



Moments of Joy

2016 Annual Report



Meg 92 years of age

New name, same mission.

What began in **1907**

in the heart of Brisbane at the Albert Street Methodist church has grown into one of Queensland's largest community service organisations supporting

more than **100,000** Queenslanders every year



We have **5** supported accommodation communities that offer age-appropriate housing to

44

adults living with a disability

14

ADULTS

living with mental health concerns live at the Clear Breeze Apartments



We run the food rescue service **OzHarvest Queensland**

THERE ARE **540** interpreters working across the country supporting the Deaf community



600

people in need receive a free meal, sandwich or food parcel each week



WE HAVE **3** partnerships with the Youngcare charity

We have

13

residential aged care homes that are home to

1,000 residents



1,338 children attend our **4** child care centres, In Home Child Care and Family Day Care services

WE SUPPORT

youth, families, the unemployed and people doing it tough through our

80 community service programs

60 people living with a disability have a **secure job** at our Australian Government enterprise

MailpaQ



We have **2** retirement living communities that are home to

530 retirees



This would not be possible without our

2,500

dedicated staff and our

1,500

volunteers, and our supporters and donors

you are the reason we can make a difference in the community.

About this Annual Report



This report outlines Wesley Mission Queensland's activities and achievements during the 2015-16 financial year. It focuses on our progress against our strategic priorities as outlined in our 2014-2018 strategic plan. It is intended for our clients, their families and carers, our staff, volunteers, donors, government, corporate and community organisations and the wider public. It gives the reader an oversight into the important role Wesley Mission Queensland plays in developing and delivering services for those most in need in our community.

A highlight this year has been the implementation of an organisation-wide charter, which educates and empowers staff about how to deliver exemplary service to our clients. The Wesley Charter has been developed in consultation with the Executive Team, managers, staff and volunteers from across the organisation and encapsulates what we value, the way we work and what we strive for. In working with our customers we aim to promote: identity, growth, autonomy, joy, meaning, connectedness and security. These are based on the seven Domains of Wellbeing from the Eden Alternative™ Philosophy of care. We have chosen one of these as the theme for this year's annual report - **JOY**. Happiness, pleasure, delight, contentment, enjoyment – Joy is a fundamental human right and one we strive to help our clients find every day.

Thank you to all the people who have shared their personal stories of how the work of Wesley Mission Queensland brings joy to their lives.

Charity status

Wesley Mission Queensland is listed as a Public Benevolent Institution (PBI) and endorsed by the Australian Tax Office as a Deductible Gift Recipient (DGR).

Donations of \$2 or more are tax deductible.

We welcome your feedback

We welcome your feedback about our organisation. To provide feedback, or lodge a complaint or compliment, call 1800 448 448 or email us at contactus@wmq.org.au

"But the fruit of the Spirit is love, joy, peace, forbearance, kindness, goodness, faithfulness, gentleness and self-control. Against such things there is no law." – Galatians 5:22-23



Who we are



Wesley Mission Queensland is a leading not-for-profit community service organisation that supports people in need. We are an integral part of the Uniting Church in Australia and work collaboratively with partners, government, and other community organisations to meet the ever-changing needs of the community.

What we do

We offer innovative residential aged care, in-home care, retirement living; disability accommodation, support and employment; hardship relief and youth and family services. Our National Auslan Interpreter Booking Service works across Australia as the major interpreting service for the Deaf community. Our work touches the lives of more than 100,000 people each year.

Our story

Wesley Mission Queensland has been caring for the community for more than 100 years. Since our beginnings in 1907 in the roots of the Albert Street Methodist church (now the Uniting Church) in Brisbane, we have been living our mission by supporting people on the margins of society. From these humble beginnings we have grown into a large and respected organisation with 2,500 employees and 1,500 volunteers who work across more than 65 geographical locations.

"We embrace the human spirit, all of it. We listen and we get to know people. We find out what they need in order to have a better life, and we support them on this journey so they can find their own moments of hope and joy."

- Geoff Batkin, Chief Executive Officer, Wesley Mission Queensland

Our Purpose

To participate in the mission of God towards reconciliation, transformation, justice and hope for all people.

Our Vision

A compassionate, just and inclusive society for all.

Our Mission

We walk alongside people in need offering care and compassion and promoting choice, independence and community wellbeing.

Our Values

Integrity, Respect, Empowerment, Hope, Justice, Compassion, Innovation



Ruth 3 years of age

Contents



- 02 – A Message from our Chief Executive Officer
- 03 – A Message from our Superintendent Minister
- 04 – A Message from our Board Chair
- 05 – A Message from our Council
- 06 – Year at a glance
- 09 – How we help
- 13 – Strategic Priorities
- 14 – Strategic priority one – People
- 22 – Strategic priority two – Services
- 26 – Strategic priority three – Staff and Volunteers
- 32 – Strategic priority four – Community
- 36 – Strategic priority five – Sustainability
- 38 – You make a difference
- 40 – Our Organisation
- 42 – Our Board and Executive Team
- 45 – Financial Report
- 52 – Thank you to our supporters
- 55 – Get involved

A Message from our Chief Executive Officer



Geoff Batkin
Chief Executive Officer

This year's annual report is an historic one for the organisation, being our first as Wesley Mission Queensland. This name change is the evolution of a Christian mission that started in the heart of Brisbane city in the early 1900s, by a dedicated church congregation committed to helping people in their immediate surrounds, and now extends throughout South East Queensland and beyond. It is a small change, but a significant one, that better reflects our geographical reach. This is a transition in name only; our core purpose and values have not changed. Our commitment to working collaboratively with others to find innovative ways to fill the unmet need in the community is unwavering.

As an organisation, we continue to pursue the strategic priorities as outlined in our 2014-2018 strategic plan and you will see in this report how these are addressed through our recent service developments. This plan is positioning the organisation for growth, change and innovation as we seek to continually respond to people most in need within our community. However, the political and social context in which we operate is becoming increasingly uncertain and complex and unfortunately there is a growing culture of inequity within our community. The recent Australian Council of Social Service report indicates that there are 2.99 million Australians living in poverty (after taking account of housing costs) of which 731,000 are children*. The tragedy is that there has been a growth in the rate and number of children living in poverty over the last decade in spite of 25 years of positive economic growth. Wesley Mission Queensland is committed to do what we can to be part of the solution. It is the responsibility of organisations such as ours to collaborate with governments, other community organisations, the corporate sector and the public to be active participants in advocating against this injustice

and finding practical and evidence-based support that makes a difference – it must be seen as a shared responsibility.

We have been vocal in our opposition to the Federal Government's \$2 billion worth of aged care funding cuts, announced in late 2015 and in the 2016 budget, that, if implemented as announced by the government, will in time represent a \$6.7million reduction in funding per year for our residential aged care services and will also place increased pressure on our state's hospital systems. Working with the UnitingCare Aged Care Network, we are seeking to focus government attention on a longer term, evidence-based, solution that provides sufficient funding for a quality and equitable residential aged care service that honours our most vulnerable older citizens with the care and support they need.

On behalf of the Executive Team, I express my sincere thanks to the members of the Board and Council for your leadership and commitment to the governance of the organisation and all it stands for. I also say a huge thanks to our wonderful staff team and volunteers who give so much of their energy, professionalism and creativity in their day to day roles of supporting more than 100,000 people in need each year.

As the pressure for government funding increases and the demand for our services grows we continue to rely heavily on our supporters to keep many of our programs operating. I hope the achievements and stories within this report allow you to see the significant impact your donations and support bring to thousands of Queenslanders every year.

*Australian Council of Social Service, Poverty in Australia 2016, October 2016.

A Message from our Superintendent Minister



Lyn Burden
Superintendent Minister
Wesley Mission
Queensland

"We depend on God, as only God can help and protect us. Our hearts overflow with joy..." (Psalm 33:20-21a).

Joy is the quiet confidence that my life is in the safe-keeping of God, despite what it seems, and that enables me to praise God whatever the situation.

The image on the front of this year's report, and the stories within these pages, speak to the joy that can be found at Wesley Mission Queensland. Many people believe that joy and happiness are a destination and they will 'feel' a certain way once they arrive. However, I believe joy is a journey to be found in the smallest of moments and it is a privilege to witness these moments every day at Wesley Mission Queensland.

Just one that captured my heart this year is about a member of the Albert Street Church congregation, who moved into our Bethesda aged care community this year. She lives with dementia and moved as her care needs were too great for her family. The chaplains and staff organised a country 'hoe-down' at Sinnamon Village. Residents from Bethesda were taken to Sinnamon Village to enjoy the dancing and singing. The chaplains noticed that many of the residents who are confined to chairs were really enjoying the music and dancing so they created a 'Dancing in your Chairs' program

"I believe joy is a journey to be found in the smallest of moments."

that the staff now conduct weekly. When I saw our member at church soon after the event, the joy in her face when I asked her about it was heartwarming.

This is testament to the way staff and volunteers at Wesley Mission Queensland strive to find ways to bring meaning and joy to each individual in their care, paying attention to the smallest details, which ultimately can make the biggest differences.

Each year brings new demands and challenges for the organisation, such is the diversity of services we offer. This year it has been the Federal Government's aged care cuts, confusion around the National Disability Insurance Scheme, accreditation and substantial building developments and relocation. Despite this, I am full of admiration for the way the Council, Board, Executive Team, staff and volunteers have put their faith in God and adapted to these changing circumstances.

I'd like to express my thanks to the Council and Albert Street Church congregation for the professionalism and flexibility they have shown throughout a challenging year with the roof restorations and their ongoing commitment to make the church a relevant and worshipful sanctuary for all people to find solace. It is with their time and passion that the church is accessible to the Brisbane public and visitors seven days a week and stands in the heart of the city radiating hope and joy to all.

A Message from our Board Chair



Paul Newman
Chairperson
Wesley Mission
Queensland Board

As an integral part of the Uniting Church, the purpose of Wesley Mission Queensland is to participate in the mission of God – towards reconciliation, transformation, justice and hope for all people. To further this purpose and the mission and vision of the organisation, the Board focuses on a strategic approach to planning, resourcing, monitoring and establishing a policy framework as outlined in the strategic plan. The context and environment in which Wesley Mission Queensland is operating is challenging and dynamic and recent changes, as well as the anticipated increasing pace of change, present opportunities and also risks that the Board seeks respectively to embrace and manage.

The ongoing Federal Government's changes to the delivery of aged care and disability services through a stronger focus on 'client directed care' and choice for service users is strongly supported by the Board. However, some of these changes, and also threats to funding mechanisms, contribute to an uncertain experience both for clients who seek to access the services and providers who need to invest to meet the needs of an ageing population. The people we serve have always been at the heart of Wesley Mission Queensland and our main priority is to ensure that they are not forgotten in the government's desire to increase efficiency and save money.

