



*We are here for you*

Annual Report 2021



## 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.’**

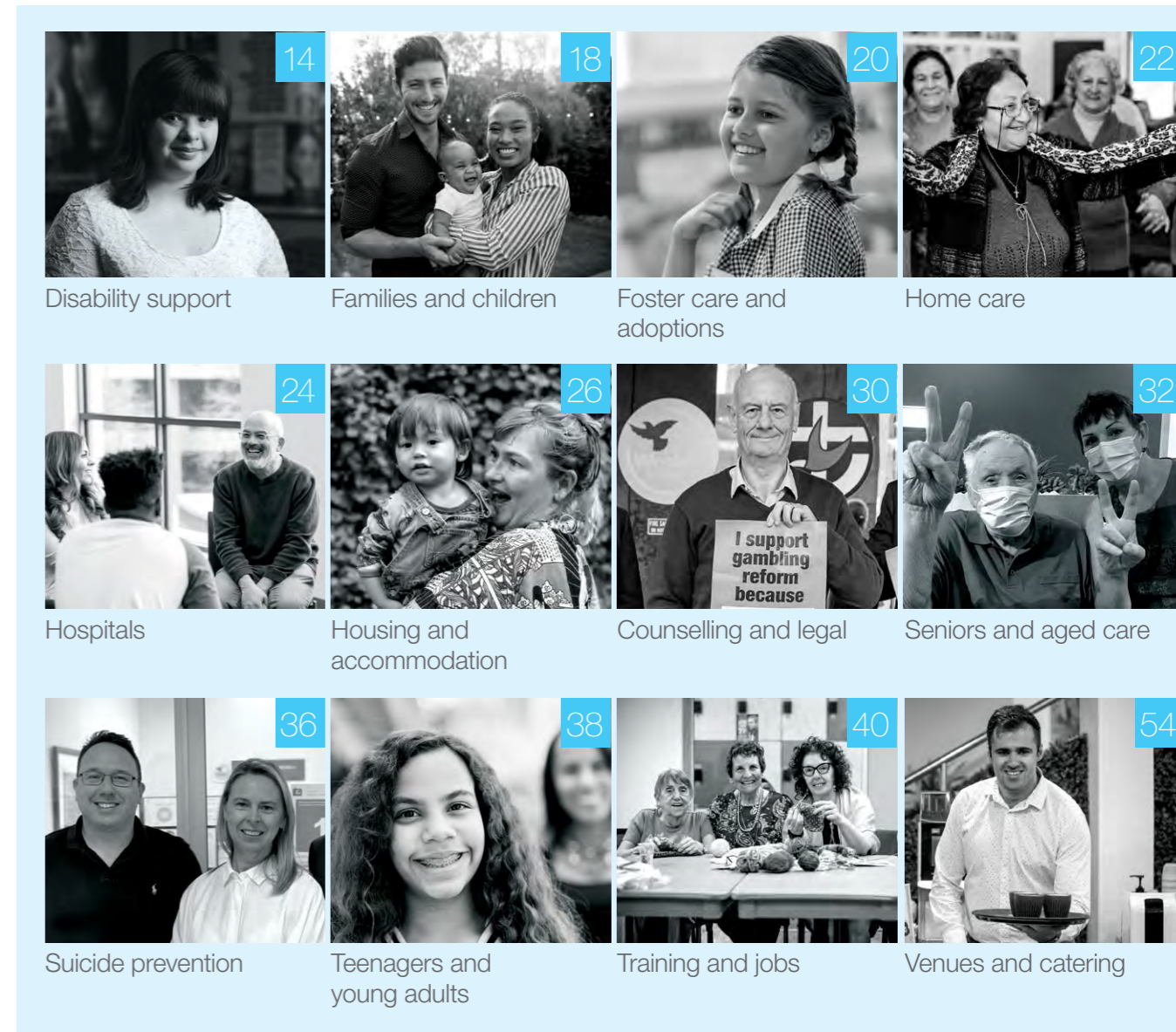
## Our mission

Continuing the work of Jesus Christ in Word and deed

We acknowledge the Traditional Custodians of the land on which we work. We pay our respects to their Elders – past, present and future generations – and to all Aboriginal and Torres Strait Islander peoples and communities.

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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 are here for you

From our earliest foundation, our mission remains the same. We help anyone who needs us because we believe every life matters.

Every person can lead a meaningful life, and we do our best to make that happen. With over 120 services across New South Wales and Australia, Wesley Mission supports people at every stage of life. We embrace people as they are and help them find the support they need.

We connect people to the many diverse services we offer, from housing and accommodation to disability and mental health support, employment skills and training, aged care and retirement living to our work in early learning, supporting families, children and more.

At Wesley Mission, our Christian faith inspires us to help others, and we see that every day through the work of our caring staff and volunteers, congregations, donors and supporters who go above and beyond to serve anyone who comes through our doors.

No matter how tough it gets – and whatever your challenge might be – we are here for you.

With soft hearts, sharp minds, hard feet and open hands – we do all the good we can.

**Join us. There's so much more we can achieve for Australians in need.**

Watch Wesley Mission's brand campaign video



# Welcome from the Chair

### Extending the legacy entrusted to us

Financial year 20/21 has been a significant year in Wesley Mission's history – witnessing a flawless transfer of leadership, responding to burgeoning community needs brought about by the COVID-19 pandemic and establishing the 2023 Strategic Plan to consolidate our growth in a rapidly changing environment.

Appointing and welcoming the next CEO and Superintendent of Wesley Mission has been a journey over two years. As Chair, I can attest that our Word and deed mission has remained at the centre, with prayer and wise counsel present at every stage.

The Rev Keith V Garner AM leaves an enormous legacy, having led Wesley Mission through incorporation, the global financial crisis and sector transformation. At the end of his tenure, Wesley Mission remains mission true and is well-positioned to meet future challenges.

I am thankful for Keith's servant-hearted leadership across 15 years, and the incredible energy he and Carol have brought to every aspect of work and ministry. Keith's words to the Board were, "there's no success without succession", and he has lived them out faithfully.

In Rev Stu Cameron, the Board was excited to see a natural fit with Wesley Mission's culture and values. He possesses the mind of an entrepreneur, the

heart of a pastor, professional training as an accountant and is a clear communicator with a track record of building healthy communities. We are confident in Stu's capability as CEO and Superintendent to lead our community services and congregations forward.

The Wesley Community Services Board was delighted to welcome Stu and Sue to Sydney in November 2020. And he officially commenced the role at the beginning of January 2021 after a comprehensive handover. I would also like to express our thanks to Wesley Mission's leadership team, who have also contributed to the success of this transition.

In February 2021, the Board appointed new member, Tara Reid and returning member, Sam Donnelly. Both Tara and Sam bring valuable professional expertise in transformational leadership and experience in dynamic faith communities.

The COVID-19 pandemic has created significant volatility and continued uncertainty. Not-for-profit organisations are experiencing record demand for crisis support to address financial stress, food insecurity, homelessness, poor mental health and family breakdown. While COVID-19 has increased demand it has also posed many difficulties in serving others safely. With the national focus on addressing the health crisis, these issues emerge



as a 'shadow pandemic'. Wesley Mission's partnership with governments, donors and communities is critical to allow us to rise to the challenge and help people in need.

We're charting a course that allows for increased flexibility and anchors us in our mission. Wesley Mission's 2023 Strategic Plan importantly began with input from frontline staff, identifying needs emerging from local communities across NSW and Australia. The resulting plan seeks to be both realistic and faith-filled and will guide us over the next two years.

I commend to you the 2021 Annual Report, not only because it captures our vision for the future, but it documents how this storied mission continues in challenging circumstances. It reveals some of the stories of lives transformed and the myriad of services and people who have played their essential role. It is my firm belief that the community has never needed Wesley Mission more and that we are positioned for impact.

**Michael Anderson**  
Chair





## Chief Executive's report

# Soft hearts, Sharp minds, Hard feet, Open hands

In February 2021, I was inducted as the 13th CEO and Superintendent in Wesley Mission's history. That day I added my signature to the Bible signed by my predecessors. At that moment, humbled by the privilege of serving a movement with such a storied legacy, with yet more transformative chapters to be written.

A week later, on the same stage, I shared my conviction that God was calling Wesley Mission to be a movement of people, congregations and community services, with soft hearts, sharp minds, hard feet and open hands. Hearts that are moved with the compassion of Jesus, minds that resolutely work for justice, feet prepared to go wherever and to whomever, and hands ready to extend the more than 200-year legacy we've been entrusted with.

Through the early months of my tenure, I have seen and experienced the remarkable breadth and depth of all the good that we get to do. In my role, I enjoy a 'front row seat' to see and experience our people's incredible passion, commitment, resilience and innovative spirit. I have been profoundly moved as I have heard the joys and struggles of our frontline workers as they serve and empower those most in need. There is no doubt that our greatest asset is in our people – people who indeed live and serve with soft hearts, sharp minds, hard feet and open hands. I honour and thank them.

Without a doubt, the most significant challenge our people have dealt with this past year has been the

COVID-19 pandemic. Demand for our services has never been higher, especially from people most in need, while at the same time the complexity, and costs, in delivering those services have never been greater. In these circumstances, our people's resilient and innovative spirit, from the frontline to back office, has never shone brighter. I am so proud of how we have continued to grow the good we do, even when faced with enormous challenges unseen in our lifetimes.

### Rev Keith V Garner AM – a remarkable legacy

Immediately preceding my induction, the Rev Keith Garner concluded a remarkably fruitful 15-year season serving as CEO and Superintendent. Wesley Mission has grown exponentially in size, reach and impact under his leadership, recognised widely as a sector leader. Wesley Mission has also strengthened its gospel roots, ensuring we do not drift from our mission, as many similar organisations tragically have. We are also a healthier organisation due to his wise and courageous leadership, establishing a solid foundation for future growth and impact.

Leadership transitions can be challenging for both individuals and the organisation involved. I am forever indebted to Keith for the gracious way he supported me into the role, doing all he could to set Wesley Mission up for future success. Both Keith and Carol Garner have been remarkable servants of Wesley Mission. Sue and I thank and honour them sincerely for their tremendous impact on our lives, and we know many, many others.

### Regional expansion

Highlights of 20/21 are varied, many of which are detailed in this report. Let me highlight just two. In July 2020, Wesley Mission took responsibility for delivering a range of additional community services in the Clarence Valley, reaching more people in the northern coastal regions of NSW. In doing so, we strengthened our presence in the north of NSW specifically and our regional footprint generally. From our origins ministering to and serving the needs of Inner-Sydney, we have grown our metropolitan reach, and at the same time have increased our regional footprint, to the extent now that more than 30 per cent of our services are delivered outside the Sydney basin. I could not be more excited by this commitment, one we will seek to strengthen into the future. It is a privilege for Wesley Mission to serve more people in regional, rural and remote Australia.

### Wesley Edward Eagar Centre refurbished

Still, our commitment to continue serving people who are most in need in Sydney remains unabated. Nowhere is this better exemplified than the successful and significant refurbishment of our crisis accommodation centre in Inner-Sydney, Wesley Edward Eagar Centre. For decades this facility has been serving women and men struggling with homelessness. The now fully refurbished facilities featuring private rooms with ensuite

bathrooms re-opened in June 2021. Everything about its design communicates dignity, worth and hospitality to those it will serve, empowering people to leave homelessness for good. This project was a strategic investment of more than \$12 million, made possible through the City of Sydney and NSW Government and many generous donors. The new Wesley Edward Eagar Centre stands as a model for the strategic stewardship of, and investment in our legacy assets as we seek, with open hands, to extend the impact of the legacy entrusted to us.

### Wesley Mission: birthed and sustained by prayer

Led by the Rev WG Taylor, our first Superintendent Minister, Wesley Mission was birthed out of prevailing prayer. Through extended periods in the last years of the 19th century, early 20th century, and post WWII, we have experienced significant seasons of fruitful growth and impact fueled, I believe, by sustained seasons of fervent prayer. With this in mind we hosted a week of prayer across Wesley Mission in May, launched on our Anniversary Sunday and culminating on Pentecost Sunday. Our Word and deed mission will not only be maintained but will grow and flourish as we continue to seek God in prayer.

### New strategic directions

The 2016-2021 strategic plan which concluded in June 2021, resulted in a significant period of sustained growth. Over five years, Wesley Mission's revenue grew by 39 per cent. More importantly, we are serving more people who are 'most in need', increasing 11 per cent in the last year alone, meaning we are doing more good now than ever. This outcome is a testimony to the leadership of my predecessor, the Rev Keith Garner, our Board, Executive Team and the whole

Wesley Mission family. Behind these numbers are unfolding stories of transformation that have forever changed the lives of individuals, families and communities. I am constantly reminding myself that every number has a name, every name has a story and every story matters to God.

Through the first half of 2021, we engaged in a highly consultative strategic planning process, including regional workshops stretching across NSW, from Ballina in the north to Wollongong in the south, all as we developed a new two-year plan. Emerging from this four-month process, our Board enthusiastically endorsed two key directions that will shape our next season, first, extending our impact, and second, growing a healthy organisation. I know pursuing these priorities will shape an even more fruitful future for Wesley Mission as we seek to build on the legacy entrusted to us.

In conclusion, this past year has been rich in both opportunities embraced and challenges addressed. I am grateful to serve alongside remarkably gifted and purpose-driven leaders, including our Board and its Chair, Michael Anderson, our Mission Council and its Chair, Dr Keith Suter AM – as well as dedicated Executive, Senior Leadership and Pastoral teams. I thank them all sincerely. It is an honour to serve and seek to pursue the mission and fulfil the vision we share – to continue the work of Jesus Christ in Word and deed, doing all the good we can because every life matters.

Every blessing,

Rev Stu Cameron  
CEO and Superintendent



## Our Christian community

# We are with you

A ministry of presence, sharing hope, and highlighting each person's value are essential expressions, common across Wesley Mission's diverse congregational life. Today as in generations past, we are continuing the work of Jesus Christ.

### Leadership transition

With only thirteen Superintendents across more than 200 years, the transition to farewell Rev Keith V Garner AM and to welcome and induct Rev Stu Cameron is a significant moment in Wesley Mission's history.

Rev Keith Garner and Carol Garner were celebrated in an appreciation dinner, two farewell services to accommodate the broader community and in an official Closure of Ministry service. National leaders, dignitaries and international ministry partners attended and sent messages of thanks for Rev Keith Garner's remarkable leadership.

Noted as part of an official minute of appreciation, "The Wesley Mission Council gives thanks to God for the Rev Keith V Garner AM and his 15 years of faithful, fruitful and impactful ministry as Wesley Mission's Superintendent and CEO... Keith's sharp, quick and agile mind is matched with a tender, compassionate and pastoral heart. These have all been very much in evidence over the

course of his tenure as he has offered strong, steady leadership through a time of rapid change and upheaval."

It was then time to welcome Rev Stu Cameron and Sue Cameron to Wesley Mission. Stu brings a fresh articulation of vision and a prayerful heart, valuing Wesley Mission's history across generations and looking ahead to our next chapter. Stu is a Minister of the Word in the Uniting Church, having been a member since its inception.

### Christmas Day 2020

Wesley Mission's Christmas day lunch isn't a 'charity meal'. It's a celebration of relationship and community. However, two days before, plans were reshaped as COVID-19 restrictions increased. "When our plans unravelled, God's plan unfolded," says Senior Minister Rev Rick Dacey. Lunch was served outdoors on Pitt Street, and ministers, pastors and congregation members went out to people in need across the city, sharing food, conversation and Christmas blessings. Teams from Wesley Conference Centre made the delicious packed meals possible, and Wesley Connect brought together 400 hampers from donations.

### Easter Mission 2021

Good Friday saw the Cross of Christ return to Martin Place. A re-enactment of Jesus carrying his cross to the place of crucifixion drew hundreds of people for a socially distanced outdoor service, with red flowers laid by the crowd as they reflected on the significance of the day.

