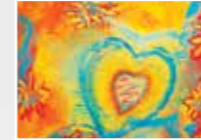




Celebration of life



Cover image: 'Celebration of My Life' by Peter Rowe, entered into the 2017 Art from the Margins Brisbane Festival Exhibition. Peter has been an artist with our Art from the Margins art program since 2010. Peter has Down Syndrome and spent the first 30 years of his life unable to communicate. Thanks to Facilitated Communication, Peter found his voice and is now an accomplished artist, author and motivational speaker; encouraging others, regardless of their abilities, to find their voice, share their passion and celebrate life.

“This is a celebration of my love for my family who have made me what I am today. It is a celebration of all the people who have helped me on my journey. They are celebrated by the flowers with their faces in them.”

- Peter Rowe, pictured opposite



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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.





Welcome from our CEO

On behalf of Wesley Mission Queensland, I welcome you to our 2016-17 Annual Report.

As I reflect on the past year in the life of Wesley Mission Queensland I stand in awe of the history and heritage of this organisation and all of the people who have contributed to its purpose since its formation in 1907! 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.

This year is 40 years since the formation of the Uniting Church and also marks the 40th anniversary since the opening of our Sinnamon Village community in Brisbane's west. In the Statement to the Nation made by the Uniting Church in 1977 at the time when three Christian Churches came together into one Uniting Church, these words were spoken:

"We pledge ourselves to seek the correction of injustices wherever they occur. We will work for the eradication of poverty and racism within our society and beyond. We affirm the rights of all people to equal educational opportunities, adequate health care, freedom of

speech, employment or dignity in unemployment if work is not available. We will oppose all forms of discrimination which infringe basic rights and freedoms".

These words and the Wesley Mission Queensland purpose are bold and courageous and this is as it should be. We must always seek to be innovative and proactive in recognising and responding with care and compassion to the injustices within the Australian community. This means that we must be agile as an organisation as we position for growth, change and innovation in anticipation and response to an ever-changing pace of: community and personal need; government reform agenda; government funding restrictions and competition and consolidation in the aged care and community services sector.

Over the last year and into the next two years our residential aged care government funding will be reduced by more than \$5 million per annum. In spite of this reduction there is an increased focus on government regulation and audit. At a time when our community is looking forward to the introduction of the National

Disability Insurance Scheme (NDIS) it is an injustice that the government funding for an older person with high-care needs living in an aged care home is less than half of the government funding for a middle aged person with similar high-care needs funded through the NDIS. This funding reality is our biggest organisational challenge for the future at a time when our population is ageing.

In spite of these challenges we continue to invest in building supportive and integrated communities for older Australians and seek new opportunities to provide community and disability services for people in need as we have always done.

My thanks and admiration go to our staff and volunteers who are the heart, the soul and the face of the organisation and allow us to support more than 100,000 people in need each year.

Geoff Batkin

Chief Executive Officer
Wesley Mission Queensland



Our vision

Who we are

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

Our story

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.

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 2,600 employees and 1,500 volunteers who work across more than 65 geographical locations.





Our culture

The Wesley Charter is an organisation-wide framework that sits at the core of all that we do and guides us in the way we work as a service organisation. It describes how our values, the way we work and what we strive for form part of our everyday interactions with all those who we work with.

At Wesley Mission Queensland, the services we provide are incredibly diverse and important. Each day we interact with thousands of people, who all have different goals, views, beliefs, backgrounds, abilities and, most importantly, are in need of our help. The Wesley Charter helps us to deliver the best care and support we can.

We strive to bring these seven Domains of Wellbeing* to all those entrusted in our care

*Joy
Autonomy
Identity
Security
Growth
Meaning
Connectedness*

*Based on the Eden Alternative Seven Domains of Wellbeing™

In 2002 Wesley Mission Queensland residential aged care communities embraced the internationally recognised Eden Alternative™ philosophy of care as a way of improving the lives of our aged care residents. Since then, the whole organisation has adopted this person-centred approach to care and wellbeing and the philosophy has been embedded within the Wesley Charter. Eden is a way of life at Wesley Mission Queensland that champions variety, spontaneity, independence, loving relationships and environments that include pets, children and gardens. It is about actively celebrating and acknowledging the uniqueness of every person in our care and empowering staff and volunteers.

The Wesley Charter - the way we work





A Message from our Superintendent Minister

Celebration! It's my privilege to attend functions across the organisation where it's quite evident that life is celebrated in the most thoughtful and innovative ways.

Imagine! A room filled with over 170 joyful, enthusiastic people all excitedly wanting to share the fabulous ways they express the seven domains of wellbeing, which are the outcomes of the way we work as an organisation. This is the Charter Day, a celebration of the life of Wesley Mission Queensland. Sharing stories of life in our individual communities and programs show how together we bring meaning and enable growth in people's lives, as their individuality and identity are affirmed.

This year we saw our Art from the Margins art program celebrate its 10th anniversary as part of the iconic Brisbane Festival. The awards ceremony, held in the Albert Street Church, was a heart-warming afternoon of impromptu speeches, recognition for the award winners, smiles and laughter. The people who have the courage to share

their stories and their artwork with us through this program are truly inspirational.

Christmas is a time of families gathering to celebrate, share and have fun! But what if you can't afford Christmas? What if you're alone, or from overseas? Christmas Day Lunch at Wesley House and (for the first time) the Brisbane Relief Hub in Fortitude Valley offers people of all walks of life an opportunity to share the Christmas spirit over a lunch. Alongside some of the people from Brisbane's street community, were a honeymooning couple from Switzerland, and a family from the visiting Cirque de Soleil.

A whole fleet of maxi taxis arriving at a restaurant in Southbank was a sure sign that something marvellous was about to happen. In a first, residents, staff, family and volunteers from all of our supported accommodation communities gathered together to enjoy a combined Christmas lunch celebration. Smiles were the order of the day as crackers were pulled,

party hats adorned and delicious food was consumed. The logistics in enabling the event to happen are mind-blowing – including what to do if you miss the train from Nambour – get there any way you can!

These snapshots of just a few highlights of the year continue to remind me that behind these events is a lot of hard work in caring for people in their day to day situations. As Director of Mission and Ministry with Wesley Mission Queensland it is encouraging to see the ways in which our staff take seriously the implementation of our purpose and mission; that we are on a journey walking alongside people with compassion and care, promoting wellbeing in our community. In so doing we participate in God's mission of reconciliation, transformation, justice and hope for all people.

Lyn Burden
Superintendent Minister
Wesley Mission Queensland



A Message from our Board Chair

I recently had the pleasure and privilege of attending the second national Leaders Forum convened by UnitingCare Australia. These forums are a special opportunity for leaders of the Uniting Church's community service network to gather with leaders from the church to discuss our place within a changing external world and how we can respond as many parts together.

One issue we were challenged to consider at the forum was: what do we bring to the services we offer that is unique?

At Wesley Mission Queensland our response is that in delivering our services we celebrate life. Each person we serve, across the whole range of what we do, is important to us and we want to demonstrate that by the way we care for them.

The Board has spent some time this year reviewing and updating our governance documents to reflect the new constitution adopted in 2016 and to better reflect modern governance practice. This gives the

Board a solid platform to carry out its responsibilities effectively for the benefit of all stakeholders.

During 2017 Flo Kearney tendered her resignation from the Board. We are extremely grateful for Flo's contribution on this, her second stint on the Board. Lisa Bundesen has advised that she will not be seeking reappointment to the Board when her current term expires at the end of 2017. Lisa joined the Board six years ago and more recently chaired the Audit Finance and Risk Committee. Her experience and expertise have been highly valued by the Board and we wish her every success for the future.

This year marks 20 years since our CEO Geoff Batkin joined the organisation. On behalf of the Board, the Executive Leadership Team and the whole organisation, I'd like to thank Geoff for his unwavering loyalty and commitment to Wesley Mission Queensland. He leads by example, demonstrating passion, enthusiasm and compassion in everything he does. His achievements in 20 years

have been many; most notably diversifying the organisation's core service areas to include retirement living, an increase in community services programs and working with Uniting Church congregations, governments and other organisations to relentlessly fight for, and deliver services for people in need. Congratulations Geoff.

As we try to live out the Uniting Church's commitment to social justice, we continue to face challenges including increasing competition from the for-profit sector, changes to government policy, funding cuts to residential aged care and the implementation of the National Disability Insurance Scheme. In meeting these challenges we must ensure that we continue to focus on the personal experience of our residents and clients so that they can indeed celebrate life.

Paul Newman
Board Chair
Wesley Mission Queensland

A Message from our Council



“I came that they may have life and have it abundantly” was the message from Jesus in the Gospel. This verse encapsulates the theme of this year’s annual report: Celebration of Life.

I am absolutely delighted my friend Peter Rowe’s work ‘Celebration of My Life’ is featured on the cover of this report. Peter has encountered enormous challenges in his life. Despite these, with the support of his family, he has become an author, artist and musician. The way he has embraced, and celebrates, his life is truly astounding.

The life and teachings of Jesus demonstrate the secret to celebrating life. That is to love wastefully and be all that we can be. These instructions can be difficult for individuals and for organisations. Nevertheless, Wesley Mission Queensland tries to achieve these goals in very practical ways.

We serve people in need, regardless of age, backgrounds, faith and cultures. We are truly here for all people. A theme common to all our programs is support: supported accommodation, supported employment and

supported art programs. While the Eden Alternative™ philosophy of care we strive to follow creates a supportive environment to help our residents and clients achieve their full potential and happiness, despite their limited personal resources.

