash

It was the longest 55-minute drive of Greg's life. But when his brigade finally arrived, their home village, Killabakh was on fire. And their fire truck was out of water.

It was 8 November 2019 and Rural Fire Service (RFS) volunteer, Greg and Killabakh RFS brigade were fighting a blaze in Bobin, west of Killabakh when they ran out of water.

As they drove back to Killabakh, they met a horrifying site. "I'd never watched a house burn until that day at Bobin. When we came over the hill [in Killabakh], everything was on fire. We've never seen that before," says Greg.

The stakes suddenly rose. For Greg and his brigade, this wasn't just any fire; they were now fighting to save the lives and homes of their community, friends and family.

Greg and his wife Gabrielle own a 160-acre property. For four days they defended their land, and they barely slept. Every hour Greg would wake and walk around his veranda to check the location of the fire.

By 3am it was finally over. Their land was scorched and many fences destroyed but thankfully, they'd managed to save their cattle, shed and farming tools.

While a traumatic experience for Greg and Gabrielle, sadly the bushfires are just the latest in a series of disasters. For the last two years their community has faced drought.



During this season, Greg has sought support from Wesley LifeForce Manning Suicide Prevention Network, based in Taree. The network brings together community members and local organisations to create awareness about suicide and develop community-led suicide prevention strategies at a grassroots level.

Wesley LifeForce Community Development Coordinator, Amy says in addition to practical help, mental health support is crucial to long-term recovery in the region.



"About six weeks after a disaster, suicide risk is a lot higher," explains Amy. "Going through disasters like these, trauma lasts for a long time and people respond to trauma in different ways.

"This is long-term. It's about looking at sustainable long-term support and solutions for communities like Killabakh."

Supporting communities through drought and fire

In October 2019, Wesley LifeForce brought together leaders from suicide prevention networks, including 38 communities that had been affected by drought, for a two-day conference to share effective local strategies. Responses from network members was produced that was provided to the National Mental Health Commission.

In early 2020, networks affected by devastating fires met in a series of roundtable discussions in New South Wales, Victoria and South Australia to share local perspectives and to develop strategies.

Conference empowers suicide prevention at a local level

Held in Hobart in October 2019, the Wesley LifeForce Conference brought together 145 delegates including Wesley LifeForce Network representatives, Wesley LifeForce staff, key suicide prevention stakeholders and community mental health organisations to connect, share, learn and advocate for suicide prevention services within Australia's diverse communities.

The conference had a two-fold purpose, firstly, to develop a strategy to engage high-risk communities and, secondly, to provide support to representatives from across the country, who work at the coalface of suicide prevention.

Memorial services remember loved ones

Hosted annually in Sydney, Lake Macquarie, Brisbane and Darwin, Wesley LifeForce Suicide Memorial Services provide an opportunity for people affected by suicide to reflect and support each other together in a spirit of comfort and hope.



“Shoalhaven has 49 towns and villages and more than 70 per cent has been burnt. It impacts every school, workplace, business... it is really hard to find someone who hasn't been impacted to reach out to for support.”

Wendi, Shoalhaven Suicide Prevention Network

Suicide prevention skills training for General Practitioners

Run as a co-facilitated workshop by an accredited Wesley LifeForce trainer and a General Practitioner, our course has been accredited as Continuing Professional Development by the Royal Australian College of General Practitioners and The Australian College of Rural and Remote Medicine.

Professor Morton Rawlin surveyed past participants and found that 97 per cent of participants found the training helpful and 95 per cent of participants said they used the principles from the training in their day-to-day practice.



Suicide Prevention, collaborating with older people in Independent Living Units

As people move into older age there is evidence that transition points experienced along the way can cause distress. These can include, transferring to independent living in a village, losing a life partner, experiencing inhibiting or terminal illnesses that threaten an individual's life or that of their partner, narrowing and reducing social connections and the activities in which they can participate in.

Wesley Mission has been trialling initiatives in our villages as part of the Older People's Mental Health Resilience Program. Research conducted in the last year recommends a model of care for future implementation that complements current services to support residents' wellbeing.

People in distress turn to Lifeline Sydney & Sutherland for support

Lifeline Sydney & Sutherland, as part of Lifeline Australia, have received a steady increase in calls since late 2019 as bushfires, COVID-19 and economic downturn impacted Australians' wellbeing.

“Common concerns we heard from callers included feeling alone and isolated whilst staying home. Others have reported distress over losing a job and feeling hopeless about securing work in the next six months,” said the Rev Keith Garner.

Lifeline began at Wesley Mission in 1963 and spread across Australia. Today, Wesley Mission still operates Lifeline Sydney & Sutherland.

The Lifeline network has been taking on average 3,000 calls a day, a significant increase on the same period last year. Volunteer Crisis Supporters have committed to additional shifts to answer the increase in calls.

“COVID-19 has been the greatest challenge that Australians have faced since wartime, and we must do all we can to protect the vulnerable in our society who are hardest hit and will experience the negative impacts of this crisis long after the majority of our society has recovered. Volunteers are playing a significant role in responding to this crisis,” said Mr Garner.



In 19/20, we supported

28,759

calls answered by Lifeline Sydney & Sutherland

73% of calls were suicide related



Ken devotes almost four decades to volunteering

It was 1.45am. And Ken was close to finishing his second training shift with his supervisor, as a volunteer Crisis Supporter for Lifeline Sydney & Sutherland, when a call came through.

A young woman, calling from a telephone booth, was drinking from a whisky bottle and began sharing her intentions for when the bottle became empty.

“Many callers don't really want to die even when they express that intention,” Ken says. “It is a call for help.”

Ken and his supervisor spent the next hour and a half talking to her, all while obtaining the telephone booth's number to give to police, who handled the situation from there. No doubt Ken and his supervisor's actions that night saved this woman's life.

When asked why he's been volunteering for Lifeline Sydney & Sutherland for the past 37 years, Ken's answer is simple, “to help the caller”. It's what first drove him to volunteer and continues to motivate him to this day.

Grace, Lifeline Sydney & Sutherland Community Engagement Coordinator, says, “Simply by showing up to his shifts, Ken makes a difference in countless people's lives. He is available for those who need him, and he never tires of the mental load.”

Supporting the next generation

Investing in young people as they journey towards adulthood strengthens futures and families. Wesley Mission offers practical programs to support teenagers' wellbeing and connection to community.

Indigenous young women discover their roots

Wesley Youth Hope chaperoned a trip to the Northern Territory to encourage young Indigenous women to connect with their culture.

Known as the 'Girls Deadly Cultural Connection Camp', eight young women travelled from Sydney to Indigenous parks, lands, art sites and communities to learn significant cultural connections to the land, discover how Aboriginal people lived in past generations, eat traditional foods and develop new skills such as basket weaving.

"This camp has connected me with my culture through art and learning about traditional foods. Learning about eating off the land and only using what you need," said one camper.



Wesley Youth Hope

A voluntary, early intervention program based in Western Sydney, Wesley Youth Hope works alongside young people and their families where there is an identified risk to a child or young person's safety, welfare or wellbeing.

Wesley Getting It Together

We support young people aged 12-13 years on the Central Coast through our early intervention program, Wesley Getting It Together scheme (GITS).

Wesley GITS workers use an intensive case management approach to support young people to address a range of issues relating to income support, health, mental health, homelessness, drug and alcohol abuse, justice, education, employment and relationships.