Our Easter Sunday broadcast moved to the shores of Sydney Harbour, with Rev Stu Cameron welcoming special guests Danny and Leila Abdallah. Their testimony spoke powerfully about forgiveness following the tragic deaths of three of their children caused by a drunk driver. The broadcast also featured Easter greetings from Australian Christian leaders and the Prime Minister of Australia and the Leader of the Opposition.

### Week of Prayer

In May 2021, across congregations and community services, people came together to worship, give thanks, intercede and most of all, seek God's presence and direction. Wesley Mission people across NSW, led by our chaplains, gathered to pray for the needs of local communities. The week culminated in an overnight prayer vigil in recognition that across Wesley Mission's long history, significant stages have begun in prayer.



## Wesley Mission welcomes Indonesian congregation

Following a five-year journey of discernment, Wesley Agape Indonesian Congregation has become an official congregation of Wesley Mission.

"Agape traces its roots back to Wesley Mission, and we're giving thanks for the remarkable journey that has seen them travel full circle to join us once again," says Wesley Mission CEO and Superintendent Rev Stu Cameron.

In 1998, an Indonesian group of no more than 30 members, led by Pastor Stephen and Susana Tanuwijaya, stepped out in faith from Wesley International Congregation to establish themselves as a fully-fledged congregation. Today, Wesley Agape Indonesian Congregation has approximately 400 regular attendees, with scores more visiting and connecting every week.

"The Lord has blessed us immensely over the years, including a return to where we first started. We are very excited to join the Wesley Mission family," says Pastor Stephen Tanuwijaya.

Pastor Stephen shares more about the journey, including a prophetic word that he and Susana received while in Jerusalem in 2007.

"Another minister attending the conference shared a word that God was going to provide a home for Agape and that we didn't need to buy or build," says Stephen.

"It was something we had been praying about. As our congregation was growing, would there be a permanent building we could call home? We had held meetings with the denomination to discuss possibilities to buy, renovate or rebuild the existing suburban church we were using at the time.

"And now several years on, God has us here in Wesley Mission!"

The return began with a request from Pastor Stephen in 2016 to use Wesley Mission's Pitt Street home for worship.

"I told Stephen that I wasn't interested in having a tenant, but if they were interested in partnering in mission, we should chat further," says Senior Minister Rev Rick Dacey.

That was just the invitation Stephen and his congregation needed.

The congregation has many ministry activities, including a strong emphasis on outreach to international students and providing practical essentials for living. Many young people have come to faith with regular baptisms held for new believers. Many credit Agape as their Australian family, and these students are also sharing the gospel with family and friends when they return home.

"On behalf of our entire congregation, I want to thank Wesley Mission for welcoming us," says Stephen.

Scan to watch 20 years of Agape video





# Wesley Mission strategy 2016-2021

In 15/16, the Wesley Community Services Board approved Wesley Mission's five-year strategic plan from July 2016 to June 2021. The plan continued our optimistic outlook to increase 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 aligned with our desire to serve the marginalised and vulnerable, strengthening the communities in which we live and operate. It affirmed our mission, vision, values and guiding principles that have inspired us for generations.

### Financial year 20/21

The COVID-19 pandemic has continued to impact our services, with increased demand from people experiencing crisis and others needing early intervention support. These essential services continued to operate through lockdown and increased restrictions, and overall, we increased our support to eleven per cent more people who were 'most in need' and nine per cent more people 'in need'.

Conversely, our services offering 'capacity building' were moved to online or remote delivery. Some services such as venues and conferencing were appropriately closed for extended periods, which has significantly reduced the overall number of people we have assisted in the last year by 28 per cent.

### 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

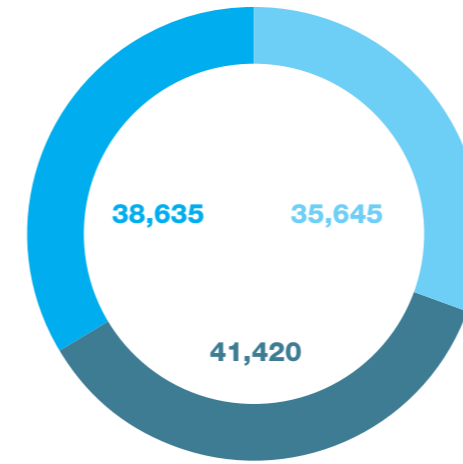
We aim to do what we do better, with a focus on continuous improvement, delivering 80% of priority projects that build our capacity to respond.

### Priority 5 Resourcing to do all the good we can

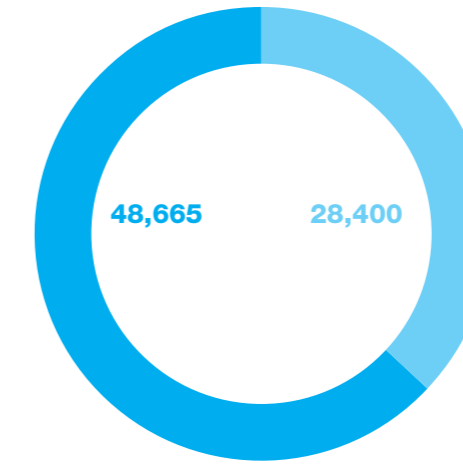
Size, reach and resources will enable us to do all the good we can. To fund sustainable growth, we aim to increase our operating revenue by 50% by June 2021.



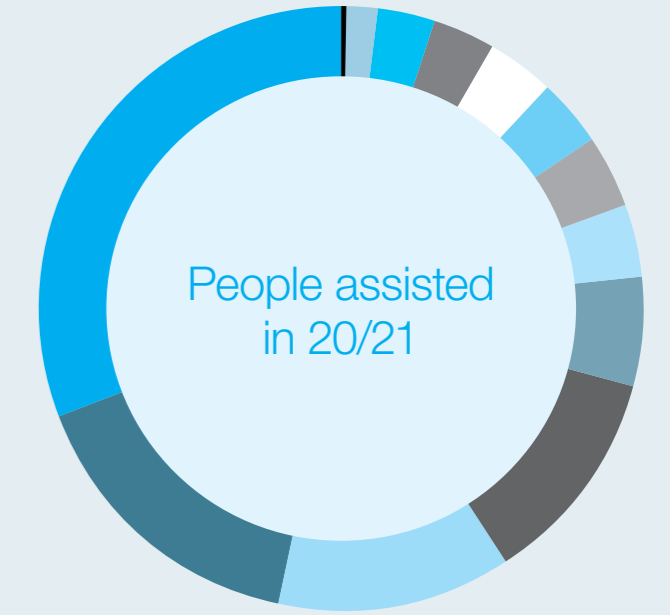
In 20/21, we assisted  
**115,700 clients**  
including 11% more people 'most in need'  
and 9% more people 'in need'.



- Most in need (35,645)**  
Immediate help for people in crisis or close to crisis
- In need (41,420)**  
Early intervention support to prevent crisis
- Capacity building (38,635)**  
Partnering to develop skills or achieve life goals



- Regional and remote (28,400)**
- Metropolitan (48,665)**



- 388** Disability support
- 2,017** Teenagers and young adults
- 3,646** Home care services
- 3,840** Foster care and adoptions
- 4,073** Housing and accommodation
- 4,210** Counselling and legal
- 4,489** Seniors and aged care
- 4,539** Community, schools and corporate partnerships
- 6,844** Hospitals
- 13,264** Training and jobs services
- 14,717** Families and children
- 18,261** Venues and catering
- 35,412** Suicide prevention



## Responding to the challenges of COVID-19

The continuing COVID-19 pandemic has, in its second year, required further resilience and resources to maintain the provision of essential services and to expand support to people in crisis.

In March 2020, Wesley Mission's COVID-19 Response Group (CRG) was activated in response to the Public Health Order, triggering a range of business impacts. Team members were seconded full-time to act as a central point of coordination and communication to inform organisational decision making. Tasks included undertaking planning, developing stakeholder communications, supporting staff and coordinating any crisis response.

In 20/21, the CRG has continued to provide support across Wesley Mission, helping to prepare, respond and recover to ensure consistency of services provided to clients, which in some cases, any interruption could potentially be life-threatening.

The group is structured with a Crisis Manager, Watchkeeper and key personnel in operations, planning, communications and information services. Also identified were Incident Coordinators for each portfolio, covering a group of community services. A Specialist Advisory Group with a representative from legal, property, clinical, procurement and chaplaincy are a resource to the CRG.

### Ensuring Wesley Mission's readiness

In November 2020, following outbreaks in other providers' aged care facilities, the CRG ran a test

scenario, known as a contingency employment exercise (CONEX), to trial our own preparedness.

The CONEX included implementation of appropriate control measures, rapid audit infection and prevention control and usage of provisions including full personal protective equipment. The scenario also introduced hypothetical elements as the test response progressed, including enacting wellbeing measures for residents, coordination of testing, arranging a surge workforce, deep cleaning and internal and external communications.

The helpful scenario played out over several days, with learnings identified and implemented to refine any potential response if needed in the future.

### Leading teams through COVID-19

Wesley Learning & Development provided additional training modules for managers to help them support their teams and online zoom sessions to share ideas and offer support to each other.

The CRG established a regular pattern of internal communications each week, with helpful communications to team leaders, staff and volunteers. Daily updates were provided via our intranet which also underwent an upgrade to improve functionality during this period.



**“My approach was to communicate well, be honest with the information I can share and be compassionate. I was really happy with how the team held themselves. If they said they were not too sure, we’d work it out and resource them to help them manage it.”**

Catherine – Operations Manager, Wesley Family Preservation



## Rebuilding families and futures

Individuals and families in communities across NSW have turned to Wesley Mission for help in response to bushfires, floods and the COVID-19 pandemic. Going beyond the initial response, Wesley Emergency Relief created a small grants scheme to continue to support farmers in their recovery.

### Changing lives on the Mid North Coast

#### Nadia's story

When the 19/20 bushfires raged through Nadia and Will's rural hometown, Hillville, the damage was devastating. They lost everything. They lost their house and all their fencing.

But the final blow came not long after the bushfires, when a pack of wild dogs entered their property and killed six of their seven alpacas.

Their livelihood was now gone. Not only had their fruit and vegetable box delivery business been destroyed by the bushfires, but their alpaca breeding program disappeared overnight. And without fencing they were unable to continue breeding.

It wasn't until Nadia was referred to Wesley Emergency Relief that things began to look upward. We provided funding for fencing, and for Nadia, this funding has been life-altering.

“I'm just blown away by it, and I would like to thank Wesley Mission from the bottom of our hearts.”

Nadia says she now sees hope to rebuild her family's livelihood.

#### Trypheyne's story

For Trypheyne, life over the last 18 months has brought one unexpected disaster after another.

When the 19/20 bushfires reached Trypheyne's rural home along the NSW Mid North Coast, it destroyed their fencing, leaving 123 acres of their land and all its wildlife decimated.

When Trypheyne was referred to Wesley Emergency Relief, she was blown away by the funding support offered to rebuild their fencing. Trypheyne can now protect her cattle and horses, and replace the macadamia trees that were destroyed in the bushfires.

But the support from Wesley Emergency Relief has gone beyond fencing and contributed to building her wellbeing.

“It's been a very lonely journey a lot of the time,” Trypheyne shares. “The support goes way beyond the physical reality of giving us fencing materials. But to know that we're seen, that we actually matter.”

Thanks to Wesley Emergency Relief's support, Trypheyne feels her family can finally move forward and start rebuilding.



In 20/21,

**3,963**

individuals and families supported by Wesley Emergency Relief

**2,099**

family food hampers delivered

### For people experiencing financial hardship:

- help includes food and clothing vouchers, and support to purchase essential household items or pay bills
- emergency food hampers and COVID care kits are regularly available
- additional programs in affected regions have helped families to rebuild their lives and businesses.



## Living your way

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

### Wesley Disability Services provides empowering options for:

- shared independent living
- specialist disability accommodation
- short-term accommodation
- in-home support and assistance with daily living
- social and community participation
- developing life skills
- finding and keeping a job
- support coordination
- home modifications.



### Highlights

#### Look to the Stars Concert

Congratulations to all the participants who showcased their artistic talents at our inaugural Look to the Stars Concert. Over 40 participants dazzled friends and family with hand-crafted paintings, drumming and guitar performances along with hip hop, Spanish and contemporary dancing.

The concert was the culmination of 12 weeks of learning new skills and rehearsals. We were also honoured to have Paralympic gold medallist Annabelle Williams who shared her experiences and encouraged the participants, many of who were performing on stage for the first time.

#### Some of the participants said:

“I felt very happy with dancing. I always wanted to perform on the stage and this concert gave me the opportunity to perform in front of lots of people.”  
Sophie, participant

“I participated in drumming and it gives me peace. This is the first time I participated in a concert on stage and I am getting better into drumming.”  
Robert, participant

“Art is very good hobby, I didn’t know about my hidden talent in art and that I am a very good artist.”  
Peter, participant

#### Creativity shines at the Maclean Show

Passionate about supporting people with disability to use their creative arts skills, Volunteer Coordinator, Donna, encouraged Wesley LifeSkills participants to create artworks to display at the Agricultural & Industrial Show in Maclean.

The submissions were varied, including sculptures made from found items and craft skills such as tie-dying and candle making. And three participants were awarded highly commended ribbons.

From gardening, cooking and sport to craft and music, Donna and her team provide participants with opportunities to learn new life skills through a range of engaging activities to support them in becoming more independent.

“We ask people what they want to learn and get out of the program. And it’s about getting their skills set up, so they can live independently,” Donna explained.

“We’re also seeing more independence at home such as taking their plate over to the sink and putting the rubbish out – things that they’ve never done before.”

In 20/21, Wesley Disability Services provided support for

97

supported employees at David Morgan Centre

43

people in short-term accommodation

82

participants to further develop life skills

67

people in disability accommodation

104

people to coordinate and manage NDIS services

## A star leads the way

“I’m a superstar,” Holly says as she throws her arms up in the air. And it’s not an exaggeration. Holly is truly a star.

Today, Holly’s dreams are coming true – she’s the star of her own film.

Surrounded by lights and cameras, at a moment’s notice Holly assumes a character.

“I just love to be just me. I just want to be free, more fun, and this is me. I want to do something that I love,” Holly says.

Wesley Mission Home Care Team Leader Karen says, “Holly’s a go-getter. She will bounce through the toughest obstacles she can. She’s a determined young woman.”

Holly, now 26, is surrounded by a family who deeply love and care for her. And her family extends beyond her mum, sister, brother, nephews and niece, to her ‘Wesley Mission family’.

Her ‘Wesley Mission family’ are her support workers – Kristy, Christine and Rachel, led by Karen who manages Holly’s care plan. And there’s a deep bond between Holly and ‘her girls’, as they’re called.

“Yes, they’re the carers, but they’re her companions,” Robyn, Holly’s mum, says.

“They each have different skill sets,” Robyn explains. “Everything is a lesson.

And the three of them, they just laugh and laugh and laugh with Holly all the time. And you can’t ask for more than that.”

Karen adds, “Holly’s support workers have been with her for many years... They encourage Holly to be who she is today.”

But life hasn’t always been smooth sailing. For many years Robyn cared for Holly on her own. And through those early years, Robyn struggled to manage Holly’s full-time therapy while working and caring for her home and her family.

Tears well up in Robyn’s eyes. “Wesley Mission’s really changed Holly’s life. And they’ve changed my life as well. They care for me just as much as they care for Holly.

“Karen just gave me every single thing she could. She knew we were struggling. And when my husband died, it was tough. And she was just there for me.”

Supporting Holly to live life to the full is Robyn’s priority. And it shows. Holly is always her true self. She’s not afraid to reveal her full personality and share her joy with others.

Karen says, “Holly has touched many hearts in our services, our workers and she’s grown into the most beautiful, caring, independent and loving soul.”