The success of our work would not be possible without the committed contribution from our staff and volunteers. From the personal carers, to our maintenance staff and those on committees and boards, everyone is working to help our residents and clients celebrate life, as witnessed in the wonderful stories inside this year’s annual report.

Wesley Mission Queensland was born out of the Albert Street Congregation’s desire to express the Gospel message in a very practical way more than 100 years ago. To all those who work for the Mission to continue this desire, the staff, volunteers, sponsors, donors and supporters, we thank you.

Ian Airey

Chair

Wesley Mission Queensland Council

Our work





Strategic Priorities

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

Our 2015-2018 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.

In 2018 we will be developing our new strategic plan for 2019-2022.

A snapshot of our services

Aged Care

Wesley Mission Queensland provides a broad range of services for seniors including residential aged care, retirement living, care in the home and community, home maintenance, community transport, and therapy, respite and wellness programs. As Queensland's first provider of aged care, we are trusted and respected within the South East Queensland community.

Disability and Mental Health

Wesley Mission Queensland is a National Disability Insurance Service (NDIS) provider and has been supporting people living with disabilities for more than 20 years. We offer supported accommodation and employment, respite, transport, art therapy and social activities and support. We are the providers of the National Auslan Interpreter Booking

We provide accommodation and employment for people living with a disability or mental health concerns in: Sinnamon Park, Wooloowin, Mitchelton, Wynnum, Rocklea, Tewantin, Coomera

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

Emergency Support

Our Brisbane Relief Hub in Fortitude Valley is open five days a week as a drop-in centre providing holistic and immediate support to people experiencing disadvantage. Services include free meals, food parcels, case work support, individual counselling and social and educational groups.

Youth and Family

We are one of the largest providers of youth and family services in South East Queensland. The majority of our programs are based in the Logan and Gold Coast region and support young parents, families in crisis and young people with after-school and school holiday care.

Child Care

We have four child care centres across Brisbane, In Home Child Care, Family Day Care and Nanny Services available for Brisbane families. A crèche service at Mabel Park High School provides on-site childcare and case management for pregnant or parenting students at Mabel Park High School.

Training and Employment

Our Registered Training Organisation, Career Keys, offers a wide range of courses in aged care, community services, and education for school leavers and mature-aged students looking to upskill, retrain or continue their education journey. Our Australian Disability Enterprise, MailpaQ, offers supported employment to 60 people living with disabilities.

Albert Street Uniting Church

The Albert Street Uniting Church is the spiritual home of Wesley Mission Queensland and stands in the heart of Brisbane city. The church is open every day and offers four worship services each week, baptisms, weddings, spiritual and pastoral care, free English classes, and conferences and event spaces.

Partnerships

Wesley Mission Queensland is the operational partner for Queensland's only children's hospice, Hummingbird House; and the Youngcare Apartments at Sinnamon Village, Coomera and Wooloowin.

Our innovative and multidisciplinary services support more than **100,000** people every year



In the past financial year...

1,000  aged care residents
called our **13**  aged care communities home


22,000  meals were served to people in need

530 people
called our **2** retirement living communities home

3,620 people
used our Allied Health Services like hydrotherapy and circuit classes

470 interpreters worked across the country supporting the Deaf community 

Hundreds of young people attended our **5** youth hubs on the Gold Coast providing after-school and school holiday care 

50 families benefited from Hummingbird House, Queensland's only children's hospice 

470 young parents were supported with education and employment pathways through the ParentsNext Program 

1,910 seniors received in-home care 

550 people received community assisted transport

3,800 food hampers distributed to people 

330 people welcomed at Christmas Day Lunches 

53 adults living with disabilities had safe and age-appropriate accommodation at our **5** supported accommodation communities 

40 families supported through the Kids in Focus Family Drug Support Program 

We provided child care for **870** children !

Mission development

Wesley Mission Queensland is an integral part of the Uniting Church in Queensland and operates as a mission activity of the Albert Street Uniting Church. In and through this mission and ministry we are actively committed to 'Uniting in Christ, acting with love, witnessing in faith and working for justice'.

Wesley Mission Queensland was created by the Albert Street congregation, and many of the services we have started since then have grown out of local congregations who have seen a need in their local community and wanted to make a difference.

Wherever we can, we continue to seek to work in collaborative partnerships with Uniting Church congregations where there is a shared mission call to support people in need, within Australia and overseas.

The Chinese Christian Council Three-Self Patriotic Movement

For the past four years Wesley Mission Queensland has been involved in a partnership between the Uniting Church in Australia (UC) and the Chinese Christian Council: Three Self Patriotic Movement (CCC). The CCC represents and supports the protestant Christian mission and ministry development across China, including more than

20 million people actively involved in their local congregations and communities.

In May this year, six staff from our residential aged care services and our CEO, Geoff Batkin, travelled to China to lead two further cultural exchange and training opportunities with a particular focus on supporting aged care service development. Geoff Batkin said the partnership is highly regarded by the CCC and the many churches and Chinese aged care staff who attend the training and development sessions. "Like many countries, China is facing a rapidly ageing population, and the sheer number of people that will require some form of aged care over the next 20 years is a major challenge for the country," he said. "The CCC is committed to providing care and support for the elderly and is seeking to learn from the Uniting Church due to our long commitment to providing aged care services in Australia for more than 80 years. It is really inspiring to visit some of these homes and see what people are doing with so few resources,

but with plenty of passion. One Christian community we visited, which included an aged care home, a church, an orphanage and support buildings, was built with a regular backyard cement mixer by more than 300 volunteers and members of the church congregation. It was incredible to see that level of commitment and church mission to improve the lives of people in need."

New partnerships and collaborations with Uniting Church congregations

This year we welcomed Reverend Alison Cox to the position of Project Officer, Disability Inclusion Innovation. Alison has been working in collaboration with our disability and inclusion team and congregations to develop the ORCA Project; a social enterprise for young people with disabilities who are leaving high school education and seeking meaningful work opportunities. The project is based at the Albany Creek Uniting Church.

Maroochydore Uniting Church

We are committed to the continuing development of supported accommodation for adults with high-care needs. With the assistance of \$1 million in funding from the Queensland State Government, we will build two houses next to the Maroochydore Uniting Church on the Sunshine Coast. This will enhance the mission and ministry of the congregation as well as create further support and community engagement opportunities for younger people living with disabilities who are seeking age-appropriate accommodation.

Uniting North Gold Coast Church

Our supported accommodation apartments at Coomera are co-located with the Uniting North Gold Coast Church and the Blue Care Respite Centre and we look forward to developing a shared mission approach within this supportive community.

Beenleigh Uniting Church

Our youth and family services based in Logan are working with the Beenleigh Uniting Church to utilise office space to run community programs, and are working with the church congregation on joint initiatives to benefit the local community.

Lifeworks Uniting Church Toowoomba

We are exploring a partnership with Lifeworks in Toowoomba to look at opportunities to provide supported accommodation for younger people living with disabilities and to provide affordable housing in the region.

Harrisville Uniting Church

We were approached by the Harrisville Uniting Church in the Scenic Rim region to look at a concept of developing a rural aged care community and supported accommodation for younger people requiring high and complex care. In January we purchased 60 acres of land in Harrisville and are now actively exploring the development options for this property.





Our highlights

Commenced development of Dovetree aged care community

In March work commenced on the new Dovetree residential aged care community at Sinnamon Park. Dovetree will include a new 144-bed aged care home, including day and overnight respite services, a dementia day respite centre and new therapy centre. This new development, which will offer the community an additional 107 aged care places and a range of integrated respite and allied health services, is integral to the master planning of Sinnamon Village. Dovetree is set to open in 2018 and cater to the changing expectations of seniors seeking superior residential aged care.



Wesley Mission Queensland CEO, Geoff Batkin; Wesley Mission Queensland Superintendent Minister, Lyn Burden; artist Luke Mallie; Wesley Mission Queensland Director of People and Culture, Steve Eltis and Mark Furner MP at the RAP launch.

Commitment to reconciliation

Queensland State Minister for Local Government and Minister for Aboriginal and Torres Strait Islander Partnerships, Mark Furner, joined us in March to launch our Reconciliation Action Plan (RAP). The launch was celebrated with an Indigenous art exhibition at the Art from the Margins studio in Fortitude Valley and featured the piece, 'Beauty in Diversity' by Luke Mallie, which has been created as part of our reconciliation journey.

Wesley Mission Queensland's vision for reconciliation is for all people to stand unified in an equal and inclusive future. We commit to enhancing opportunities for Aboriginal and Torres Strait Islander people and celebrating diversity.



Convenor of the Uniting Church National Assembly Working Group on Worship, Reverend David Pittman; Wesley Mission Queensland Director of Residential Aged Care, Annie Gibney; Julie Collins MP and Wesley Mission Queensland CEO Geoff Batkin officially open John Wesley Gardens.

John Wesley Gardens officially opens

The plan has been developed in consultation with Indigenous elders and staff and volunteers and contains practical initiatives that cement our commitment to grow our Indigenous workforce, increase cultural awareness in our workplaces and provide services and programs that are culturally sensitive and support the Indigenous community.

Our RAP sits alongside our Strategic Plan and forms a public commitment to improve the way we engage, and work, with Indigenous people. It gives us a framework to examine what we can do as an organisation to lend our voice to positive change.

