This is a story that has no end. We remain driven to do more good.



wesley mission

Annual Report 2025



Simon (pictured middle), who experienced homelessness, stands with staff from Wesley Mission's homelessness support and community housing teams, who work with people across New South Wales to access and remain in safe and affordable housing. See page 17 for Simon's story.

The group was photographed together at The Rocks in Sydney, where Wesley Mission began in 1812 as a Methodist movement with a grassroots call to help people who were being marginalised and forgotten. From those roots grew our lasting mission to fight injustice and support people who are vulnerable.

This year, we refreshed our brand to reflect our bold legacy and unwavering determination to do more good. This report celebrates all that is good in the lives of people and communities.

Watch our brand story



Contents

We acknowledge Aboriginal and Torres Strait Islander peoples as Australia's First Peoples.

We acknowledge Aboriginal and Torres Strait Islander peoples as the original and ongoing Custodians of the lands and waters on which we all live and work. We recognise the continuing sovereignty of Aboriginal and Torres Strait Islander peoples across the Australian states and territories where we have a presence, and their absolute right to self-determination. We pay our respects to all Elders – past, present and future generations – and to all Aboriginal and Torres Strait Islander peoples and communities.

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Message from our Chair



Michael Anderson

Chair of the
Board of Directors

Wesley Community
Services Ltd

This year asked more of all of us.

Inequality continued to rise, threatening Australia's identity as the land of 'the fair go'. It was alarming and heartbreaking to see people pushed to the margins, and to witness struggle become invisible in those margins.

The struggle to find work, to forge meaningful friendships, to stretch retirement savings to meet the current cost of living – these are not problems we can ignore or push onto individuals. They're common societal issues to be solved by the whole community.

For Wesley Mission, this is familiar ground. Our founders were galvanised to fight disadvantage; they were people who cared, organised, prayed and did all the good they could. This year, we drew on their legacy and leaned into our vision – and our partners and donors did the same.

We extended mental health lifelines. We supported Australia's growing population of older people with more integrated care and safe, affordable places to live. We helped people with disability feel secure and comfortable in their homes and in the community. And we spoke out about the need for safe and secure housing, and about structural factors that drive problem gambling.

The year asked for more, and we gave it more good.

Midway through our 2028 Strategic Plan, we are in a strong position to deliver even more impact. Facing into economic and sector headwinds, our financial position is stable, as we consolidated and strengthened our financial position in line with our strategy. Our donors and partners continue to generously support our work, and we continue to deliver outcomes that maintain the trust of our government partners.

It is no surprise that our Wesley Mission culture is deeply important to us. This year, we have further invested in our leadership team with three new Executive Directors who bring industry-leading expertise and fresh perspective. Our entire team – whether serving behind the scenes or at the front lines – continues to demonstrate inspiring commitment. We now rank near the top quartile of Gallup's Australian Companies database for employee engagement.

As we close the financial year, I am inspired by the purpose, energy and care that continue to drive Wesley Mission. And I'm grateful for all of you who, shoulder to shoulder, do more good together as Wesley Mission continues the work of Jesus Christ in Word and deed.

Thank you for not turning away from need. Whether you responded with a smile, a prayer or a hand of support, you made a difference this year.

You turned compassion into good.

Message from our CEO & Superintendent



Rev Stu Cameron

CEO & Superintendent

More good isn't a slogan.

It's a promise. A promise to be people of soft hearts, sharp minds, open hands and hard feet. Hearts that love deeply and show compassion. Minds that seek justice and challenge what needs to be changed. Hands that serve those who are vulnerable. Feet that keep walking, even when the road is tough.

This year, we kept that promise faithfully, albeit imperfectly as humans always do.

We stepped into the gaps. Some of the most vital services in our communities are also the hardest to deliver – and fund. Wesley Mission steps boldly into this gap, lifting people who are falling through society's safety nets. This year, we advanced a forward-thinking partnership to create almost 100 affordable and supported housing units in Canberra. And we celebrated 30 years of Wesley LifeForce, equipping people across Australia to prevent suicide in their local communities.

We created change. As sector leaders, we've responded to and helped shape reforms in aged care and services for children and families.

But we didn't wait for change; we led it. Our in-home care team deepened the integration of its services into our retirement villages, helping older people live independently for longer. They also upgraded systems to meet the needs of a new generation. Our children and families teams walked alongside families with complex needs, and our Aunties & Uncles program celebrated 50 years of mentoring kids with love and wisdom.