It is pleasing that in spite of these challenges Wesley Mission Queensland has achieved substantial growth and innovation in our services for people in need over the past year. This has included the opening of a further two supported accommodation communities for people living with complex health needs (Asher House and Clear Breeze Apartments) and the redevelopment of John Wesley Gardens at Geebung - an aged care home that sets the benchmark for modern aged care.

It is one of our strategic priorities to work in collaboration with the Uniting Church and other community organisations and stakeholders and this is evident throughout this report. The Community Meal service in Fortitude Valley has partnered with St Andrew's Uniting Church and Community Canteen to provide more meals for people living in hardship, and to also supply meals to the families who stay at Ronald McDonald House. A successful land acquisition from the Uniting Church in Brisbane's east last year was instrumental in the development of Asher House, and we are now working through a similar plan on the Sunshine Coast to build a supported accommodation community in partnership with the Maroochydore Uniting Church Congregation. The power of these partnerships in helping to address the rising tide of need and disadvantage across the state cannot be underestimated.

We often meet with staff and volunteers of the organisation, and the Board deeply appreciates the passion and commitment they demonstrate each and every day as they work alongside people in need.

With the number of Australians aged over 65 expected to increase from 2.5 million in 2002 to 6.2 million by 2042, and nearly half a million Queenslanders living in poverty, the demand for our services is only going to increase. We will continue to provide leadership and innovation in the provision and model of aged care, disability and community services to meet this increasing need.

A Message from our Council



Dr Ian Airey
Chairperson
Wesley Mission
Queensland Council

The Wesley Mission Queensland Council is responsible for the spiritual and pastoral oversight of the Albert Street Church congregation and its activities, alongside its responsibility as the overarching governance body of Wesley Mission Queensland. This year I express my gratitude to the patience of the congregation, as they have witnessed the church's complex roof restoration. While works were being carried out to repair the significant damage to the roof from the large storm in November 2014, termite damage was found which meant we had to move the services to Wesley House next door. Despite these challenges, our Ministers, Reverends Lyn Burden and Dan Skippen, continued to provide engaging and thought-provoking services three times a week from our 'mobile service'. We are grateful that termite damage was discovered at the same time, giving us the opportunity to ensure the safety of all who come into the church. We now have a solid new roof, preserving the church for years to come so it can continue as one of Brisbane's most visited landmarks.

The congregation has once again kept busy and faithful to their mission of carrying out God's work and spreading hope, faith and love across the city with the Caring Cupcake Day and Pancake Day stalls raising awareness and funds for the Community Meal. Many members, myself included, are involved in the Art from the Margins Brisbane Festival Exhibition

in City Hall each year, volunteering to help with their events throughout the festival. The Artist Award afternoon, held in the church, is always a time of celebration as all artists are recognised. The impromptu speeches from delighted artists continue to touch our hearts. The exhibition has become a highlight on the calendar, not only for Wesley Mission Queensland but also the wider Brisbane public.

Each year we open our doors to the Brisbane community during the week, with the church being staffed by volunteers. The church is one of the most popular tourist places in the city. People come in for various reasons, and we now have a wonderful 'prayer tree', where visitors from all over the world stop to reflect, pray and light a candle. Just as Jesus went to the orphaned, the widowed and the helpless, it is our collective responsibility to care for those in need. Our sanctuary may look a little different after its renovations, and our name may have changed, but we still rest solidly on our foundational work, – to follow Jesus' example, serving our neighbours, helping those in need, and shining His light into dark places.

July

The Albert Street Church partnered with Valley Hearts, Foodbank and OzHarvest Brisbane to prepare, pack and deliver the meals to guests staying at Ronald McDonald House in Brisbane.

Opened a fifth youth hub at the Gold Coast City Council Pacific Pines Community Centre for young people aged 12-17 years.

Work commenced on the redevelopment of John Wesley Gardens aged care community in Brisbane's north.



2

August

The Property Development team won the Queensland Community Service Award at the Australian Institute of Project Management Achievement Awards for the expansion of the Sinnamon Village Wellness Centre.

0



October

Chair of the National Mental Health Commission, Professor Allan Fels AO opened the Clear Breeze Apartments in Brisbane's north west. An innovative development leading the way in supporting people with mental health concerns and their ageing parents.

As one of the Co-Chairs for Queensland's Anti-Poverty Week we organised six major events across the state during the week including a Future of Poverty Forum and Walk Against Poverty.

1

November

Received a \$1 million grant from the State Government to develop another supported accommodation community for people living with complex disabilities in Maroochydore on the Sunshine Coast.

Artistic Director of the Queensland Ballet, Li Cunxin was guest speaker at our Spirit of Queensland Gala Dinner, where more than 400 supporters gathered to celebrate the achievements of the organisation and raise funds for our services and programs.



December

\$30,000 raised for our Christmas Red Bag Appeal. 1,450 Red Bags donated by more than 70 businesses, churches, schools and individuals.

Queensland's Minister for Disability Services, Minister for Seniors and Minister Assisting the Premier on North Queensland, Coralee O'Rourke helped us 'turn the sod' on Asher House, a supported living community for 14 young adults living with acquired brain injuries at Wynnum.

January

This year marks the commemoration of 80 years of aged care for Wesley Mission Queensland. In 1936 The Garden Settlement opened at Chermside, becoming Queensland's first community for seniors and paving the way for aged care in Queensland.

Jahjumbeen Child Care Centre opened as a long day care centre.



2

February

More than 150 Wesley Mission Queensland employees gathered for the inaugural Wesley Charter workshop. Teams from across the organisation used creative presentations to demonstrate how they live our seven values through their work.

Work began on the Betty Smith Heritage Precinct at Wheller Gardens – a museum that will house historical artefacts and displays to commemorate the history of the organisation since 1907.



March

The nationally recognised OzHarvest event, CEO CookOff, was held in Brisbane; raising \$162,473 for the Queensland operation.

Parkview aged care community awarded full Eden Alternative™ registration; making Wesley Mission Queensland the only aged care provider in Queensland with two fully Eden registered homes.

April

15 young people from the Logan Youth Foyer attended a camp at Wyaralong Dam where they enjoyed kayaking and hiked up Mt Joyce.



May

\$215,000 was raised at the Hummingbird House House Warming Gala Ball.



6

June

We changed our name to Wesley Mission Queensland to better reflect our geographical reach of services and care across the state.

Hummingbird House, Queensland's only children's hospice completed and ready to welcome its first visitors later in the year.

The Community Meal tax appeal raised \$30,000 to continue to provide free weekly meals for people in Brisbane.



“I went into foster care at the age of five. All up I’ve been in about 24 different homes, that’s 24 different family dynamics. It’s hard to fit in and feel secure in the foster system. Growing up was tough. I had some really hard placements where things were awful. I tried to run away several times. Through a youth support worker I found the Logan Youth Foyer and I moved in one week before Christmas last year. The support I have been given is amazing, my case worker is always available for me to chat to, or come to appointments with me. They help us with budgeting, and food – things that teenagers living at home, don’t have to worry about. I’ve had lots of career and study support and I’ve just graduated with an acting degree and am now enrolled in a Diploma of Youth Work. I’ve become friends with lots of the other residents here and we have movie nights and social gatherings. These people are my family now and I’m so lucky to have found them. I fit in here, I’m happy right now and I have lots to look forward to in life.”

“I’m happy right now and I have lots to look forward to in life.”

Jess is a resident of the Logan Youth Foyer Support Service. A program that provides low-cost apartments and career and education support to young people who are earning or learning.

How we help

We listen, we innovate, we care. We are here for all people. We are Wesley Mission Queensland.

Residential aged care

As the first providers of aged care in Queensland we have a proven history of providing high quality care and compassion for older people. All our 13 aged care communities embrace the internationally recognised Eden Alternative™ Philosophy of care. A holistic approach to enhancing the wellbeing of elders, this model of care promotes a person-centred care environment that champions variety, spontaneity, and independence for residents, their families and staff. Our homes are designed to foster a sense of community and independence, with many pets, gardens and outdoor spaces; and offer ageing in place, with staff able to provide responsive and flexible care tailored to each residents’ changing needs. This means that we can continue to provide further care for residents in the comfort of familiar surrounds. We are one of few residential aged care providers with on-site allied health professionals which means they can easily communicate with nursing staff to ensure support is tailored to residents’ individual needs.



Care in the home and community

We offer domestic and nursing help in the home, personal care, respite, community transport, Veterans support and social activities and community centres. These important services allow ageing people, or those living with a disability and their carers, to remain in their homes for longer and maintain their independence and social connections.

Therapy, respite and wellness

With a significant network of care providers working across our services, we have the ability to offer clients and the public a range of therapy, respite and wellness services including: art therapy, counselling and social work, hydrotherapy, dietician services, exercise and wellness classes, overnight, short-term and centre-based respite, physiotherapy and psychology services.

Retirement living

More than 530 people reside in our two independent retirement living communities. Aldersgate at Red Hill offers boutique retirement living with stunning views and an inner-city lifestyle; while Wheller on the Park at Chermanside is a luxurious community set amongst landscaped gardens with a pool and myriad of recreational facilities and optional activities. A third retirement living community, Rosemount, is planned for development at Sinnamon Village next year.



Disability services

We have five supported accommodation homes for young adults living with complex disabilities. These homes allow residents to live an independent life with other young people while having 24-hour nursing care and lifestyle support.

The National Auslan Interpreter Booking and Payment Service (NABS) and the National Interpreting and Communication Service (NICSS) provide interpreting services for 5,700 members of the Deaf community across Australia.

We also offer personal and domestic help in the home, respite, transport services and social activities and support.



Food, housing and emergency support

Working with our partners OzHarvest Brisbane and our Community Meal service, we run numerous free meals each week and are able to assist hundreds of people in the Brisbane region to access fresh food parcels for no cost.

The Emergency Relief centre in Fortitude Valley is open five days a week as a drop-in centre offering a free weekly BBQ, case work support, individual counselling and support, access to the No Interest Loan Scheme and social and educational groups.

We have many housing programs to support youth and families at-risk of homelessness and help people to maintain rental agreements and tenancies.

Mental health services

Clear Breeze Apartments in Brisbane's north west offer a safe and supported living environment for 14 people experiencing mental health concerns.

We operate the Hervey Bay headspace centre, which offers support and guidance for young people aged 12-25 years experiencing mental health concerns, personals issues and/or addiction.

Art from the Margins art program supports the creative development of artists living with mental health issues, disabilities, homelessness and disadvantage. The program hosts one of the largest art exhibitions during the popular Brisbane Festival, providing an invaluable platform for artists to connect with a wide public audience.

Training and employment

Our Australian Disability Enterprise, MailpaQ, offers supported employment to 60 people living with a disability.

We run the Career Keys registered training organisation that offers a wide range of courses in Aged Care, Community Services and Education.

The ParentsNext Program helps parents of young children return to the workforce with education and training workshops, assistance with transport and computer and internet access.