It was wonderful to welcome the Shadow Minister for Ageing, Julie Collins to officially open our newest residential aged care community, John Wesley Gardens in May. More than 200 guests gathered for this special occasion, with entertainment provided by a three piece string ensemble and the on-site chefs catering with an array of finger foods. The new community includes 138 single, double and superior suites, a community café, hair salon, day spa, library, worship sanctuary and beautiful landscaped gardens set amongst the backdrop of the peaceful Downfall Creek Reserve.

Lorna is a resident at John Wesley Gardens aged care community

"I just love the staff – every single one of them. They will do anything for you, nothing is too much trouble, and you get whatever you want. I'm from the bush and I have a wonderful view out my window of all these beautiful trees, which is a lovely reminder of where I am from. One of my first nights here, I thought I heard a dog barking, it was such a familiar sound to hear when you're in a new place. I found out the next day it is Annie the dog who comes to visit – she's on the payroll!"





Our supported accommodation community at Coomera



Hummingbird House internal courtyard

Expansion to the Wesley Mission Queensland and Youngcare Coomera community

Thanks to the generous corporate support of Sanctuary 7, four new apartments opened at our supported accommodation community at Coomera on the Gold Coast in early 2017. This allowed us to welcome four new younger residents living with high-care needs who would otherwise live in residential aged care communities or with ageing parents or carers. Each self-contained apartment contains a separate lounge, kitchen and dining area, and includes a bedroom, en-suite and balcony.

Helen Emery, Manager Disability Accommodation Services, says the extension would not have been made possible without the support of Sanctuary 7. "We're extremely grateful for the support we've received from this organisation over

the years. They've been instrumental in creating the beautiful community and environment we have here at Youngcare Coomera through the donation of garden equipment, a modified vehicle, and now enabling us to build this extension," she said

Art from the Margins

In late 2015 Art from the Margins (AFTM) developed a new creative concept designed to bring together professional Brisbane artist mentors and a selected group of AFTM emerging artists. After being awarded a Brisbane City Council Creative Sparks Grant in early 2016, the idea became a reality this year with the 'Bright Sparks' exhibition held at the Brisbane Institute Art in May. The exhibition was an innovative display of photography, sculpture and installations, including an impressive 3.7 metre goanna sculpture made of cane, bamboo and wire created by AFTM's artist Jeff Blunt, in collaboration with mentor Tony Rice.

Hummingbird House opens

It was a momentous occasion in October 2016 when Queensland's only children's hospice, Hummingbird House, officially opened. As a joint initiative of Hummingbird House Foundation and Wesley Mission Queensland, Hummingbird House is free of charge for families who need it, for as long as they need it. Since operations commenced, more than 50 families have accessed the services with over 200 admissions. Hummingbird House provides short break stays, family support services, creative therapies, and care at the end of life for children with life-limiting conditions, and their families. We are deeply grateful to our corporate and philanthropic partners, who are helping Hummingbird House to take flight.

Expanded support for people living with high-care and complex disabilities.

From a guest of Hummingbird House

"Coming to Hummingbird House is like a home away from home where we are able to reconnect as a family without our daughter's condition being the main focus. We can be a family without feeling like we are constantly in a hospital setting. Every single moment we have shared at Hummingbird House has been special. For the first time in years, our daughter was able to have a bath with her little brother, and not in just a regular bath but this fancy bath with spa jets, lights and music. The look on their faces as they splashed in the water with the colour changing lights, giggling and moving to the beats of Michael Jackson, is a memory that will stay with us forever. For the first time in a very long time, our daughter and her brother were able to enjoy something that most young siblings do together but had been impossible for us up until that moment."





Dannielle, ParentsNext participant

“As a single mother, there were times I was struggling to make ends meet. When I met Donna at the ParentsNext Program, I instantly felt a connection. She helped me to write a new resume and learn basic computer skills, which I hadn’t needed before. As a result of her help I was successful in getting a casual job back in retail, which I love. The program promotes long-term thinking about the future and financial sustainability, and Donna has helped me to set goals and think about a career. I’m about to start studying a Teacher Aide Course and a Certificate 1 in Vocational Skills with the goal of becoming a Teacher Aide and working with children with different needs, as my son is in this category.

The program did so much more for me than helping me get a job. Becoming a mum, especially a single mum, can be very lonely and isolating; it’s easy to lose yourself and your identity. Through the program I attended an empowerment course and two parenting courses, and my son and I attended the weekly playgroup with other local parents. There is free child minding offered for all the courses, so there’s no barriers to parents attending. I’m now on the ParentsNext Advisory Board and we’re organising social events, courses and guest speakers for parents in the area. I’ve regained my self-confidence, met new friends and have a vision for our future.”

The program promotes long-term thinking about the future

Supporting parents with employment pathways

ParentsNext is an Australian Government initiative run by Wesley Mission Queensland in Beenleigh. The program supports parents with children between the ages of six months and six years to return to work once their child reaches primary school age. This early intervention program aims to break the cycle of long-term welfare dependency, help parents identify and achieve education and employment goals, and reconnect with local services and the community. This year 470 parents have been involved with the program, with 147 entering in to education.

The ParentsNext program operates from our Beenleigh Family Centre, which provides a range of holistic support services for families in the area. More than 50 parents and children attend the centre each week for programs such as: parenting courses, fitness programs, play group and resources.



Helping flood victims

In late March, ex-Tropical Cyclone Debbie affected much of the east coast of Queensland, including significant flooding in many of the areas in which we work in Logan and the northern Gold Coast. To support families in the area, and to coincide with Youth Week, we held a family fun day that saw 15 organisations and charities work together to support the local community with food, fun activities and essential household items. The event was a true testimony to community partnerships and collaborative practice that is common in the region.

Rosemount Retirement Community

In December 2016 we secured development approval for a new retirement living community at Sinnamon Village. Rosemount Retirement Community will offer residents luxury living with 135 architecturally designed apartments, a café, cinema, heated swimming pool, gym, community bus and library in a secure environment. Residents will be able to enjoy all the benefits of the site, including the wellness centre and hydrotherapy pool, dementia day respite centre and residential aged care communities, should their care needs change.

Wheller on the Park retirees Trevor and Peggy Bond

“Wheller on the Park Retirement Community in Chermside is a hidden gem. You can be as active as you want or just take it easy. We stroll around the beautiful landscaped gardens and the Downfall Creek Reserve, or take the courtesy bus to the shopping centre, library or club. There’s a wonderful sense of friendship and community spirit. We enjoy all the activities on offer, like happy hour, the monthly concerts, the on-site café and leisure centre, all without having to get in the car. We feel so safe and secure, there’s no maintenance and we have used Wesley Mission Queensland’s integrated on-site services like allied health and home delivered meals, which is so convenient.”



Betty is an in home care client

"For over four years, each morning I have had a carer come to support me with daily tasks, including showering, dressing and preparing my medication. Of course, the best part is they also make me coffee and we have a chat – it sets me up for the day. Care is such an important part of my life; it is a real comfort to know that my carers will be there each morning. If I wake up during the night with any concerns, I feel supported knowing that it won't be long until the carers are here. It's more like having a friend visit, I look forward to seeing them. I'm still independent and thanks to the support of my carers, I get to enjoy my home, garden, dogs and chooks even longer. They are like my extended family and I couldn't be happier."



Increased choice in home and community aged care services

Wesley Mission Queensland supports more than 6,500 older people each year with care in the home and community, home maintenance, community transport and therapy, respite and wellness programs. All our services successfully transitioned to the Federal Government's changes in home care packages, which took effect from February. This new Consumer Directed Care (CDC) approach supports clients and their carers to manage their own funding package, choose their provider, and decide which home care services they receive and how they are designed and delivered.

For providers, this is a significant transition with the focus now on the customer journey and attracting and retaining customers, rather than funding streams delivered to the provider as in the past.

We have supported our existing clients through this transition and made significant changes to the structure of our home care packages and Customer Support Centre to meet the needs of new and existing clients. Our Customer Support Centre, located on the Wheller Gardens site at Chermside, is now the central point of contact for all new customers, with knowledgeable

staff able to quickly assist people with their enquiries and link them to our comprehensive range of multi-disciplinary services. This centre is open to the public five days a week to allow prospective clients the opportunity to discuss their care needs face to face. Our trusted and person-centred care approach enables us to adapt to these reforms while maintaining the high expectations of our clients.



Employment opportunities for Career Keys graduates

Our Career Keys Registered Training Organisation continues to provide a pipeline of highly qualified staff to key areas of the organisation. More than 100 Personal Care trainees from Career Keys have been employed with Wesley Mission Queensland in the past year. Career Keys has a long history of providing training to those most in need and currently collaborates with Holy Cross Laundry, SWARA and our Mailpaq service, offering education for people living with a disability.

Improvements in food service

Residents in our residential aged care communities are enjoying their new private kitchens and the ability to bake for friends and families or enjoy a cooking activity with staff. All 13 residential aged care communities now have kitchens that residents can access as a self-serve buffet for breakfast, lunch and dinner, all at the time of their choosing. This new model of food service across our homes has empowered residents to make their own decisions about their meals and allows the on-site chefs to cater for individual needs.

The warm, sticky smell of the raspberry jam simmering on the stove evokes lots of memories for Emmaus resident, Betty James.

"I used to make so much jam. I was a keen cook, particularly biscuits, cakes and tarts. I loved cooking for my three girls and their friends and seeing them enjoy eating it," she said. Leisure and Lifestyle Coordinator at Emmaus aged care community, Bronwyn Dawe, says cooking is one of the most popular activities she organises for residents. "We have emulated the beautiful memories of a Sunday night roast with the family; the residents loved the smell of chicken wafting through the home, and we have made scones, decorated cakes and cooked pizzas. Whatever the residents enjoy or suggest we try and accommodate," she said.