We spoke up. We raised our voice against injustices like gambling harm and housing insecurity, drawing on our deep experience and using our reputation and network to amplify the voices of those who aren't being heard. Our gambling reform work grew again this year and continued to drive the conversation about the public health catastrophe caused by gambling harm in New South Wales.

We now have 50 partner organisations and almost 5,000 individual supporters. That's a movement!

We built for the future. This year, we refreshed our brand and renewed our purpose.

At the heart of Wesley Mission is a simple yet powerful truth that has stood for more than 200 years: we are driven to do more good. Inspired by Jesus, we aim toward that purpose.

So this year, we improved systems, strengthened finances, welcomed new leaders, and kept praying, partnering and pivoting, because that's what purpose does. It moves us forward.

I know that many of you share this calling to do good. Thank you for being with us this year.

I couldn't be more grateful for you, and for all the good that lies ahead.

2024–25 impact snapshot

139,683
people supported

122,795
nights of crisis and transitional accommodation

4,000
individuals joined our campaign for gambling reform



220,000
hours of direct support to older people



42,674
crisis calls answered by Lifeline
Sydney & Sutherland

$4 million
equivalent donated by volunteers

Area of service	People served
Families & children	27,217
Teenager & young adult services	14,192
Home care services	3,204
Senior & aged care services	4,373
Housing & accommodation services	3,257
Community & partnership services	2,156
Mental health services	7,839
Suicide prevention services	48,614
Training & job services	3,082
Venue & catering services	25,443
Disability support services	306



$9.2 million
financial support provided by donors and supporters

Note: Many people access more than one service.

Our bold strategy

Through our 200+ year history at Wesley Mission, we've been at our best when we've been bold.

Our 2028 Strategic Plan articulates our commitment to be bold, integrating the work of our community services and church communities to do more good.

Halfway through our strategic plan, this year we redoubled our effort, invigorated by the need in our communities and our legacy, articulated in our refreshed brand.

We saw balanced progress in each of our strategic pillars:

1 Claiming our prophetic voice

Building on our longstanding credibility and influence, we stand against systemic injustice.

2 Strengthening our organisation

We invest in our people and the organisational enablers that help us get results.

3 Extending our impact

We address unmet community needs, focusing our investment where it has the most impact.

4 Deepening our Word and deed

We embody our mission and vision by doing good, as Jesus did and as He told us to do.

Faith, hope and commitment

Ours is a story of faith, hope and commitment. Wesley Mission began when a pioneering church became a refuge for people who were forgotten and marginalised.

Today, we're still relentless in challenging inequity and walking with those in need, to ensure no one suffers unfairly, and no one suffers alone.

And today, our community services and our church still work together to put love into action – to do more good.

We fuel each other. Our church supports our community services to go to the margins where few are willing to go. Our services inspire our church to resist complacency and pursue generosity, openness and courage.

View our 2028 Strategic Plan

wesley mission
driven to do more good

Strong roots for good futures

Good things happen when families are strong and healthy.

We back parents, foster carers, children and young people so care is constant, culture is celebrated and connections run deep. We help:

- Families to stay together, and children and young people to be safe, with early intervention and evidence-based parenting programs
- Children and young people to be placed in safe and loving foster care homes when they need it, and to maintain connection with their birth families
- Young people to grow up healthy, with mentorship, guidance, life skills and intervention support for drug and alcohol usage.

This year, we collaborated in the NSW Government's ongoing major reforms of services to support families and protect children, prioritising the voices of children and their families. We also worked with the Australian Government to conclude our contract administering the government's Escaping Violence Payment, supporting people leaving domestic violence.

We were there when people needed us, and we continually improved our evidence-informed programs.

900

people supported in parenting groups, parenting education and social groups for parents

3,944

family members supported to stay together, reducing the need for foster care

752

children and young people supported in foster care

3,397

children (and their families) supported with Out of School Hours (OOSH) care

3

children and young people adopted

320

children supported by Aunty and Uncle mentors

1,464

children and young people in care remained connected to their birth families

94,000

requests actioned for support through the Escaping Violence Payment

Family bonds

When families face challenges that are bigger than their support networks, outside help can make all the difference. Under a contract with the NSW Department of Communities and Justice, Wesley Family Preservation helps families stay together and reduces the need for children to enter foster care.

We're recognised across the sector for exceptional family preservation outcomes. This year, our team updated its evidence-informed Practice Framework and launched new resources for culturally safe connection with Aboriginal families, LGBTQIA+ communities and families with complex needs.