Wesley Reconnect

Our program aims to support young people who are experiencing homelessness or may be at risk of homelessness. Wesley Reconnect supports with stabilising housing, reconnecting families together, improving the health and wellbeing of young people and improving connections in education, employment and community.



In 19/20, we supported

427
 total young people in wellbeing programs

125
 children and young people supported with mental health

100
 young people helped with employment

68
 young people received drug and alcohol counselling

62
 young people in targeted early intervention (TEI)

72
 young people from Waratah College assisted in TEI

Youth wellbeing

Wesley Young Healthy Minds

We support children and young people up to 18 years of age who show early signs of, or are at risk of, developing mental illness.

Through Wesley Young Healthy Minds, we tailor our services to meet the needs of each child, young person and family so they can build the skills and confidence they need to achieve their goals. Based in Newcastle, we provide support through intensive long-term early interventions, referrals and local partnerships with schools and other groups.

Our team of youth workers also give community-based care consultation and outreach to local service providers who need mental health input to their work with families.

Wesley WorkSmart

In Australia youth unemployment averages around 13.5 per cent. In Western Sydney, the average climbs to 20 per cent with some suburbs reaching as high as 45 per cent. Wesley WorkSmart supports 15-18 year-olds, living in Western Sydney, who are at risk of long-term unemployment.

Wesley WorkSmart is designed to address issues that contribute to long-term unemployment and provide opportunity to develop leadership, job readiness and workplace skills including participating in work experience or placement opportunities.

Drug and alcohol counselling

Partnering with Hunter New England Health and Headspace, this program is tailored to support young people by providing specialist drug and alcohol counselling. This collaboration was brought together to address a gap in services for young people in the region.

Wesley Targeted Early Intervention

Our targeted early intervention program works with young people in setting goals to help improve their safety, health, education, wellbeing, relationships and community connections. The outcome of this program is to see young people engaging and building stronger connections with their family, education and community.

Training and jobs

Quality education that empowers every learner

We provide a wide range of high-quality training programs across Australia for students and employees to help develop skills, create employment opportunities and build careers.

Older Person Mental Health First Aid

Designed for people who work with, live with or care for older people, including families and carers. Participants learn how to assist a person over 65 who may be experiencing a mental health problem or mental health crisis until appropriate professional help is received or the crisis resolves, using a practical, evidence-based action plan.

In Charge of My Money

Wesley Financial Literacy Education Program's 'In Charge of My Money' is an important component of life skill-building. It enables learners to gain skills and confidence to make informed and effective money management decisions.

Prison inmates take charge of their money

At seven correctional centres across NSW, Wesley Mission's Strategic Relationships Manager, Sam and his team of 15 are providing hope to prison inmates through High Intensity Program Units (HIPU)—a financial literacy program funded by the Department of Justice, Corrective Services NSW.

Since February 2019, 735 inmates have attended Wesley Mission's 'In Charge of My Money'—a program which has helped vulnerable Australians manage their money and avoid debt since 2011. HIPU aims to reduce and break the cycle of re-offending in New South Wales.

"When I speak to inmates... you realise that in a lot of offending that occurs, there's an element of finances and money," explains Sam.

HIPU participant Adele shares her struggle with reoffending, "[When] I get out (prison)... I've got to try and deal with a mortgage and children... with no support at all. So I just keep going back because it's too easy."



2,772 participants in commercial training

Mental Health First Aid and commercial training

Our popular two-day course empowers participants to provide first aid to someone developing a mental health problem or in a mental health crisis. The first aid is given until appropriate professional treatment is received or until the crisis resolves.

Course participants learn about the signs and symptoms of common and disabling mental health problems, how to provide initial help, where and how to get professional help, what sort of help has been shown by research to be effective, and how to provide first aid in a crisis situation.

Wesley Mission trainers delivered this course to Doctor of Veterinary Medicine students at The University of Sydney.

"Although we deal with animals, all animals have a human attached. So, it is very important that Veterinarians have these skills as we see people in various states of distress. Our students need to be able to recognise a mental health crisis and take steps to refer people for support."

Dr Anne Fawcett, Lecturer, Professional Practice

Wesley Vocational Institute

Wesley Vocational Institute (RTO Code 90091) is committed to giving people the opportunity to explore their career path by gaining appropriate qualifications. We believe that teaching should be clear and comprehensive and that assessments should be fair.

Students can undertake nationally recognised qualifications, participate in workforce development programs and develop new skill-sets through short courses. The process we follow is one of close consultation with individuals, organisations and community groups to prepare our learners to be workplace ready.

Students can choose from diploma, certificate and workshop courses in aged care, business and leadership, community services, disability, home and community care, horticulture, hospitality, leisure and health, mental health and counselling, outdoor recreation and retail services.

Wesley Vocational Institute is a Registered Training Organisation (RTO) through the national training authority, the Australian Skills Quality Authority (ASQA). Our RTO code is 90091. Our New South Wales RTO ID is 320418.

Wesley School for Seniors

Wesley School for Seniors offers learning opportunities for people over 55 years old. Our students learn new skills and are able to socialise in an environment that is safe, supportive, and stimulating.

To protect the health of our older students and tutors the school was closed while COVID-19 community transmission was a significant concern, prompting the introduction of courses online.

Wesley Disability Employment Services

Our team provides a disability management service that supports people with disability, injury or a health condition who require short-term assistance to enter or return to the workplace. Operating in the Lower Hunter and Manning regions with specialised services in psychiatric disability available in the Hunter area.

Wesley Home Modifications & Maintenance

Our home modifications and maintenance team help to make homes more convenient, secure and safer. Services include gardening and cleaning, minor or larger building modifications and installations, and the option for an Occupational Therapist to make sure the changes address each person's needs appropriately.



1,155 people engaged in vocational study

664 senior students

165 job seekers with disability supported

701 modifications and maintenance



In 19/20,

70 people completed Older Person Mental Health First Aid

269 people completed financial literacy training

567 participants in HIPU in prisons



No more training wheels – Tim rides towards his future

“Schooling’s not a happy place for me, ever,” Tim sadly reflects. For as long as Tim can remember, he’s always struggled to read and write.

“They put me through all sorts of tests when I was at school, for ADHD to not being able to look at the page and tell that there were letters. It just looked like squiggly lines to me.”

Diagnosed with meningitis when he was young, Tim’s learning abilities were affected. And unfortunately, Tim’s finite literacy and numerical skills has limited his ability to find stable work.

Now a single dad at 40, the prospect of studying again was initially daunting. Over the years Tim has studied numeracy and literacy courses but faced many non-supportive teachers.

When Tim was referred to Wesley Mission, he assumed this course would result in little progress.

“I didn’t want to be there. Just looking at the paperwork, put knots in my stomach,” Tim says.

But as Tim began studying his (BSB30415) Certificate III in Business Administration at Wesley Vocational Institute (RTO Code 90091), he noticed the people were different.

“With Jill, I tell everybody, she’s the world’s best teacher. She really is. She put just as much effort

into teaching me as I did to learn. I can’t thank her enough for it,” Tim says.

Thanks to Wesley Vocational Trainer Jill’s guidance, Tim’s been given the support he needs to balance his studies and parenting duties.

“Every time a barrier comes up, Jill always finds a way to make it happen—to be a single parent and have time off for school holidays,” he says.