Damien is a resident at our Youth Foyer in Logan, which provides safe, affordable and independent accommodation for young people who are earning or learning.

"If I didn't get help from the Logan Youth Foyer a year ago, I'd be homeless, living on the streets. When I was ten I was being physically beaten and missing school so I decided to go to the local police station and ask for help. My brothers and sisters and I were immediately taken away from the family home. My childhood was tough and I've got a lot of anger but I think I'm a stronger person because of it. Since moving to the foyer I've been named a Queensland Indigenous Youth Leader and a Create Ambassador, I've got my P-plates and I'm studying with the aim of building a career in Information Technology.

The foyer has had a big impact on my life. I'm more outgoing now; I used to not like going outside or talking to people, but I'm now enjoying social outings and for my birthday this year, I went horse riding with other residents from the foyer. I'm now working with the Indigenous Youth Leadership program. I talk to aboriginal people about problems affecting communities, and on some occasions I talk to board members about child safety. In the end, if I can make things safe for the next generation of children, then that's great."



Youth support

The Logan Youth Foyer Support Service provides transitional, supported accommodation for young people in the Logan region who are aged 16-25 years of age and participate in earning and/or learning options.

This year the program supported 41 young adults with accommodation and employment or education.

Study:

- **16** enrolled in high school
- **8** at university
- **4** undertaking vocational or other training
- **3** granted scholarships

Employment:

- **2** in full-time work
- **20** in part-time work
- **1** self employed

Highlights:

- **1** young person's film won at the Sydney Film festival and the St. Kilda Awards
- **1** young person appeared in Grease the musical in Brisbane and invited to participate in the Sydney show

- Resident Waevyn was invited to attend the launch of the Queensland Housing Strategy for 2017-2027 with the Minister for Housing and Public Works, Michael De Brenni and met the Premier. The Premier used Waevyn's story as an example of the positive change that investing in social housing programs can bring to peoples' lives.

Brisbane Relief Hub

The Brisbane Relief Hub in Fortitude Valley operates our Emergency Relief Service and the Community Meal providing a network of services and support for people experiencing disadvantage.

- This year Emergency Relief provided more than **52,000** occasions of service. This included the distribution of more than:
 - **3,800** food hampers
 - **950** medical script supports
 - **16,200** lunch packs

- More than **6,000** individuals participated in our daily groups, which include art classes, cooking, singing, meditation and fitness activities.
- **290** individuals received counselling and personal support
- The Community Meal service is open to anyone seeking a hearty meal and community connection and offers four meal options a week. This year Community Meal has provided approximately **440** meals per week over the four days of its operations, totalling more than **22,000** meals a year.

The very popular Community Meal Christmas Day lunch is one of the biggest in Brisbane and is now run on two sites – Wesley House in Brisbane City and the Brisbane Relief Hub. In 2016 more than **330** individuals were served a traditional three-course Christmas feast and presented with a gift with the help of **80** volunteers.

Kiara is 17 years old and a client at our Young Parents Program at YHES House

"I like the interaction with other young mums. The information in the group sessions is really useful. You learn new stuff every time you come here. There are lots of opportunities to get stuff that you really need that you might not have, like emergency nappies and clothes. I get some time out because Violet loves the other mums and bubs and the relaxed environment. I like the advice the other mums share with me. I recommend YHES House to my sister and friends!"



Creating new possibilities through technology

Residents at many of our residential aged care communities have visited the snow, been deep sea diving and enjoyed theatrical performances, all without leaving the comfort of their armchairs, thanks to the magic of virtual reality. For the past 12 months this exciting new technology, which uses a smart phone, goggles and bluetooth headphones, has been trialled at some of our aged care communities with fantastic results, particularly for residents living with dementia.

Director of Residential Aged Care, Annie Gibney, says it brings a 360 degree immersive experience to the resident and allows them to simply be 'in the moment'.

"People living with dementia can struggle to focus or maintain an interest in things, but with these headsets on, they can be immersed in an experience. They don't have to read anything, and if they look away, they just find something new to look at instead," she said. "We've seen some of our residents reaching up to catch snowflakes, with big smiles on their faces. Some of them have commented that they'd never been to the snow before; for them, the experience feels very real."

With further community support we hope to roll-out this technology across all our aged care homes.



Helen is a resident at Asher House

"We have waited a long time for Helen to have this wonderful opportunity at life; she now embraces life in a positive and happy way. Her life prior was no real life, it was merely an existence, one that we are glad to see gone. You have taken so much worry and stress from not just our precious loved ones, but from us as well. I no longer worry about Helen, I know she is happy and doing just fine without my constant input. Thank you to everyone for the care and attention she receives every day."

Brenda and Daryl (Helen's sister and brother in law)

Asher House celebrates 1st birthday

Asher House residents, families, staff and volunteers enjoyed an 80s themed fluro dance party to celebrate their first birthday in July. The supported accommodation community in Brisbane's East is home to 12 residents living with acquired brain injuries, and since opening in July 2016, staff have been on a quest to give the residents new experiences and a purposeful life in an empowered environment. Manager, Garry Buckton, said there have been many milestones to celebrate in the first year. "For a lot of the residents, this is their first experience of a model of social care rather than clinical care, and having the opportunity to develop and progress in their own way has

been amazing for them," he said. "This is a home for our residents and it's essential we remember this in everything we do or try to achieve." Residents have enjoyed local music events, sailing, bowling, shopping and many activities that individually focus on an expressed need or interest from a resident or family, such as the opportunity to access hydrotherapy or a gym.

Community connections at Jacobs Court

Jacobs Court residents have made a great connection with children from the nearby Creative Garden Early Learning Centre at Sinnamon Park. Resident Patrick Passfield introduced himself to the children as he walked past each morning and one day invited them for a visit. In May the

children started visiting fortnightly for play dates. The residents enjoy showing the children their recently renovated garden, complete with a fairy garden and aviary.

Jacobs Court Manager, Jean Yan said the residents love interacting with the children. "Many of our residents have grandchildren and great-grandchildren who they might not see very often, so the visits from the children are a highlight for them," she said. "It's a very important part of our Eden Alternative™ philosophy of care that residents have opportunities to socialise with children and enjoy spontaneous moments of laughter, banter and learning together."

Dan and Adriana's daughter Eliza attends the Gap Child Care Centre

"The Gap Child Care Centre is a beautiful family centred care setting. When you enter the centre you are greeted with smiles and welcomes from all staff members. Everyone in the centre knows each and every child and all of their family members. Our daughter Eliza has been attending the centre for the last three years and she has experienced so many wonderful learning opportunities in the classroom, on excursions and also the creative explorations that are offered around the centre. The main priority of the centre is to ensure that each child has an opportunity to develop and learn in their own way. We are so happy to have found this centre, as Eliza has grown from being a shy, reserved child to a confident and inquisitive learner."



Group61

Group61 is a volunteer mental health befriending program offering support and friendship to people who are experiencing social isolation due to their mental health experience. Members of the program, known as Friends, are connected with a volunteer befriender and they meet regularly to go on an outing or do an activity together – this may be going for a walk or a coffee or to the movies. The purpose is to provide social connection through friendship and to support our friends as they re-establish themselves in their local community.

The group has had a busy year transitioning to the Wesley Mission Queensland family, with highlights including:

- 30 new volunteers recruited
- 12 new area coordinators appointed
- 80 new friends self-referred to use the service
- Launched the program in two new areas, Redlands City and the Moreton Bay region
- Developed new partnerships within the sector with Centrecare and eCPR Training

Nature play program and bush kindy at The Gap

The Gap Child Care Centre has been working closely with children and families to develop a nature play program. As a joint project between educators and families, staff have gained permission to access land at The Gap Uniting Church campus next door to create a community garden and place for the children to play in natural learning environments. The centre has also been active in their community building relationships and experiences with local groups to embed Aboriginal and Torres Strait Islander perspectives into their learning program.

Toowong Child Care Centre recognised

Toowong Child Care Centre was recognised as a Queensland Finalist for Australian Children's Service of the Year in the Australian Family Early Education and Care Awards. The centre runs a unique program for Deaf and hearing impaired children. "The whole point of this program is to help children who are Deaf or hearing impaired to live a normal, happy life," says Angeles Stark, Toowong Child Care Centre Director. "These children join in with our regular program alongside everyone else; the only difference is they have an adult (an Auslan Language Model, or 'ALM') with them to interpret. It makes such a difference to a child if you can communicate with them in their own language and show that you care enough to learn."

Family Day Care

Thanks to State and Council grant funding we were able to make significant upgrades to our Family Day Care playground at the Ashgrove head office. This beautiful landscaped area is now enjoyed regularly by all local carers for playgroups.

In June our staff and children from the Ashgrove Dance Studio welcomed their local member and the Minister for Education and Minister for Tourism, Major Events and the Commonwealth Games, Kate Jones to a special morning tea at the Ashgrove offices. Ms Jones toured the new offices and playground and spent time chatting with staff about raising the profile of the service in the region.



Amanda is the Coordinator of the Wesley Mission Queensland and Youngcare Woolloowin sharehouse

"We've had a busy year at the Woolloowin supported accommodation community. In June last year we were invited to attend the Brisbane Winter Festival where residents got to go ice skating and meet the pop band Sheppard. For many residents this was their first time feeling snow fall on their faces and was a real highlight. In February residents saw Powderfinger perform at the Youngcare Charity concert and met Darren Lockyer. We've been to the Lone Pine Koala Sanctuary, the Planetarium and for many social outings as a group. The residents are all really close and we have a wonderful sense of respect and friendship here."