95%

improved in at least one outcome they were working on; 81% improved in three or more outcomes

100%

of families said their support worker respects and supports their family's culture

Finding family in foster care

Our foster carers form deep, lasting bonds with children who need out-of-home care (OOHC), whether for a little while or for longer. They create safe spaces where children can heal, grow and be loved. Supporting them every step of the way are our support workers, offering guidance, encouragement and a listening ear as carers fill this vital role in a child's life.

Could you be a foster carer?

Scan the QR code to learn more.

Celebrating Rising Artists

Each year, our OOHC team and Wesley Mission congregations join to celebrate the creativity of kids in OOHC. The Rising Artists exhibit invites children and young people in OOHC to create art in any medium and submit it for display in an exhibition that is open to the public at our Sydney CBD headquarters. This year, 300 people attended the exhibition and celebrated the young artists.



Foster carers, Helen and James with their family.

Love that changes a child's world

Late one afternoon, Cara received a phone call. Three siblings needed a safe place to stay – just for the night, maybe the weekend or possibly longer. Cara turned to her adopted daughter Lizzie, who didn't hesitate.

"Well, that's what you guys did for us, so we can do that for other kids," Lizzie said.

Cara and Luke have been foster carers for 16 years – three of those with Wesley Mission. While the numbers are simple, the journey is not. They always dreamed of a big family. But along the way, they faced unimaginable loss – three children lost to a genetic disorder.

"We had so much to give, but we just weren't able to give it," Cara reflects.

A few months before their second son Judah was born, they opened their doors and welcomed their first respite placement. That door has stayed open ever since.

Their home is loud, messy and full of life, but they wouldn't have it any other way. Five children – two biological and three adopted. And sometimes, one more. A child who needs a safe place to stay.

Over the years, Cara and Luke have done it all: respite, emergency, short-term and long-term care. But these days, it's mostly short-term. No matter how long they stay, each child leaves with a little more stability, a little more love.

"They have a home for as long as they need with us. We treat them like our own because that's what they deserve. They deserve to be loved wholly, not at arm's length."



Cara and Luke's approach is simple: love fiercely, hold loosely. For those who stay for just a night or week, Cara still gives everything.

"They're not our children, but when they're in my home, they are," she says. "It's my job to protect, defend, support, advocate and love them with every fibre of my being while they're under my roof."

And even when they leave, that love stays. "No love that we give is ever wasted," Cara says. "We want them to know they're valued, they're loved, that someone sees them and is cheering for them."

While in their care, Cara makes it a priority to connect with their birth family.

"As soon as I can, I reach out to the birth family and say: I'm on your team. I'm here to support you and your child for as long as they need. When you take in a child in foster care, you take on the whole family."

Cara says she loves fostering with Wesley Mission because she feels like part of the family.

"I'm part of the family. When I reach out, I feel heard. I'm part of the decision-making process. What I say about how I see the child, how they're coping – it's listened to."

For Cara, fostering is a calling. And it's her faith and desire to impact children's lives that drives her to keep going.