Child care

We have four child care centres, across Brisbane, In Home Child Care and Family Day Care options. We are also the only provider in the greater Brisbane area for the Federal Government's Nanny pilot program, which provides a flexible child care option for families who are having difficulty accessing mainstream child care.

Youth and family support services

Many of our youth and family support services are government funded and targeted towards areas with high unmet need. The majority of our programs are based in the Logan and Gold Coast regions supporting young parents, families in crisis and young people disengaging from school. We run five youth hubs across the Gold Coast for young people aged 12-17 years to provide a safe and supportive after-school and school holiday environment.



Albert Street Uniting Church

The Albert Street Uniting Church is the spiritual home of Wesley Mission Queensland and sits in the heart of Brisbane city. The church is open every day and offers weekly services, baptisms, weddings, spiritual and pastoral care, free English classes and conference and event spaces at Wesley House next door. The Servant Network is a dedicated group of church members who provide practical support for people experiencing homelessness and isolation. The network supports the work of Art from the Margins and Community Meal.



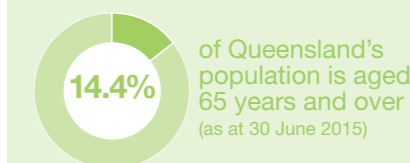
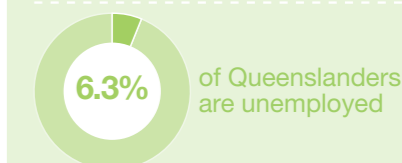
Partnerships

By collaborating with partner organisations we can share our knowledge base and build on our existing services to support even more people in the community. Wesley Mission Queensland is the operational partner for Queensland's only children's hospice, Hummingbird House; Career Keys; OzHarvest in Queensland and the Youngcare Apartments at Sinnamon Village, Woolloowin and Coomera.



Why we help

Queensland is a large and diverse state which is home to people who speak more than 220 languages, hold more than 100 religious beliefs and come from more than 220 countries.



Sources: Queensland Council of Social Services; Queensland Government Department of Communities, Child Safety and Disability Services; Queensland Government Statistician's Office.



“My son William was born with very high special needs. He couldn’t walk or talk, and had lots of seizures. In 2013, when he was nine and a half years old, William had a massive seizure in the middle of the night. My other two kids were on a mattress beside us, because it was Christmas time, and they’d been playing with their toys. My kids woke up to me giving William mouth to mouth. It was too late for Will – he’d gone to heaven hours earlier.

It’s been places like Wesley Mission Queensland that have helped me through the tough times. I’ve come here for counselling and support. There were many times I didn’t have the money to get food, so Wesley would help me out with a food parcel. Everyone was so incredible. They didn’t take away my dignity, they made me feel accepted, welcome and normal.

Having faced so many hardships in life you tend to lose faith in the world and people. Knowing and meeting all the amazing people who run and volunteer their time and services at Wesley Mission Queensland has really brought a lot of faith and joy back into my world.”

“Wesley Mission Queensland has really brought a lot of faith and joy back into my world.”

Emma and her daughter Bonnie

Strategic Priorities

Positioning Wesley Mission Queensland for **growth, change** and **innovation**

Our 2014-2018 Strategic Plan *Moving forward with justice and compassion* identifies five strategic priorities for the organisation that guides the work we do. Wesley Mission Queensland operates within a complex and challenging political and social environment and this plan positions us for growth, change and innovation.



Our Mission

We walk alongside people in need offering care and compassion and promoting choice, independence and community wellbeing.

Our Values

Integrity, Respect, Empowerment, Hope, Justice, Compassion, Innovation

Our Purpose

As part of the Uniting Church our purpose is to participate in the mission of God – towards reconciliation, transformation, justice and hope for all people.

People

Our capacity to respond to people in need has never been greater. This year we have seen a growth in our core services with increased aged care places, the opening of new communities to support people living with mental health issues and complex disabilities and the development of Queensland's only children's hospice, Hummingbird House.

We have continued to pursue opportunities to develop pilot programs with the Uniting Church and governments and have been successful in this space, supporting local families with a nanny program and assisting parents back into the workforce through the ParentsNext program.

We have worked collaboratively with partner organisations to grow our services by merging with Group61 mental health program and expanding the Emergency Relief centre in Fortitude Valley, which provides multifaceted support for people with complex social, emotional, housing and financial needs.

700 families a year will use Hummingbird House

2,482 clients accessed our allied health services

412 referrals to the ParentsNext program in 6 months

560 PEOPLE access free meals each week at our Community Meal Service

Highlights

Innovative aged care

The new John Wesley Gardens aged care community in the northern Brisbane suburb of Geebung offers seniors a superior choice in modern aged care. The community originally opened in 1962, over 50 years ago. The existing 90-bed home has been replaced with a state-of-the-art, 138-suite community complete with a cafe, hair salon, day spa, couples' rooms, outdoor decks, library and function spaces. We have worked closely with our long-time architects, Fulton Trotter to achieve a community that sits in harmony with its existing neighbourhood and breaks down the notion of aged care as an institution. The historic chapel, community garden, children's playground and outdoor entertaining areas are all welcoming spaces for residents, their families and local Geebung residents to enjoy.

John Wesley Gardens will continue the Eden Alternative™ Philosophy of care that all Wesley Mission Queensland aged care communities embrace and is piloting how a relationships-driven staff model will further empower the residents to have as much choice and control over their life as possible.

"Eden is all about celebrating life, fostering joy and empowering people to live their lives to the fullest," says John Wesley Gardens Manager, Carmel Freeman.

"We want residents to really make this community their own – after all, it's going to be their home. Our staff will get to know residents personally and work in consultation with them and their families as much as possible in their daily work.

"We know that every resident who comes into John Wesley Gardens is an individual with their own story and their own unique abilities. They still have so much to give. So this community will be a collaborative one that includes everyone's voice."

"John Wesley Gardens sets the benchmark for modern aged care."



The redeveloped John Wesley Gardens aged care community
Source: FKG Group.

Asher House – a home for life

In July (2016), the Honourable Cameron Dick, Queensland Minister for Health and Minister for Ambulance Services, joined us to officially open Asher House, a new supported accommodation community at Wynnum on Brisbane's bayside. The community was a collaborative development with the local Uniting Church, and supports young adults living with acquired brain injuries.

The home has 12 purpose-built apartments complete with ensuites and balconies and shared kitchen, living and dining areas. It was co-designed by architects, and residents and their families to meet their specific needs. With on-site care and lifestyle staff, a chef, spacious living areas and outdoor entertaining and green spaces, the home

encourages residents to enjoy new experiences and be empowered in a supported environment.

Asher House is Wesley Mission Queensland's sixth supported accommodation community for vulnerable people living with high-care needs. The home will operate with our person-centred care and support model that's designed to promote good health, enrich lifestyles, celebrate family relationships and encourage community engagement for each resident, regardless of their abilities.

"Asher House offers people a home for life in a nurturing environment with on-site care supporting residents to make independent choices and enjoy new experiences."



Wesley Mission Queensland Chief Executive Officer, Geoff Batkin (left) and the Hon Minister Cameron Dick MP, Minister for Health and Minister for Ambulance Services (far right) cut the cake with new residents and families at the opening of Asher House.

Safe spaces for Gold Coast youth

This year we were chosen by the City of Gold Coast to provide a youth hub at the Pacific Pines Community Centre. This brings the total number of youth hubs that we run for young people aged 12-17 years on the Gold Coast to five. The hubs offer youth a safe, supportive, free and fun environment to spend time after-school and during school holidays. The activities provided are 'back to basics' with minimal screen time and emphasis on sports, games, cooking and water sports to encourage teens to build positive relationships and social skills. Young people can also receive homework help, support for the learner driver test, resume writing and career preparation. Throughout the year young people from all the centres join together to hold combined events and foster new friendships.



Young people from Thrower House Youth Hub at Palm Beach enjoy after school activities.

Hummingbird House takes flight

Construction of Hummingbird House, Queensland's only children's hospice, is now complete. As a joint initiative of the Hummingbird House Foundation and Wesley Mission Queensland, it will be a place where kids can be kids, families can reconnect, and precious memories can be created. Hummingbird House is now working towards a gradual safe opening, and is currently in a pilot phase for family referrals. In the past year we have welcomed the appointments of Dr Fiona Hawthorne as General Manager, Kelly Oldham as Clinical Manager, and Stephanie Graham as Family Wellbeing Manager. With extensive local and international knowledge of paediatric palliative care between them, Fiona, Kelly, and Stephanie have been instrumental in the final stages of construction and the implementation phase of welcoming guests into Hummingbird House.

We are deeply grateful to our corporate and philanthropic partners including: Coles, Network Ten, Mr Toys Toyworld, Zupps AHG, Queensland Newspapers, Bunnings, Dreamworld, Woollam Constructions, Westfield, Rotary District 9600, Runaway Bay Children in Need Beneficiary Trust, and the Newman's Own Foundation. Hummingbird House has truly been built for Queenslanders by Queenslanders, and we are in awe of the generous community who have helped us on this journey. Most importantly, Hummingbird House would not be what it is today without the incredibly insightful input from families who have needed and will need Hummingbird House.

Hummingbird House will provide much-needed short break stays, family wellbeing support, creative therapies, and care at the end of life.



Hummingbird House, Queensland's only children's hospice is now complete at Wheller Gardens.

Supporting parents

Providing practical support and skills to parents is a large part of what we do and we were pleased to successfully secure Federal Government funding in April to provide a pilot program to support parents back into the workforce. ParentsNext is a pre-employment program that works with unemployed parents in the Logan area whose youngest child is under 6 years of age. The program helps parents to establish their goals and aspirations and to engage them in activities that will help them to return to the workforce by the time their youngest child reaches primary school. The program helps participants to prepare for employment, build self-confidence and motivation, manage work/life balance and discover new skills and interests. Parents can connect to community organisations, playgroups, parenting programs and employment services, and get access to computers and support for resumes and job applications.

"We support people to make change in their lives and move to sustainable and long-term employment."

Jahjumbeen moves to a long day care centre

Jahjumbeen Child Care Centre successfully transitioned from an occasional child care centre to a long day care centre at the beginning of the year. Through community consultation it was clear that the demographics of the Toowong area were changing; with an increasing number of young families moving to the area there was an overwhelming need for more long day care places. The transition was one of the biggest logistical undertakings Wesley Mission Queensland child care services have done; moving under the government's National Quality Framework, increasing places, gaining a food licence and upskilling and training staff for a long day care environment.

The refurbished centre is bright and airy with a strong emphasis on natural elements, it has increased capacity to 38 places and will soon be an approved Kindergarten provider. Like all four centres, the key themes are: inspiring learning, creating wonder, sustainable spaces and aspiring for good educational outcomes.

This year the centres have been focusing on engaging their local communities and using the skills present within their families. The children from the Jajumbeen and Toowong centres have been enjoying music lessons thanks to the skills and passion of a local mother who is a music teacher.