## Intensive Therapeutic Care – Significant Disabilities

# Welcome home: creating permanency and better outcomes for young people with significant disability in care

Just over 16,000 children in NSW are in out-of-home care, with nearly all being cared for in home-based care through kinship or foster care. In 2019, the NSW Government identified the need for a different type of placement for around 80 children aged 12-17 years. For many of these young people who are living with significant disability, their experience of childhood was in hospital-like or institutional settings. But in 20/21 we officially welcomed 11 of these young people into their new, completely tailored and permanent homes.

### Official launch and opening

In September 2020, Wesley Mission officially opened the first two homes on our Dalmar campus at Carlingford. Both historic houses, known as the Norman Cull and Vickery Cottages, were fully renovated to create a modern home environment.

Each house is able to welcome up to four young people, who receive support from a team of specially trained staff providing 24-hour supervision and care tailored to the residents and their complex needs. Some of the young people live with a brain injury, vision and hearing impairment or are wheelchair users. Some have intellectual or learning disabilities or are neurodivergent. And some of the young people have experienced trauma and mental illness.

Rev Keith V Garner AM was joined by Parliamentary Secretary for Families, Disability and Emergency Services, Melanie Gibbons MP, for the official ribbon-cutting event.

Each young person has their own bedroom, styled to their personal taste. Every home is fitted with a lounge room for recreational activities and a communal space designed for sensory activities, including a bubble wall. Each home has an open plan kitchen, two large bathrooms, an office, laundry, sleeping quarters for overnight staff, vehicles with two-wheelchair capacity and a carport.

After the opening at Carlingford, additional homes in Chester Hill, Marsden Park, Hoxton Park and Malabar also welcomed their young residents, and an additional two homes will open in 21/22.

### Joined up services to meet unique needs

Wesley Mission's Intensive Therapeutic Care – Significant Disabilities program is delivered as a collaboration between our experienced teams in foster care, disability services, property and community housing. Combining specialist skills to meet complex needs, our diverse services are able to knit together solutions that deliver better outcomes.

Wesley Dalmar operates Wesley Mission's accredited out-of-home care service. The team develop and implement case planning, assist with long-term planning and provide permanency support to children and young people within the program.

Providing disability support for all levels of care, Wesley Disability Services coordinates therapeutic practice and ensures the continual care of children within the program. Wesley Mission's service delivery model uses a team-based approach to provide individualised, person-centred care.

Wesley Property has been integral in securing and renovating the homes, and the Wesley Community Housing team will manage the tenancies and properties ongoing as a provider of Specialist Disability Accommodation.



**“We knew that providing these young people a personalised, home environment would give them opportunities that just aren't available in a hospital setting. Over months our teams have built a foundation for good therapeutic relationships and trust, and we're seeing the young people develop new skills, enjoy their homes, make community connections and improve their wellbeing.”**

Grace Chan, General Manager,  
Wesley Home & Residential Care



### What supports do children and young people receive?

Wesley Intensive Therapeutic Care – Significant Disabilities is not just about providing permanent homes. By working alongside a dedicated case manager and a team of direct care staff, young people will be empowered to meet individual goals in their growth and development.

Activities may include attending school, maintaining family relationships, encouraging cultural identities, connecting with community supports, engaging in social and sensory activities, building communication and independent living skills, and participating in excursions and offsite recreation activities.

Young people will also be supported by a Therapeutic House Manager and Therapeutic Specialist, both of whom will oversee daily activities and ensure appropriate care is provided.





## Families and children

### Building stronger families

Through counselling, parenting skills, mental health care and other services, we help parents give children the care they need for a healthy start to life.

#### Brighter Futures and Youth Hope become Family Preservation

The Department of Community and Justice's integration of both family preservation programs into a single stream has been shaped to close service provision gaps and allow greater flexibility to respond to the needs of vulnerable families across all areas of safety and wellbeing.

The new family preservation program will deliver tiered levels of intensive supports that can be selected and staged to meet the changing needs of families.

Wesley Mission's Family Preservation team are one of the few services in NSW that are SafeCare accredited, with caseworkers visiting participants in their homes regularly to help them through the practical side of parenting. The parent learns transferable skills in preparing a child for a task, how to prompt better behaviour during the activity and finally how to wrap things up through communication techniques.

Participating families focus on building strong and positive interactions between parents and their children, child health and home safety. SafeCare utilises the basics of looking, touching, talking, feeling and smiling as communication tools between parent and child.

#### Parents said:

**"They made me strong to make decisions."**

**"I am not drinking now... it's been like three months. I can be a better mother now for my daughter. I am really happy now and they've helped me to that happy place."**



#### New school communities open with Wesley Out of School Hours Care

Two new state schools, Northbourne Public School in Marsden Park and Barramurra Public School in Oran Park, opened in January 2021 with the support of Wesley Out of School Hours Care (OOSH) to provide before and after school care to students. Both schools are in growing residential areas in Greater Sydney and are a key service to support parents to balance work while caring for their children.

Wesley OOSH operates a total of 11 services in NSW schools providing an engaging environment for children that enables them to grow into confident young people. Our philosophy helps children to develop the personal qualities of resilience, being curious and being empathetic.

Scan to see how Wesley OOSH is helping young learners



In 20/21, we supported

**855**

children aged 0-9 and

**2,138**

family members in Wesley Family Preservation

**111**

children and their families through childcare in the Hills District

**961**

families in targeted early intervention and

**2,163**

people attended groups or events

**69**

mums and 114 children in intensive mental health care

**2,330**

children in 11 Wesley Out of School Hours Care locations

#### Critical mental health support for mums with young children

Mums and Kids Matter is a key component of the NSW Perinatal and Infant Mental Health Service system in providing mental health care and parenting support for mothers and their young children across NSW.

Responding to COVID-19 lockdowns, more mothers were supported in the community in their own homes – this demonstrates the program's strength and flexibility to provide intensive support in both residential and in-home community settings.

Mums and Kids Matter utilises a range of outcome measures including:

- Camberwell Assessment of Need for Mothers (CAN-M) to identify the needs of mothers with mental health problems
- Health of the Nation Outcome Scale (HoNOS) to measure health and social functioning
- Kessler 10 (K10) to measure psychological distress.



NSW Minister for Mental Health, The Hon. Bronnie Taylor MLC visits Mums and Kids Matter

**91%**

of mothers supported in the community recorded a notable improvement over the course of the program

**88%**

of mothers supported in the residential program recorded a notable improvement

**72%**

of mothers strongly agreed they had a better relationship with their child at program end

**83%**

of mothers said they would be very likely to recommend the program to others

Mothers said:

**"I felt very supported and safe with the team. They have helped me to be a stronger version of myself."**

**"My experience with the program was positive because of the support that I had, best part is Circle of Security."**

**"Overall it has been a wonderful experience. I have felt supported, learnt new skills and coping strategies, had support from the nurses all while being guided to help reach my goals."**

Average participation in a residential package was

**77** out of expected **90** days

Average participation in a community package was **47** out of expected **45** days

### Josh's story: finding his niche working with young people

Josh once aspired to be a police officer, but an unexpected health issue saw him shift focus to community welfare.

While disappointed at first, his new career path uncovered his passion for helping young people. And he's never looked back.

"A lot of young people don't have a voice, they get missed. I wanted to be in a position to advocate for them," Josh says.

Through a partnership between Wesley Mission and Western Sydney University, Josh studied a Certificate IV in Mental Health (CHC43315) through Wesley Vocational Institute (RTO Code 90091).

The course enabled Josh to put his studies into practice at Wesley Operation Hope, a program supporting disadvantaged young people to develop life and personal skills.

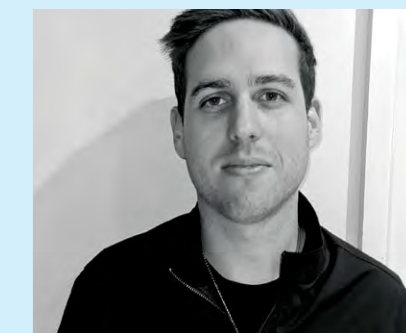
"I'm better at learning on the job," Josh says. "It's one thing to just read about it on your own and then complete an entire course based on helping young people understand themselves. It gave me a better understanding of how to talk to and understand what people are going through."

Now working with Wesley Brighter Futures (Wesley Family Preservation), a program that helps build strong families, Josh feels he's already made a difference.

"I've actually been able to see the change that I've been able to make. It's really good to see how much some of these families have changed in just a short time I've been working with them," Josh explains.

Josh says his studies through Wesley Vocational Institute gave him the tools for the job he's now in.

**"It gave me the chance to connect with young people that I'm working with on a deeper level."**





## Foster care and adoptions

# Making a positive difference to a child's life

Caring for children has been part of our mission for over 125 years. Through Wesley Dalmar, we continue to provide permanency, wraparound support and innovative programs to help young people to thrive.

### Supporting families during the Hawkesbury Flood

In late March 2021, floodwaters in the Hawkesbury-Nepean River region of Western Sydney reached a staggering 12.9 metres, the highest peak in more than 30 years. Individual assistance was provided to foster families, including practical support for people in affected areas, chaplaincy and respite.

### Chloe's life comes full circle

After being placed into foster care at six months old, Chloe's future seemed far from certain. Now, as a young adult, she's achieved one of many dreams, recently graduating from university after completing a bachelor's degree in social work.

Adopted by the same family when she was eight, Chloe's connection with her Wesley Dalmar caseworker should have ended there, but it remains a meaningful relationship today.

"I'm very thankful for the ongoing support with Wesley Dalmar," she says. "... That consistency, having a permanent family, that push for long-term care is definitely what made my [foster care] experience."

During Chloe's final year at school, she contacted her caseworker for career advice. This led to her securing a Wesley Dalmar Scholarship for university.

**"I think my nature is I care about people, and if I can make any sort of impact on a person, that's important to me," she says.**

**"I think my connection and my experience with being in foster care, and knowing that is the role that social workers can be involved in has driven that."**

In 20/21 Wesley Dalmar awarded six scholarships for tertiary study, including Bachelor of Education, Bachelor of Criminal Justice, two enrolments in a Bachelor of Social Science, an Associate Degree in Policing Practice and a University Pathways Course.

In 20/21,

# 156

families supported in family preservation

# 887

children and young people supported in placements

**612** school-aged children provided with an educational support plan

**608** children and young people supported to connect with their birth families

**421** children received tailored clinical support

**202** children and young people received mentoring

# 132

adults received aftercare

# 6

tertiary education scholarships awarded

# 45

families assisted with the adoption process

**3** adoption orders finalised

**"My experience with Wesley [Mission] and the staff has been nothing by positive. During visits they are polite, considerate, welcoming and involved."**

Birth parent of Wesley Keeping Connected program

**"Without Family Preservation supporting and encouraging us to keep going we would still be homeless, I would be a drug addict and my children would not be with me now."**

Parent who had successfully completed the Family Preservation program after 18 months

In 20/21, we supported

# 310

young people in Wesley Take Charge of Your Life

# 22

young people in Wesley KickStart

# 10

young people in Supported Independent Living

### Helping to prevent homelessness in young people leaving care

For young people approaching adulthood, it is important to develop the necessary life skills and experience needed to live independently. Young people leaving out-of-home care who may not have strong family support to fall back on are often vulnerable to homelessness. It's why we pioneered and have continued to expand programs like Wesley KickStart and Wesley Take Charge of Your Life.

As part of a new initiative with the Department of Communities and Justice, in 20/21, we had ten additional units in the Northern NSW communities for Supported Independent Living. This program is another way to provide wraparound support and stable accommodation to ensure young people successfully make the transition from out-of-home care to independence, including achieving their education and employment goals. In 21/22, an additional ten units will be made available in Sydney as part of this program.

Watch how Wesley Take Charge of Your Life helps develop critical life skills



### Giving young people a chance

Idyllic 'Treehouse Farm' in Northern NSW is a place where avocados, macadamias and custard apples grow. And young people in foster care are thriving here, too, as part of a new collaboration with foster parents Lisa and Gary Rayner, who are dedicated to supporting older children who have experienced a breakdown in their placement.

"We're just Mum and Dad. We saw a huge difference between the lives of our biological children and the kids we were supporting in crisis care, and we had to do something," says Gary.

"When COVID hit in 2020, it was the right time for a change, so we left Sydney's Northern Beaches for

Ballina. We ended up looking at much larger properties that had a lot of merits, so we could consider fostering on a larger scale," he shares.

With Wesley Dalmar expanding the Wesley KickStart program that provides a staged transition for young people from care to independence at their own pace, things soon fell into place. And Wesley Mission's 25-acre property is the perfect location to help young people develop practical life skills.

"We've both had very successful professional careers, and we've travelled the world, but being foster parents is the best thing we've ever done. I don't understand why more people don't do it," says Lisa.



# Helping you to remain independent

Everyone's needs are different, and health, lifestyle and wellbeing are important. Our services respect people's individuality and provide a wide variety of flexible options.

### Wesley Home Care provides:

- domestic assistance – cleaning and gardening
- shopping
- social or medical transport
- home modifications and maintenance
- therapeutic services – physiotherapy, podiatry
- personal care
- meal preparation
- social support
- equipment and assistive technology
- nursing
- respite care
- transition care after hospital or rehabilitation
- dementia support
- pet care
- coordination of supports.

### Highlights

#### Promoting social connection among seniors

Wesley Seniors Social Hub in Fairfield, South West Sydney, is all about inclusivity and experiences. It's a place where older people who may be socially isolated, frail or living with dementia can experience social interactions in a friendly atmosphere. And that's probably why it's so popular, with almost 100 senior citizens attending weekly to explore culture and connection through music, low mobility exercise, activities, games and food.

Given its clients' cultural diversity, from Arabic to Vietnamese, the Hub has celebrated a variety of experiences. On Australia Day, the Hub hosted a sausage sizzle with meat pies and sausage rolls. This was followed by Lunar New Year and Khmer New Year celebrations, at which clients dressed up in traditional gowns and performed cultural dances.

For the last couple of years, the Hub has been fortunate to receive the Connecting to Community grant to promote senior social services within local networks, including Fairfield Council Conversations Group and South West Sydney Ageing Forums, with the aim of developing cultural diversity in our ageing community.

In 20/21, the Connecting to Community project supported 164 older people, with 85 per cent coming from non-English speaking backgrounds and 30 per cent living alone. From exploring Sydney Harbour foreshore to high tea at Camellia Gardens,

clients made valuable new social connections, despite the impacts of COVID-19.

Wesley Mission is excited to announce the Hub has recently secured funding to extend the program to six days a week, now including Saturday.

#### Adult Volunteer of the Year Award winner: Carol Holmes, Meals on Wheels

For over 14 years, Carol has faithfully delivered meals and provided safety and wellbeing checks on Meals on Wheels clients.

Run by volunteers like Carol (with a paid supervisor overseeing the operation), Meals on Wheels supports people who can't cook or shop for themselves, such as older people, people with a disability or those recovering from illness or injury.

A living example of courageous commitment, two days a week, Carol delivers nutritious pre-prepared meals to older members in our community, many of whom would otherwise go without. And, when she's available, Carol is always happy to pick up extra shifts.

For more than a decade and through a global pandemic, Carol's dedication provides valuable contact and connection for many people living independently in our community. Her experience and genuine concern for her clients has cemented her position as a valued team member and favourite friendly face.