No matter what the challenge is, Tim continues to overcome. “When I first started the course, all I knew how to do was turn on a computer and play Solitaire,” he shares.

Now Windows and Excel are second nature for Tim. “I know how to make my work pop so that it stands out above everybody else’s.”

Jill adds, “I got him behind a keyboard. And he just shone from that side of things. So instead of starting with theory training, I put the practical in front of him. So, it gave him that confidence to be able to develop.”

Now finished his first course, Tim’s studying a (BSB42015) Certificate IV in New Small Business at Wesley Vocational Institute to pursue his ambition to open his own bike safety business for kids.

The idea started off small but through the encouragement of his team at Wesley Mission, Tim says his dream has grown to be as big as his 12-size shoe.

“Every time I’ve got a business plan and I meet somebody as wonderful as them (Wesley Mission), that business plan grows, and I’ve got to change it slightly to be able to fit it all in.”

To help Tim achieve his dream, he’s also being supported through Wesley Mission’s Opportunity Pathways—a program that helps people achieve their housing, development and employment goals. Here’s where Tim met Hayley, Wesley Mission’s Opportunity Pathways Coach.

“Hayley’s a bit like Jill. She will find a way to help me out. It’s just amazing that Wesley Mission’s got such a good team. I’ve never been anywhere where I’ve had such open hands and such honesty and such belief in me.”

Hayley adds, “He wants to engage because he wants to get the best outcome for himself. You never have to ask him twice to do anything. He knows the harder that he works, the better outcome he’s going to get.”

Tim is now on his way towards a career he’s passionate about. And he says, it’s all thanks to Wesley Mission.

“I’m a better person for coming into Wesley Mission... They’re all telling me to stand up and be counted. It’s changed my life.”



“I’m a better person for coming into Wesley Mission... They’re all telling me to stand up and be counted.

It’s changed my life.”



Wesley ParentsNext builds confidence

It's been a year of firsts for Jemimah and Arthur: a new home, new study opportunities and new memories as a family. At just 20, this single mum says her almost two-year-old son is the light of her life.

Six months after Arthur was born, Jemimah received a call from Wesley ParentsNext—a program which helps parents achieve their education and employment goals. Unaware of the program, Jemimah had no idea of the amount of support she was about to receive.

“I went and saw Anita and she was just so beautiful. Anita’s always thinking of my needs and goes above and beyond in our time together,” she says.

Straightaway Wesley ParentsNext Senior Employment Consultant, Anita supported Jemimah with emergency relief, including food and fuel vouchers. “She told me that any time I needed anything, to just ask,” explains Jemimah.

Anita then organised for Jemimah to study a (CHC32015) Certification in Community Services at Wesley Vocational Institute (RTO Code 90091). Jemimah couldn't believe how quickly everything fell into place. “It was literally the second time I saw her that she got me into the course.”

After juggling studying all while caring for an active toddler, Jemimah says she feels more confident. She's ready to take on the world and she's already begun.



Opportunity Pathways brings careers to life

In October 2019, we celebrated the launch of Wesley Mission's Opportunity Pathways program in the Illawarra, on the Central Coast and Mid North Coast areas, where unemployment is higher than the NSW average.

Opportunity Pathways helps to support people who receive community housing assistance to access education, training, work and housing.

At the launch, Wesley Mission CEO, the Rev Keith V Garner AM interviewed Paige, a single mother who suffered from social anxiety to the point where she struggled to leave her own home. Thanks to Opportunity Pathways, not only can Paige now leave her own home, but she confidently engages with customers at her newly acquired job at Coles.

Through Opportunity Pathways, Paige completed training to develop the necessary skills for her to thrive in the workplace. Paige says she is now more confident in herself and as a parent.

“My son has noticed a change in me. He always says, ‘You’re so happy mum’. He can definitely tell the difference.”

Venues and catering

Education and events with heart

Wesley Mission's venues are perfectly equipped to host and provide activities and catering. In addition to our highly professional and quality service, our venues also contribute to funding the valuable community work that Wesley Mission does.

Wesley Conference Centre

In the last year, Wesley Conference Centre has implemented a program of upgrades to increase the flexibility of our venue to support events both large and small.

Staff received excellent feedback from clients including other community service organisations who conducted important training with us, events held for children and young people and large corporates who utilised our unique, 787-seat theatre for functions.

The Wesley Conference Centre team are fully equipped to host events to strict COVID Safe standards, along with livestreaming and integration of multiple locations to bring teams together where travel may be restricted.



53,830 guests welcomed

11,831 people inspired



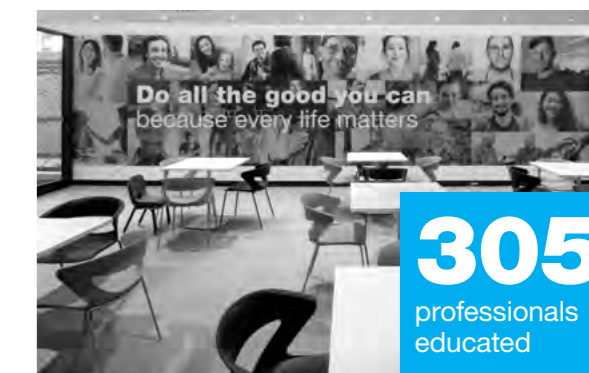
Vision Valley: the next chapter

In March 2020, Wesley Mission decided to close operations at Vision Valley and to look for a suitable buyer to continue the vision for the site. The sale will continue to support the work of Wesley Mission in delivering essential community services.

“It was a difficult decision to make after 48 years and I particularly want to thank the team for their passion and efforts. Your commitment to this location, for some over decades, will leave a legacy,” said the Rev Keith Garner.

Wesley Clinical Education & Training

Adjacent to both Wesley Hospital locations at Ashfield and Kogarah are our clinical training facilities. These spaces respond to the increasing demand for mental health training and education among nursing and medical students as well as health and allied health professionals.



Celebrating the leadership and legacy of the Rev Keith Garner

Rev Keith V Garner AM will retire at the end of 2020 after 15 years as CEO and Superintendent of Wesley Mission and more than 40 years in ministry.

He began his ministry at Plymouth Central Hall in 1980, was ordained as a Methodist Minister in 1982 and went on to be Minister and then Superintendent, overseeing one of Britain's largest churches. He completed his Master of Theology at Oxford in 1995 and was appointed Chair of District in 2001.

Having preached throughout the world the call came from Australia in 2005 to take on leadership of Wesley Mission. And in 2006 the Rev Keith Garner succeeded the Rev Dr Gordon Moyes as Superintendent of Wesley Mission.

In his first sermon, given at his induction to Wesley Mission, the Rev Keith Garner's words reflect the energy and commitment that have characterised his leadership -

"I hope we will discover through new and visionary ways—to care for people, to empower the weak, to find ways of serving in aged care, disability services and those whose lives have been damaged by unemployment, to raise the profile of Wesley Mission as friend of all and enemy of none... we want to launch out in exciting and new ways to serve God. Safety is not an option! Our hope will be, as Charles Wesley put it, "To serve the present age."

Wesley Mission has grown remarkably since this time, through incorporation and by increasing the number of community services and locations in New South Wales, and across Australia through national efforts to prevent suicide. In the last 10 years alone, revenue has grown 101 per cent, with Wesley Mission in its best financial position and able to help more people than ever before.