Thanks to you...

1,600  people in need
received a Red Bag Christmas hamper in 2016

\$13,000

raised in the 2016
Community Meal Tax Appeal which
equals 720 three-course meals



\$300,000

secured in grant funding from
government sources, trusts and foundations



50

Wesley Warriors signed up to pound
the pavement and raise funds at major public
events such as the Gold Coast Marathon,
Bridge to Brisbane and Jetty to Jetty

1

individuals left a gift
in their Will worth
almost \$300,000

\$4,150

raised by aged care resident
and community advocate Patrick Passfield
through his 'virtual walks'

\$15,000

worth of small grants were donated to our
aged care communities by the Wheller Gardens Auxiliary

"We are all construction project managers, so getting out
of the office to lend a hand was a great way to spend a day
together and help out a very worthwhile cause."

- Michael Thompson, Senior Project Manager at RPS Project Management

"When you're a mum, and you can't provide for your kids,
it hurts - it really does. Having toys and a Christmas lunch
to give my kids on Christmas day... I was absolutely blown
away, and the kids were so excited."
Emma, mum to Sam and Bonnie



Thank you to our generous supporters

We appreciate the following donors, trusts and foundations, community organisations, estates, governments and corporate supporters whose generosity allow us to support people in need.

Federal Government funding	Queensland Government funding	Local Government funding
Department of Education and Training Department of Social Services Department of Health and Ageing Department of Infrastructure and Regional Development Department of Veterans' Affairs	Department of Housing and Public Works Department of Justice and the Attorney General (Gambling Community Benefit Fund) Department of Communities, Child Safety and Disability Services Department of the Premier and Cabinet Department of Transport and Main Roads Department of Education and Training Advance Queensland	Brisbane City Council City of Gold Coast Logan City Council Sunshine Coast Council

Note: excludes OzHarvest and Hummingbird House, who produce a separate annual review, which thanks supporters



Corporate supporters and partners	Community organisations	Estates
Advantage Salary Packaging Allens Linklaters Amcal Chermside Pharmacy Andrews Light Up Applied Air Services Ashburner Francis Bickerton Masters Architecture PTY LTD Calibre Consulting Clifford Hallam Healthcare Cornerstone Press Deloitte DNR Capital Epic Pharmacy FKG Group Fulton Trotter Architects GPT Group Graydon Gallery Hot Air Brisbane Hynes Legal Johnson and Cumming Leecare Solutions Lendlease Merlo Coffee Mills Projects MRP Hydraulic and Fire Services Consultants Neals Event Hire Petals Network Pty Ltd Port of Brisbane Promogear Queensland Rail Remondis Australia Pty Ltd RNA RTL Technology One Thynne Macartney TT Building Surveyors Yellow Cabs	Gold Coast Suns Good Shepherd Microfinance Hummingbird House Foundation Kedron Wavell Services Inc Lives Lived Well Mantle Housing Order of St John Priory of Queensland Radfly Rapid Relief Team Salvation Army St Andrews War Memorial Hospital Wheller Gardens Auxiliary	Estate of Claire Margaret Lee Estate of Marjorie Geeves Estate of Norma Cicely Ainsbury Alcorn Estate of Patricia Aimee Woollam Estate of Shirley Alison Chapman Estate of Winifred Muriel Joan Blake
	Trusts and foundations	
	Aged Persons Welfare Foundation Gold Coast Lady Mayoress Charity Foundation Lord Mayor's Charitable Trust	





In the community

Celebrating Seniors Week

To celebrate Seniors Week 2016 we once again partnered with Griffith University Photojournalism students to host an inspiring photographic exhibition. The theme students were given was '80 years of care' to coincide with the 80 year celebration of the Wheller Gardens site; the first aged care community ever to be built in Queensland.



Local Federal Member Wayne Swan attended the launch, along with students and many of the residents and retirees who featured in the photos.

Anti-Poverty Week

We had the privilege of once again being a Co-Chair for Queensland's Anti-Poverty Week – a significant public platform to raise awareness for those doing it tough in our own backyard and around the world. The Minister for Communities, Women and Youth, Child Safety



Richard Wanstall from Deloitte; Shannon Fentiman MP; John Greig from Deloitte and Wesley Mission Queensland CEO, Geoff Batkin at the Red Bag Appeal launch.



and Minister for the Prevention of Domestic Violence, Shannon Fentiman launched the week at a corporate breakfast hosted by our supporters Deloitte in Brisbane City. The event also served to launch our Red Bag Christmas Appeal and our community engagement initiative, Campaign for Change.

Other events during the week included a 5km 'Walk Against Poverty' through Southbank and a photojournalism exhibition, 'The Power of Community' which featured at Central, South Brisbane and Roma Street train stations as well as the Maud Gallery in Newstead. Thank you to all our corporate and community supporters who helped raise awareness of poverty in our communities by taking part in the events.



Wesley Mission Queensland CEO, Geoff Batkin; Wesley Mission Queensland Board Chair, Paul Newman; Kate Perry; Grace Grace MP, Dean Gibson and Stirling Hinchliffe MP at the Campaign for Change finale.

Campaign for Change

In October 2016 we launched our third Campaign for Change initiative; a biennial competition that aims to find the state's best and brightest social innovators. With the support of the State Government, two Queenslanders each received \$25,000 in grant funding to establish their social innovation. The competition once again proved popular with more than 60 applications for social change received.

It was wonderful to welcome Queensland State Member Stirling Hinchliffe and the Queensland Minister for Employment and Industrial Relations Minister for Racing and Minister for Multicultural Affairs, Grace Grace to the finale event. The winners were Dean Gibson with the 'Black Man Project,' a series of video stories to celebrate the lives of Indigenous men and



Kate Perry with her idea 'The Wiserr Network,' an online app challenging age discrimination. Both projects are set to launch in late 2017.

Brisbane Open House

Our Wheller Gardens heritage site and Queensland's only children's hospice, Hummingbird House continue to be involved in Brisbane Open House each October. More than 600 people visited the site in 2016 and enjoyed touring the recently opened Betty Smith Heritage Precinct. The precinct houses three original Marchant cottages restored to create a museum with interpretive panels, artefacts and photos, and memorabilia of the history of aged care at Wesley Mission Queensland. The precinct is now open to the public, schools, and community and historical groups by appointment.

Brisbane Festival

Our Art from the Margins (AFTM) program celebrated its 10th anniversary as part of the iconic Brisbane Festival in 2017. As the festival's largest independent art exhibition, AFTM gives Brisbane artists living with disadvantage the unique opportunity to display their artwork in a prominent event. Since the first exhibition in the festival in 2008, more than 1,000 individual artists and 50 community art organisations have participated in AFTM's exhibition. More than 1,500 people visited this year's anniversary exhibition with \$9,954 of artwork sold.



L-R Wesley Mission Queensland Council Chair, Ian Airey; Wesley Mission Queensland CEO, Geoff Batkin; Reverend Wheller's granddaughter, Pamela Newnham; His Excellency The Honourable Paul de Jersey AC, Governor of Queensland and Wesley Mission Queensland Superintendent Minister, Reverend Lyn Burden officially open the Betty Smith Heritage Precinct.



Celebrating 80 years of aged care

In November we held a special commemoration to mark our 80th anniversary of providing aged care in Queensland. The Governor of Queensland, His Excellency The Honourable Paul de Jersey AC, attended the re-enactment of the original opening day ceremony of The Garden Settlement at Wheller Gardens in Chermside on 23rd November 1936, and unveiled a plaque to commemorate the opening of The Betty Smith Heritage Precinct. More than 150 people attended the ceremony including relatives of past residents and relatives of Betty Smith and the Wheller families.

Queensland spirit shines at annual Gala Dinner

More than 450 guests and supporters joined us to celebrate 2016 and raise funds for our services at the annual Spirit of Queensland

Gala Dinner in November 2016. A big thank you to our 20 corporate sponsors on the night and all those who generously supported the live and silent auctions. All of the money raised on the evening helps us to continue our vital work in the community. Terri Begley from ABC Radio Brisbane was our MC on the night, with entertainment from the Voices of Biralee and performer, Tony Doevendans.

In the media

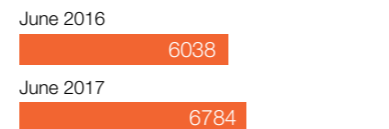
In May staff and two young mothers from our parenting programs were involved in a special Mother's Day feature on ABC Radio Brisbane with Kelly Higgins-Devine. The live panel interview was in praise of young mothers and highlighted the challenges and triumphs of being a young mother, as well as the support our parenting programs provide.