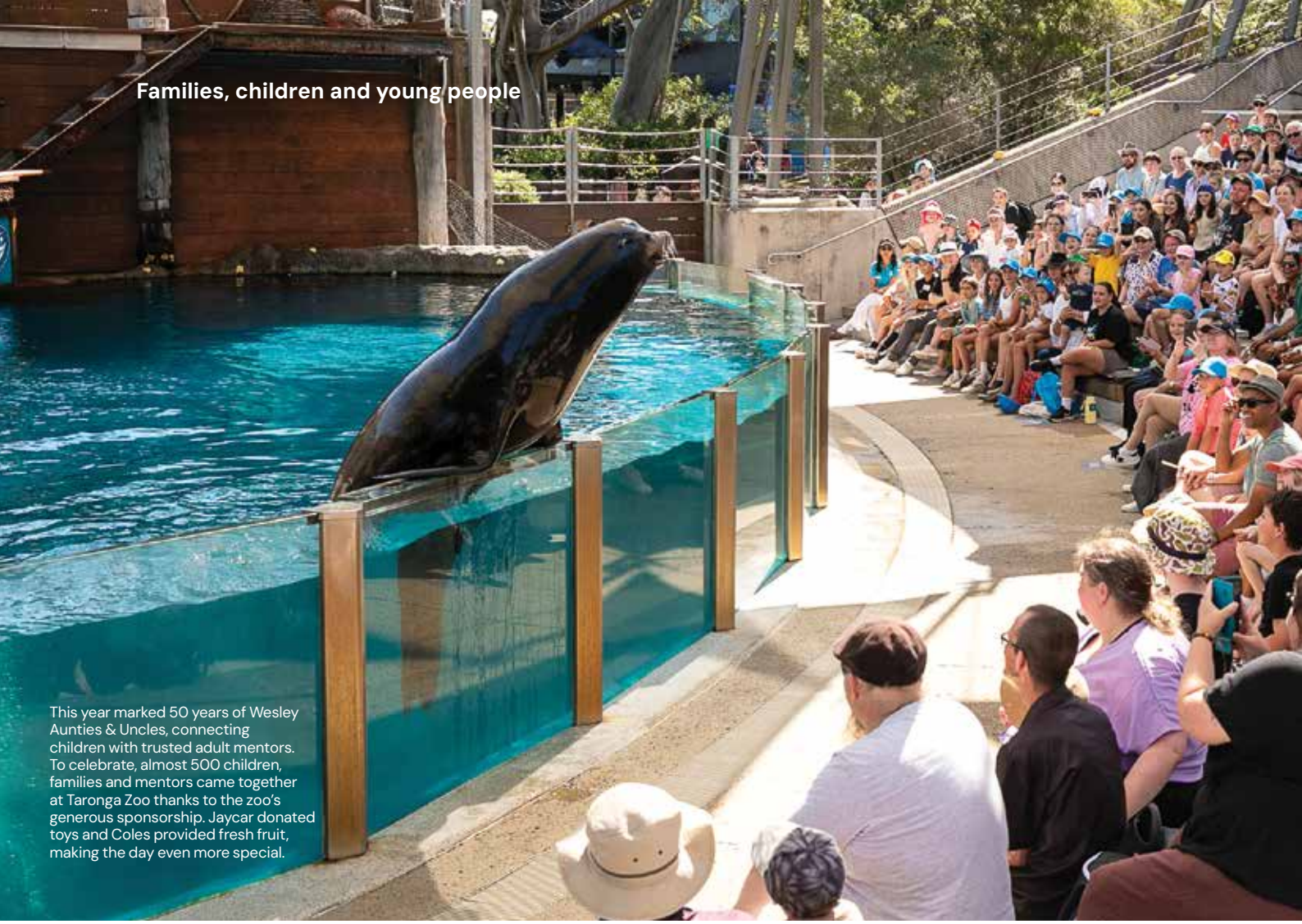
"Part of the Christian faith is to look after the orphans and the widows and to love people," Cara says. "This is my way of contributing to society. I might not have the power to change the world but I have the power and love to change the world of a child. You can change the world one person at a time."

While it's not always easy, for Cara and Luke, it's always worth it.

"Watching them come out of their shell, learning to receive love – it's not overnight," Cara explains. "But when they snuggle and say, 'Yeah, this is home', that's memorable."



Cara and Luke at home with their family.



This year marked 50 years of Wesley Aunties & Uncles, connecting children with trusted adult mentors. To celebrate, almost 500 children, families and mentors came together at Taronga Zoo thanks to the zoo's generous sponsorship. Jaycar donated toys and Coles provided fresh fruit, making the day even more special.

Shaping the future of childcare

Wesley Out of School Hours Care (OOSH) provides safe, inclusive spaces where children can grow. For many families, it's also a door to getting support from Wesley Mission when they need it, such as emergency financial relief. This year, the team strengthened its program in partnership with leading experts and supported research by Griffith University, University of South Australia and the Australian Children's Education & Care Quality Authority. This research is helping shape the future of childcare. We're also building the next generation of educators, like Dakota, whose story appears on page 18.

More ways we support

Early intervention programs like parenting groups, education, social opportunities and playgroups give families emotional support, education and other pathways to stay stable and prevent issues that can lead to foster care.

Youth programs help young people connect, build their physical and mental health and avoid alcohol and drug dependence.

Wesley Keeping Connected helps children in foster care stay linked to their birth families and culture by providing transportation and supervision for family visits.

Wesley Take Charge of Your Life supports young people leaving foster care, helping them build practical life skills and access essentials like housing, education and medical care.

Fuelled by love, Selesa rebuilds

A few years ago, Selesa spent most days in bed, except the moments she got up to feed her girls and get them dressed.

A single mum of three, Selesa carried the weight of depression and the scars of past abuse.