The refurbished Jajumbeen long day care centre

"Inspiring learning, creating wonder, sustainable spaces and aspiring for good educational outcomes."

Career Keys

Career Keys, a registered training organisation, is a key activity of Wesley Mission Queensland, which delivers education, training, and life and career skills for jobseekers. Participants are people in need who would otherwise have no opportunity to study, those looking to re-enter the workforce and people who are socially and educationally disadvantaged. Career Keys is collaborating with Wesley Mission Queensland and UnitingCare Australia on a pilot program, *Women and Employment Demonstration Project*, for the long-term unemployed. As part of the project, students are provided with a mentor and social worker and complete the Career Keys Certificate III in Individual Support, with successful graduates offered employment with Wesley Mission Queensland.

Career Keys provides quality training for women in the Queensland Justice system and is working with Sisters Inside, a not-for-profit organisation supporting women transitioning after detention. We provide foundation training to assist these women with social re-integration and work readiness.

Working with the wider Wesley Mission Queensland network over the past 18 months has allowed Career Keys to develop new partnerships, increase student numbers and geographical reach, and offer a wider variety of courses. Career Keys works to break down the negative social, emotional and financial impacts that result from long-term unemployment. With job focused outcomes and links to numerous community support programs, migrant integration activities and social support, Career Keys is breaking the unemployment cycle by promoting choice, independence and hope for a better future through education and empowerment.



Graduates in Youth Work celebrating with their Career Keys trainer Fiona.

OzHarvest Queensland

Wesley Mission Queensland is the operational partner for OzHarvest in Queensland. In Brisbane, four bright yellow vans collect and distribute nourishing food as far north as Caboolture, west to Lowood, south to Beenleigh and east to Victoria Point every day. This year the food rescue service delivered over three million meals to vulnerable people and saved 1,068 tonnes of quality surplus food from landfill.

On the Gold Coast, the team welcomed a second refrigerated van into the fleet and now collect and drop off food as far south as the Tweed and north to Ormeau. With steady growth in food collections across the Gold Coast and Brisbane, more than 171 recipient charities now receive deliveries of quality food. School breakfast clubs, refugee centres, support groups and Uniting Church-run initiatives for vulnerable Queenslanders are just some of the recipients who rely on OzHarvest's work.

This year, OzHarvest Queensland hosted its first CEO CookOff, the organisation's flagship event, aimed at increasing awareness on food security, homelessness and food wastage. Around 30 business leaders and CEOs, including Wesley Mission Queensland's CEO Geoff Batkin, swapped their suits for aprons and cooked alongside ten highly acclaimed chefs to prepare a delicious three course meal. CEOs and chefs then served the meals to 300 clients from local charities, who were special guests on the night.

3 MILLION MEALS
delivered free to Queenslanders in need

Achievements

- ✓ Secured an \$800,000 donation (from supporters Sanctuary 7) for extensions to the Wesley Mission Queensland and Youngcare Apartments at Coomera on the Gold Coast. Construction has commenced on four new units and a lounge area and is due for completion in early 2017.
- ✓ Only provider in the greater Brisbane area to be chosen to trial the Federal Government's *Nanny Pilot Program*. The program provides a flexible child care option for families who are having difficulty accessing mainstream child care by providing a subsidy to eligible families towards the hourly cost of care.
- ✓ Joined with local volunteer mental health befriending program, Group61. Friends (people with a lived experience of mental illness) and volunteers meet regularly with the aim of reducing social isolation and building trust and friendships.
- ✓ In July, Albert Street Uniting Church partnered with Valley Hearts, Foodbank and OzHarvest Brisbane to prepare, pack and deliver meals to the guests staying at Ronald McDonald House. The preparation is done at our Community Meal premises in Fortitude Valley where volunteers prepare 160 meals each week for the house. We have auspiced a philanthropic grant from Morgans to help fund this program.
- ✓ Gained development approval for an extensive expansion to our Sinnamon Village site in Sinnamon Park in Brisbane's west. This will increase our aged care places with a new 144-bed aged care community, Dovetree, and include a redevelopment of Hadden Place, a dementia specific day respite centre. The project is currently under construction and due for completion late 2017.
- ✓ Due to partnerships with the St Andrews Uniting Church, Valley Hearts and Community Canteen, our Community Meal service in Fortitude Valley now operates four days a week providing free meals for approximately 560 people in need each week.
- ✓ Secured \$1 million in funding from the Queensland State Government to develop another supported accommodation community on the Sunshine Coast for people living with complex disabilities.
- ✓ Received development approval for a 16-bed specialist dementia care unit at Anam Cara aged care community in Brisbane's north.
- ✓ Our Community Allied Health services offer physiotherapy, psychology, hydrotherapy, podiatry, respite and exercise classes across the Brisbane region. This year the team saw 2,482 clients for 35,776 occasions of service.

Moving forward

- We will develop a new supported accommodation community for adults living with complex disabilities in Maroochydore.
- Our residential aged care places will expand with the development of Dovetree aged care community at Sinnamon Village.
- We will explore opportunities for diversifying our services through the rollout of the National Disability Insurance Scheme.
- We will seek to further expand the capacity of the Emergency Relief centre in Fortitude Valley as a social innovation hub.
- Over the next 12 months we will work with the Ellen Grove community in Brisbane's south to support people experiencing unemployment and financial, social and emotional hardship.
- We will continue to work with our partners, governments, Uniting Church and other community organisations to expand our services to support more people in need.
- We will continue to participate in the Uniting Church's program to support aged care homes in China by sending staff to China to share their skills with their counterparts.

"Since I was 16 I have worked in warehouses and it wasn't getting me anywhere. I was in a negative space, sitting at home, staring at the four walls of my house and I really needed a change for the sake of my girls. Joining the ParentsNext Program gave me self-esteem and confidence and I learnt how to set goals and budget. The team got me enrolled in a Certificate III in Education Support at Career Keys and I am on the way to becoming a teacher's aide. This has been a life-long goal of mine and I hope to work with children living with a disability. I have met another mother with kids the same age and similar interests and now we do things together. It was a good move going to ParentsNext. It has helped me to bring joy and a positive light to myself and my kids and I know I'm going to be a better mother to my girls now."

"ParentsNext has helped me to bring joy and a positive light to myself and my kids."

Nakita, a ParentsNext participant and current Career Keys student

Services

Our services exist to meet the needs of the community and we are committed to doing this with a person-centred approach to care based on the Eden Alternative™ Philosophy.

In all that we do, we put the people we walk alongside first and believe in nurturing honest and respectful relationships. The services we provide are incredibly diverse and each day we interact with many people who all have different goals, views, beliefs, backgrounds and abilities. That's why, this year, we formalised our approach to care through the development and implementation of the Wesley Charter.



Embracing Eden

Since 2002 our aged care communities have been on the journey of embracing the internationally recognised Eden Alternative™ Philosophy. This is a holistic approach to maintaining the wellbeing of elders that focuses on a person-centred approach to care and champions variety, spontaneity and independence for all residents, their families and our staff. Within the philosophy there are seven 'Eden Alternative Domains of Wellbeing™' that serve as a guide for helping us focus on each person as an individual. Over the past 18 months we have incorporated this philosophy and these seven domains of wellbeing throughout the organisation with the development and implementation of the Wesley Charter. The charter is an organisation-wide framework that supports staff to understand how our values and the way we work can bring about these seven domains of wellbeing for those we serve. We are determined to create a person-centred model of care across all our services and strive every day to put the residents and clients we work with first.

Parkview aged care community fully Eden registered

Parkview aged care community was awarded full Eden in Oz & NZ™ registration this year, after achieving all ten 'Eden Principles'. The principles identify the challenges and solutions to providing person-centred care for all residents. A home has to successfully achieve two principles to first join the registry and then all ten to gain full registration. This has been a rewarding journey for the home over the past seven years as staff and volunteers have worked tirelessly to place the residents at the centre of their care and organise interesting and thoughtful activities, excursions and events.

An example of 'Eden in action' occurred this year when Pam wanted to take her husband John (a resident at Parkview) on a South Pacific cruise for his birthday – a dream they've had for many years. John has high-care needs, so in order to be able to go they took two Parkview nursing staff with them to assist John with his daily care requirements. The holiday was a dream come true: "John seemed so happy, he had the freedom to do as he pleased, he had a real sense of independence on his holiday. I'm so glad we were able to help make this dream a reality for Pam and John," said staff member Leddy.



John and Pam with friends on their South Pacific cruise for John's 70th birthday.

We are the only aged care provider in Queensland to have eight Eden registered aged care communities, with two having successfully been awarded full Eden registration. This is a significant achievement and one that demonstrates our residential services truly do make a difference in the lives of those who live and work at Wesley Mission Queensland.

Retirees host US Marines

In June more than 60 United States Marines, on deployment in Australia for a joint training exercise with the Australian Army, visited Wheller Gardens retirement community. The team spent time working in the gardens, shifting furniture and equipment to Hummingbird House, and connecting with residents. It was a great opportunity for residents to educate their American visitors about aspects of our culture and food with the Marines enjoying a good-old Aussie sausage sizzle for lunch and a hefty supply of lamingtons. The Marines enjoyed playing bowls and table tennis with residents and joined in for the popular 'Happy Hour' by the pool.



US marines play bowls with Wheller on the Park retirees.

A new way of dining

Over the last 18 months we have progressively been changing our residential aged care food service delivery model to a dining service that allows for residents to have a more flexible dining experience. This includes a self-serve buffet style breakfast, lunch and dinner, where staff members work alongside residents to serve the meals. Residents are empowered to make their own decisions about their meals and it has increased the sense of community and independence in the communal dining areas. The variation of food choices and the new model has been very much appreciated by the residents and their loved ones.

Inspired spaces

Providing modern and innovative buildings and spaces for our clients, residents and staff is a central focus and key to providing successful person-centred care. Key developments this financial year include: Asher House, Hummingbird House, Clear Breeze Apartments, John Wesley Gardens aged care community, Jahjumbreen and Little Marchant's Child Care Centres, the Betty Smith Heritage Precinct and the newly renovated space for Art from the Margins (AFTM) art program. AFTM relocated to the heritage listed former Tongan and Wesleyan Methodist Church in Fortitude Valley. The program is now located in the heart of Brisbane's inner urban art scene, providing improved working and exhibition spaces for clients. AFTM will offer art workshops and studio work on the lower level, while the beautiful light filled, open plan hall on the upper level will be ideal for high quality exhibitions and events. The move will increase awareness of the program and allow artists to forge new links with fellow artists and community organisations in the inner city.



Art from the Margins has a new home

Achievements

✓ Achieved 100 per cent, three year accreditation for all residential aged care communities, community care services, child care centres, WesleyCare Tewanin supported accommodation, the Wesley Mission Queensland/Youngcare services and Moorooka Kitchen and Laundry.

✓ All services under the Human Services Framework audited and compliant – WMQ/Youngcare services, WesleyCare Tewanin and our Logan and Robina family and youth services all exceeded expectations with auditors seeking permission to use methodology and examples of practice.