Digital footprint

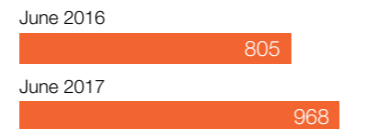
LinkedIn Followers



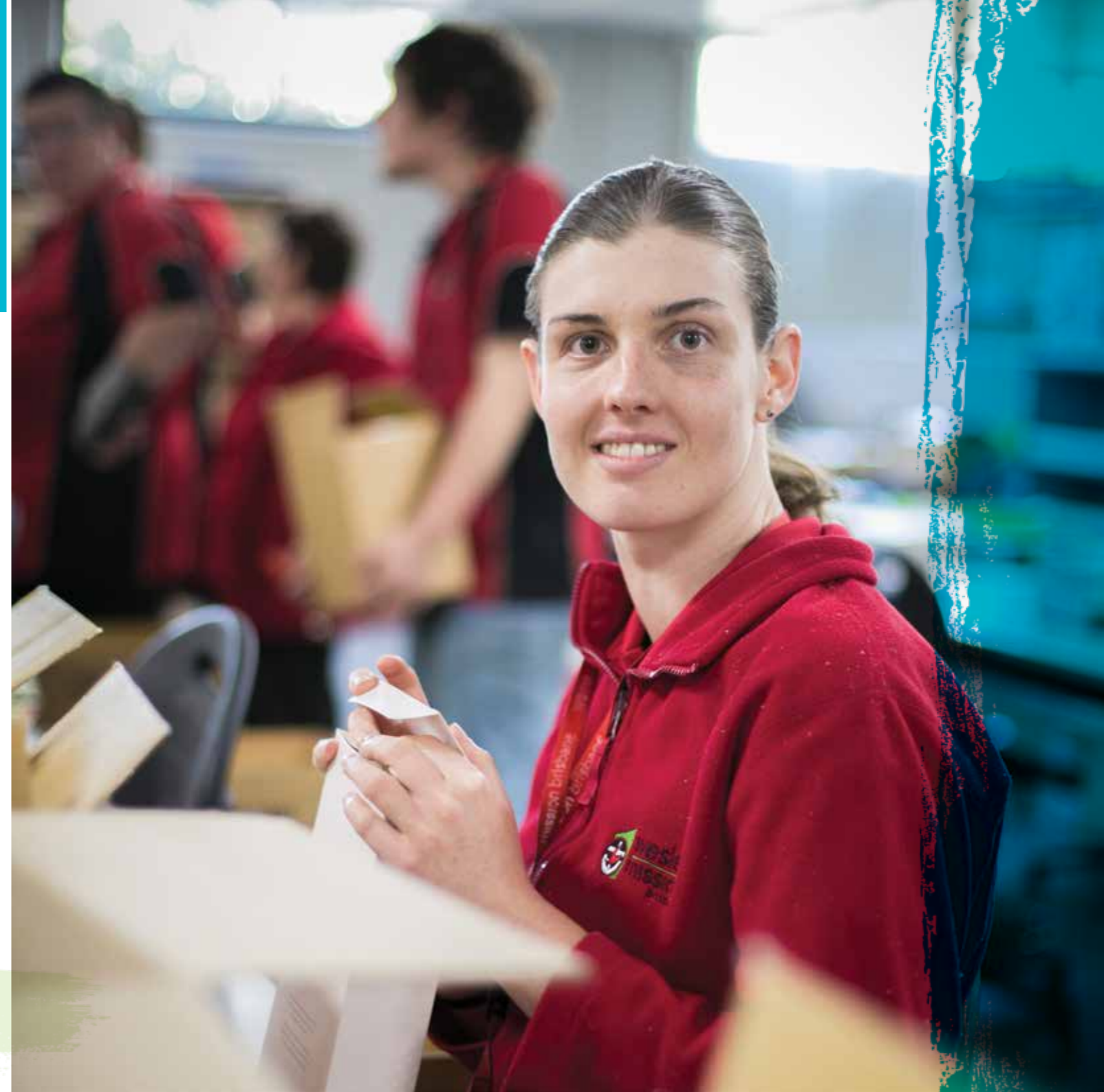
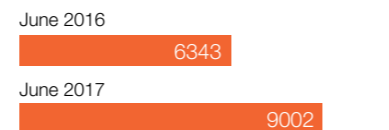
Facebook Page Likes



Twitter Followers



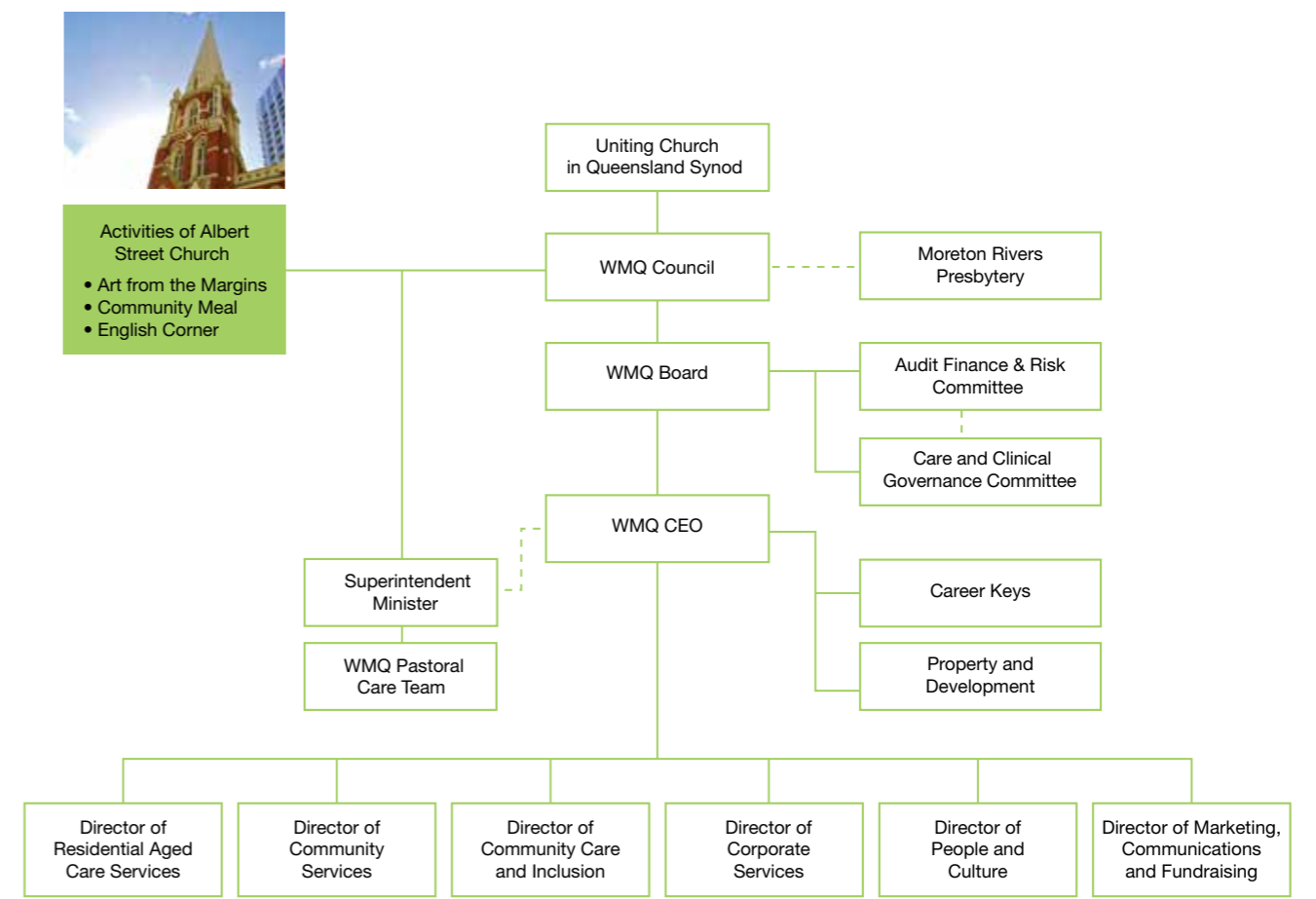
Youtube Views





Our organisation

Our structure





Governance

Wesley Mission Queensland is a mission activity of the Albert Street Uniting Church (Albert Street) formed under the Regulations of the Uniting Church and also in accordance with the Wesley Mission Queensland Constitution.

Wesley Mission Queensland Council

The Wesley Mission Queensland Council (Council) is responsible for enhancing the mission and ministry of Albert Street including managing the general administration and financial affairs of the Congregation. In addition, the Council has oversight of the wider activities of Wesley Mission Queensland's aged care and community services including:

- Approving the Strategic Plan (or significant changes in strategic direction)
- Appointing the members of the Board (and its Chair)
- Appointing the CEO
- Delegating the management, direction and oversight of the wider aged care and community services activities to the Board.

Wesley Mission Queensland Board

The Council has established the Wesley Mission Queensland Board to provide specialist expertise, experience and knowledge to govern, manage and direct the aged care and community service activities of the organisation (as delegated by the Council).

The Board has nine appointed members who generally each serve a term of three years and two official members (the Superintendent Minister and Chair of the Council). The Board meets at least nine times each year and Board members act in a voluntary capacity.

The Board 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 mechanism is established and embedded within the culture of the organisation.

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.

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.