Keith will be remembered as an evangelist, delivering a strong call to the city and also as a leader of great administrative ability, who led the Wesley Mission team toward consistent growth during times of unprecedented change and upheaval. All whilst focussed on the clear vision to continue the work of Jesus Christ in Word and deed.

"Keith Garner is a remarkable exemplar of a Christian leader..."

The Hon John Howard OM AC, Prime Minister of Australia (1996-2007)

"Motivated by faith, driven by compassion, and constrained by the challenge of business... Keith has balanced this true challenge with grace, humility and clarity every day."

Meredith Scott, CEO, Opportunity International Australia

"A person who knows how to care for those that society ignores... and how to inspire people toward repentance and new life with actions and words of hope... Keith Garner is such a leader, and a gift to the Church."

Rev Simon Hansford, Moderator of the Uniting Church in Australia, Synod of NSW & ACT



Welcoming the Rev Stu Cameron as CEO/Superintendent in 2021

It is with thankfulness to the Lord that I introduce you to the incoming CEO and Superintendent of Wesley Mission, the Rev Stu Cameron.

Stu comes to Wesley Mission after a significant ministry in Queensland where he led Newlife Church's three campuses in Brisbane, Gold Coast and Coolangatta. Together these make up the largest church within the Uniting Church in Australia. He has also held senior leadership roles including Uniting Church General Secretary in South Australia and has a particular passion for the community services that have played an important role in both of those faith communities.

I have experienced Stu to have an inquisitive and agile mind, possessing strong business acumen with a background in accountancy, an eagerness to work collaboratively and a vision for the church.

Having served as Lead Minister at Newlife for nearly 15 years, answering the call to lead Wesley Mission only came after much prayerful consideration.

Stu will be only the 10th Superintendent in Wesley Mission's 208-year history, and makes an initial 10-year commitment to the role, which is rare in



this day and age. But knowing the great privilege it is to serve the Australian community by leading this uniquely shaped organisation, I am sure that this new role will provide Stu with a meaningful challenge and equally a great blessing.

Both Carol and I offer our prayers and support as Stu and Sue settle into life in Sydney. Stu and I will be working closely together over the next few months as part of our transition plan and Stu will officially take the reins in January 2021.

Warmly yours in Jesus Christ,

Rev Keith V Garner AM
CEO/Superintendent

Highlights from the last 15 years



Wesley Mission Board



Rev Keith V Garner AM

CEO/Superintendent
MTh (Oxon), DD (Hon)

Keith has marked out his life and work by commitment to the wider community. His 40-year ministry, which has spanned five continents, displays a deep compassion, demonstrated in action, for people on the margins. Since his appointment to Wesley Mission in 2006, Keith has led 2,500 staff, over 5,000 volunteers and congregations of more than 1,500 strong.

Calling on faith and business skills, Keith and his team steered Wesley Mission through dramatic government outsourcing and policy changes, the global financial crisis, soaring numbers of vulnerable Australians, Royal Commissions, and COVID-19, to build a resilient organisation, both financially and culturally, serving more Australians in need.

Keith was made a Member of the Order of Australia in 2015 and is a founding director of End Street Sleeping Collaboration, partnering with the Institute of Global Homelessness. His weekly television program, *Wesley Impact!* is broadcast each week on the Nine Network and Australian Christian Channel. His regular radio show is broadcast internationally on UCB in the UK. Keith is regularly sought for comment on social issues by a wide range of media.

Keith was born in Stockport, Greater Manchester, trained as a preacher and evangelist at Cliff College and completed formation training at Wesley College, Bristol before being ordained as a Methodist Minister in 1982. He later gained a Master of Applied Theology through the University of Oxford.

Before moving to Australia, Keith led some of Britain's largest Methodist churches as well as holding senior responsibility in the wider church. Keith is married to Carol and they became Australian citizens in 2008. They will continue to reside in Sydney upon his retirement from Wesley Mission at the end of 2020.



Michael Anderson

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

Michael is also Chair of Uniting Mission and Education NSW/ACT and is on the Board of Christian Super. He was Chair of Uniting Financial Services (a \$1.5 billion financial services provider) and Ecclesia Housing (community housing). Michael has other roles around strategy, investments, ethics and leadership and is a member of the AMP Capital Ethical Leaders Ethics Committee and Westpac Stakeholder Advisory Committee.

Michael 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 being a company spokesperson on corporate governance issues. Michael was appointed to the Board in May 2017 and is a member of all Board Committees.

Meredith Scott

Non-Executive Director and Deputy Chair
BEc, FCA, GAICD
(retired from the Board June 2020)

Meredith is CEO of Opportunity International Australia, an international aid agency that uses services centred around microfinance to alleviate poverty in the developing world. She has held that role since April 2018. Prior to that she was a partner of Ernst & Young Australia, specialising in Assurance Services, with 32 years' experience providing accounting, reporting and auditing advice to clients in Australia, Canada and the United States.

Meredith also served as Deputy Chair of Pymble Ladies' College (a Uniting Church School) and Chair of its Audit and Risk Committee. Meredith is also an Elder, the Honorary Treasurer and Outreach Coordinator at Turramurra Baptist Church. She was made an Honorary Fellow of the Senate of Sydney University in 2015 for services to the University Audit and Risk Committee over 10 years. Meredith has been a Board member for Wesley Mission since July 2014.

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.

Bernard Boerma

Non-Executive Director
BA, B.Soc.Stud, (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 service agency. He has worked in a wide range of human service 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.

Jill Pretty

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

Jill Pretty is a Registered Nurse, who holds a degree in Nursing Management and a Master in 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. Before joining ACS, she was the Director of Nursing at McQuoin Park, Mercy Family Centre for 12 years.

Jill currently has her own consultancy where she delivers training to staff in aged care and advises on clinical and management issues. 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.

Mark Northern

Non-Executive Director
B.Comm, B.Acc, GAICD

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

Mark was Chair and now 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 long-standing member of Roseville Uniting Church and 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 and Audit Committee.

Tracy Morgan

Non-Executive Director
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.

Tracy's board roles include Chair of The Housing Connection, and Director roles at Sylvanvale Disability Services and Sydney Philharmonia Choirs.

Tracy is active in church life, currently serving as a Service Leader, Parish councillor. She was appointed to the Wesley Mission Board in December 2018.

Executive Leadership Team



Rev Keith V Garner AM
CEO/Superintendent
MTh (Oxon), DD (Hon)

For biographical information please see page 56.



David Cannings
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 finance 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 a number of board committees within the sector and outside of Wesley Mission.



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.



Chris England
Chief Operating Officer
BSocSc

Chris is responsible for the delivery of Wesley Mission's community services including 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 17 years. Prior roles included leadership positions at Mission Australia, Accenture and Matrix on Board.