When the Department of Communities and Justice intervened, Selesa was referred to Wesley Family Preservation. At first, she was sceptical. But Janet, her caseworker, kept showing up. Not with judgement but with care.

"She used my love for the girls to get my attention," Selesa says.

That was the turning point. Selesa began to rebuild. She learned to ask for help, parent with confidence and breathe through the hard days.

"I don't isolate myself in my house. I want to go out and get fresh air and see people. That's because Wesley Mission has done so much for me," Selesa says. "I feel like a chatterbox, and I love it."

Selesa has rebuilt her life with strength and support.



Help through the unexpected

When life shifts without warning, people need somewhere to turn.

A home floods. A job disappears. Rent jumps beyond reach. These moments don't wait for convenient timing. Wesley Mission is the helping hand that is always there. We're active in:

- Providing short- or long-term housing for people experiencing housing insecurity or homelessness
- Extending emergency financial relief to people during financial hardship
- Advocating for safe and secure housing
- Helping people take control of their finances with financial counselling and support programs
- Supporting job seekers with training and job readiness programs.

'Need' looked different this year. Our response evolved to match it.

Creating home, building hope

Through specialist homelessness services contracts with the NSW Department of Communities and Justice, which were extended last year for two years, we supported 2,490 people across Sydney, the Central Coast and the Mid North Coast who were experiencing or at risk of homelessness. We provided 122,795 nights of accommodation and applied nearly $600,000 from the contract toward saving existing tenancies or establishing new ones for people at risk of homelessness.

We also continued to deliver the Mental Health – Homelessness In-Reach Service (MH-HIRS) with the NSW Government. Now in its fourth year, this highly successful program aims to break the cycle of homelessness and prevent discharges from mental health facilities into homelessness.

122,795

nights of crisis or transitional accommodation provided

2,404

people supported with emergency financial relief

1,433

people supported with financial counselling

Speaking up for safe and secure housing

Every person has a right to a safe and affordable home.

As a housing provider at the sharp edge of the system, we see Australia's housing crisis up close. This year, we again had more people contacting us for housing support; we now have more people on our waitlist than we have in our housing. These are people who've never needed services like ours before, most of them employed.

That's why we continue to advocate tirelessly for positive housing reform and improved accessibility, with a bold call for root and branch reform, including tax reform, reflecting housing as a human right.

Our approach includes advocating directly to government and working with our partners and peers in the sector to advance real solutions.

This year, we also had the opportunity to join several meaningful forums, and host our own – a breakfast where sector leaders had the opportunity to engage in a meaningful conversation with housing and homelessness expert Professor Gregg Colburn of the University of Washington. The conversation presented evidence that dispelled misconceptions about homelessness and reinforced that the best solution for homelessness truly is to provide safe housing without strings, but with support funding.

Notes of hope in the flood crisis

When disaster struck Taree this year, Wesley Mission responded with support that reached thousands. Our flood relief efforts brought together staff, volunteers, partner organisations and generous donors to serve people in crisis.

For eight weeks, our team partnered with the Uniting Church Taree to run daily barbeques, serving more than 3,500 meals and holding space for meaningful chats.

But this was just the beginning.

Partners like The Salvation Army, St Vincent de Paul and Dural Men's Shed helped us provide repurposed kitchens and furniture to families who'd lost everything. We gave out care packs, vouchers, toys, clothing and backpack 'beds'.

One man, who'd also survived the 2021 floods, returned to us for support. A mother, who we found sitting on the ground comforting her frightened child, received a suitcase of clothing, toys and supplies. The gift moved her to tears.

"Funny, isn't it?" one man said, "How a toastie and a cuppa can make you feel like going on."

Our weekly Friday barbeque, born from this crisis, continues as a gathering place for a community that is still recovering.

One of our staff members shared this reflection. Some details have been changed to protect privacy.

"An elderly couple, sitting quietly together away from the crowd, caught my eye. I approached gently and offered them some sandwiches. They smiled and said that would be lovely and thanked me sincerely.

But then the woman added softly, "We've lost everything." She explained, "We don't know where to turn. We don't know how to use computers to find support."

I knelt in front of them and listened. Their home had been destroyed in the flood. Now they were being moved from one temporary accommodation to another. Soon they'd be relocated to another community, far from home, while waiting for their home to be repaired.

I assured them that we wouldn't let them face this alone. We prepared a care pack for them to settle in their temporary accommodation, and I told the couple that when they returned, they should come and see us for help sourcing furniture and essentials. Their eyes welled up with emotion. I hope that in that moment, they felt valued, supported and loved."