Our Board



Paul Newman
Board Chair

Chair St Andrew's Church Council
Retired
LLB LLM GradCert
(Property Economics)



David Edwards

Projects Chief Executive
Special Projects Unit
Department of State Development
Queensland Government
BA, BEcon



Lisa Bundesen
Chair of the Audit Finance and Risk Committee

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



Rev Lyn Burden
**Superintendent Minister
Wesley Mission Queensland Council**

BSc(Ed), BEd, MEd(St),
BTh, MTh



Robert Packer
Member of the Audit Finance and Risk Committee

Retired
BA, BCom, MFM, FCPA,
AFAIM



Elaine Unkles OAM
Chair of the Care and Clinical Governance Committee

Retired
BPhy(Hons) BEdSt BBUS(Hlth Admin)
FCHSE CDec



Dr Ian Airey
**Chair
Wesley Mission Queensland Council**

Director of Anaesthesia, Mater
Health Service, Brisbane
MBBS, FANZCA, FAICD



Dr Nancy Spencer
Member of the Care and Clinical Governance Committee

Director, Social Policy, Policy
Division, Department of the
Premier and Cabinet
Queensland Government
EMPA, PhD Mathematical
Statistics, BAppSci (Mathematics),
Ass Dip Elec Engineering



Flo Kearney
Retired from the Board May 2016
MEd, BCom, BEd, DipT, MACE,
MACEL, FBEAQ



Con Graves
Deputy Board Chair

Councillor Presbyterian & Methodist Schools
Association
Retired
Former Executive Officer Newlife Care,
Director Information Services Griffith
University, Chair Elders Newlife Uniting Church
GDipMan; MEd (Couns and Guidance)



Elaine Rae

Chair, Church Council Bayside UCA
Member UCA National Assembly
Standing Committee
National Lay Director Emmaus Australia
Former Executive Officer UCA (Qld
Synod) Schools Commission, Chair
Shalom Christian College,
Member MBC Board
M.Sch, Mgt, Grad.Dip.
Comp.Ed., B.A.,
Cert.Teach, MACEL,
FAIM, MAICD

Our Executive Leadership Team



Geoff Batkin
Chief Executive Officer

BEcon, Dip Corporate,
Financial Management
MAICD



Mike Jeffrey
Director of Marketing, Communications and Fundraising

MBA, BTh, BHMS (ED)



Annie Gibney
Director of Residential Aged Care Services

BHSc, GradCert (Mgt)



Leesa Taylor
Director of Corporate Services

Diploma Business, AIPA,
MAICD MBA



Michelle Skinner
Director of Community Services

Non-voting Board Member
Diploma Teaching (Primary),
BEd, MBA



Kris Sargeant
Director of Community Care and Inclusion

MBA, MA, BS



Steve Eltis
Director of People and Culture

B. Econ Adv Dip Fin
Serv (Fin Plan) Dip Neuro
Leadership CAHRI



Our people



2,600 staff

2,300 volunteers this financial year

Staff from 73 different countries

256 staff attended orientation

Youngest volunteer 6 years old

Oldest volunteer 90 years old



Staff

The development of a Reconciliation Action Plan (RAP) and the implementation of our Wesley Charter, were key priorities for the organisation this year. Staff were very engaged with the creation of the RAP; the Vision Statement was based on feedback submitted from more than 400 staff during a National Reconciliation Week activity. Thank you to our RAP Committee for their dedication and input into this important commitment. To read our RAP please visit: wmq.org.au.

The 2017 Wesley Charter staff development day was a great success with more than 170 staff coming together to learn from each other and share the way we work. Service teams used emotive videos and presentations to show how they strive to bring the seven domains of wellbeing (joy, identity, meaning, connectedness, growth, autonomy, security) to those they care for. Each month staff use our internal intranet to share how they are implementing the Wesley Charter and these domains into our everyday work.

Diversity and inclusion

Wesley Mission Queensland staff come from more than 73 different countries. To support our diverse workforce we offer free weekly English classes to any staff wanting to improve their English or staff studying English tests to gain entrance to further study.

This year we also introduced a Community English Class targeting members of Brisbane's culturally and linguistically diverse (CALD) communities who hold a Certificate III in Individual Support or Aged Care and are seeking employment in the aged care and/or community care sector. We recognise that a large proportion of our aged care and community services staff come from CALD backgrounds. By providing these free classes we can assist people with a pathway into employment, wider support networks, intercultural connections and an increased pool of qualified care workers in Queensland with the attitude and English skills required to communicate effectively with clients and other stakeholders.

Learning and professional development

Wesley Mission Queensland acknowledges that professional development is everyone's responsibility and is integral to personal job satisfaction, productivity, recognition, and is essential to the achievement of our mission and strategic objectives. Learning and professional development occurs through a range of formal and informal practice initiatives, many of which include the following:

- Professional Development Assistance Scheme, which assists staff with paid study leave in accredited and non-accredited education programs
- Our Registered Training Organisation, Career Keys
- Attendance at conferences, seminars, short courses, workshops
- Work Integrated Learning
- Internally developed elearning modules



Our volunteers

This year over 2,300 people from across the state put their hands up to help Wesley Mission Queensland in our quest to provide quality services to people in need. They bring with them a passionate desire to help others as well as an incredible wealth of knowledge and expertise.

Our volunteers contributed over 250,000 hours to the organisation, which equates to over a \$7 million dollar saving per year*. These figures do not take into consideration the invaluable social impact of our

volunteers on the people we support; nor their ability to positively raise awareness of our organisation in the wider community.

We have also had an increase in interest from people offering to help throughout the year in one-off events and projects, with over 700 people signing up to lend a hand in various activities from hanging art at the Brisbane Festival with Art from the Margins, to handing out red bags at Central Train Station during the Red Bag Appeal.

Our relationship with educational institutions has also developed, with over 500 students of all ages choosing to volunteer with Wesley Mission Queensland. Student volunteering and internships have made a huge contribution to our organisation, not only in terms of time but in the vibrancy and new ideas that the students bring to our staff, volunteers, clients and residents. We have also continued to grow our partnerships with community groups whose skills and capacity allow us to develop more diverse volunteering roles.

The Hagicostas family all volunteer at Wesley Care Tewantin

The Manager of our supported accommodation community on the Sunshine Coast, Kirin Hagicostas, her husband Elias, and sons D'Mitri (14 and Andreus 9) have been actively involved with the home since it opened four years ago. While Kirin and Elias work at the home, the whole family volunteer most days of the week, going above and beyond in their support of the residents, their families and the staff. The children have grown up with the residents and volunteer after school and during the school holidays helping with odd jobs, watering the gardens, reading and playing games with the residents and taking them to the movies and on memorable day trips. Kirin and Elias try to accommodate the wishes of the residents and volunteer to take them on special trips to Brisbane for events like the State of Origin and QPAC concerts. The whole Wesley

Care Tewantin team received the Team Award at the Wesley Mission Queensland Spirit of Queensland Gala Dinner in 2016 in recognition of their hard work and dedication to the Wesley Charter in creating a connected, loving and inclusive home for the six residents who live there.

"We do it because we can. I look at what our residents can't do, and what we can do, and there's no excuse for not being able to help people. Our kids have been exposed to people living with disabilities and aged care homes from birth, as that's where Elias and I have mostly worked, and they've picked up on our quality of being compassionate to others and helping out wherever it's needed. People love kids and we all aim to provide our residents with as many wonderful experiences as we can."



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

"We all aim to provide our residents with as many wonderful experiences as we can."

Our financials

Note 1 - Basis of preparation

The accompanying summary financial statements, which comprises the summary statement of financial position as at 30 June 2017, the summary income statement and other comprehensive income, the summary statement of cash flows, and the summary statement of changes in funds for the year ended 30 June 2017. The summary financial statements do not contain all the disclosures required by the Australian Accounting Standards. The summary financial statements and the audited financial report do not reflect the effects of events that occurred subsequent to the date of the auditor's report on the audited financial report. A full copy of the audited financial report is available upon request by contacting Wesley Mission Queensland on 1800 448 448.

Financial overview

The opportunities and challenges currently impacting the aged care and community services sector are amongst the most profound in the last three decades. In this context, Wesley Mission Queensland continues to seek ways to deliver on its strategic priorities of supporting those people most in need within our community, whilst navigating an increasingly competitive marketplace impacted by changing government priorities and funding commitments.

We are continuing to focus on supporting our ageing population to live active, connected and healthy lives by offering a wide range of community support services as well as through a planned growth in our residential aged care communities (John Wesley Gardens re-opened in October 2016 and Dovetree at Sinnamon Village has been in construction for the year under review, due to open in May 2018). Also in October 2016 we officially opened Hummingbird House, Queensland's only children's hospice; and in July 2016 we welcomed new residents to Asher House in Wynnum, a supported living community for young people with high-care needs.

Our revenue for the 16/17 financial year has grown by \$4.1m to \$164.4m, up from \$160.3m in the previous year. We have, however, incurred a deficit on operations of \$3.9m in the year under review which was mainly due to: the transition process to achieving full occupancy at John Wesley Gardens aged care community, the initial commissioning and operational costs of Hummingbird House and enrolment challenges at Career Keys. Strategies are being implemented for the 17/18 financial year to improve financial sustainability in these three areas in particular and also across all services within the organisation. Despite this deficit Wesley Mission Queensland generated \$6.5m Cash Flows from operating activities in 16/17.

During the 16/17 financial year, we continued the major capital expenditure program, part of our medium term asset strategic management plan, which included capital expenditure of: \$18.6m on Dovetree residential aged care community at Sinnamon Village, expected to be operational by 18/19; \$7.1m on the redevelopment of John Wesley Garden aged care community; \$1.6m as part of the initial work to develop Rosemount

Retirement Community at Sinnamon Village; and \$3.7m on information technology systems and software development to further strengthen our ability to effectively compete in the technology-driven business environment. Overall, the total assets increased by \$39.5m to \$465.7m as at year end June 2017.

We concluded the 16/17 financial year with the reduction of our accumulated funds by \$3.9m to \$86.2m. Despite the deficit in 16/17 we have generated surpluses in four of the last five years and we have engaged clear strategies to increase revenue and optimise our costs structures to improve our financial performance in the next financial year. Due to our investment in new service provision, we expect to see a steady growth in revenue in 17/18 as we continue to carry out our mission of 'walking alongside people in need offering care and compassion and promoting choice, independence and community wellbeing'.