In 20/21, we provided home care support to

**3,534**

people in the community

**982**

people receiving tailored home care packages

**130**

people with disability

**90**

people needing restorative care after a hospital stay

In 20/21, we assisted

**862**

people with domestic assistance

**546**

people with social support

**208**

people with personal care

**204**

people in our seniors social hubs

**154**

people with respite options

**112**

people with regular meals

**332**

veterans

# Growing our support to Northern Rivers Region

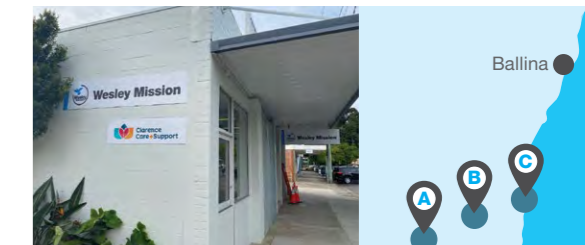
In July 2020, following a successful tender process with Clarence Valley Council, Wesley Mission expanded our service offerings to include home care and additional community services and support for veterans and people with disability, and meal delivery to the communities of the Clarence Valley.

The addition of all the services previously offered by Clarence Care + Support, is a natural extension of the services Wesley Mission already provides in Northern NSW from Coffs Harbour to Ballina – including foster care, family preservation, youth homelessness, employment and training, and emergency relief.

With the majority of staff transferring from Clarence Care + Support to Wesley Mission, we have been able to ensure a smooth transition of support provided to the community and continue to provide the same level of care to the more than 600 people who had come to rely on these services.

With the additional staff in Grafton and extra locations in Maclean and Yamba, we are able to meet more of the needs of people living in the Clarence Valley. And with a new office on Victoria Street, Grafton, all our people in Grafton are now under one roof, and where we have continued to provide the nourishing meals that are so popular with the locals from our very large fridge/freezer.

The much-needed services that Wesley Mission is providing in the region are helping to address some of the biggest social challenges the community is facing – such as an ageing population, high unemployment rates, support for at-risk families, natural disasters and crises.



### Northern Rivers locations

- A:** 82 Victoria Street, Grafton
- B:** 1 McNaughton Place, Maclean
- C:** 45 Woolli Street, Yamba

### Roster centre

Behind our large team of home care workers and disability support workers is our roster centre. This team takes calls from clients and schedules services efficiently to maximise the use of Wesley Mission staff, and to ensure a high-quality service that meets clients' individual needs.

In 20/21,

**74,394**  
calls received

**334,858**  
calls made



## Hospitals

### High quality and compassionate specialist mental health care

Our private mental health hospitals have been delivering care for more than 60 years – building resilience and supporting recovery through evidence-based treatment programs.

#### Wesley Hospital

Wesley Mission's two private hospitals, located in Ashfield and Kogarah, specialise in short-stay mental health care programs for both inpatients and day patients. Our reputation is built on the expertise, research and achievements in psychiatric care provided by our leading team of mental health professionals.

In a year characterised by increased community distress caused by the COVID-19 pandemic, our team has created new pathways for people to access and continue receiving care.

#### Inpatient care

Inpatient admissions receive focused 24-hour care from our team of professional and compassionate staff. Inpatient treatment continued with additional COVID safety measures in place and restrictions for visitors.

#### Day patient programs

Day patient programs have continued via Telehealth this year, delivered by our qualified team of psychiatrists and allied health professionals.

#### Wesley Hospital specialises in treating:

- alcohol dependency and drug addiction
- anxiety, depression and bipolar disorder
- borderline personality disorder
- veteran service-related and post-traumatic stress disorder.

In 20/21,

**557** inpatient admissions

307 inpatient admissions at Ashfield

250 inpatient admissions at Kogarah

**519** day patient admissions

337 day patient admissions at Ashfield

182 day patient admissions at Kogarah

**31** patients received specialist ECT treatment

**5,611** patients treated through our consulting rooms

2,433 patients at Ashfield

3,178 patients at Kogarah

**126** medical professionals received clinical training

42 professionals at Ashfield

84 professionals at Kogarah

### Specialist mental health care

#### Alcohol dependency and drug addiction

Both hospitals in Ashfield and Kogarah offer proven and effective treatments for alcohol dependency and drug addiction, supporting people to detox safely and learn tools and strategies to help avoid relapse. Inpatient detox is followed by ongoing day patient support and 12-step meetings.



**Professor John Saunders**  
Director of Wesley Hospital  
Drug and Alcohol program

**“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.”**

#### Electroconvulsive therapy

Wesley Hospital Kogarah is a leading centre for Electroconvulsive therapy (ECT) research and state-of-the-art contemporary ECT treatments for clinical depression, mania and psychosis.

### Veteran service-related and post-traumatic stress disorder

Post-traumatic stress disorder (PTSD) is traditionally associated with war veterans, but it can affect anyone who has experienced trauma.

Wesley Hospital is one of only a few providers in the country contracted by the Department of Veterans Affairs to treat veterans for PTSD and anger management. The hospital also runs day programs for retired or discharged first responders dealing with PTSD.

#### Borderline personality disorder

As one of the first organisations to offer real treatment options for patients with borderline personality disorder, Wesley Hospital continues to set the standard in dialectical behaviour therapy (DBT) to treat borderline personality disorder. Now running for over 20 years, our program has trained some of the country's leading DBT therapists.

Borderline personality disorder causes unstable moods and emotions and can lead to self-harm. It is marked by feelings of being out of control and difficulty relating to others.

Taking care of your mental health during COVID-19:

**“It is well known that maintaining social connections, even when assisted by technology, helps people feel better. So, speak to your partner, a friend or family member about how you’ve been feeling. Your GP is also a great person to talk to and can help you to access support.”**



**Dr John Kearney**  
Director of Psychological  
Services at Wesley Hospital  
Kogarah and War Veteran  
Services



### Wesley Hospital Kogarah redevelopment

As part of Wesley Mission's strategic plan to increase services and provide more specialist support where need is greatest, we have progressed proposed plans to redevelop Wesley Hospital Kogarah.

The project received approval through the Secretary's Environmental Assessment Requirements and the works to develop the Environmental Impact Statement is now nearing completion, as part of the Department of Planning, Industry and Environments State Significant Development process.

The proposed redevelopment will help bridge the gap in services for adults with mental health disorders by:

- delivering state-of-the-art health infrastructure for the future

- providing additional capacity to respond more appropriately and respectfully to patients' needs
- providing contemporary treatment procedures, modern consulting rooms and private facilities including ensuite bathrooms
- enhancing the quality of care with greater opportunities for excellence in training and cross-skilling of nursing and therapy staff.

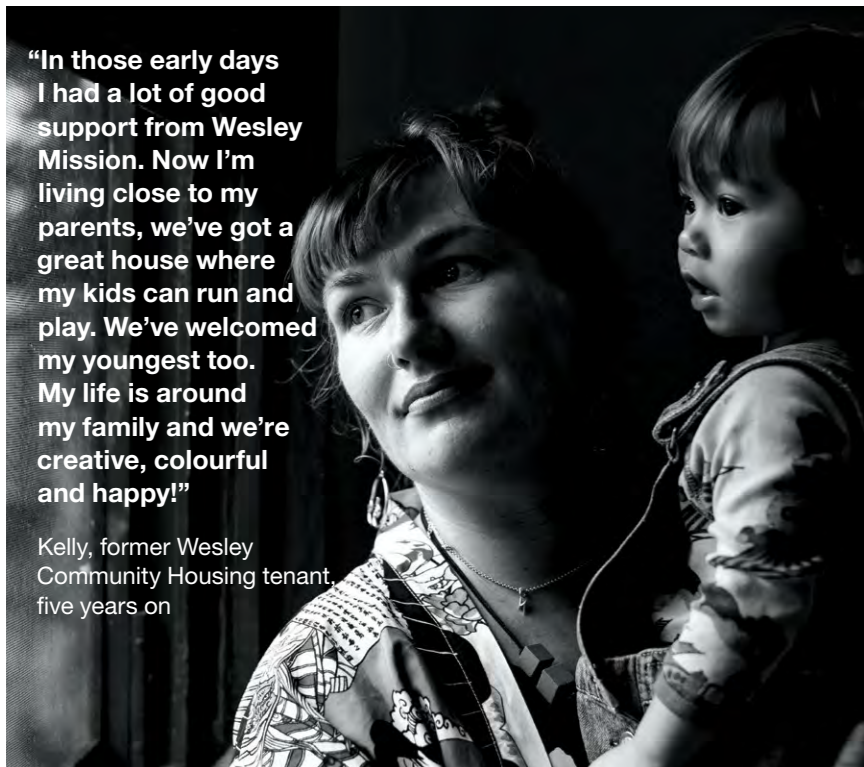
The proposed redevelopment would provide additional capacity, in two stages, to more than double the available beds. A state-of-the-art facility would also create opportunities for medical research and education.



# Everyone deserves a home

Secure housing is the first step to independence, receiving effective wraparound supports and the start to a brighter future. But housing is one of the biggest challenges we face in NSW, with a shortfall of more than 200,000 social and affordable homes and almost 60,000 households waiting for social housing.

This crisis of housing and homelessness is seen equally in regional areas as in cities and has been heightened by the economic downturn caused by the COVID-19 pandemic. Wesley Mission is working together with governments, agencies, developers and communities to innovate and meet needs.



**“In those early days I had a lot of good support from Wesley Mission. Now I’m living close to my parents, we’ve got a great house where my kids can run and play. We’ve welcomed my youngest too. My life is around my family and we’re creative, colourful and happy!”**

Kelly, former Wesley Community Housing tenant five years on

In 20/21,  
**831** tenancies supported including,  
 395 tenancies in crisis/transitional housing  
 70 tenancies in specialist disability accommodation  
 215 tenancies in general social housing  
 151 tenancies across Wesley Mission’s services  
 91% overall satisfaction (Industry benchmark 75%)

In 20/21,  
**197,573**  
 nights of accommodation

### Upgrades to social housing in South-West, Southern Sydney and Hunter regions

Wesley Community Housing completed upgrades worth \$655,200 to five social housing properties to support people in need in Miller, Cartwright, Narwee, Windale and Hamilton South.

The NSW Government’s funding has helped improve the quality, safety and comfort of homes with roofing, internal and external painting, window and gutter replacement, updates to kitchens, floor coverings and a community hall upgrade.

“We began by consulting with our tenants to identify which projects are our top priority,” says Wesley Community Housing Manager Lisa.

“It might surprise people to know that tenants in social housing are as passionate about their homes, if not more so than homeowners.”

“We’re not just your typical Community Housing Provider. We’re empowering our tenants to connect, grow and develop through Wesley Mission’s broad network of services and to have a voice. In the industry, we rank first for tenant involvement.”

### Planning Smithfield’s secret garden

There’s a secret garden in Western Sydney – a beautiful, tranquil space hidden between houses. But this green space was not easily accessible to the people who could enjoy it the most – the residents of Wesley Woodward. This Wesley Mission property is purpose-built for adults with

disability, primarily acquired brain injury, who may otherwise find themselves in aged care. Here, they enjoy life among people their age, and their strong bonds were evident when they recently gathered to plan their new garden.

David from Wesley Community Housing engaged a range of contractors, including Darren from the Royal Botanic Garden Community Greening Program, to receive a gardening brief from the residents.

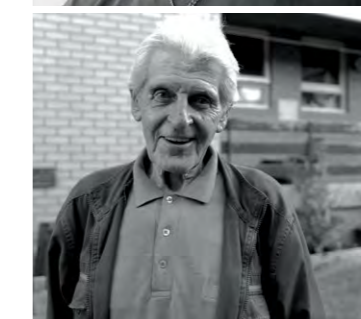
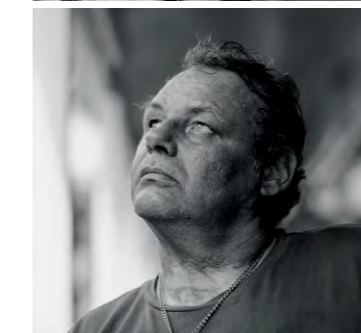
One of the residents, Kim, welcomed the visitors sharing an Acknowledgement of Country. Although quietly spoken, Kim’s eyes brightened when she asked if she could plant roses in the new garden.

As some of the residents are in wheelchairs, they asked if raised beds could be installed so they could grow veggies. A new path will also be installed to help with mobility and access.

Another resident, Lucas, shared what was on his wish list. “I want to grow things that I can cook with, things that add flavour – chillies, lemons, garlic and shallots. I’m no expert. I just know how I like things to taste.”

Gardener, Darren, listened closely and sketched out a proposed design. “Starting with a session to gather ideas is about giving ownership of the garden to the residents. This is their space, and it’s a beautiful spot. I can imagine them spending a lot of time out here when it’s finished,” Darren says.

The sensory garden will be built thanks to a grant from the NSW Government Community Builder Partnership.



Wesley Homeless Services  
 In 20/21,  
**3,242** individuals and families supported  
**1,781** individuals supported including,  
 642 people at Wesley Edward Eagar Centre  
 631 people receiving early intervention support  
 508 people receiving targeted mental health support  
**900** families supported including,  
 354 families on the Central Coast  
 391 families in South-West Sydney  
 155 families in Western Sydney  
**450** young people supported including,  
 321 young people on the Mid North Coast (see page 38)  
 129 young people in Inner West Sydney  
**67** veterans supported  
**44** older people supported

### Supporting vulnerable older people with housing

Wesley Mission’s support for older people through Assistance with Care and Housing continues to journey alongside some of Western Sydney’s most vulnerable older people.

Of the people we supported in the last year, 33 per cent had identified issues with hoarding and squalor, which can often lead to homelessness due to eviction, and people may also experience increased isolation and withdrawal from friends, family and community. In addition, the condition of their dwelling may also contribute to additional safety risks such as infestations, fire and falls hazards.

To help address these issues, our Intensive Squalor and Support Project takes a multi-faceted approach. This can include helping people to access appropriate aged care packages, professional mental health treatment, transport and support to attend appointments, professional and regular cleaning, the introduction of home care services and follow-ups for maintenance.

In 21/22, our specialist support for older people at risk of or experiencing homelessness will expand to provide help on the Central Coast, Hunter and Nepean regions.



## Housing and accommodation

# Leading the way from homelessness to hope

Building works are complete after a 12-month major upgrade to Wesley Edward Eagar Centre in Surry Hills. And not a moment too soon, as the Premier of NSW announced Greater Sydney would return to lockdown, adding to the challenge experienced by people without a home to isolate in safety.

Located on Bourke Street, the centre has provided crisis accommodation to countless vulnerable women and men since 1979 and has remained essentially unchanged until recently.

The upgrade means significant improvements to the rooms and facilities for clients and staff and includes restoring the heritage-listed façade and sandstone chapel, dating back to 1847.

Wesley Mission CEO and Superintendent, Rev Stu Cameron, says that the nearly 300 people sleeping rough on Sydney's inner-city streets every night were at the heart of this innovative project.

"Entrenched homelessness is complex and can involve a combination of mental illness, domestic violence, family breakdown, financial difficulties and the cumulative impact of multiple traumatic events. A person can't just walk out of homelessness on their own. That's where Wesley Mission is ready to come alongside.

"With client outcomes in mind, the centre has been redesigned to promote individual and group wellbeing. Improved privacy, security and dignity will set a new standard for crisis accommodation in Sydney," he says.

Award-winning architects Scott Carver created plans for soothing new spaces to significantly improve clients' experience, replacing smaller basic rooms with larger rooms containing ensuite

bathrooms, more personal storage and natural light. Each accommodation floor has a communal kitchenette, laundry and living spaces.

A second lift will help improve accessibility, while new offices, counselling rooms and a rooftop terrace with separate space for clients and staff contribute to an empowered, trauma-informed environment.

"In every detail of our refurbished centre, we have made careful choices to communicate the value and worth we see in each person. Can a building change

**"I have been a supporter of Wesley Mission for many years. I have always admired the work they do alongside some of the most in need in our community.**

**There are many reasons that contribute to homelessness and seeking the specialist help Wesley Mission provides. The scarcity of affordable housing, poverty, financial crisis, and mental illness are among the major factors.**

**Partnering with a trustworthy organisation such as Wesley Mission means that we unite forces to support Australians in their greatest need. Together we can achieve so much more."**

The Hon. John Howard OM AC  
Prime Minister of Australia from 1996-2007  
Patron of the Wesley Edward Eagar Centre appeal

the way you feel about yourself? I like to think this one can," Rev Stu Cameron says.