Simon now has a stable place to call home.

Starting over at 50

The floods came without warning. In just one devastating night, everything Simon had built in Lismore disappeared beneath the muddy waters.

His home. His recording studio. His hope.

"I lost everything that I owned," Simon recalls. "I walked away with just the shirt on my back. I had to reinvent myself at 50."

For a travelling musician who'd previously battled homelessness for decades, it was a huge blow. Simon had bounced between short-term rentals and friends' couches for years, until he no longer felt welcome.

It wasn't until he found a community in Lismore that he put down roots, and he set up a recording studio to write music. But in a few moments, it was all gone.

"I'd finally got back on my feet," Simon recalls. "Then the floods wiped me out and I ended up back on the streets."

For a while, Simon lived in a tent by the river. Eventually, he bought a van, hoping it would offer more security. Instead, it became both a shelter and a target.

"I got fined through the roof for sleeping in my van. It's hard to get motivated when you're getting kicked in the guts all the time."

After every fine, Simon drifted from place to place, all the way up to Queensland and back, always searching for somewhere to belong. When the van broke down, Simon found himself stranded in a car park in Maroubra for months.

The fines kept mounting. Thousands of dollars' worth. And it felt impossible.

"The more we got to know Simon, the more we realised that he had really slipped through holes in the system," Joanne says, Simon's first caseworker with Wesley Mission.

After so many setbacks, Simon didn't trust any authorities. When Wesley Mission's Specialist Homeless Team first knocked on his van, he turned them away.

"I was standoffish. I was so angry and not in a good place mentally. They couldn't help me because I didn't want to be helped."

But we came back. A month later, when Simon was ready, we were there.

"I realised my mental health was getting worse and I needed help. That's when I met the wonderful Joanne. She treated me with dignity, she didn't judge me and she treated me as a real person."

For the first time, Simon felt truly heard and hope became possible.

"They put me in a beautiful home. They furnished it with a fridge, washing machine, bed and decent furniture. They gave me vouchers and just helped me get on my feet."

But it wasn't just four walls and a roof. Our team helped Simon navigate the complex web of systems that can feel impossible when you're living out of a van. We stood beside him through it all: medical support, dental care, counselling, quitting smoking and tackling the crushing fines that had weighed him down for years.

"If it wasn't for the Wesley Mission crew navigating that and advocating on my behalf, there's no way in the world that I'd be housed today. My life has gotten 100-fold better."

Now, Simon sits on his couch, writing music while watching the waves crash onto the beach.

"I love my home. It's the first place I've ever felt like I belong. I'm the happiest I've been in a very long time."

Patrick, Simon's current caseworker says, "He has a new lease on life. He just needed that leg up, and once he got it, his confidence came back, and he has a drive again."

Simon's apartment is lined with his late brother's Aboriginal artwork – pieces that help him reconnect with his culture. He's even started his own business, creating prints from his brother's work.

"This opportunity that I've been given – I'm not wasting it," he smiles.

$60M project to boost housing in ACT

Wesley Mission is partnering with several groups on a $60M project to deliver much-needed housing in Curtin, Canberra. The project made significant progress this financial year, and has now received development approval.

A total of 83 affordable rental units will be leased to tenants at less than 75% of market rate, along with 15 supported independent living units for people with experiencing mental illness.

The project is being funded and delivered in partnership with the ACT Government, the Australian Government's Housing Australia Future Fund, Woden Valley Uniting Church, the MyHome



committee and the Uniting Church – Synod of NSW and Act. The partnership shows how collaborating among local churches, service providers like Wesley Mission and government can unlock land and facilities in new ways for the long-term benefit of Australian communities.

Dakota finds her first job, and a real calling

When Dakota applied for jobs, the silence was deafening. And when a potential employer did respond, it was always a no.

"As much as I did try, no one ever wanted to bring me in or give me a chance," Dakota says.

Anxiety made everything harder. Even the thought of a job interview brought her to tears.

One day, while searching online for help, Dakota's mum found YES Youth Employment Services.

YES connected Dakota with a Certificate III in Community Services through Wesley Training, which provides comprehensive workforce development solutions for community service organisations throughout New South Wales.

Over five months, she worked hard to complete her studies.

Steve, from Wesley Training, saw her transformation firsthand. "Dakota really rose to the top," he says.

"She showed a genuine passion for the work and a real willingness to grow in the industry."