Income Statement and other Comprehensive Income

Wesley Mission Queensland

For the year ended 30 June 2017

	2017 \$'000	2016 \$'000
Revenue		
Revenue from continuing operations	148,702	141,735
Other income	15,682	18,530
Total revenue	164,384	160,265
Expenses		
Salaries and employee expenses	114,520	106,251
Staff training expenses	715	680
Housekeeping expenses	2,663	2,390
Food service expenses	4,971	4,851
Medical supply expenses	1,756	1,358
Client services	7,548	9,281
Motor vehicle expenses	2,805	2,472
Property expenses	10,762	10,204
Depreciation and amortisation expenses	11,861	9,774
Finance expenses	1,745	1,301
Administration expenses	4,727	4,280
Information technology expenses	1,699	1,483
Other expenses	2,537	3,274
Total expenses	168,309	157,599
Surplus/(deficit) for the year	(3,925)	2,666
Other comprehensive income		
Other comprehensive income	-	-
Total other comprehensive income	-	-
Total comprehensive income	(3,925)	2,666

Statement of Financial Position

Wesley Mission Queensland

As at 30 June 2017

	2017 \$'000	2016 \$'000
ASSETS		
Current assets		
Cash and cash equivalents	11,386	7,394
Trade and other receivables	2,035	3,653
Other current assets	4,890	6,519
Total current assets	18,311	17,566
Non-current assets		
Property, plant and equipment	234,005	203,942
Intangible assets	5,409	5,188
Investment property	186,972	182,265
Other non-current assets	21,003	17,253
Total non-current assets	447,389	408,648
TOTAL ASSETS	465,700	426,214
LIABILITIES		
Current liabilities		
Trade and other payables	23,300	23,003
Accommodation balances	295,352	257,008
Borrowings	891	674
Employee benefits and other provisions	21,311	19,444
Total current liabilities	340,854	300,129
Non-current liabilities		
Trade and other payables	680	987
Borrowings	37,147	34,213
Employee benefits and other provisions	861	802
Total non-current liabilities	38,688	36,002
TOTAL LIABILITIES	379,542	336,131
NET ASSETS	86,158	90,083
FUNDS		
Accumulated funds	86,158	90,083

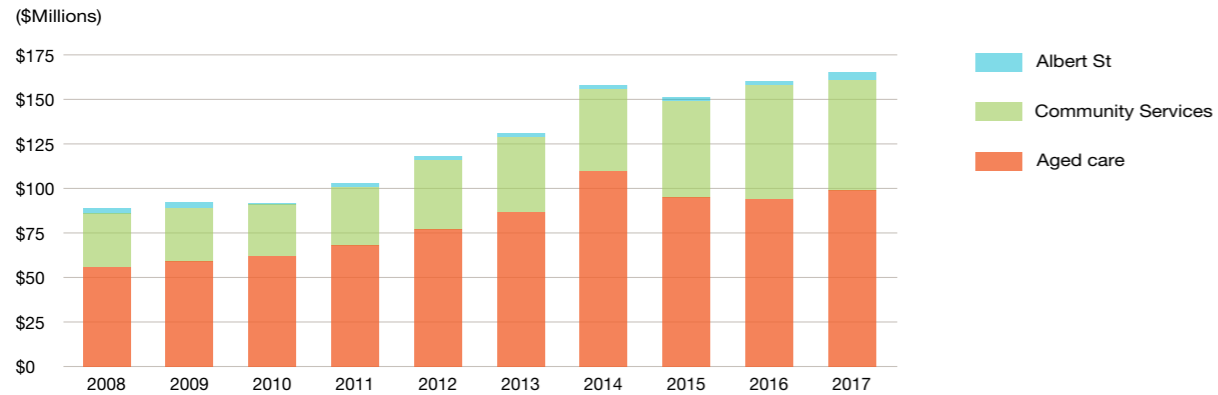
TOTAL FUNDS – Statement of Changes in Funds

Wesley Mission Queensland

For the year ended 30 June 2017

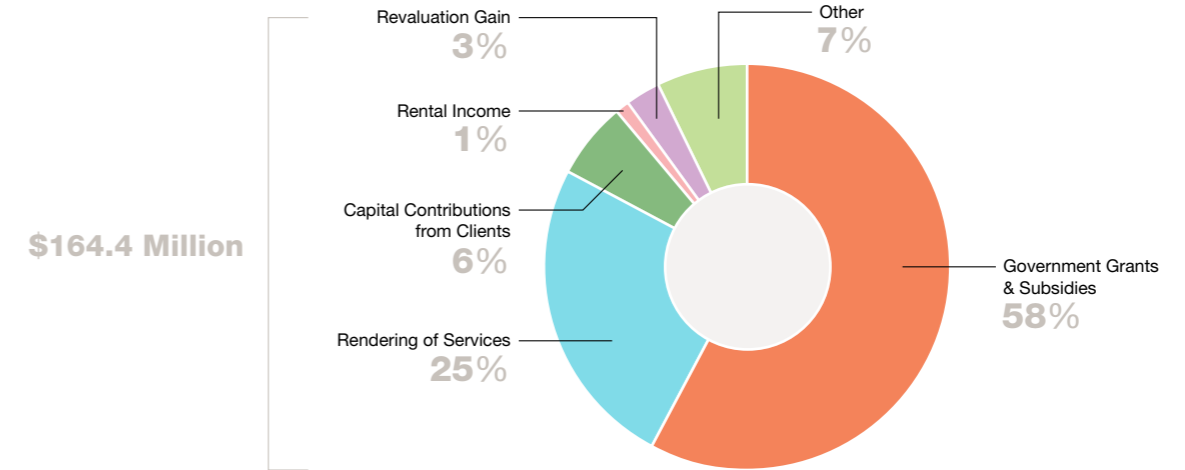
	Accumulated Funds \$'000
Balance at 1 July 2015	87,417
Surplus for the year	2,666
Balance at 30 June 2016	90,083
Balance at 1 July 2016	90,083
Deficit for the year	(3,925)
Balance at 30 June 2017	86,158

REVENUE – For the year ended 30 June 2017

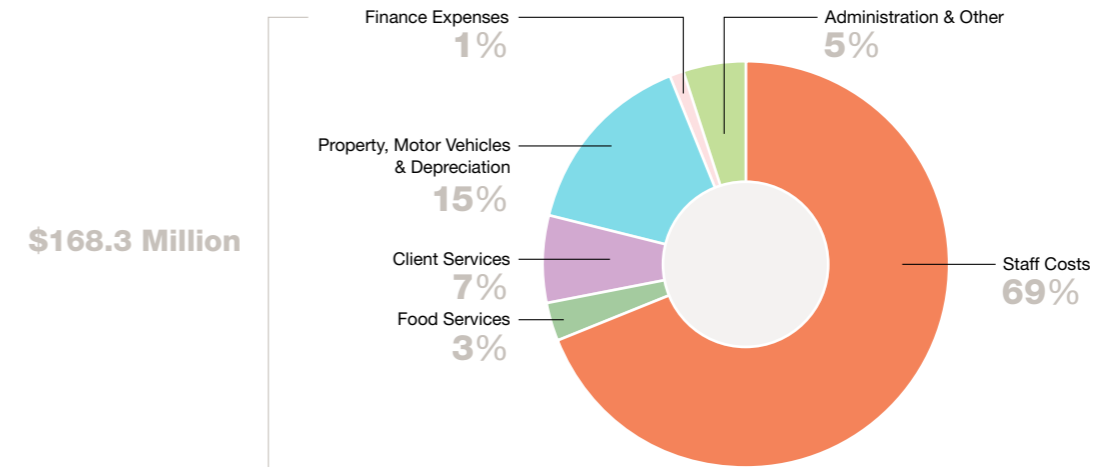


REVENUE – For the year ended 30 June 2017

Wesley Mission Queensland



EXPENSES – For the year ended 30 June 2017



Independent Auditor's Report

For the year ended 30 June 2017

Wesley Mission Queensland

Deloitte.

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

Opinion

The summary financial statements, which comprise the statement of financial position as at 30 June 2017, the income statement and other comprehensive income, and the statement of changes in funds for the year then ended, and related notes are derived from the audited financial report of Wesley Mission Queensland for the year ended 30 June 2017.

In our opinion, the accompanying summary financial statements are consistent, in all material respects, with that audited financial report, in accordance with the basis described in Note 1 to the summary financial statements.

Summary financial statements

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 summary financial statements and the audited financial report do not reflect the effects of events that occurred subsequent to the date of our report on the audited financial report.

The audited financial report and our report thereon

We expressed an unmodified audit opinion on the audited financial report in our report dated 30 October 2017.

The Council's Responsibilities for the Summary Financial Statements

The Council is responsible for the preparation of the summary financial statements in accordance with Auditing Standard ASA 810 *Engagements to Report on Summary Financial Statements*.

Auditor's Responsibilities for the Audit of the Summary Financial Statements

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



DELOITTE TOUCHE TOHMATSU



Richard Wanstall
Partner
Chartered Accountants
Brisbane, 22 November 2017

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Member of Deloitte Touche Tohmatsu Limited.

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. We can assure you that when you give a financial gift, it is combined with hundreds of others to make a very significant contribution and a major difference to the lives of the people we work with.

The power of your support

A gift to Wesley Mission Queensland goes a long way:

- \$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.

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

Search Wesley Mission Queensland on



Volunteer

Volunteering can make a genuine difference to your life and the lives of the people we work with. Whether you'd like to volunteer at one of our events or as a community group, take on an internship or dedicate your time long-term, with an organisation as diverse as ours, we'll have an opportunity that's just right for you.

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. 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 mutually beneficial partnership that delivers tangible results.



Celebration of life



Annual Report 2017