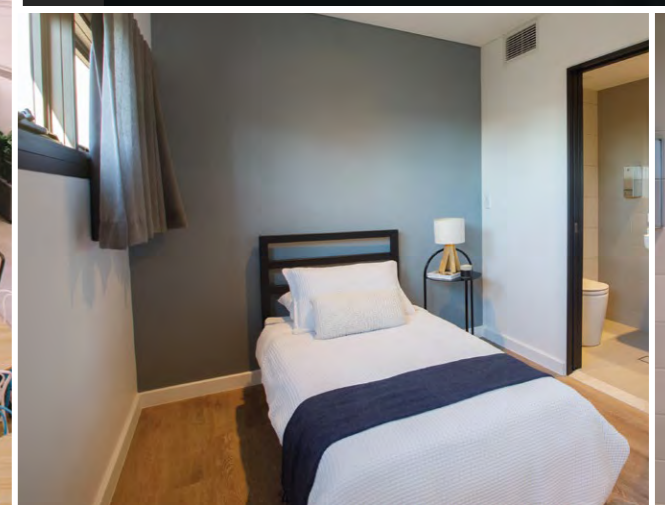
Wesley Edward Eagar Centre has been at the forefront of the evolution of care for people experiencing homelessness for more than 40 years. It was one of the first services to provide private rooms.

Builders, Lipman and their contractors, and Wesley Mission staff and volunteers worked tirelessly to ensure the long-anticipated project remained on track during COVID-19 restrictions. During the works, Wesley Mission relocated clients to other accommodation.

"There's a tremendous amount of gratitude and excitement in reopening because it signals an important new chapter for those we're able to support, but also for the local neighbourhood and our broader Wesley Mission family," he says.

"It is also a product of people's compassion to commit to doing better for our most vulnerable citizens. City of Sydney contributed \$1 million toward the \$12 million needed to complete the refurbishment, and more philanthropic organisations, the NSW Government, corporates and individual donors helped to open the doors again.

"We're taking a huge step forward to help people take their first step out of homelessness, to begin to hope again. And once you have hope, a lot of other things become possible."



"As soon as I came out of that lift, I was amazed. It was like walking into a totally different building. It has a much more comfortable feeling inside now.

**The layout of the rooms is different. It is modern, the ensuite is great, and the windows allow more light and air. There is a lot more privacy which I think will really help people's mental health."**

What former Wesley Edward Eagar Centre resident, Vince, said about the upgrade





# Specialist support tailored to you

Journeying through financial hardship or gambling problems can be isolating. Our specialist counsellors and lawyers come alongside people to provide personalised, non-judgemental support.

## Wesley Mission's specialised support options

- Wesley Community Legal Service is a state-wide service offering legal advice and case management on a variety of issues related to gambling.
- Wesley Financial Counselling provides free, independent and confidential counselling and advocacy to help people experiencing financial difficulty.
- Wesley Gambling Counselling offers a tailored counselling service for people affected by gambling and their families.

**In 20/21,**  
Wesley Community Legal Service  
**supported 795 people**

Wesley Financial Counselling  
**helped 1,999 people**

Wesley Gambling Counselling  
**supported 1,398 people**

## Financial Counselling interns

Financial Counsellors have specialist skills and are accredited professionals, and they are also quite rare. To support the development of more counsellors, Wesley Mission partnered with Financial Counselling Australia and, with support from the AMP Foundation, have sponsored an initial group of six interns to study a Diploma of Financial Counselling and gain practical experience alongside our experts. Five have graduated, three have secured ongoing roles at Wesley Mission and we hope to support many more.

“The intern program was fantastic. It’s an initiative where you get to observe and be guided by very experienced Financial Counsellors, so you feel supported, but there is enough freedom to then make the role your own, explore and do things differently. A great balance.” Sarah, Intern

“The Intern program has been brilliant. Getting real-world experience and having the support of the Financial Wellbeing team here at Wesley Mission has given me access to a network of people with so much knowledge, skill and experience.” Samantha, Intern

Scan to learn more about what our financial counsellors do



## Gambling Help Services becomes GambleAware

Gambling help services in NSW have been reshaped to support more of the community, including people who are at risk, along with those who are experiencing harm. Wesley Gambling Counselling delivers services to Northern Sydney and Central Coast and South Western Sydney, and in partnership with the University of Sydney to support people in Central Sydney.

Delivery of high-quality, evidence-based gambling specific and therapeutic and financial counselling occurs through a range of modes, including Cognitive Behavioural Therapy, Acceptance and Commitment Therapy and Dialectical Behavioural Therapy. All counselling is delivered within a person-centred and trauma-informed approach.

## Sandra finds freedom from her gambling addiction

For years, Sandra\* has battled a gambling addiction. Sadly, as her gambling addiction grew, so did her desperation for money which led her on a pathway she never imagined for herself – one that ended up in theft.

Having devoted her life and career to caring for people, she never thought herself capable of committing a crime. Taking her first step to recovery, Sandra called Wesley Mission for help and was referred to our Wesley Community Legal Service and Wesley Financial Counselling teams.

While she’s ready and willing to face the consequences of her actions in court, Sandra is also dealing with her past hurts. Sandra now knows it’s her past trauma that saw her spiral into a life of addiction.

Filled with regret for her actions, Sandra is now on a path towards recovery. “I feel like I’m on a healing track, not a lying track or a gambling track. It’s on a good track even though it’s a tough track,” Sandra says.

**“Wesley Mission and all my counsellors and psychologists, I want to thank them for believing in me and making me realise that this is an addiction and I’m not a terrible person,”** she adds.



## Doors open towards financial freedom

Christine and Robert’s adult son Grant\* struggles with bipolar disorder. Along with their son’s mental health concerns, in early 2020, the extent of Grant’s financial concerns came to the surface. Not knowing how to help their son, Christine and Robert reached out to Wesley Mission.

They initially connected with Wesley Financial Counselling due to their son’s outstanding debt. But it was quickly identified they also needed legal support. They were then referred to Wesley Community Legal Service, who worked with Grant and his family, and also connected the family with a psychologist for ongoing support with Grant’s mental health.

While Grant made poor choices due to his mental health condition, Christine and Robert are

confident in their son’s ability to come back from this. And they’re grateful to Wesley Mission for opening the doors to Grant’s recovery.

Robert says, “Wesley Mission is absolutely unique. It has all those professional skills of law and financial counselling, but the difference with Wesley Mission is there is a care for people that are in trouble – that takes this to another level. And you just can’t get that same combination anywhere else.”

Since seeking support from Wesley Mission, Grant is now able to take charge of his finances. And Robert and Christine are hopeful for their son’s future.

\*Names have been changed to protect privacy.



# Enjoying life in a vibrant and safe community

Getting older doesn't mean losing your independence. Wesley Mission has a long tradition of providing residents of our retirement living villages and residential aged care with a safe and welcoming community. We always put people first, and that means helping you choose the accommodation, lifestyle services and level of care you need to live the life you want.

## Wesley Residential Aged Care

Aged care has been a particular focus of the COVID-19 pandemic response across Australia, and it has been another challenging year for residents, families and staff with extended centre lockdowns and restrictions. We want to acknowledge how everyone involved has continued to centre the wellbeing of residents amidst changing public health directives, all while displaying creativity and care in embracing new forms of communication and maintaining connection.

## Highlights

### John makes history with COVID-19 jab

Great-grandfather and resident of Wesley Taylor Narrabeen, John, was the second person in Australia to receive the COVID-19 vaccine. John met with Prime Minister Scott Morrison, Health Minister Greg Hunt and Chief Medical Officer Paul Kelly before receiving the Pfizer jab.

Asked about being number two in the country, as the cameras and TV crews filmed the process, he said, "We're making history! I'm not sure why I'm the lucky one, but I'm delighted to be here."

A former Commonwealth Bank Manager, John is 86 years young and has been married to Rhonda for more than 60 years. He has been a resident at Narrabeen for 19 months, and Rhonda lives in Wesley Mission's adjacent retirement village.

"I haven't been afraid during the pandemic, I have my room and my music, and the staff have taken good care of us all," says John. "Even when there were cases on the Northern Beaches, I could still video call with my daughter, grandchildren and great-grandsons."

### Zoom support program keeps aged care residents connected

When COVID-19 lockdowns saw the temporary closure of Wesley Conference Centre, staff were repositioned into other Wesley Mission services to meet emerging needs.

Realising residents in our Wesley Residential Aged Care wanted to connect with family and friends, Andy from Wesley Conference Centre started the Zoom support program. Visiting each of our four residential aged care centres across Sydney every week, Andy taught up to 30 residents each month on how to use the video conferencing technology, before expanding



the program to include basic computer skills and other devices. Andy also supported staff with technical issues and implemented technology to enhance activities.

The program was so successful it continued once we were out of lockdown, with residents happy to have the skills to stay in touch with family, friends and the outside world. Andy is now a permanent member of the Wesley Home & Residential Care team and is keen to use technology to further enrich the lives of residents.

### Celebrating 25 years of Ali

After finishing school, Ali began volunteering at Wesley Mission. Her enthusiasm was noticeably contagious and a few months later she was offered a paid position at Wesley Vickery Sylvania.

On 3 June 2021, Wesley Vickery Sylvania staff and residents, Ali's parents and Wesley Mission CEO and Superintendent Stu Cameron joined together for a special lunch to celebrate Ali's 25-year employment milestone.

To honour Ali, staff and residents created bunting and placemats with messages of congratulations for Ali throughout the dining area, her colleagues created a 'This is Your Life' style book, and served Ali's favourite doughnuts, hot chips and Coke No Sugar.

Remembering her first day, Ali said, "I was so nervous I didn't know what to do but the team helped me to feel at home." Since then, Ali has continued to work four days a week helping to prepare and serve lunch for the residents. As for the best part of her job, Ali said, "I have such good friends. I love dealing with people and working in God's place."



### Wesley Retirement Living

Retirement is a new and exciting chapter in life, where you have the freedom to enjoy the things you love and explore new interests. And that's exactly what you can look forward to when living in one of Wesley Mission's vibrant and friendly retirement living villages.

### Wesley Taylor Village, Narrabeen In 20/21, 30 residents

A boutique seaside village just a stone's throw from Narrabeen Beach and Lagoon.

### Frank Vickery Village, Sylvania In 20/21, 225 residents

Conveniently located just a short distance from Cronulla Beach and the thriving local community.

### Alan Walker Village, Carlingford In 20/21, 231 residents

Nestled in green, leafy Carlingford, with five acres of beautifully manicured gardens.

### Village life

When you move into one of our retirement communities, you join other like-minded retirees in a caring and supportive community where you can enjoy the security and comfort of a variety of onsite facilities and amenities.





# Wesley Mission's future-focused vision for Sutherland Shire seniors

Wesley Mission's Planning Proposal to upgrade Frank Vickery Village in Sylvania has moved through the review process and public exhibition.



Artists impression

Our vision is to create an updated, future-focused retirement living village and residential aged care centre that supports the ageing population in the Sutherland Shire.

Under the masterplan, Frank Vickery Village's much-loved gardens and green space will be retained with new buildings complementing the natural landscape, with 1.95 ha (or almost 20,000 m<sup>2</sup>) set aside for the planting of trees and other native vegetation, consisting of up to 35 per cent of the site.

Sutherland Shire Council unanimously resolved to refer the Planning Proposal to the Department of Planning, Infrastructure and Environment for Gateway Determination earlier this year. Wesley Mission prepared the site specific development control plan in consultation with the Council. Post public exhibition, we will look to incorporate the feedback provided by the public and relevant Government agencies into our plans.

**“We want to create a vibrant ‘integrated’ village that supports the ageing community in the Sutherland Shire. It’s important to us that people are able to remain in their local community as their needs change, which is why we include both retirement living and aged care facilities at Frank Vickery Village,”** says Rev Stu Cameron.

## Warwick and Robin's story: Finding a new home at Alan Walker Village

Happily married for 59 years, Warwick and Robin felt it was the perfect time to move into retirement living as the best option for their health and wellbeing.

Since Robin's accident, in which she fractured her tibia and part of her hip, they both worried they wouldn't have the care they needed if they lived on their own.

“It makes you realise that, physically, you can't do all the things you did before, and you've got to be a bit sensible,” Warwick says.

Close to family, a retirement village in their area was an excellent choice for the Carlingford-based couple.

“We did attend an open day [at Alan Walker Village],” Warwick shares. “As soon as they opened the door, Robin said, ‘Yes, this is the unit!’”

“It's a two-bedroom unit and it is really very spacious, but I haven't got the housework to do that I had before, and that's made a big difference,” says Warwick.

The couple says they can rest easy knowing there's always help on hand, should they need it.

“When Warwick was in the hospital, every night and every morning, someone came and knocked on my door to see that I was okay,” Robin recalls.

They have found it's also a community where they can easily socialise with other residents and stay connected with their church.

Warwick adds, “There's a lot of people here that go to the same church we go to, so we've got friends here that we know very well.”

# Wellbeing for older people

No matter what stage of life, Wesley Mission believes everyone deserves to enjoy their later years and find meaning in life.

## Mental Health and Resilience program

Our program offers a range of supportive services for residents at our three Wesley Retirement Living Villages in Carlingford, Sylvania and Narrabeen.

The program consists of a team of skilled provisional and registered psychologists working with adults aged over 55 to help resolve life stressors getting in the way of enjoying a full and fulfilling life.

**80** residents received counselling and mental health support

The program was established in 2018 in response to the growing recognition that older adults who experience mental health concerns often face many barriers to

accessing appropriate support. Our program helps bridge this gap by offering confidential counselling and therapeutic group work to participants, all fully subsidised by Wesley Mission.

Our clinicians build a trusting and comfortable therapeutic relationship to help participants navigate change, big or small, and feel empowered. Using evidence-based practice, clinicians equip

**Watch: Hear from Provisional Psychologist and Mental Health Clinician, Jason**



**“I feel that everybody in the community here has a place. When we see new people, we have a chat and be welcoming. When we first moved here that was a significant thing for us.”**

Carol, Resident and ‘Village Connections’ member

participants with new skills and build on existing strengths to meet their goals.

Provisional Psychologist and Mental Health Clinician, Jason, has seen first hand how our latest initiatives are helping to provide a more fulfilling community life for residents in our retirement villages.

“Some of the conversations I have with people are just real conversations,” he says. “Not probing into anything in particular, but just making a connection with someone.”

## Research: Suicide Prevention – Collaborating with older people in independent living units

Men aged 85 and older have the highest age-specific suicide rate in Australia. With the challenges that can come with ageing, it's important to know how to support the wellbeing of older people.

Wesley Mission, in partnership with Western Sydney University, undertook research to reveal the social, psychological and environmental risk factors that older Australians may face as the result of key life transitions. Key life transitions occurring with ageing can include, loss of loved ones, changing life circumstances and diminishing physical or mental health of the self or a loved one.

The research found that people who volunteered were less likely to experience suicidal thoughts and more likely to be more sociable. Being social was also likely to provide protection against loneliness, depression and anxiety. As a result of this research, Wesley Mission is currently piloting a suite of services within Frank Vickery Village including peer support and a resident led group called ‘Village Connections’.



**Read and download the full report**





## Suicide prevention

# Empowering communities to save lives

Suicide deaths leave families, friends, workplaces and communities devastated. Wesley Mission's efforts to prevent suicide began in 1963 by establishing the Lifeline movement and continues today with a nationally operating program delivering targeted local solutions.

## Highlights

### White paper offers solutions to address emerging areas of suicide risk

Titled *Reducing distress in the community following the COVID-19 pandemic*, a white paper from Suicide Prevention Australia and Wesley Mission highlights broader social and economic factors causing distress in the community, stepping away from a mental health specific approach.