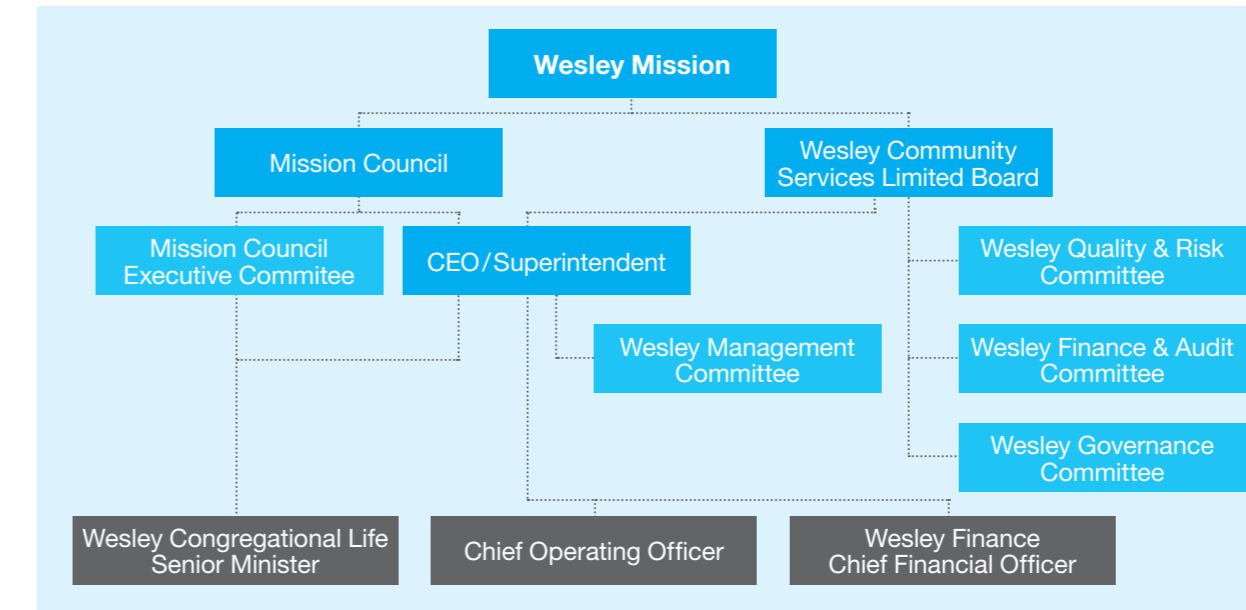
Catherine King
General Counsel and Company Secretary
BA (Hons), LLB, Grad Dip Legal Practice, Grad Certificate of Management (AGSM)

Catherine has oversight of the legal, risk and company secretarial functions of Wesley Mission.

Catherine has over 25 years' experience across the public, private and not-for-profit sectors at executive level 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. Her company secretary experience spans public, private and not-for-profit companies.

How decisions are made



Wesley Community Services Limited Board:

Responsible for Wesley Mission's governing purpose, principles and strategic direction, our Board is chaired by Michael Anderson.

- Wesley Finance and Audit Committee: reviews operational and capital budgets, management reports and periodic forecasts and oversees financial audits.
- Wesley Quality & Risk Committee: reviews clinical care, privacy and customer feedback.
- Wesley Governance Committee: responsible for effective board structure, selection and performance monitoring framework, oversight of CEO performance and remuneration of key executives.

Mission Council: Church council setting the strategic vision, direction and with oversight for the congregations of Wesley Mission.

Senior leadership and groups

- Wesley Management Committee
- Wesley Senior Leadership Team
- Wesley Property Planning Group
- Wesley Quality Risk & Compliance Review Group
- Wesley Child Safety Improvement Group
- Wesley Project & Change Leadership Group

Effectively managing risk

Wesley Mission's overarching risk management framework, policies and methodologies are based on the ISO 31000:2018 standard. Wesley Mission applies the Three Lines of Defence model to manage risk at the strategic and operational levels. In 19/20, additional training has been delivered to facilitate increased risk maturity.

Each year, the Board approves a Risk Appetite Statement which articulates its appetite for risks the organisation faces in pursuit of its strategic

objectives. The Risk Appetite Statement is an integral part of Wesley Mission's Risk Management Framework as clearly articulated risk appetite and risk tolerance assist in communicating how much risk is acceptable, enabling more consistent risk taking throughout the organisation.

Areas in which Wesley Mission has a very low tolerance for risks as outlined in the 19/20 Risk Appetite Statement:

- delivering services that improve people's lives—very low appetite for risks that may result in significant preventable or foreseeable harm to our clients
- providing a safe workplace for all—very low appetite for significant foreseeable harm to workers
- upholding our mission and vision—very low appetite for risks that would weaken the bond between our Word and deed ministry
- keeping data secure and confidential—very low appetite for information systems security risk
- meeting mandated standards of care, accreditation and other obligations - very low appetite for risks that would cause us to fail to meet mandated standards of care for our clients.

Additional measures to manage risk:

- heads of Risk and Legal provide quality assurance, internal audits, risk mitigation and legal support for Wesley Mission activities
- risk assessments are included in business cases, regular reviews against the risk management framework are conducted, including bi-monthly controls effectiveness reviews
- an annual program for reviewing and refreshing key governance documents, including the Risk Management Framework and the Clinical Governance Framework.

Financial summary

Statement of profit or loss for the year ended 30 June 2020	2020 \$'000	2019 \$'000
Revenue from sale of goods	6,595	7,770
Revenue from rendering of services	117,529	105,178
Government grants	97,902	97,345
Legacies and donations	7,744	7,155
Revenue from continuing operations	229,770	217,448
Interest received on investments	4,117	4,007
Amortisation of yearly lease premium	-	15
Other income	15,624	3,869
Gain on sale of assets	66	1,038
Fair value gain	-	818
Other income	19,807	9,747
Total revenue	249,577	227,195
Employee benefits expense	157,210	145,461
Material and other client services	29,699	27,625
Maintenance and accommodation	12,539	16,454
Depreciation and amortisation expense	16,816	10,645
Travelling expenses	5,132	5,917
Professional fees	6,476	4,717
Communications	1,693	1,741
Cost of goods sold	1,440	1,577
Other expenses	8,247	8,028
Finance costs	696	231
Total expenditure	239,948	222,396
Surplus before income tax expense	9,629	4,799
Income tax expense	-	-
Surplus for the year	9,629	4,799
Total comprehensive income for the year	9,629	4,799

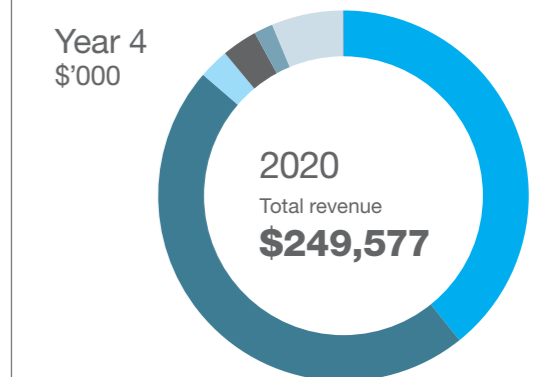
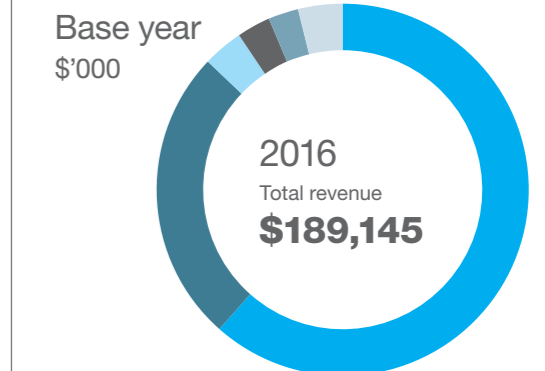
Statement of financial position as at 30 June 2020	2020 \$'000	2019 \$'000
Current assets		
Cash and cash equivalents	81,842	85,076
Trade and other receivables	28,354	21,780
Other financial assets	14,275	14,484
Inventories	479	498
Assets classified as held for sale	12,194	-
Total current assets	137,144	121,838
Non current assets		
Property, plant and equipment	336,436	343,563
Right-of-use assets	14,570	-
Investments	165	165
Other assets	589	1,857
Total non current assets	351,760	345,585
Total assets	488,904	467,423
Current liabilities		
Trade and other payables	26,471	22,930
Lease liabilities	6,687	3,930
Resident licence agreements expected to be paid within 12 months	33,468	34,107
Resident licence agreements not expected to be paid within 12 months	140,014	140,174
Provisions	15,567	13,572
Unearned lease premium	168	168
Unearned funds	16,689	14,579
Unearned funds-ILU	15,913	-
Other liabilities	940	869
Total current liabilities	255,917	230,329
Non current liabilities		
Lease liabilities	7,421	5,162
Provisions	2,968	2,744
Unearned lease premium	2,376	2,551
Total non current liabilities	12,765	10,457
Total liabilities	268,682	240,786
Net assets	220,222	226,637
Equity		
Accumulated funds	218,220	226,376
Reserves	2,002	261
Total equity	220,222	226,637