✓ Developed a new external Wesley Mission Queensland website. With streamlined content; new navigation, design and functionality, it is user-friendly and easy for consumers to quickly access key information about our services.

✓ Implemented Nurse Call across nine aged care communities, with a number in progress. Nurse Call enhances the quality of life for the residents by assisting and enabling them with their holistic care needs. This innovative communications system allows staff members to immediately receive alarm notifications anytime, anywhere on their wireless handheld devices and attend to residents in a timely manner. Our Nurse Call solution considers residents' privacy and dignity while allowing them to move within the community and be able to call for assistance. This single technology solution gives us the assurance that the correct procedures and workflows are in place to manage all alarms and events throughout the homes and deliver quality resident care.

"We put the people we serve first and believe in nurturing open, honest and respectful relationships with everyone we work with."

Moving forward

- We will continue our Eden Alternative™ journey with all aged care communities aiming for full accreditation and we will continue to implement it throughout the organisation.
- Parkview aged care community Manager, Fran Larkey is undertaking a PhD on the effects of the Eden Alternative™ Philosophy of care on the wellbeing of aged care residents. The research will explore how the Eden Alternative model has evolved to become a wellbeing approach focusing on the relationship between residents, families and staff. We will seek to explore these research findings and how this relationship-centred model could further inform our model of care across the organisation.
- Throughout the next 12 months it will be important to work to achieve and exceed all compliance and licensing arrangements for services.
- We will continue to implement the new food service model in the remaining residential aged care communities.

Staff and Volunteers

Wesley Mission Queensland has a positive workplace culture demonstrated by the feedback from the employee survey, high retention rate and loyalty of staff to the residents and clients they serve. We are committed to empowering and valuing our staff and volunteers with opportunities for personal development and career growth and promoting an inclusive culture of sharing ideas and resources.

Staff

Wesley Mission Queensland employs 2,500 people across 65 locations in Queensland, with over 400 staff located across Australia as interpreters for the National Auslan Interpreter Booking Service. We promote best practice, flexible work conditions to assist employees to maintain a healthy work/life balance. This is reflected in our work arrangements, which include: full-time, part-time, contracts, job-share, telecommuting, and remote access. There is on-site child care available at the Wheller Gardens site where staff are given priority for enrolments. Staff are encouraged to take advantage of a range of benefits including discounted holiday units and an Employee Assistance Program.

A commitment to cultural diversity

With a diverse workforce comprising staff from more than 73 different countries, strengthening our capabilities in this space is a strong priority. This year the Executive Team have undertaken Intercultural Leadership Training to assist them in interacting and communicating with staff from non-English speaking backgrounds. We are enhancing our recruitment process to ensure it is culturally sensitive for people from a range of backgrounds and to simplify the process. We also provide a range of support to assist people from a culturally or linguistically diverse background, including free English classes.

The Wesley Charter

In February, more than 150 staff came together to workshop the Wesley Charter – an organisation-wide framework that encapsulates our values, the way we work and what we strive for. How we work is critical to those we support in ensuring they receive the best possible care and service. Staff members from each service and department of the organisation explored creative ways to implement the charter into their everyday work, brainstormed opportunities for growth, and documented the positive outcomes they wished to achieve for the people we work with.

June and July became the months to celebrate 'Joy' – one of the seven outcomes we strive for in our work. Staff went above and beyond to bring joy to the lives of their clients and colleagues from baking to dressing up and organising outings and activities. The success of our organisation is built on the passion, creativity and skills of our staff and the Wesley Charter is an integral way for the organisation to foster our values-based staff culture.



Staff enjoying the Wesley Charter Workshop

"June became the month of joy and staff went above and beyond to bring joy to the lives of their clients and colleagues."



Adopting a positive safety culture

This year has seen significant change in focus and emphasis of how we promote a safe, supportive and healthy workplace. We are working to develop a culture where health and safety is recognised as everyone's personal responsibility. As such, we have defined our risk profiles across all services and established a new Workplace Health and Safety (WHS) management structure. A corporate WHS Advisory Committee has been developed and will provide strategic direction and oversight of the health and safety program. At the operational level we have established similar employment groups, which provide the forum for managers, staff, and health and safety representatives to come together to address hazards and risks in their work environments and to discuss how to manage and mitigate these risks. We are investing in skilling managers to better understand the principles and practice of good safety culture and how they can positively influence the required culture. Health and safety performance indicators will be embedded in reporting systems to ensure required outcomes are achieved. Similarly, health and safety representatives will be trained in key skills so they can actively assist managers and staff in improving safety.

Employee feedback

In order to assess staff satisfaction and morale, an employee survey is conducted approximately every two years. Staff are asked to provide feedback in key areas relating to organisational culture, management, teamwork, communication approaches, resources, job security and working conditions. The 2015-16 survey indicated that 94.5 per cent of staff responded yes to the statement that 'Wesley Mission Queensland is a great place to work'. Key highlights included, staff felt proud of their achievements, worked well in teams, satisfied with roles, rosters and hours, and a very large majority of participants indicated they are interested in longevity of tenure in our organisation. Areas for improvement included increasing management capabilities, communication and greater survey participation. A working committee is being put together to address these key areas over the coming year in order to continually improve Wesley Mission Queensland as a great place to work.



Volunteers

Volunteers play an integral role in the work of Wesley Mission Queensland with more than 1,500 rostered, fixed term and sporadic volunteers engaging with the organisation in the past year. Based on a conservative four hours per week contribution, volunteers provided Wesley Mission Queensland with approximately 249,600 working hours, which allowed us to deliver \$7,750,080* worth of work we wouldn't otherwise have been able to provide.

This year the Volunteer Relations team worked with local managers to develop and introduce 16 new volunteering programs across our services and continued to support the volunteering process within 50 established volunteer programs.

Highlights this year included: partnering with 69 external not-for-profit groups and educational institutions to provide valuable time and skills to help Wesley Mission Queensland with one-off or short term projects; 614 new volunteers joined the organisation in fixed term or ongoing positions; and 512 people became part of our events team, helping out when required.

Excellent feedback was provided from our volunteers in the bi-annual Volunteer Satisfaction Survey and also from our paid staff in the annual Volunteer Program Survey where managers and supervisors provide feedback on their volunteer team and how they would like volunteering to develop both within their program or service and across the organisation.

Wesley Mission Queensland encourages staff to engage in volunteering during their normal working hours to gain valuable insight into other programs and services. This year 48 staff were involved in the Employer Sponsored Volunteering Program, which gave them experience in other areas of the organisation.

*Based on Australian Government Stronger Communities 2015 guidelines for the volunteer hourly rate.



Achievements

- ✓ More than 40 staff have participated in individual leadership courses sponsored by Wesley Mission Queensland (Graduate, Post Graduate and specialist courses).
- ✓ Four holiday units are available all year round for all staff to access discounted holidays. The new intranet, Wesley Life Online, has improved the booking process for these, which has resulted in increased use and ease of access for staff.
- ✓ High level of staff participation in the Staying On program, which encourages older staff to remain with Wesley Mission Queensland and access resources, workshops and advice to allow them to retain their knowledge and experience.
- ✓ Child Care services held a combined Educator Conference in September to share ideas and listen to sector experts. The day was a great opportunity for our Family Day Care and centre-based educators to share ideas, knowledge and reflect on their practice.
- ✓ More than 200 Wesley Mission Queensland staff completed training with Career Keys.

Moving forward

- Over the next 12 months we will finalise the organisation's draft Reconciliation Action Plan. The vision statement that has been developed by the Reconciliation Action Plan Committee was based on feedback from over 400 submissions by staff as part of our National Reconciliation Week activities.
- We will be the Queensland providers of UnitingCare Australia's *Women and Employment Demonstration Project*, a pilot program to attract long-term unemployed people back into the workforce.
- It will be a priority to dedicate resources to undertake the significant recruitment of 150 staff for the new Dovetree aged care community at Sinnamon Village, which is set to open in late 2017.
- We will seek to implement revised service models and staffing requirements as we respond to support services through the rollout of the National Disability Insurance Scheme.
- We will develop volunteering programs and opportunities for new services such as, Clear Breeze Apartments and Hummingbird House.

"We are enhancing our recruitment process to ensure it is culturally sensitive for people from a range of backgrounds."

Volunteer Profile

"I started volunteering at QSPACE because I survived a lot of hard knocks in my life and I wanted to help young people going through similar things. Volunteering makes a difference to society – it's little, but it grows. We all have different points in our lives where we stop and wonder, what are we here for? I know I'm here to be a blessing. Simple as that. I'm supposed to be helping people get the most out of their life and that, in turn, gives purpose to my life. If you're looking to give something back, remember you can't give more than you get. You just can't."

"If you're looking to give something back, remember you can't give more than you get."

Expanded Horizons volunteer Zek provides much-needed support to youth in crisis.

Community

It is important that we communicate our work, and the difference our services make, to individuals and the wider community to ensure continued support for our organisation through the use of our services, volunteering, fundraising and corporate partnerships. This year, several public events for service openings, sod-turnings and the 80 year celebrations for Wheller Gardens have all worked to strengthen our public support and enhance our recognition in the community.



Wesley Mission Queensland Chief Executive Officer, Geoff Batkin with Vicki Howard, Councillor for Central Ward, and Federal Member for Brisbane, Trevor Evans MP at the name change launch at Wesley House.

We have also made significant steps to prepare for changes in funding models and the new ways our customers will interact with us. Our name change to Wesley Mission Queensland better reflects our geographical reach and provides greater clarity to our stakeholders and the new user-friendly website will mean that our customers can interact with us more effectively. We have also implemented new systems that will enable us to tailor our communication with customers into the future.

We are Wesley Mission Queensland

This year we changed our name from Wesley Mission Brisbane to Wesley Mission Queensland. With more than 65 locations across Queensland, this name change better reflects our geographical reach and provides greater clarity for people connecting with our organisation. Our organisation has evolved and changed remarkably in the last decade. While we continue to expand and improve our retirement living and aged care services to meet community expectations, we have also established more than 80 community based services to meet the needs of the communities in which we operate. Our services now stretch from the Tweed border in the south, out to Toowoomba in the west, and as far north as Hervey Bay, and also throughout Australia as we provide support for the Deaf community through our National Auslan Interpreter Booking Service (NABS). Becoming Wesley Mission Queensland allows us to build new partnerships with Uniting Church congregations, corporate partners and other community organisations. To celebrate the launch staff were encouraged to hold morning tea events and we held a launch event at Wesley House for our supporters.

Engaging communities

We have held more than 30 events this year to raise awareness, funds and support for the organisation. For the past two years we have had the privilege of being one of the Co-Chairs for Queensland's Anti-Poverty Week – a significant public platform in which to raise this important issue facing thousands of people in our own backyard and around the world. As part of the 2015 week we hosted six events across Brisbane, including our annual Griffith University Queensland College of Art Photojournalism Project. As part of the project past students travelled to regional communities and drought-stricken areas to illustrate the power of community, hope and compassion in overcoming adversity and hardship. The resulting images were displayed in a public exhibition in the Brisbane Square Library from October until January.