"The COVID-19 pandemic is a unique health crisis and one that has touched the lives of thousands directly affected by the virus, as well as their loved ones", said Nieves Murray, CEO of Suicide Prevention Australia.

"As a nation, we also need to recognise the impact of COVID-19 extends to millions of others in our community, many of who have lost their jobs, been isolated from their social networks and – perhaps for the first time – are struggling with their wellbeing."

The report shows that people are experiencing distress due to being out of work, homeless, lonely, or having drug or alcohol problems. These life circumstances can leave people vulnerable to distress and suicidality.

The release of the white paper was followed by a webinar featuring National Suicide Prevention Adviser Christine Morgan, Suicide Prevention Australia's Rebecca Burdick-Davies and Wesley Mission CEO, the Rev Keith Garner.

### Lifeline Sydney & Sutherland responds to increased call volume

Lifeline Australia's calls have increased by 20 per cent in the last 18 months as the service supported bushfire affected communities and all Australians during the COVID-19 pandemic. New records of more than 3,000 calls per day have been set and then broken.

To help meet the increased volume of calls, Lifeline Sydney & Sutherland have trained a very large cohort of new Volunteer Crisis Supporters to answer calls. Nearly 80 new volunteers completed the extensive training course in February 2021, which meant we were able to take nine per cent more calls this year.

"What makes someone a great Telephone Crisis Supporter is being empathetic, someone who wants to listen and not fix. People who are open to learning and who are service oriented in nature can make a huge impact in the lives of people in crisis," says Lifeline Sydney & Sutherland Centre Manager, Trish.



How is Wesley Mission helping to prevent suicide?



In 20/21,

# 114

suicide prevention networks across Australia

# 3,524

community network participants

# 1,102

people completed commercial training for professionals

# 1,480

people completed community suicide prevention training

# 31,349

calls answered by Lifeline Sydney & Sutherland (9% increase)

# 77%

of calls were suicide-related

## Upstream community-led actions reduce suicide rates by up to 17 per cent

Wesley LifeForce Suicide Prevention Networks program was established in 2007 with support from the Federal Government's National Suicide Prevention Leadership and Support Program and has grown to launch more than 100 local community groups across Australia in areas of greatest concern.

A study conducted by the University of Melbourne demonstrates the effectiveness of Networks to reduce the rate of suicide by seven per cent on average. Longitudinal analyses of national suicide data showed that this pattern of effects was most pronounced nine months after establishing the Network, with a significant reduction of 17 per cent in suicide rates.

The findings of the two-phase evaluation provided clear evidence of positive perceived impacts and outcomes of Networks for members and communities, including:

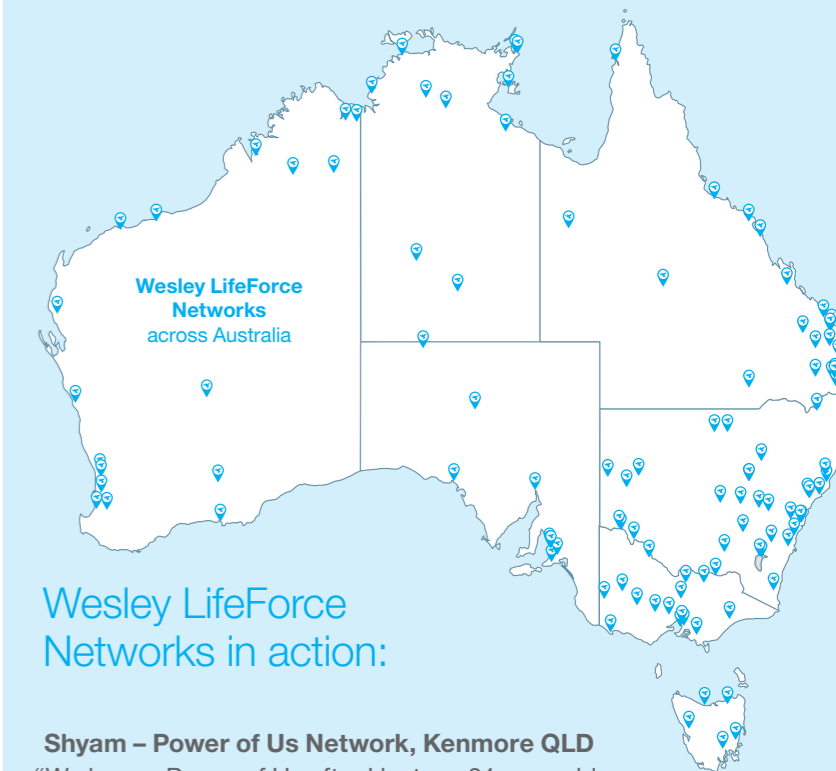
- improved community knowledge and awareness of support services
- increased community confidence and capacity to help someone at risk of suicide
- greater coordination and collaboration between networks and service providers
- reduced stigma regarding suicide, which in turn facilitated help-seeking
- empowering people with a lived experience of suicide
- stronger sense of community connection.

Dr Lennart Reifels, the study lead from the Centre for Mental Health in the Melbourne School of Population and Global Health, says, **"Longitudinal analyses of ultimate Network outcomes based on 17 years of national suicide data for 60 Networks across Australia indicated a significant reduction in the overall suicide rate following Network introduction."**

"Wesley LifeForce Networks focus on upstream measures which are aiming to build stronger and more resilient communities, who are more willing to seek support and support each other while providing a vehicle for people with a lived experience of suicide to positively effect change."

The important role that Networks play hasn't been widely understood, but this evaluation shows that local initiatives and training help to equip people beyond the health sector who may be able to intervene in the earlier stages of distress.

Dr Lennart Reifels continues, **"We need the best available evidence regarding what works and what doesn't work in suicide prevention, and this can only come through sound research. This evaluation provides clear evidence of positive outcomes and recommendations to bolster and further build community capacity."**



### Shyam – Power of Us Network, Kenmore QLD

"We began Power of Us after I lost my 24-year-old son to suicide in 2017. Two other young people aged 21 and 26 in our community had also taken their lives. Everyone was saying that something had to be done. A number of young people came forward, and they continue to help provide leadership to our Network. Our young people are effective in reaching their peers."

"Together, we lead workshops, participate in community events and host seminars online to reduce stigma. Within our Brisbane South-Asian community, more people are starting to participate. We are helping to build resilience through positive mental health and support."

### Trent – Derby Suicide Prevention Network, Kimberley region WA

"The reality is that for people in rural and remote regions, there's not enough support. Our Network is focused on education and awareness of the available services."

"The leadership of our Network is just over half Indigenous people, similar to our town, and we've all come from various places in life. Working together, everyone has something to contribute. You learn what each other is capable of and how we can help each other."



## Teenagers and young adults

# Building on strengths: support for young people approaching adulthood

The young people we work with face issues brought about by bullying, identity, violence, family breakdown, poor school attendance, alcohol and other drug use, and homelessness. We partner with young people to build strong family and cultural connections, helping them access the support services they need and learn to value themselves, building on their strengths in every area of their lives.

### Partnering with young people in Newcastle and Lake Macquarie

Based at the Hamilton Community Hive, Wesley Young Healthy Minds supports children and young people up to 18 years of age who show early signs of or who are living with a mental illness.

Support is tailored to meet the needs of each child, young person and family, including 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.

### Supporting young refugees' mental health

The Humanitarian Youth and Family Project is a free service available to young people and their families who have arrived in Australia as refugees or humanitarian entrants.

The program supports young people who have had an experience of leaving their country because of war or persecution, either directly or through a family member.

Our youth workers help young people to manage stress in their lives, build connections to community through activities and sports and through running groups in schools.



### Targeted Early Intervention changing the course of young lives

Our Targeted Early Intervention program works with young people in Western Sydney, Nepean and on the Central Coast to set 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.

### Addressing youth homelessness in the Coffs Harbour region

Unaccompanied 12 to 15-year olds experiencing homelessness are an extremely vulnerable group who have traditionally had few service options for support.

Wesley Youth Accommodation Services provides specialist support for 12-15 year olds in the Coffs Harbour, Bellingen and Nambucca region as part of the NSW Homeless Youth Assistance Program. This program aims to reunify young people with their families and broader support networks, or if this is not possible, enable them to transition to longer-term supported accommodation.



In 20/21,

**373**  
young people and  
**933**  
family members  
given hope

Intensive help  
provided for  
**70**  
young people on  
the Central Coast

**34**  
young people  
reconnected with  
their birth families

**185**  
young people  
supported in  
group activities

**266** young people experiencing  
homelessness and  
**55** young people under  
16 years of age

### What young people are saying about our services:

**"You have really helped. You're the only normal person in my life right now."**

**"I would describe my mentor as awesome. I like that he likes the same things as me. The mentoring program is 10 out of 10."**

## Jonny's story

Jonny describes his school as his safe place because his home was a place of conflict. It left him traumatised, anxious and depressed. Things came to a head one day when he was thrown out of home. With nowhere to go that night, scared and tired, Jonny slept on the grounds of his school, where cleaners found him in the morning. The school phoned Wesley Mission, and with that conversation, he was connected to our range of services.

Jonny was struggling emotionally, but his most urgent need was a warm bed and a hot meal. Thankfully we could find him a room in a youth refuge. When his family situation couldn't be resolved, the refuge became his permanent home. As time passed, the trauma of his experiences caught up with him. He'd try to focus on his school studies, but it was very difficult. Knowing he was falling behind dented his confidence and self-worth even more.

On his own, Jonny says he "wouldn't have found his way through". But he wasn't alone.

His Wesley Mission caseworker was beside him all the way, connecting him to the help he needed. An important step in his healing was counselling. He remembers those appointments as highly challenging but the skills he learned were life-changing. He also received support to finish his high school studies, get his driver's licence and find a job.

Now Jonny is 20 and working in social housing, helping other people to find homes. He's studying a Certificate IV in Social Housing, and he has moved out of the youth refuge and into his first private rental with a friend.

"Wesley Mission helped me get my references. They helped me apply for properties with different agencies," Jonny says.

**"I used to always be anxious, and that made it very difficult to complete even just normal tasks, but now I've learned not to stress about things, and I've got the skills to manage anything that might happen."**



# Transforming lives through education and employment

Employment and education are crucial to breaking the cycle of disadvantage. Our accredited courses and training programs support people to develop their skills, build meaningful careers and fulfil their life goals.



## Highlights

### Wesley Mission named a High Performing Provider

Quality standards empower prospective students to select the best training provider to meet their needs, and in 20/21 Wesley Vocational Institute (RTO Code 90091) has been classified as a High Performing Provider by the NSW Department of Education.

Offering nationally recognised VET qualifications, including certificates and diplomas in aged care, home care, disability, community services, business and leadership, hospitality, mental health and counselling, our dedicated trainers support students of all ages and from diverse backgrounds to achieve their goals.

### Wesley School for Seniors launches online courses

A dynamic and friendly learning environment for people over 55, Wesley School for Seniors launched a range of popular courses in an online format, to ensure students' wellbeing and social connections remained strong through the COVID-19 pandemic.

Many of the seniors learnt how to use Zoom and have enjoyed their online classes including some of the most popular courses like dance and chair yoga.

**"The online course is great, convenient and is as good as face-to-face classes,"** says a student, aged 69.

**"It's great to teach/learn from home. It's easy to record each week's class via Zoom and the online process itself,"** says a volunteer tutor.

In 20/21,

**7,133** parents supported with employment goals

**1,289** students undertook vocational study

**314** seniors engaged in learning

**637** participants in commercial training

**707** people supported with employment and housing

**223** people with disability supported to find employment

**892** prison inmates undertook financial literacy training

**114** people completed 'In Charge of My Money'

**409** people did financial literacy and gambling harm prevention training

**938** people received home modifications and maintenance



### Suzanne's writing her future

It was just one conversation with her colleagues at a local children's centre that inspired Suzanne to write and publish her children's book, *Ten Little Pippies*.

"I have always been creative. So, when an opportunity at work presented itself to produce a children's book, I jumped at it," she shares. "The children were involved in every aspect of illustrating the book with their drawings, paintings and mark making by the little ones."

A single mum of five, Suzanne has faced her fair share of challenges but she's always been a hard worker and very driven.

"I was proud of what I had already achieved at TAFE," she says. "But I had dreams of something bigger and wanted to push my career further."

It was when Suzanne met Trish from Wesley ParentsNext that she got the support she needed to go from strength to strength and to pursue her passions.

With Trish's guidance, Suzanne commenced her Diploma of Early Childhood Education and Care. She also turned to Trish for support with her book.

"It's really given me a lot of confidence in knowing that I'm on the right path. And knowing I've got someone there that's just been so supportive, so I can push forward and achieve my goals," she says. I would like to thank everyone at Wesley Mission for your continued support."

## Mid North Coast training and aged care collaboration

Wesley Vocational Institute (RTO Code 90091) is working with Garden Village Port Macquarie to deliver contextualised training for aged-care students, leading directly to employment. The collaboration helps to meet Garden Village's staffing needs and provides students with a pathway directly from study to work.

"Training tailored to meet the needs of Mid North Coast communities helps to support growth industries such as aged care, disability and home care," says Garry, Group Manager for Wesley Vocational Institute.

"We provide pathways to employment for people of all ages, regardless of their education and employment background. What employers are looking for are people who care about others and are willing to learn."

Father of five and former car salesman, Michael is one of the first students who found a fulfilling role at Garden Village through the collaboration.

"I was always working with people, but I got to a stage where I realised that I needed a change. With my kids a little bit older, I wanted to do something for myself," says Michael.

"My wife's a hairdresser, and some of her clients recommended Wesley Mission's courses and spoke highly of their training. There was a challenge for me of being an

'old brain', but if I could commit to a few days and have a good trainer, then that would be for me."

Michael enrolled in a Certificate III in Individual Support (Ageing) (CHC33015) in late 2019 and completed his course in early 2020. Initially, he thought his future would be in-home care.

"The last place I thought I was going to work was in aged care, but Wesley Mission had the connection set up with Garden Village. I was able to do my placement hours there, and it helped me early on. It was literally my first day of placement, and I thought, 'Wow, I really enjoyed that!'," says Michael.

"When I finished my course, my trainer arranged for me to have an interview at Garden Village. I was offered the job and asked, 'When can you start?' I said, 'Tomorrow!'. The residents are fantastic, and I really feel that I am making a difference. It's not just a job," says Michael.

Chief Executive Officer of Garden Village, Craig Wearne, acknowledges the benefits of the collaboration between the two not-for-profits.

"Garden Village and Wesley Mission are both dedicated to strengthening our local community. Delivering quality care to our residents begins with having skilled staff, and as the village expands, this collaboration will help us to develop more people like Michael," says Craig.



# Wesley Community Services Board



**Rev Stu Cameron**  
**CEO and Superintendent**  
**BA (Acc)**

Stu was welcomed as CEO and Superintendent of Wesley Mission in January 2021, having served for almost 15 years as Lead Minister for Newlife Church, the largest church in the Uniting Church in Australia. Based on the Gold Coast and in Brisbane,

Newlife has an extensive community services ministry including emergency relief, counselling, recovery and homeless services, and support for people experiencing domestic and family violence.

Tertiary qualified as an Accountant, Stu worked in a Chartered Accounting firm upon graduation, and later as a Systems Analyst for Mitsubishi Motors in Adelaide. He was ordained as a Minister of the Word in the Uniting Church in May 2004.

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

Stu was a Founding Member and inaugural Chair of the Gold Coast Pastors Roundtable that, in partnership with the Gold Coast City Mayor's Office, hosted large annual events and pioneered a new city-wide domestic and family violence initiative. He is a founding Board Member for Propel Network Inc.

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

**Michael Anderson**  
**Non-Executive Director and Chair**  
**BEC, FIAA, Grad Dip (Christian Studies), MAICD**

Michael is also Chair of Uniting Church NSW/ACT Synod Board 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.