After she completed her training, Dakota had a three-day placement at Wesley Out of School Hours (OOSH) Care. She felt nervous, but the welcome was warm, and after the placement she was offered a job.

It's her first job. With each shift, her confidence grows. She feels a genuine connection to the work – and the anxiety that once held her back is beginning to loosen its grip.

"I've always had an interest in helping people – making someone feel like they belong in the world," she says.

"I'm thankful to Wesley Mission for believing in me. Without their help, I wouldn't be where I am now."



Shining light

We work at the front lines of mental health support, walking alongside people and amplifying the voices of those with lived experience. Our aim is for communities and people to have the right supports, so no one goes through mental health challenges alone.

Our supports now reach people across Australia through our strong base in New South Wales and our growing national presence. We support:

- People struggling with mental health, with pathways to help across all our services
- People in crisis and those at risk of suicide, with the Lifeline Sydney & Sutherland helpline
- People affected by gambling harm, with support, counselling and advocacy against gambling harm.

42,674

crisis calls answered by Lifeline Sydney & Sutherland

2,316

lifesaving safety plans implemented with individuals who were suicidal when they phoned Lifeline

6

new languages launched in the Refugee and Asylum Seeker Suicide Prevention program

138

community networks across NSW supported and resourced to prevent suicide locally

22,000

calls answered by GambleAware Helpline to address gambling harm

2790

people trained nationally in suicide prevention



The Hon Emma McBride MP, Assistant Minister for Mental Health and Suicide Prevention and Assistant Minister for Rural and Regional Health, marks 30 years of Wesley LifeForce alongside its founder, Rev Robert Dunlop.

A future with no suicide

This year marked 62 years of Lifeline and 30 years of Wesley LifeForce, our community-led suicide prevention training and network program.

Since 1995, Wesley LifeForce has trained more than 50,000 people in suicide prevention, mobilised more than 3,000 volunteers and supported 137 community-led suicide prevention networks across Australia. Our annual suicide memorial services in Sydney, Perth and Canberra create sacred space for families and communities to grieve, remember and find hope.

This year, Wesley LifeForce expanded its Aboriginal and Torres Strait Islander training and launched the Refugee and Asylum Seeker Suicide Prevention Training in six new languages. This followed last year's collaboration with SBS Language Services on the translation of the programs into Arabic, Dari, Karen, Khmer, Persian and Tamil.

The growth in Wesley LifeForce is a direct reflection of our commitment to extend support where it's needed most, with cultural knowledge and inclusion.

In partnership with Lifeline, we continued operating Lifeline Sydney & Sutherland, providing support to people in crisis through our telephone services.



Wesley LifeForce National Training Manager Bethany with our award-winning poster showcasing culturally responsive suicide prevention training.

Changing the plan

He called from school.

At 17, he was bright and well-spoken, already connected to professional support. Yet he felt completely without hope.

He had a plan. Written goodbye notes. Friday after school, when his father would be out.

Suzanne listened. She connected him to his psychologist, helping him find safety. She doesn't know how his story ended. But she hopes. She prays.

It was moments like this that led Suzanne to Lifeline.

Near the end of the pandemic, she saw an ad for Lifeline Sydney & Sutherland Crisis Supporters. She'd finished her paid work and felt drawn to make a difference. Her Christian faith pointed her toward those struggling with mental health – toward the kind of loneliness that can swallow someone whole.

She was also driven by personal tragedy. Her larger-than-life family member – gregarious, outgoing, the kind of person who filled every room – had died by suicide.

"I'd never have been able to tell that from how he presented himself," Suzanne reflects. "You really never know what people are going through."

Three years into her role as a Crisis Supporter, Suzanne has fielded calls that stay with her long after the phone goes quiet. What keeps her coming back to her Wednesday afternoon shift is hearing the change in someone's voice. The crying that stops. The distress that lifts, even just for a moment.

"It's a real privilege to sit in that gap for people," she says. "Just to be a warm, kind, understanding voice on the other end of the phone."

Many callers are profoundly isolated. They don't have someone who'll listen without judgement – someone who sees their story as theirs alone.

Suzanne has learned to set aside her instinct to fix, to problem-solve. The training taught her that callers are the experts of their own lives. Her job? To listen. To help them remember their strengths. To walk alongside them toward safety.

After difficult calls, she goes home and prays for the person on the other end of the line.

"Sometimes I think maybe they've never had anyone ever pray for them," she says. "With Jesus, there's always hope."