His Excellency The Honourable Paul de Jersey AC, Governor of Queensland, with Susan Moody from Barcaldine and the photographer who captured her story, Elizabeth Best at the 2015 Anti-Poverty Week launch.

Celebrating 80 years of aged care

This year marks the commemoration of 80 years of aged care for Wesley Mission Queensland and to celebrate this milestone we are holding a series of events throughout the year. The first aged care community in the state, the Garden Settlement (now Wheller Gardens) opened in November 1936 at the Chermiside site in Brisbane's north. This vision had been a dream of Reverend Harold Wheller, and became possible thanks to a generous donation from well-known Brisbane philanthropist and businessman, George Marchant who gifted the land and money to Reverend Wheller to open the garden settlement for elderly people. Eighty years on, 36 cottages have now become four aged care communities, a retirement living community, Little Marchants Child Care Centre, a day therapy centre, the National Auslan Interpreter Booking Service, two cafes, Hummingbird House, OzHarvest and the Wesley Mission Queensland corporate office all co-located in a thriving hub on the site named after the man who started it all.

To mark this special anniversary in November a commemoration will be held along with the official opening of the Betty Smith Heritage Precinct. Betty Smith was a prominent Albert Street Uniting Church member who left a significant bequest to Wesley Mission Queensland and to acknowledge this very

generous contribution, we have developed the precinct in her honour. Three original Marchant cottages have been restored to create the museum, which will feature interpretive panels, artefacts and historical photos and memorabilia that will provide a history of Wesley Mission Queensland from our beginnings to the present day. People from across the Wheller Gardens community, including Wheller on the Park retirees and aged care residents have been involved in the steering committee, design, research and development of the heritage precinct.



The official opening of the Garden Settlement in 1936.

Growing our support

We saw strong community support for our two major fundraising appeals of the year. The Red Bag Christmas Appeal raised \$32,900 and saw more than 1,400 Queenslanders in need enjoy a Christmas hamper filled with non-perishable food items. This year's tax appeal focused on the Community Meal program and the people living with disadvantage that attend the meal. Thanks to people like you, we received just over \$32,659 in donations, all of which were allocated to keep the meal operating.



Thanks to friends like you, Julie and her son were able to celebrate Christmas with toys under the tree and food on the table.

Corporate volunteering

In the last 12 months, Wesley Mission Queensland residents and staff have enjoyed incredible support from a number of different businesses and corporate supporters in the form of corporate volunteering days. In August a team from Hynes Legal joined forces with the Wheller Gardens Men's Shed to oil a number of park benches. "The Men's Shed plays a vital role in our community. There are a lot of folk who are here on their own, and they have little problems that arise in their homes; we help where we can," says Wheller on the Park resident and Men's Shed regular, Terry MacInante. "We were grateful these folks volunteered to help us out – if it had been left to us the task would have taken much longer. The volunteers were very helpful, and it was most appreciated. I really enjoyed their company!"



Terry and the team from Hynes Legal working together to brighten up Wheller Gardens.

Online footprint

LinkedIn Followers



Facebook Page Likes



Twitter Followers



Youtube Views



Achievements

- A total of 30 events held throughout the year that raised awareness of the organisation, including the Spirit of Queensland Gala Dinner, the Hummingbird House Gala Ball, the Wesley Charter staff workshop and the opening of Clear Breeze Apartments.
- Continued high profile media coverage this year, with major stories including the opening of the Clear Breeze Apartments on ABC News, ABC 24 and ABC Radio, and a significant feature story in the Sunday Mail's *U on Sunday* Magazine for Anti-Poverty Week and the 2015 Photojournalism Exhibition.
- Success as one of the Co-Chairs for Queensland's Anti-Poverty Week, which has allowed us to collaborate with many local and state-wide organisations to organise events to raise awareness and advocate for those in need.
- Continued growth of social media and a focus on digital campaigns that vividly depict the stories of our clients and residents and our work in the community. We have seen a growth in video views on our Youtube channel, from 2,030 views in July 2015 to 6,343 in July 2016.
- Refined brand guidelines for the organisation in line with the name change, ensuring brand integrity and consistency of messages across all printed and online material.
- Strong engagement with the Red Bag Christmas Appeal with more than 70 businesses, churches and schools packing and collecting red bags for distribution by our community service programs to people in need at Christmas time.
- Successfully received 22 non-government grants, providing just over \$370,000 in funding for vital resources.

Moving forward

- We will maximise media coverage to communicate our history, story and quality services to the wider public.
- We will seek to improve and promote our bequest program.
- The 80 year celebrations of Wheller Gardens in late 2016 will provide an opportunity to engage the community in the work of Wesley Mission Queensland and celebrate an important part of Brisbane's history.
- We will continue to provide digital support and marketing plans for our core services and partner organisations.
- Over the next 12 months we will continue to engage the corporate community in the work of Wesley Mission Queensland with corporate volunteering, events and community fundraisers.

Sustainability

As a large and dynamic organisation operating in a complex environment, we focus on ensuring financial and environmental sustainability. This involves a wise use of the resources entrusted to us and a measured approach to service development and risk awareness and management.



The Asher House development has achieved UDIA certification for sustainable design

Recognised for sustainable design

Two significant new developments built this year have been awarded EnviroDevelopment certification for their environmentally sustainable design. EnviroDevelopment is a national rating tool that provides independent verification of a project's sustainability performance. It recognises those projects that achieve exceptional sustainability outcomes and provides a point of difference in a highly competitive market. It is an initiative of the Urban Development Institute of Australia and awards certification to those projects that achieve outstanding performance across four or more of six elements including: Ecosystems, Waste, Energy, Materials, Water and Community.

The new John Wesley Gardens aged care community in Brisbane's north, Asher House supported accommodation community in Brisbane's east, and the development plans for stage one of the Sinnamon Village aged care community redevelopment have all achieved outstanding performance across all six elements, in the Health and Aged Care standard.

Achievements

- ✓ Optimised government funding sources to which we are entitled for the services offered.
- ✓ Residential aged care occupancy rate is at 97 per cent, significantly above recognised benchmarks.
- ✓ Generated \$6+ million in untied income from Wesley Mission Queensland business activity – this is reinvested in unfunded or underfunded services (for example supported accommodation for people living with mental illness at Clear Breeze Apartments).
- ✓ The capital costs for the development of Clear Breeze and Asher House were raised through Wesley Mission Queensland's 'untied business activity', plus capital contributions from the Queensland State Government.
- ✓ Strengthened the culture across the organisation of risk identification and management and developed user-friendly systems to monitor risk awareness.
- ✓ Realised full development and service potential for land assets:
 - At the Wheller Gardens site, old Marchant Lodges were demolished to make way for Hummingbird House.
 - Redeveloped the old John Wesley Gardens aged care community and added 54 residential care places.
 - Commenced redevelopment of land at Sinnamon Village, which has involved the demolition of Hunt and Albert Court communities (50 residential care places) and the construction of Dovetree aged care community with 144 residential places.

"As a large organisation, we are committed to implementing environmental sustainability initiatives."

Moving forward

- With planned and careful growth in residential aged care, retirement living and in-home care, we anticipate increased efficiencies in expenditure on corporate services.
- By 2018/19, revenue is expected to exceed \$200 million per year.
- We will seek to improve operational efficiency by cross-selling our in-home care packages to existing retirement living residents and our clients living with a disability.
- We will continue to embed risk awareness and risk management strategies within the culture of the organisation.
- All future developments will be registered with EnviroDevelopment for environmental sustainability.

You make a difference

You are the reason we are able to provide so many vital support services to people in need. Whether you use one of our services, volunteer, donate or connect with our organisation in another way, you are supporting our work in the community and we thank you.



Wesley Mission Queensland staff member Tina Adams runs the Gold Coast marathon raising money for our youth hubs.

Wheels for Asher House residents

Thanks to the generous support of the Australian Government's Stronger Communities program, Easts Leagues Club, Matt Schmidt and the Suncorp Brighter Futures program and the Friends of Casuarina Lodge, we were able to purchase a brand new modified mini bus for residents of Asher House. Up to three residents in wheelchairs and their carers are now able to get out and about in the community and enjoy group excursions.



Asher House resident Stephen Paul La Pla enjoys an outing with carers in the new mini bus.

Community fundraisers

The Wheller Garden's Auxiliary is a dedicated group of volunteers who run a weekly kiosk and trolley service at Wheller Gardens for aged care residents. They also coordinate four giant garage sales each year, which are open to the public. This year they raised over \$10,000 with all funds donated to resources and equipment for Wheller Gardens residents.

Corporate support

Our corporate sponsors and suppliers have generously given more than \$382,000 this year. Thank you for sponsoring tables at our events including the Hummingbird House Gala Dinner, the OzHarvest CEO CookOff and the Spirit of Queensland Gala Dinner. We would also like to thank you for volunteering your time on corporate volunteering days, giving via payroll and lending your valuable skills to us on a pro-bono basis.

The gift of giving

Last financial year we received 2,989 gifts (up 33%) totalling \$413,000. We are so grateful for the many small, but very significant, gifts. Together they make up almost 10% of our community support. These gifts came in response to our appeals, workplace giving, regular monthly supporters, and support for people participating in events such as Bridge to Brisbane.



"Moving into Wheller on the Park retirement community has been one of the best decisions I have ever made. Although initially daunting, retirement has been a joy. I have met so many new people and made lots of friends. I've joined groups and clubs – Book Club, Writer's Group, Diner's Club – and I volunteer for wider Mission activities. This year I have spent time helping to research and write for the new Betty Smith Heritage Precinct being developed on the Wheller Gardens site to treasure the history of the organisation; this has been very rewarding. It's a beautiful community with all the neighbours looking out for each other, and there's always someone to chat to. When I lost my husband, I had genuine understanding and everyone was very supportive."

"It's a beautiful community with all the neighbours looking out for each other. Retirement is a joy."

Mary is a resident at the Wheller on the Park retirement village at Cherside

Governance

Wesley Mission Queensland is the Albert Street Brisbane congregation of The Uniting Church in Australia, established as a Parish Mission within the Queensland Synod of the Church. Wesley Mission Queensland is governed by its Church Council in accordance with the regulations of the church and its constitution.

During the year the congregation, on the recommendation of the Council and with the approval of the Synod, adopted a new constitution for Wesley Mission Queensland to clarify the responsibilities of the Council and the Board and also the accountability and reporting relationships of the organisation within the Queensland Synod.

Wesley Mission Queensland Council

The Wesley Mission Queensland Council is responsible for managing the financial affairs and the general administration of the congregation, including producing an annual report for members of the congregation and appointing the chief executive officer.