**Bernard Boerma**  
**Non-Executive Director**  
**Chair of Quality & Risk Committee**  
**Board Deputy Co-chair**  
**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.

**Tracy Morgan**  
**Non-Executive Director**  
**Chair of Finance & Audit Committee**  
**Board Deputy Co-chair**  
**MBA (Macq.), CAHRI, GAICD**

Tracy has over 25 years' executive and consulting experience, including ten 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 and Parish councillor. She was appointed to the Wesley Mission Board in December 2018.

**Sam Donnelly**  
**BDS (Hons), MPH (Merit)**

Sam began his career as a dentist working in both the public sector and private practice. In 2005, he moved to Southwest China to volunteer with Bless China International (a Christian NGO) to provide dental care for poor and marginalised people and train village doctors. Later, Sam managed HIV/AIDS care and



prevention projects focusing on developing the capacity of Chinese nationals to design and implement outcome-driven programs.

In 2012, he completed a Master of Public Health and held various leadership positions within Bless China International, overseeing a broad range of community service programs. Sam returned to Australia with his family in 2017 and is currently part of the executive team for Myhealth Medical Group. He has been an active member of Wesley Mission's International Congregation since 1997 and was appointed to the Board in February 2021.

**Mark Northern**  
**Non-Executive Director**  
**B.Comm, B.Acc, GAICD**

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

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

Mark is a 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 & Audit Committee.

**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.

**Tara Reid**  
**Non-Executive Director**  
**B.Bus (Accounting), Grad Dip Applied Finance, MAICD**

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

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

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

**Dr Keith Suter AM**  
**Non-Executive Director**  
**BA (Hons), MA (Hons), PhD, FAICD, FRAI**

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

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



# Executive Leadership Team



**Rev Stu Cameron**  
CEO and Superintendent  
BA (Acc)

For biographical information please see page 42.



**Chris England**  
Chief Operating Officer  
BSocSc

Chris is responsible for the operations 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 18 years. Prior roles included leadership positions at Mission Australia, Accenture and Matrix on Board.



**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 financial services sector (including life insurance, superannuation, funds management, endowment management, financial planning and banking). This has been in a diverse range of organisations, including listed companies, private companies and not-for-profit organisations. David also serves on several board committees within the sector and outside of Wesley Mission, including Chairing the national Uniting Church Procurement Hub.



**Rev Dr Rick Dacey**  
Senior Minister, Wesley Congregational Life  
BA, MDiv, DMin

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

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

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

# People doing all the good we can

## Horatio's holistic approach to wellbeing

As Wesley Mission's new Wellbeing Officer, Horatio has found a role that best suits him. Several years ago, Horatio completed a master's degree focusing on vicarious trauma and the ways organisations can lessen its effects on staff. He's continued his research, including running workshops at the Centre for Community Welfare Training on vicarious trauma, compassion fatigue and wellbeing.

Now Horatio is implementing the practices and techniques he has spent years developing by building a holistic wellbeing framework to support multiple aspects of the lives of Wesley Mission people, including career, physical, social, community, financial and spiritual.

**"I believe that when your work is focused on supporting people, we should strive to offer the best version of ourselves,"** Horatio says.

"We're building on existing supports and developing new training programs as we explore what wellbeing means for us at Wesley Mission."

## Providing personal protective equipment

Throughout the COVID-19 pandemic, Wesley Mission kept its doors open and has continued to support the community. Ensuring our frontline care workers have access to personal protective equipment (PPE) is essential to enable our care services to continue.

Volunteer PPE Package Creators worked as a team to put together 15,000 sets of PPE, which were then rapidly deployed to any site in need. These sets enabled our frontline workers to safely continue working with our most vulnerable clients, especially those in aged care, family and homeless services.

## National Volunteer Week 2021

In May 2021, we came together to honour and celebrate our volunteers' passion and hard work at events held in Sydney, Newcastle and Yamba.

National Volunteer Week is the annual celebration to acknowledge the generous contributions of our nation's volunteers. Our Wesley Mission volunteers are essential to supporting people in our communities.

Scan to watch the highlights of our Volunteer Week celebrations



## Long-term volunteers give back to their community

Every Wednesday, Jan, who's now 78, hops on a bus then a train so that she can volunteer at Wesley Retail Wallsend.

**"I really do enjoy it. I like to think that I'm helping a little bit – trying to do my bit in people's lives,"** Jan said, who's been volunteering for 16 years.

Jen too is known for her willingness to start a conversation with anyone who walks through the doors at Wesley Retail Wallsend. Having given 23 years to volunteering at Wesley Mission, Jen finds purpose in helping people who might be experiencing loneliness.

Wesley Retail Wallsend Store Supervisor Sheree is thankful for dedicated volunteers like Jan and Jen, who give their time so generously and care for the customers who come through the store.

"Over the 23 years, I've met some really nice people. Some that I'll never forget. It's really rewarding volunteering. I'm just glad that I've done it," Jen said.

## Our values

- Christlike servanthood
- Unfailing integrity
- Courageous commitment

In 20/21,

**Staff**  
**2,425**  
employees

**835**  
full time

**1,031**  
part time

**559**  
casual

**83%**  
metro

**17%**  
regional

## Volunteers

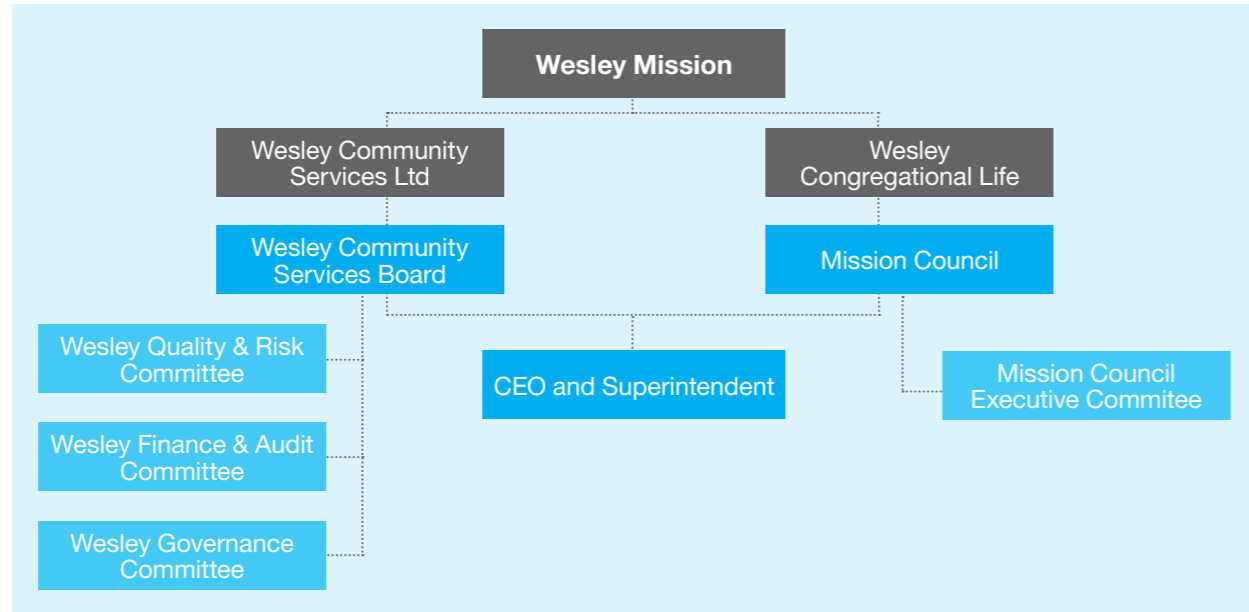
**1,023** regular volunteers **79,332** Contributing hours

Saving  
**\$3,761,628**



# Doing all the good we can

Wesley Mission is an integrated Word and deed mission with an essential connection between our congregational life and our community services. Wesley Mission's organisational structure reflects this shared mission comprising both an incorporated entity, Wesley Community Services Limited, delivering its community services functions and its vibrant heart in Wesley Congregational Life. Wesley Community Services Limited is a public company limited by guarantee, constituted under the Corporations Act 2001 (Cth). Mission Council is the governing body of Wesley Congregational Life.



### How the Board governs

Activities of Wesley Community Services Limited are managed by or under the direction of its Board, in accordance with the company's constitution. The Board gives direction and exercises judgement in setting the company's strategy and objectives and oversees their implementation by management. The CEO and Superintendent is in turn accountable to the Board for the day-to-day management of the company.

Three board committees have been established to assist the Board in performing the following key functions:

- Wesley Quality & Risk Committee: advises and makes recommendations to the Board in relation to policies and practices; the organisation's risk management framework; regulatory compliance;

work health and safety, insurance and child safety matters; clinical governance; quality management; information security and privacy and strategic internal audit.

- Wesley Finance & Audit Committee: assists the Board in fulfilling its financial management oversight responsibilities, including in relation to financial internal control systems, application of appropriate accounting policies, and developing and maintaining a financial management culture consistent with the company's values.
- Wesley Governance Committee: assists the Board in fulfilling its governance responsibilities, including development and maintenance of an effective Board structure and selection and performance monitoring

framework, along with oversight of CEO performance and remuneration of key executives.

The Board meets 11 times a year. The Quality & Risk Committee and the Finance & Audit Committee each meet five to six times a year. The Governance Committee meets as required.

### Word and deed

Wesley Mission's integrated ministry model is supported by a Deed of Covenant between Wesley Congregational Life and Wesley Community Services Limited, together with common membership across the two governing entities, Mission Council and the Board, by some members. Wesley Mission is also bound by a Deed of Covenant between Wesley Community Services Limited and the Uniting Church in Australia Property Trust (NSW).

### Standards

Wesley Mission takes care to make sure our clients are provided with a high level of service. Some services are independently certified against the ISO 9001:2015 Quality Management Standard, based on key principles of continuous improvement and best practice. Other certifications and licences are held against relevant industry standards, including the National Health Standards, National Disability Insurance Scheme (NDIS) and National Standards for Disability Services (NSDS), Aged Care Quality Standards, Food Safety standards, NSW Child Safe standards, Homelessness Service standards, Community Housing standards, National Quality Standards and Therapeutic Goods Administration (TGA) and Registered Training Organisation (RTO) requirements.

### Continuous improvement through quality, risk and assurance

Wesley Mission's overarching risk management policies and methodologies are based on the ISO 31000:2018 Risk Management standard. The organisation's Risk Management Framework is instrumental in guiding the organisation's strategic and operational decisions. Each year, the Board approves a Risk Appetite Statement setting the amount of risk the organisation is willing to take 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. The Board reviews risk appetite on an annual basis to ensure Wesley Mission maintains its

ongoing commitment to delivering services that are safe with a high quality of care.

Ongoing review is required to shape our overall risk management framework and approach, addressing for example:

- changes in strategic direction, including as a result of the 2023 Strategic Plan
- regulatory change, including changes arising from Royal Commissions and impacts of new reporting requirements
- significant external events, for example, the impacts of COVID-19 on our services
- ongoing areas for continuous improvement.

During the 20/21 period, Wesley Mission continued to improve its risk management framework by:

- delivering a pilot of new clinical indicator benchmarks against its Clinical Governance Framework
- delivering education across Wesley Mission to improve day-to-day management of risks
- reviewing and redefining its Key Risks, including reassessing the Board's risk appetite and analysing the effectiveness of controls associated with those risks
- further embedding its strategic internal audit program to provide insights and assurance across strategic initiatives and identified areas of key risk.

### Our continued commitment to child safety

Wesley Mission is firmly committed to safeguarding children and young people from all forms of harm. All children and young people who encounter the work of Wesley Mission have a right to feel and to be safe. Our policies and procedures prioritise child safety

and promote shared responsibility, not just at the leadership level but also by outlining responsibilities for all staff and volunteers.

As a child-safe organisation, we recognise the importance of maintaining an open and aware culture, which encourages the participation and empowerment of children and young people, and creates an environment where all staff and volunteers know their child safe responsibilities and are comfortable and equipped in reporting. We continually work in accordance with applicable legislation, adopting industry standards for best practice in all relevant practice areas.

Each month we care for over 1,500 children and young people under 18 years of age, or almost 8,000 unique individuals each year.

### Child protection team

- Established in 20/21, Wesley Mission now has a dedicated team with one manager and four officers working across our community services.
- The child protection team receive all reports of risk of harm and lead any investigations.
- The child protection officers liaise with program staff to provide guidance and support to all child safety and protection queries.
- Bi-monthly reporting is received by the Board and Management Committee covering all aspects of child protection and child safety.

### Additional measures introduced in 20/21:

- Child Safety is now a core component of orientation for new staff.
- Training modules were developed for all staff and volunteers.

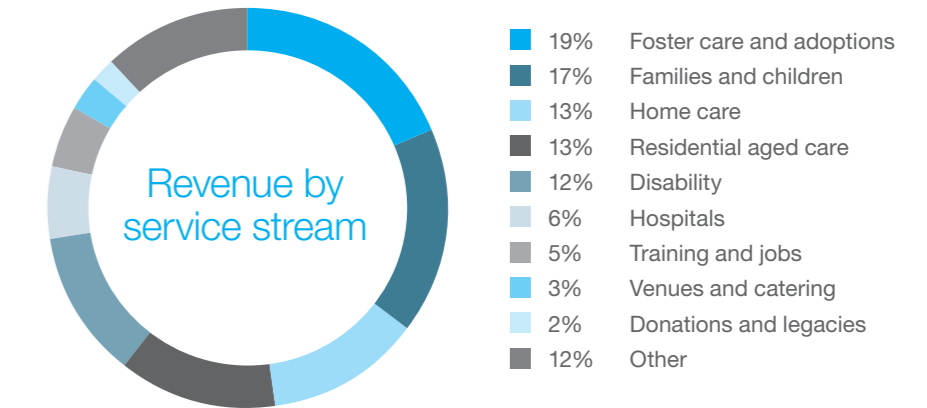
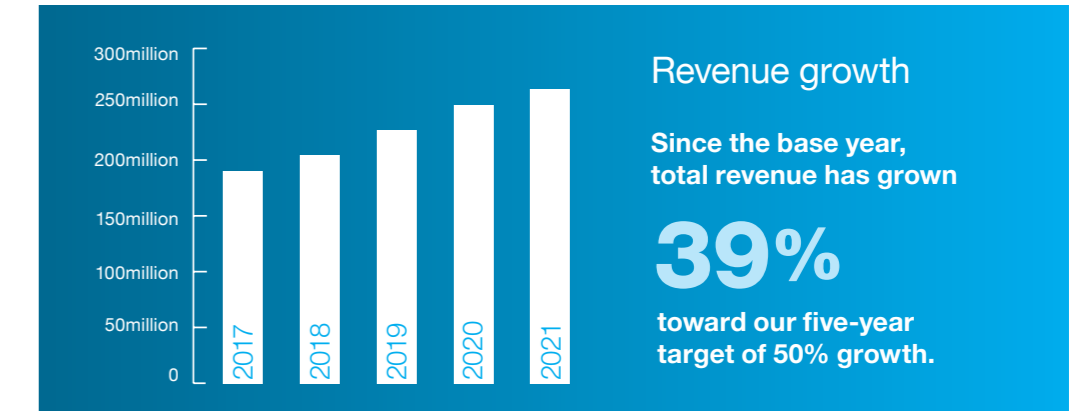