Statement of cash flows	2020 \$'000	2019 \$'000
Cash flows from operating activities		
Receipts from customers including government subsidies	254,030	227,132
Payments to suppliers and employees	(227,033)	(216,645)
Interest paid on leases	(704)	-
Interest received	4,117	4,007
Net cash provided by operating activities	30,410	14,494
Cash flows from investing activities		
Purchase of property, plant and equipment	(27,491)	(15,714)
Proceeds from sale of property, plant and equipment	4,366	2,706
Investment in other financial assets	(270)	-
Investment in / (redemption of) term deposits	(3,180)	(3,013)
Net cash provided by / (used in) investing activities	(26,575)	(16,021)
Cash flows from financing activities		
Receipts from resident funded licence agreements	39,782	29,169
Repayments for resident funded licence agreements	(38,239)	(27,911)
Repayment of lease liability	(8,344)	(5,442)
Finance costs	(268)	(231)
Net cash provided by / (used in) financing activities	(7,069)	(4,415)
Net (decrease) in cash and cash equivalents	(3,234)	(5,942)
Cash and cash equivalents at the beginning of the financial year	85,076	91,018
Cash and cash equivalents at end of year	81,842	85,076

In the past year we achieved

10% revenue growth from increasingly diversified sources.

Since the base year, total revenue has grown 32% toward our five-year target of 50% growth.



- Government grants
- Revenue from rendering of services
- Revenue from sale of goods
- Legacies and donations
- Investment income
- Other income

Donors and supporters

Generosity remains steadfast during challenging times

Thanks to our incredibly loyal donors and supporters, their financial support has allowed us to continue to do all the good we can.

Australians' continual support during times of crisis

We're thankful for all the individuals, families, corporations and workplaces who've helped us raise over \$7.7 million to support those most in need in 2019/20.

Our donors and supporters have stayed with us through a period of uncertainty and hardship and have continued to touch many lives. While facing drought, bushfires, floods and the COVID-19 pandemic themselves, our generous donors have supported the most vulnerable in our communities by keeping services going during these challenging times.

Our corporate volunteers have also helped to pack essential supplies for people experiencing homelessness.

We also received many messages from donors who shared their own stories of experiencing job losses and financial difficulties. While some donors said they couldn't continue supporting us at the same level, they still donated what they could afford. Others called to make extra donations as they felt blessed by their own personal situation and wanted to help others who are in need.

In 19/20,

\$7,744,301

in fundraising and legacies

43,951

donations

12

Wills Days held, where

609

participants had their Wills drawn up at a modest cost

Supporters encourage frontline staff

Our donors and supporters shared heartfelt messages of encouragement with our frontline staff who assist the marginalised in our community.

“Thank you for being the ‘human face’ of compassion and humanity during this crisis. Thank you for making a very real difference in the daily lives of people doing it tough. Your effort and hard work are much appreciated.”

“Everyone is entitled to three meals a day, shelter and something to do. I am glad these people were able to get back on their feet again with your help.”



Our supporters

Our financial supporters

Platinum supporters

Aged Persons Welfare Fund
Chatswood Toyota & Ryde Toyota
Galston Financial Services
Gaudry Foundation
JLDJS Foundation
KTM Capital Pty Ltd
Perpetual Trustee
Rellim Foundation
The Greatorex Foundation
The Miller Foundation Ltd
The Tong Foundation
Western Union Business Solutions

Gold supporters

Centenary Foundation
Chestnut Tree Foundation
Comcater Pty Ltd
Diversicon Environmental Foundation
LHC Capital Pty Ltd
Maia Financial
Matana Foundation
Mobile Fleet Service
Rapid Construction Pty Ltd
Riverbush Pty Ltd
Stockland
The Radio Community Chest Incorporated
Toyota Material Handling

Silver supporters

ALH Group
AMP Bank Limited
Church of Christ Hamilton
Datt Family Foundation
Dick and Pip Smith Foundation
First Title Insurance
Gordon Group Technology
Janice & Don Wright Family
Endowment
John Barnes Foundation Limited

John Lamble Foundation Pty Limited
Kidder Williams Ltd
Ozway Realty
Rotary Club of Sydney
Rotary Club of West Pennant Hills and Cherrybrook
SG Property Partners
Wellington Secondary College
Wesley Chinese Congregation
Wesley Samoan Congregation

Legacies

Beth Veness Oxley
Christina Francis Gentle
Elaine Jeanne Dray
Emma Joan Dent
Gladys Essie Snodgrass
Joan Valmai Mackenzie
John Gibbins
John Upton
Kevin Henry Fox
Martha Vreeken
Michael Dodsley
Nathan and Emily Vaisey
Peter Scott Norris
Reginald Alfred Becker
Rita Winifred Lucke
Robert John Blackwell
Robert Munro
Roma Valeria Joy Ellis
Rosemarie Smal
Susan Bateman
Sybil Dawne Hintze
Thelma Annie Dunk
Warwick Edward Lukins
William Brian Jory

Our partners

Media partners

Google
ABC Radio
Hope Media
Light FM
1 Way FM Canberra

Rhema FM
SonShine 98.5 FM
2SM The Super Radio Network
Vision FM

Television Partners

Nine Network
The Australian Christian Channel
Truli Network
UCB UK

Funding bodies and partners

AGL
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
City of Canada Bay Council
City of Sydney
Hunter New England Health
North Coast PHN
NSW Department of Communities and Justice
NSW Department of Customer Service
NSW Fair Trading
NSW Department of Industry
NSW Ministry of Health, Mental Health Branch
NSW Health
Office of Responsible Gambling
Property Industry Foundation
Responsible Gambling Fund
Simply Conveyancing
Sydney Local Health District
WentWest PHN
Wentworth PHN
Western NSW PHN
RSL LifeCare Limited
Trifalga Property Group

Virgin Australia
WAGEC Women and Girls
Emergency Centre
Wallsend Public School
Waratah College
Youth Off The Streets