Each member of the Council is appointed by the congregation for a term of up to five years. A comprehensive nomination process ensures that Council appointments reflect the required skills for governance and oversight of the congregation and also the wider organisation. There are ten members of the Council, and each year one member is appointed as the chair. The chief executive officer is not a member of the Council.

Wesley Mission Queensland Board

The Council established the Wesley Mission Queensland Board as a committee to provide specialist expertise and knowledge. To establish the authority of the Board, the Council has delegated its responsibility for the management and operation (subject to specified reserve powers) of the organisation's aged care and community services to the Board, while retaining full authority for congregational activities.

The Board develops Wesley Mission Queensland's Strategic Plan for approval by the Council and is also responsible for:

- establishing and monitoring a planning, policy development and resourcing framework that ensures the intent of the approved strategic plan is fulfilled;
- focusing on a continual process of improvement in organisational governance;
- establishing and monitoring the financial and operational performance targets of the organisation to ensure long-term sustainability; and
- ensuring a risk management framework, policy and reporting is established and embedded within the culture of the organisation.

Membership of the Board comprises two official members, being the chair of the Council and the Superintendent Minister, and nine members appointed by the Council with the prior approval of the Synod. Each member is appointed for a term of three years. The chair of the Board is appointed annually by the Council (with the approval of the Synod). The Board meets at least nine times each year. The chief executive officer is not a member of the Board.

Appointed members are selected on the basis of their skills, experience and commitment to the mission and ethos of the Church and the Purpose and Values of Wesley Mission Queensland. The Board conducts an annual review of the skills needed for the effective operation of the Board as part of its annual self-evaluation process. There is a comprehensive recruitment and nominations process undertaken for new Board appointments. Members of the Board are not remunerated.

Board Committees

The Board has established two committees to assist with managing financial, compliance and clinical risk within the organisation – an Audit Finance and Risk Committee and a Care and Clinical Governance Committee. Each committee also has external members who are not members of either the Council or the Board.

The Audit Finance and Risk Committee comprises four Board members and four external members. The Care and Clinical Governance Committee comprises two Board members and two external members. The Audit Finance and Risk Committee holds responsibility for business and enterprise risk. Under its terms of reference, the Care and Clinical Governance Committee must report identified care and clinical risks to the Audit Finance and Risk Committee with mitigating strategies.

Governance Standards

The members of the Council and the Board are the responsible entities of Wesley Mission Queensland as a registered entity under the Australian Charities and Not-for-profits Commission Act 2012 (Cth). Consequently members are subject to Governance Standard 5 – Duties of Responsible Entities. This standard requires the members of the Council and the Board to:

- exercise their powers and discharge their duties with the degree of care and diligence of a reasonable individual,
- act in good faith in the organisation's best interests,
- further the charitable purposes of the organisation to advance religion and advance the extensive aged care and community services offered to the community.

Audit

Wesley Mission Queensland's financial statements are externally audited by an independent auditor and lodged with the Australian Charities and Not-for-profits Commission. The financial statements are adopted by the Council on the recommendation of the Board.

Wesley Mission Queensland also maintains an internal audit function. The scope of the internal and external audit and the development of audit plans are overseen by the Audit Finance and Risk Committee.

Our Board



Paul Newman

Chairperson
Partner Allens
LLB LLM GradCert (Property Economics)



Rev Lyn Burden

Ex officio
Superintendent Minister
Wesley Mission Queensland
BSc(Ed), BEd, MEd(St), BTh, MTh



Dr Ian Airey

Ex officio, Chairperson Wesley
Mission Queensland Council
Specialist Anaesthetist
MBBS, FFARACS, FANZCA, FAICDCare, Queensland



Con Graves

Deputy Board Chairperson
Executive Officer Newlife Care
GDipMan; MEd (Couns and Guidance)



David Edwards

Director-General of the Queensland
Department of State Development
BA, BEcon



Elaine Rae

M.Sch, Mgt, Grad.Dip.Comp.Ed., B.A.,
Cert.Teach, MACEL, FAIM, MAICD



Dr Nancy Spencer

Director Policy & Performance –
Department of Communities
EMPA, PhD Mathematical Statistics, BAppSci
(Mathematics), Ass Dip Elec Engineering



Robert Packer

BA, BCom, MFM, FCPA, AFAIM



Lisa Bundesen

Deputy Chairperson AFRC
Director Lisa Bundesen
Consulting
BEcon, BCom, MA (TransCrimePrev), CA



Elaine Unkles OAM

Retired Director, Physiotherapy
- Royal Brisbane and Women's Hospital
BPhy(Hons) BEdSt BBus(Hlth
Admin) FCHSE CDec



Flo Kearney

Principal Somerville House
MEd, BCom, BEd, DipT, MACE, MACEL, FBEAQ

Our Executive Team



Geoff Batkin

Chief Executive Officer
Non-voting Board Member
BEcon, Dip Corporate, Financial Management



Annie Gibney

Director of Residential Aged
Care Services
Non-voting Board Member
BHSc, GradCert (Mgt)



Michelle Skinner

Director of Community Services
Non-voting Board Member
Diploma Teaching (Primary), BEd, MBA



Steve Eltis

Director of People and Culture
B. Econ
Adv Dip Fin Serv (Fin Plan)
Dip Neuro Leadership
CAHRI



Mike Jeffrey

Director of Marketing,
Communications and Fundraising
MBA, BTh, BHMS (ED)



Leesa Bodey

Director of Corporate Services
Non-voting Board Member
Diploma Business, AIPA, MAICD MBA



Kris Sargeant

Director of Community
Care and Inclusion
MBA, MA, BS



Tamara and Amarlie

Financial Report



- 46 – Financial Summary
- 47 – Consolidated Income Statement and Other Comprehensive Income
- 48 – Consolidated Statement of Financial Position
- 49 – Consolidated Statement of Changes in Funds
- 50 – Financial Graphs
- 51 – Independent Auditor's Report

Financial Summary

Wesley Mission Queensland is a dynamic organisation that operates in a complex business environment. The government policy changes that have been foreshadowed, and which we support, will involve substantial change both for clients and service providers in the near future. We are also seeking to respond to the accommodation needs of our ageing population and have a targeted five-year capital redevelopment strategy that focuses both on residential aged care and retirement living options. In the year under review, we have been operating with a reduced number of aged care places with the closure of the old John Wesley Gardens aged care community at Geebung and also Albert Court and Hunt Lodge communities at Sinnamon Village.

In spite of these influences, revenue for the year has grown from \$150.5m in 2015 to \$157.6m in 2016. The surplus for 2016 was \$2.6m and this included income received for capital redevelopments undertaken (Hummingbird House, Asher House and Clear Breeze apartments).

During the 2015/16 financial year, the capital expenditure was \$65m with the major project allocations being: John Wesley Gardens aged care community \$31.2m; Hummingbird House \$8.8m; Asher House \$5.1m; the commencement of Dovetree the new aged care community at Sinnamon Village \$4.4m. We anticipate the capital expenditure for 2016/17 to be \$75m as we continue our redevelopment strategy at Sinnamon Village, including Dovetree and the new Rosemount retirement community. The total asset base of the organisation has grown to \$426m as at year end 2016, compared with \$377m in the previous year.

As these projects become fully operational over the next few years, we expect the revenue from operations will exceed \$200m per annum.

We finish 2016 with a strong accumulated funds balance of \$90m, following four years of generating modest surpluses from operations. As we move into 2017 we recognise the uncertainty that we will encounter with the substantial cuts to residential aged care funding that have been announced by the Federal Government in the 2016 Budget. Navigating these changes, along with the increasing competition and consolidation in the aged care and disability sector, is a strategic focus area for the Board and Executive Team. We recognise that the resources entrusted to us are for the benefit of those that we seek to serve as we carry out our Mission of 'walking alongside people in need offering care and compassion and promoting choice, independence and community wellbeing'.

Consolidated Income Statement and Other Comprehensive Income

For the year ended 30 June 2016

Revenue

Revenue from continuing operations

Other income

Total revenue

Expenses

Salaries and employee expenses

Staff training expenses

Housekeeping expenses

Food service expenses

Medical supply expenses

Client services

Motor vehicle expense

Property expenses

Impairment of assets

Depreciation and amortisation expenses

Finance expenses

Administration expenses

Information technology expenses

Other expenses

Total expenses

Surplus for the year

Other comprehensive income

Other comprehensive income

Total other comprehensive income

Total comprehensive income

	2016 \$'000	2015 \$'000
Revenue from continuing operations	141,735	136,559
Other income	18,530	14,737
Total revenue	160,265	151,296
Salaries and employee expenses	106,251	99,443
Staff training expenses	680	636
Housekeeping expenses	2,390	2,284
Food service expenses	4,851	4,527
Medical supply expenses	1,358	1,349
Client services	9,281	8,221
Motor vehicle expense	2,472	2,543
Property expenses	10,204	10,686
Impairment of assets	–	2,564
Depreciation and amortisation expenses	9,774	9,189
Finance expenses	1,301	1,456
Administration expenses	4,280	3,889
Information technology expenses	1,483	1,214
Other expenses	3,274	2,528
Total expenses	157,599	150,529
Surplus for the year	2,666	767
Other comprehensive income	–	–
Total other comprehensive income	–	–
Total comprehensive income	2,666	767