# Financial summary

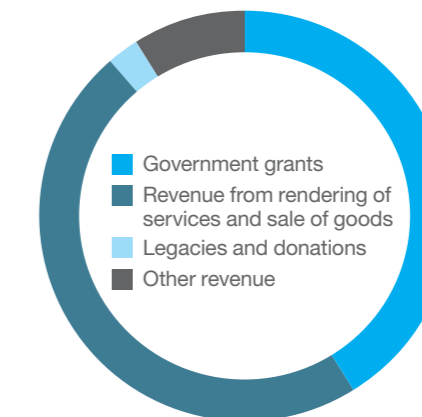
Statement of profit or loss for the year ended 30 June 2021	2021 \$'000	2020 \$'000
Revenue from sale of goods	2,140	4,291
Revenue from rendering of services	123,276	119,833
Government grants	108,738	97,902
Legacies and donations	6,710	7,744
<b>Revenue from continuing operations</b>	<b>240,864</b>	<b>229,770</b>
Interest received on investments	2,876	4,117
Other income	15,389	15,624
Gain on sale of assets	2,712	66
Fair value gain on investments	2,352	-
<b>Other income</b>	<b>23,329</b>	<b>19,807</b>
<b>Total revenue</b>	<b>264,193</b>	<b>249,577</b>
Employee benefits expense	171,275	157,210
Material and other client services	30,386	29,699
Maintenance and accommodation	12,623	12,539
Depreciation and amortisation expense	18,933	16,816
Travelling expenses	5,158	5,132
Professional fees	6,181	5,649
Communications	1,472	1,693
Cost of goods sold	1,387	1,440
Other expenses	15,791	9,074
Finance costs	584	696
<b>Total expenditure</b>	<b>263,790</b>	<b>239,948</b>
<b>Surplus before income tax expense</b>	<b>403</b>	<b>9,629</b>
Income tax expense	-	-
<b>Surplus for the year</b>	<b>403</b>	<b>9,629</b>
<b>Total comprehensive income for the year</b>	<b>403</b>	<b>9,629</b>

Statement of financial position as at 30 June 2021	2021 \$'000	2020 \$'000
<b>Current assets</b>		
Cash and cash equivalents	81,096	81,842
Trade and other receivables	28,988	28,354
Other financial assets	16,983	14,275
Inventories	458	479
Assets classified as held for sale	-	12,194
<b>Total current assets</b>	<b>127,525</b>	<b>137,144</b>
<b>Non current assets</b>		
Property, plant and equipment	357,002	336,436
Right-of-use assets	10,459	14,570
Investments	165	165
Other assets	535	589
<b>Total non current assets</b>	<b>368,161</b>	<b>351,760</b>
<b>Total assets</b>	<b>495,686</b>	<b>488,904</b>
<b>Current liabilities</b>		
Trade and other payables	30,337	26,471
Lease liabilities	5,533	6,687
Resident licence agreements expected to be paid within 12 months	32,800	33,468
Resident licence agreements not expected to be paid within 12 months	146,515	140,014
Provisions	17,750	15,568
Unearned lease premium	168	168
Contract liabilities - unearned funds	15,645	16,689
Contract liabilities - unearned funds - retirement villages	15,936	15,913
Other liabilities	950	939
<b>Total current liabilities</b>	<b>265,634</b>	<b>255,917</b>
<b>Non current liabilities</b>		
Lease liabilities	4,200	7,421
Provisions	3,042	2,968
Unearned lease premium	2,185	2,376
<b>Total non current liabilities</b>	<b>9,427</b>	<b>12,765</b>
<b>Total liabilities</b>	<b>275,061</b>	<b>268,682</b>
<b>Net assets</b>	<b>220,625</b>	<b>220,222</b>
<b>Equity</b>		
Accumulated funds	220,625	218,220
Reserves	-	2,002
<b>Total equity</b>	<b>220,625</b>	<b>220,222</b>

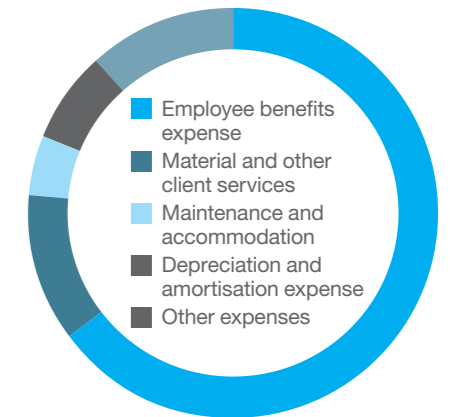
Statement of cash flows	2021 \$'000	2020 \$'000
<b>Cash flows from operating activities</b>		
Receipts from customers including government subsidies	263,750	254,030
Payments to suppliers and employees	(250,396)	(227,033)
Interest paid on leases	(472)	(704)
Finance costs	(227)	(268)
Interest received	2,876	4,117
<b>Net cash provided by operating activities</b>	<b>15,531</b>	<b>30,142</b>
<b>Cash flows from investing activities</b>		
Purchase of property, plant and equipment	(33,069)	(27,491)
Proceeds from sale of property, plant and equipment	17,105	4,366
Payment for investments - fair value through profit or loss	(15,928)	(270)
Proceeds from sale of investments - fair value through profit or loss	15,575	-
Investment in / (redemption of) term deposits	(1,396)	(3,180)
<b>Net cash provided by / (used in) investing activities</b>	<b>(17,713)</b>	<b>(26,575)</b>
<b>Cash flows from financing activities</b>		
Receipts from resident funded licence agreements	37,343	39,782
Repayments for resident funded licence agreements	(27,141)	(38,239)
Repayment of lease liability	(8,766)	(8,344)
<b>Net cash provided by / (used in) financing activities</b>	<b>1,436</b>	<b>(6,801)</b>
<b>Net (decrease) in cash and cash equivalents</b>	<b>(746)</b>	<b>(3,234)</b>
Cash and cash equivalents at the beginning of the financial year	81,842	85,076
<b>Cash and cash equivalents at end of year</b>	<b>81,096</b>	<b>81,842</b>



Where our revenue came from



What we spent





## Partnering with Wesley Mission to transform lives

Thanks to our steadfast donors and supporters, more people have received urgent help in challenging times.



In 20/21,

**\$6,710,000**

in fundraising and legacies

**42,516** donations

**5** Wills days held with **252** Wills drawn up at a modest cost

### Honouring Alfreda Henry

In January, when Alfreda Henry passed away, aged 91, her family encouraged all those who loved her to donate to Wesley Mission to honour her life of service and special connection to our organisation.

Alfreda was the great-granddaughter of Ebenezer Vickery, who, in 1906, donated a Pitt Street, Sydney building to the Methodist Church. The site is now our head office and church.

“Our family has a strong Methodist heritage,” says Alfreda’s daughter, Cathy. “We had and still do have a heart for mission and the gospel.”

“So, when it came to mum’s service, it just felt right to support an organisation that had meant a lot to her. She’d be thrilled about the gift going to Wesley Mission.”

Alfreda also generously left a gift in her Will to Wesley Dalmar. We thank Alfreda’s family and loved ones for their generosity and are grateful to everyone who left a donation in her honour.

### Lisa’s on her way

When Lisa was first placed into foster care, she was fearful. She had just lost her mum to cancer and was being sent to live with a stranger. After a rocky start, Lisa soon started to see the positives.

“I was actually getting fed properly,” she says. “I realised it was a stable environment.”

With the support of her foster mum, Pamela, and a scholarship from Wesley Mission, this year, Lisa graduated from university. Now, while living in Wesley Mission community accommodation for foster children until she finds her feet, Lisa is volunteering with the Wesley Mission fundraising team. She hopes the valuable work experience will help her get a role in public service so she can be financially independent.

“I thought I might be dead by the time I was 20, and I can’t believe where I am now,” she says. “The help I’ve had from Wesley Mission means a lot.”



## Our supporters

### Our financial supporters

#### Trusts & Foundations

Aged Persons Welfare Fund  
Akamai Foundation  
AMP Foundation  
Chestnut Tree Foundation  
City of Sydney – Affordable and Diverse Housing Fund  
Cox Family Foundation  
Datt Family Foundation  
Dick and Pip Smith Foundation  
Diversicon Environmental Foundation  
E A & N Hulak Foundation  
Findex Community Fund  
Herbert Street Foundation  
Jack Tilburn Endowment  
James N Kirby Foundation  
Janice & Don Wright Family Endowment  
JBWere Charitable Endowment Fund  
John Lamble Foundation Pty Limited  
Permanent Trustee Company Ltd  
Perpetual Trustee  
Pratt Foundation  
Rellim Foundation  
The Greatorex Foundation  
The Nick and Caroline Minogue Foundation  
The Orchard Garden Trust  
The Radio Community Chest Incorporated  
The Tong Foundation

#### Corporate

Ablosix Pty Ltd  
Australian Warfighter Coffee  
Clear Sales Australia Pty Ltd  
Commonwealth Bank - Granville  
First Title Insurance  
Grill’d Pty Ltd  
Impact Group

Lacetree Pty Limited  
Pinfest Newcastle Pinball Association  
Riverbush Pty Ltd  
Rud Chains

#### Legacies

Beryl Bentley  
Douglas Leslie Bird  
Robert John Blackwell  
Joyce Canham  
Mary Murielle Concannon  
Michael Dodsley  
Peter Donaldson  
Roma Ethel Duffield  
Irene May Eaton  
Sheila Finlayson  
John William Gibbins  
Kathleen Hamilton  
Kevin Hillyard  
Lorna Lee  
Margaret Lowesley  
James Massey Stewart Lutton  
Peter Scott Norris  
Dr James Pendlebury OAM  
Elsie Margaret Smith  
Gladys Essie Snodgrass  
Colin Erwyd Terry  
John James Upton  
Nathan and Emily Vaisey  
Shirley Edith Wall  
Lakshman and Mavis Wijesekera

#### Church

Cawdor Uniting Church  
Moree Uniting Church  
Norfolk Island Uniting Church  
Terrigal Uniting Church

### Our volunteers

Unfortunately, due to COVID-19 we had to suspend our corporate volunteering, namely our Homeless Food Challenge as it is a group activity that sends participants out into public spaces. Similarly, with volunteering projects at our sites such as gardening or visiting aged care residents.

We want to thank all of our corporates and school groups for their continued support and we look forward to working with them again in the coming year.

### Our partners

#### 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 Sydney  
Emergency Centre  
Hunter New England Health  
North Coast PHN  
Northern Territory PHN  
NSW Department of Communities and Justice  
NSW Department of Customer Service  
NSW Fair Trading  
NSW Department of Industry  
NSW Department of Education  
NSW Health  
NSW Ministry of Health, Mental Health Branch  
Office of Responsible Gambling  
Property Industry Foundation  
RSL LifeCare Limited  
Simply Conveyancing  
Sydney Local Health District  
WentWest PHN  
Wentworth PHN  
Western NSW PHN  
Trifalga Property Group  
Virgin Australia  
Wallsend Public School  
Waratah College  
Youth Off The Streets

#### Law firms

A.W.M Dickinson & Son  
B. Hayward & Co  
Caldwell Martin Cox  
de Groot Lawyers  
Goldrick Farrell Mullan  
G&S Law Group  
Kah Lawyers  
Kells Lawyers  
Marsdens Law Group  
Matthews Folbigg  
Owen Hodge Lawyers  
SCB Legal  
Shephard & Shephard  
Stoikovich Lawyers  
Watkins Tapsell

#### Television partners

Nine Network  
The Australian Christian Channel  
UCB UK  
WIN Television

#### Media partners

Google  
ABC Radio  
Hope Media  
Light FM  
1 Way FM Canberra  
Rhema FM  
SonShine 98.5FM  
2SM The Super Radio Network  
Vision FM



## Looking forward

# 2023 Strategic Plan

Our strategic plan reflects Wesley Community Services' strategic direction in living out our mission and vision for the next two years. It aims to convey a clear call for each person, for all our staff and volunteers.

A passion to see real change is present at every level of our organisation, in all aspects of our work and ministry. Our two-year plan calls us to be a movement of people characterised by our soft hearts, sharp minds, hard feet and open hands as we seek to build a solid foundation for future years.

To bring the strategic plan together, new CEO and Superintendent Rev Stu Cameron visited nine locations in 12 days to connect with more than 300 Wesley Mission staff. Workshops were held in Newcastle, Gosford, Blacktown, Wollongong, Ballina, Grafton, Coffs Harbour, Taree and Sydney City, and were an opportunity for Wesley Mission staff to share their thoughts and shape our future direction.

For the next two years, our strategic direction will be to continue to extend our impact and grow a healthy organisation. In two years' time, we intend to embark on a mission-wide plan encompassing our thriving congregational life together with our community services.

Take a look behind the scenes at our strategic planning workshops



**Extending our impact means continuing to serve those most in need while achieving sustainable growth. This includes:**

- advocacy around gambling reform, housing reform, social isolation, mental health and suicide prevention
- establishing ways to better measure the impact of our work and the difference we make
- using effective measures to grow our reach across Sydney, regional NSW and Australia
- pioneering the development of two holistic missional communities
- strengthening our regional presence and our sector, service and ministry partnerships.

**Growing a healthy organisation means investing in our people, systems and processes to improve staff wellbeing and financial sustainability. This includes:**

- integrated support and investment to operate at or above industry benchmarks
- closer alignment of our support teams to improve systems and processes
- focussing on our wellbeing and ensuring we operate in a healthy and safe way
- aligning our decisions and actions with Wesley Mission's risk appetite.



# 2023 Strategic Plan

Soft hearts  
Sharp minds  
Hard feet  
Open hands



## Extending our impact

- 01 Influence and impact**  
We've evaluated the net impact of three major lines of business.
- 02 Targeted growth**  
Five major lines of business are each helping 10 per cent more people in need.
- 03 Strengthened regional presence**  
We're helping 10 per cent more people in need through our regional activities.



## Growing a healthy organisation

- 04 Healthy and safe workplace**  
We exceed industry staff engagement, retention and wellbeing metrics.
- 05 Sustainable and scalable**  
We achieve a \$2.3 million net financial improvement in 2022/23.
- 06 Risk informed decisions**  
We're achieving our goals while remaining within risk appetite.

“ ... that Wesley Mission has earned its reputation as a caring, honest, accountable and professional organisation.

“ ... that my light was not extinguished; that my passion was not lost; that the Word matched the deeds; that teams replaced 'silos'; that the world was a better place.



## Venues and catering

# Connection and inspiration through conferences and catering

Our experienced team delivers memorable experiences that bring people together, even when they can't be in the same location.

### Delivering powerful experiences through hybrid events

For Wesley Conference Centre, a recording studio was always part of the broader plan to expand their facilities. But it wasn't until the COVID-19 pandemic that this plan was accelerated.

"COVID-19 has dramatically increased the need for video communication, live streaming and recording content," Thiago explains, Centre Manager, Wesley Conference Centre.

"If you consider all the events that we've done over the last 10 months, all of them had a hybrid component to it, which is in-person and online."

The Wesley Centre is also home to Wesley Mission's congregations and the technical team from Wesley Conference Centre have been essential in producing online church services for multiple congregations since March 2020.

"The Wesley Theatre with its 787-seat capacity has been a great option for socially distanced services and events. Big or small, anyone looking to host a hybrid event, create training material or produce videos or podcasts, our experienced team can help you to achieve your goal," Thiago says.

In 20/21,  
**18,261** guests inspired at Wesley Conference Centre

### Vision Valley's next chapter

After almost 50 years, and having transformed many young lives, we said farewell to Vision Valley at the end of 2020. New owners, Pymble Ladies' College, a school of the Uniting Church in Australia, will continue in the tradition of empowering young people through outdoor education, imparting a sense of confidence and purpose through experiential learning. The sale will continue to support the work to Wesley Mission in delivering essential community services.

### Catering connects Sydney

Food brings people together in amazing ways. With two professional kitchens, Wesley Catering can provide mobile catering services across Greater Sydney, including Norwest, Parramatta and Sydney CBD.

"To ensure everyone's safety and wellbeing during COVID-19, our food is always carefully prepared and delivered in line with government health regulations," says Peter, Head Chef.



Wesley Mission supports more than 115,000 people with over 120 programs that are delivered from more than 140 locations across New South Wales.





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

[wesleymission.org.au](http://wesleymission.org.au)

Connect with us on social media



**Do all the good you can** because every life matters