Law firms

Allison Clark Conveyancing with H.C Solicitors
B. Hayward & Co
Bainbridge Legal
Benjamin & Robinson Solicitors
Caldwell Martin Cox
de Groots Lawyers
Georgiadis and Baker
Goldrick Farrell Mullan
HPL Law
Kells Lawyers
Ktenas Solicitors & Barristers
Low Doherty Stratford
Makinson d'Apiece
Marsdens Law Group
Matthews Folbigg
Owen Hodge Lawyers
SCB Legal
Shephard & Shephard
Shipton & Associates
Summer Lawyers
Turnbull Hill Lawyers
Watkins Tapsell

Our volunteers

Schools and community groups

Arden Anglican School
Epping Boys High School
Knox Grammar
Malek Fahd Islamic School
Ravenswood Girls School
Rotary Australia
Rotary Club of North Sydney
St Catherine's School Sydney
St Ignatius Riverview College
William Clarke College

Corporate groups

AAB Holdings
Accenture Australia Pty Ltd
Adept Air Conditioning Pty Ltd
Agency of Clinical Innovations
ANZ Bank
CBA Retail Bank Services
Charter Hall
Commonwealth Bank
Coty Australia Pty Ltd
Cover-More
Crane Payment Innovations
Endeavor
Equifax
Ernst & Young
Gordon Group Technology
Grant Thornton
HSBC Bank Australia Ltd
IMG
Insurance Australia Group
Intuit
JP Morgan Chase
KPMG Australia
Land and Housing Corp
Laureate Australia
Lenovo
Mimecast
Nespresso Australia
Nude By Nature Pty Ltd
Optus
Outbrain Australia
Perten Instruments of Australia Pty Ltd
Robert Half
RS Components
SalesForce
Scott Carver
Secure Code Warrior
SFDC Australia
Universal McCann
VMLY&R
Xero Australia Pty Ltd
Zurich Financial

Community hubs

Refreshed offering delivers greater support to Newcastle region

On Tuesday 3 March, Wesley Mission CEO, the Rev Keith V Garner AM along with Lord Mayor of Newcastle and special guests, gathered to officially reopen the completely refurbished building at 15 Denison Street, Newcastle West.

The event also marked the expansion of a new approach to personalised assistance, making it even easier for locals in need to access support from Wesley Mission's broad range of services.

"Our refurbished hub demonstrates Wesley Mission's continued commitment to the region and to providing a network of support that extends beyond Newcastle to Lake Macquarie and the Hunter," said Mr Garner.

"Wesley Mission has been serving the Newcastle community for more than 20 years. Many people know us for homeless services, but we also offer education, training and employment, counselling, mental health and wellbeing support, along with foster care amongst a wide range of other programs."

Delivering tailored support for children, young people, adults and seniors, Wesley Mission Newcastle will act as a first point of contact to more than 120 of Wesley Mission's programs, including referrals to local community providers to best meet the diverse needs of the region.

"Anyone who needs help can come in and speak to a person who will listen. We want to make sure that each person receives support and knows their next step. Many people might have complex needs but taking the first step is crucial, reinforced by Wesley Mission's commitment to walk alongside every person, no matter how long the journey," said Mr Garner.



Some of the wraparound services available from Wesley Mission Newcastle:

Early Intervention and Placement Prevention program helped

48 young people and **120** of their family members

Wesley Gambling Counselling supported

89 people

Wesley Seniors Social Hub provided fun and interaction for

99 older people

Volunteers, the heartbeat of our community hubs

At our community hubs in Taree and Newcastle, volunteers are an essential part of our operations. Volunteers build important community connections and make our spaces welcoming for people in need of support.

Age no barrier for Taree volunteer

When people walk through Wesley Mission's doors in Taree needing support, Gayle immediately puts them at ease with her warm smile.

At Wesley Mission Taree, staff and volunteers work hand-in-hand. Bringing together all Wesley Mission's community services in Taree under one roof, the centre can support more people because of dedicated volunteers like Gayle.

Having already lived a full life serving others as a foster carer, maths teacher, missionary and chaplain, now retired, Gayle is still giving back. With her can-do attitude and willingness to support, Gayle is committed to helping people get back on their feet.

"Gayle is so humble and is just as willing to have a conversation with someone as she is to do some photocopying or run errands. Her humility and willingness to serve others in their times of need is what makes Gayle stand out as an exceptional volunteer," Lindsay says, Wesley Mission Taree Foster Care Client Coordinator.

Gayle says, "I just like helping people and having something to do, which is why I volunteer."



Volunteer creates therapeutic garden for Newcastle community

Trevor takes pride in his garden. He'll invite you to smell the roses. And to soak in the fresh air and admire his garden's beauty, all while enjoying a coffee.

For the last four years, retired gardener Trevor has voluntarily tended to Wesley Mission Newcastle's Oasis Garden. And it's work he's continually passionate about.

"I volunteer because it gives me something to do to still participate in the community," says Trevor. "And it's good for your soul and a great thing to do instead of sitting around at home doing nothing. Become a volunteer. Get more out of life."

For those who visit Trevor's botanical haven, they're often seeking support from Wesley Mission Newcastle's community services—whether education, training, employment, counselling, mental health support, foster care, homelessness services and much more.

Surrounded by a blooming sanctuary, Trevor's garden is therapeutic—a place for people to find peace amidst life's challenges.

Throughout COVID-19, Trevor has continued to tend to the Oasis Garden to provide Wesley Mission staff a tranquil space to rejuvenate, as they continue to support people most in need.