**Consolidated Statement
of Financial Position**

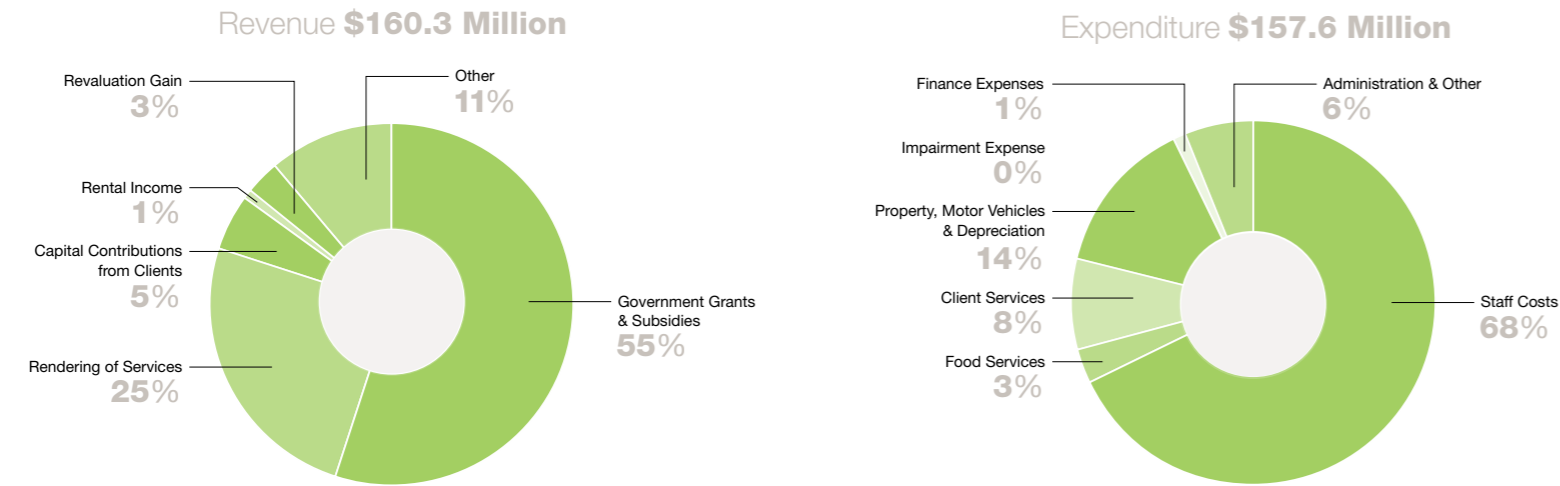
As at 30 June 2016

	2016 \$'000	2015 \$'000
ASSETS		
Current assets		
Cash and cash equivalents	7,394	25,339
Trade and other receivables	3,653	4,021
Other current assets	6,519	5,131
Total current assets	17,566	34,491
Non-current assets		
Property, plant and equipment	203,942	147,660
Intangible assets	5,188	4,557
Investment property	182,265	176,552
Other non-current assets	17,253	13,704
Total non-current assets	408,648	342,473
TOTAL ASSETS	426,214	376,964
LIABILITIES		
Current liabilities		
Trade and other payables	23,003	15,990
Accommodation balances – settlement within 12 months	6,756	7,628
Accommodation balances – settlement outside 12 months	250,252	229,093
Borrowings	674	648
Employee benefits and other provisions	19,444	18,540
Total current liabilities	300,129	271,899
Non-current liabilities		
Trade and other payables	987	998
Borrowings	34,213	16,021
Employee benefits and other provisions	802	629
Total non-current liabilities	36,002	17,648
TOTAL LIABILITIES	336,131	289,547
NET ASSETS	90,083	87,417
FUNDS		
Accumulated funds	90,083	87,417
TOTAL FUNDS	90,083	87,417

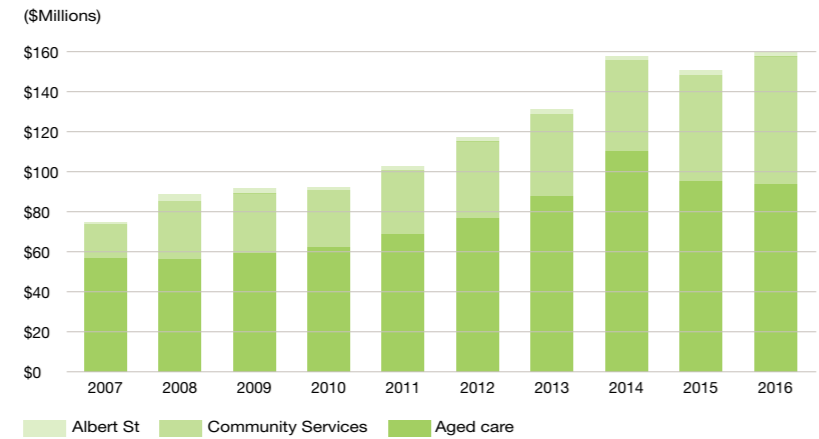
**Consolidated Statement
of Changes in Funds**

For the year ended 30 June 2016

	Accumulated Funds \$'000
Balance at 1 July 2014	86,650
Surplus for the year	767
Balance at 30 June 2015	87,417
Balance at 1 July 2015	87,417
Surplus for the year	2,666
Balance at 30 June 2016	90,083



Revenue for the years ended 30th June 2007 to 2016



Independent Auditor's Report

For the year ended 30 June 2016

Deloitte.

Deloitte Touche Tohmatsu
ABN 74 490 121 060

Riverside Centre
Level 25
123 Eagle Street
Brisbane QLD 4000
GPO Box 1463
Brisbane QLD 4001 Australia

DX: 115
Tel: +61 (0) 7 3308 7000
Fax: +61 (7) 3308 7004
www.deloitte.com.au

Report of the Independent Auditor on the Summary Financial Statements to the Uniting Church in Australia - Queensland Synod, Wesley Mission Queensland

The accompanying summary financial statements, which comprise the statement of financial position as at 30 June 2016, the statement of profit or loss and other comprehensive income, the statement of changes in funds, the statement of cash flows, and the related notes, are derived from the audited general purpose financial report of Wesley Mission Queensland for the year ended 30 June 2016. We expressed an unmodified audit opinion on that financial report in our report dated 24 October 2016. The financial report and the summary financial statements do not reflect the effects of events that occurred subsequent to the date of our report on that financial report.

The summary financial statements do not contain all the disclosures required by the Australian Accounting Standards. Reading the summary financial statements, therefore, is not a substitute for reading the audited financial report of Wesley Mission Queensland.

The Wesley Mission Queensland Council's Responsibility for the Summary Financial Statements

The Wesley Mission Queensland Council ("the Council") is responsible for the preparation of the summary financial statements on the basis described in Note 1 to the summary financial statements.

Auditor's Responsibility

Our responsibility is to express an opinion on the summary financial statements based on our procedures, which were conducted in accordance with Auditing Standard ASA 810 *Engagements to Report on Summary Financial Statements*.

Opinion

In our opinion, the summary financial statements derived from the audited financial report of Wesley Mission Queensland for the year ended 30 June 2016 are consistent, in all material respects, with that audited financial report, on the basis described in Note 1 to the summary financial statements.

DELOITTE TOUCHE TOHMATSU

R D Wanstall
Partner
Chartered Accountants
Brisbane, 4 November 2016

Liability limited by a scheme approved under Professional Standards Legislation.

Member of Deloitte Touche Tohmatsu Limited

Thank you to our supporters

Federal Government Funding

Department of Education and Training
 Department of Employment
 Department of Health and Ageing
 Department of Infrastructure and Regional Development
 Department of the Prime Minister and Cabinet
 Department of Social Services

State Government Funding

Department of Communities, Child Safety and Disabilities
 Department of Justice and the Attorney General (Gambling Community Benefit Fund)
 Department of Housing and Public Works
 Arts Queensland
 State Library of Queensland

Local Government Funding

Brisbane City Council
 City of Gold Coast

Trusts and Foundations

Collier Charitable Foundation
 Honda Foundation
 Marian and EH Flack Trust
 Thyne Reid Foundation
 Aged Persons Welfare Foundation
 Lord Mayor's Charitable Trust
 Gold Coast Lady Mayoress Charity Foundation
 Cody Foundation
 AMP Foundation

Corporate Supporters and Partners

Brisbane Airport Corporation
 Yellow Cabs
 Hot Air Brisbane
 Fulton Trotter
 Andrews Light Up
 FKG Group
 Ashburner Francis
 Hydraulic & Fire Services
 Johnson & Cumming
 TT Building
 Merlo Coffee
 Bickerton Masters
 Deloitte
 GPT Group
 Macquarie Group/Foundation
 Transurban
 Woolworths
 Goodman
 Bunnings
 QIC
 SCentre Group/Westfield

Corporate Supporters and Partners (cont.)

Vittoria Coffee
 Flight Centre
 Virgin
 Qantas
 Alpha Flight Services
 Gate Group
 Aussie
 Harcourts
 Beazley Group
 Sunland Group
 John Deere
 Accenture
 Isagenix
 KPMG
 Lend Lease
 Qtectic
 BankWest
 Robina Group
 Ray White
 UQ Business School
 Suncorp
 Peter Pal Library Supplier

Community Organisations

Rotary Club of Jindalee
 Kedron-Wavell Services Club Inc
 Easts Leagues Club
 Cancer Council Queensland
 Council of the Ageing Queensland
 Rapid Relief Team
 Gold Coast Suns
 RADFLY
 Sai BaBa
 St Andrews War Memorial Hospital
 Hummingbird House Foundation
 OzHarvest Limited
 Northey Street City Farm
 Milton State School
 Grace Lutheran College
 Lions Club Mermaid Beach
 Redeemer Lutheran College
 Rotary Club of Southport

Community Organisations that partner with WMQ to deliver government services

Lives Lived Well
 Salvation Army
 Aftercare
 Ohana for Youth
 Good Shepherd Microfinance
 Uniting Care Community
 Australian Red Cross
 PCYC Fortitude Valley

Bequests and Estates

Estate of Marjorie Geeves
 Estate of Walter Ernest Pitty
 Estate of Thuy Kim Thi Nguyen

Event Sponsors

Applied Air Services
 Ascom
 Promo Gear
 ANZ
 Advantage Salary Packaging
 CH2
 Epic Pharmacy
 GMN Vegi Prepi
 Mills Projects
 Royal International Convention Centre
 Technology One
 Thynne Macartney
 National Fire Solutions
 Hynes Legal
 Remondis
 Aquachiara



Tanya 47 years of age

Get involved

Give a gift

We rely on the support you give us to continue providing programs and services that make a real difference in the lives of Queenslanders. Because of you, Wesley Mission Queensland is able to assist people in all stages of life and in all kinds of situations. Your gifts contribute to developing sustainable programs and services that ensure the people we assist, many of whom are living on the margins of society, regain their independence, dignity and self-sufficiency.

The power of your support

A gift to Wesley Mission Queensland goes a long way:

- \$1 to OzHarvest buys three meals for hungry Queenslanders
- \$18 to Community Meal covers the cost of a three course meal for one person doing it tough
- \$38 to Emergency Relief buys a food hamper for a family in need
- Half a day of corporate volunteering, combined with a small financial gift to help cover the resources, can completely freshen up a service and positively impact hundreds of clients and residents.



Volunteer

Volunteers play a vital role in helping Wesley Mission Queensland reach out to our communities. We are a large and diverse organisation, and as a volunteer with us you have a chance to help improve the lives of the most vulnerable in our community. From supporting people with disabilities, helping the elderly, providing transport or mentoring young people, contact us today to discuss how you can start your volunteering journey.

Corporate engagement

We are committed to partnering with like-minded organisations who share our passion for making a positive and lasting difference in the community. We are dedicated to providing a partnership journey that reflects your commitment to helping others, and one that aligns with your organisation's objectives. Whether you're needing to fulfil your corporate social responsibility strategy, looking for a corporate team building/ volunteering opportunity or workplace giving avenues, let's work together to create a mutually beneficial partnership that delivers tangible results.

For more information on how you can get involved with us call **1800 448 448** or visit **www.wmq.org.au**

- Find us on
- wesleymissionqueensland
 - WesleyQLD
 - wesley-mission-queensland
 - wmbmedia
 - wesleymissionqueensland



John 96 years of age

"This is my home, and what a special home it is. I am surrounded by people with such friendly and happy attitudes. People who really care about me and my wellbeing."

- John Ferguson is a resident at William Moore Court aged care community.



2016 Annual Report

Hugo 3, Hamish 4 and Harrison 4