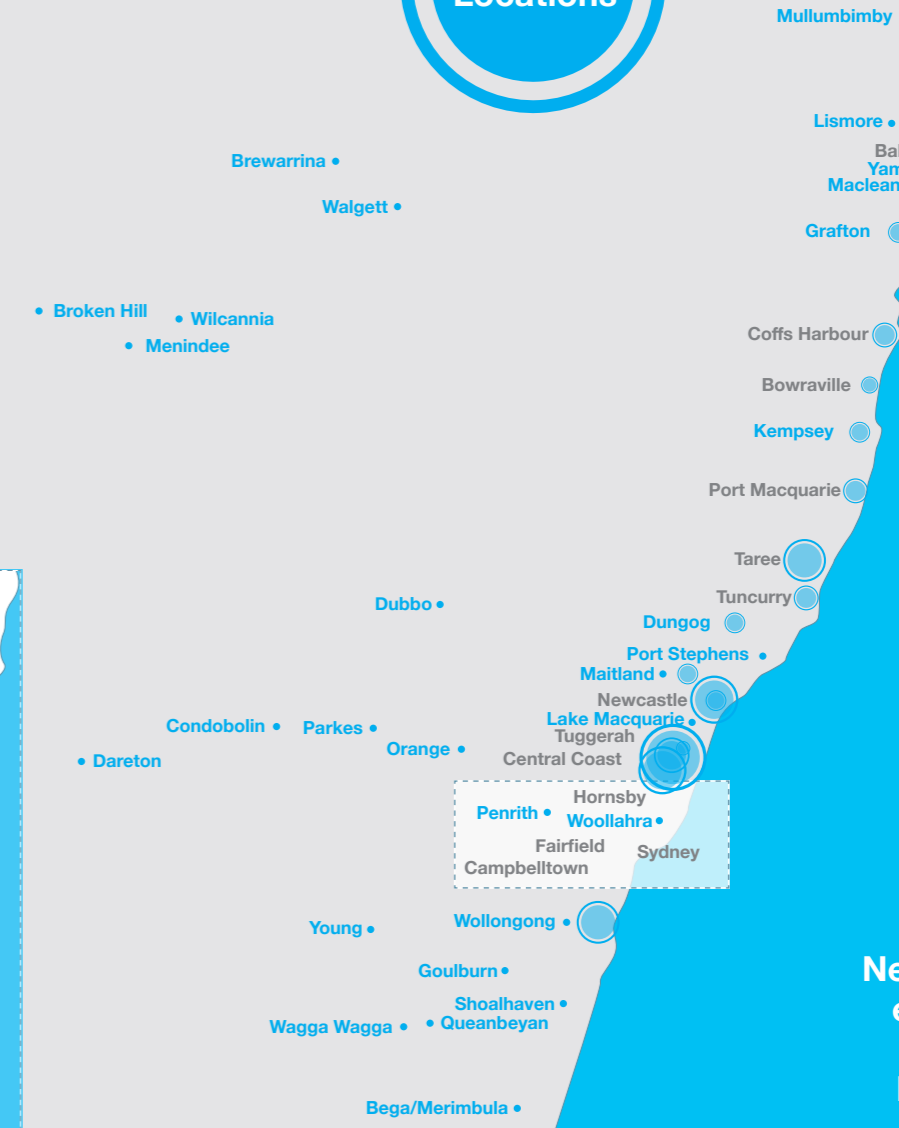
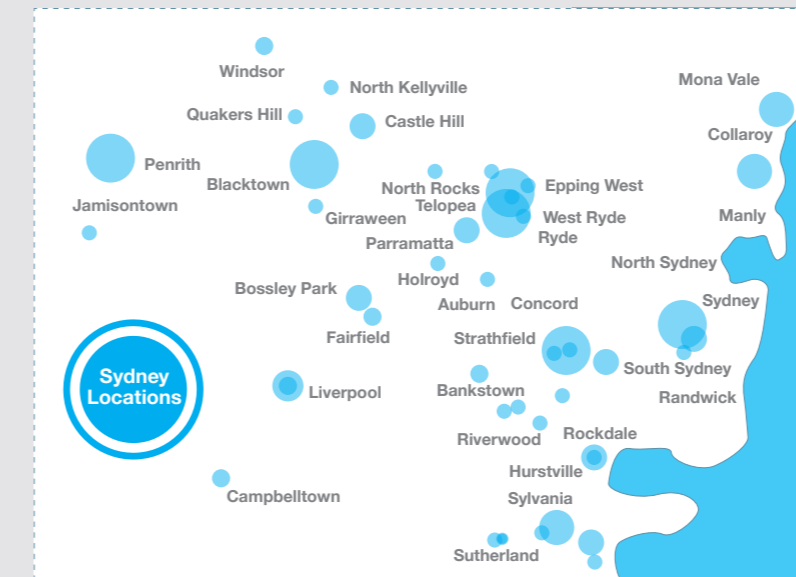
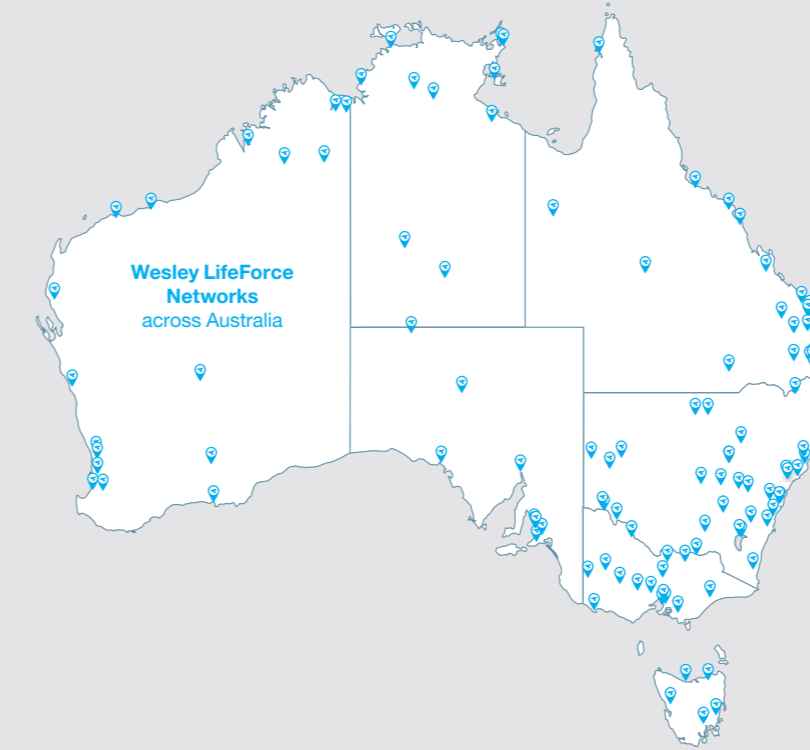
Looking forward

Finding hope in our shared future

In 20/21 we'll continue to innovate, responding to the needs we see in the community as we seek to connect with and support more people.

Some of the ways we'll continue to grow and improve over the next year include:

- Upgrading the facilities at Wesley Edward Eagar Centre to provide better care and support to men and women experiencing homelessness in Sydney city.
- Partnering with Suicide Prevention Australia to investigate the link between the COVID-19 pandemic and distress-causing factors. A joint white-paper will be released with recommendations to address current and future negative outcomes made.
- Welcoming almost 50 staff from Clarence Care + Support to the Wesley Mission family. We're pleased to be able to continue to provide home care, disability services and meals to people in the Northern Rivers region.
- Delivering gambling prevention training to at-risk communities, in a partnership between Wesley Training and Wesley Gambling Counselling.
- Focusing on the wellbeing of Wesley Mission workers, both staff and volunteers, with the launch of new initiatives.
- Progressing major property projects to deliver affordable housing, support the treatment of mental illness and preliminary steps toward a preferred masterplan for one of our retirement villages.
- Strengthening our support for children and young people in out-of-home care through initiatives to improve education outcomes. Improved outcomes measurement will also be implemented in the next year.
- Launching energy literacy training to empower people to understand their budget and develop robust financial literacy and energy management skills.
- Developing specialist programs to support people impacted by squalor and hoarding, older people with disability and expanding initiatives in Wesley Retirement Living to improve older people's wellbeing.



Wesley Mission supports more than 160,000 people with over 120 programs that are delivered from more than 140 locations across New South Wales. Wesley LifeForce Networks significantly expand this reach to 114 communities, to help prevent suicide across Australia.

Get involved

Donate and make a difference today

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

Leave a lasting legacy with a gift in your Will

wesleymission.org.au/bequests
bequests@wesleymission.org.au
(02) 9263 5548

Volunteer with us

wesleymission.org.au/volunteer
volunteering@wesleymission.org.au
(02) 9267 2678

Book your next event with us

wesleymission.org.au/conferencecentre
conferencecentre@wesleymission.org.au
1800 043 344

Worship with us

Services in English, Indonesian, Mandarin and Samoan
wesleymission.org.au/congregationsonline
christianlife@wesleymission.org.au
(02) 9263 5464

Wesley Mission

220 Pitt Street, Sydney NSW 2000
PO Box A555, Sydney South NSW 1235
(02) 9263 5555
communications@wesleymission.org.au

CEO/Superintendent: Rev Keith V Garner AM
ABN 42 164 655 145
Wesley Mission is a part of the Uniting Church in Australia

wesleymission.org.au

Connect with us on social media



Do all the good you can because every life matters