Every Wednesday, Suzanne is there. Ready to listen. Ready to care. Ready to be the voice that says: you matter, and you're not alone.

Could you be a Crisis Supporter?

Scan the QR code to learn more.



Suzanne is a volunteer Crisis Supporter for Lifeline Sydney & Sutherland.

Supporting people affected by gambling harm

Gambling costs Australians $32 billion annually. Through GambleAware, under a contract with the NSW Government, we provide therapeutic and financial counselling to individuals impacted by gambling harm across Northern Sydney and the Central Coast. This year, we supported more than 650 people with therapeutic and financial counselling.

We also continued to operate the statewide GambleAware Helpline on behalf of the NSW Government. The helpline offers 24/7 support including brief counselling, referrals and self-help resources. This year, we responded to more than 22,000 calls, initiated 2,200 counselling referrals and sent 1,458 self-help messages.

The heart of the city

Every week, 60 to 80 people flow into Wesley Mission's CBD headquarters for a gathering that is 40% conversation, 20% church, 10% lunch and table tennis and 30% crisis support. Most of the people who attend are facing complicated life circumstances, and they probably wouldn't choose to attend a church. But they love coming to Wesley CityHeart.

"We're here for people who are unseen. They are ignored (or worse, abused) on the streets and can feel like they are 'numbers' or 'problems' when they try to access services," says Andrew, our Manager of Missional Communities.

"When we meet them exactly where they are, we communicate dignity, worth and meaning. And in that process, we both change – for the better. That's community. That's a sacred space."

Loosening gambling's grip

We continued to strongly advocate against gambling harm this year, calling for poker machine reform and a ban on sport gambling ads. Building on the influential campaign we built ahead of the 2023 election cycle, we reached several significant milestones this year.

Our campaign now has more than 50 partner organisations and more than 4,000 individual supporters. Building on the participation of our CEO & Superintendent Rev Stu Cameron in the government's Independent Panel on Gambling Reform, this year we engaged closely with government and ministers to progress our aims for gambling reform (see right column). We also partnered and worked with the Alliance for Gambling Reform and others to continue bringing attention to this critical public health issue.

And it made a difference.

Across the entire year, we earned consistent and substantial coverage of our advocacy and the key issues in national media.

We also saw consistent engagement amongst government stakeholders, people with lived experience of gambling harm, other organisations and the public – who are overwhelmingly calling for change.

This is exceptional momentum to carry into the next financial year as we progress our aims for 2023 – 2027:

- Introducing a mandatory cashless gambling card with harm-reduction measures
- Powering down poker machines between midnight and 10am
- Launching an independent statewide self-exclusion register paid for by the gambling industry
- Letting local communities have the right to make submissions about poker machine applications in their area through Councils
- Gaining more transparency on venue-by-venue gambling data to inform policy and public health responses.

Faith communities in action

Reflecting our faith roots as a city mission, Wesley Mission has eight diverse church congregations that meet around Sydney, in different languages and in worship styles from traditional to modern. We also nurture six missional communities, which bring Christian community into neighbourhoods for people who might not attend a traditional church.

What sets our congregations and missional communities apart is their intrinsic link to our community services. At Wesley Mission, people from all walks of life are seen and supported. For us, love in action is real Christian community.

This year, as we prepared to enter the last year of funding for our missional communities (FY25-26), we prepared those communities to become self-sustaining while assessing and prayerfully considering the future of our missional work.

We continued our Wesley CityHeart missions in Sydney's CBD, including our men's group to combat loneliness and isolation and our Wesley Connect gatherings, where Bible study is woven into conversation, shared meals and opportunities for people to access community supports for challenges such as housing insecurity or domestic violence.



A quiet anchor

This year, our chaplaincy services became even more deeply woven into the fabric of Wesley Mission, serving as trusted listeners and supporters for all our staff. No longer seen as crisis supporters, they are increasingly involved in all aspects of staff wellbeing – helping our team navigate work stresses and personal challenges.

Many Wesley Mission staff and volunteers are on the front lines of society's hardest problems, supporting people who are facing difficulties that no one should have to bear. The stress can be immense. And even for staff not working on the front lines, personal and professional pressures can be overwhelming.

Chaplains are one of the many supports and strengths that stand behind our team. Across all our sites, they are familiar, friendly faces who – on any given day – are flexing their skills of listening and lifting up our people and teams. Their support is open and adaptable to what's needed. For people of all faiths, and no faith, the chaplains are a presence of calm, caring support.

"During a season of challenge in my personal life, one of the Chaplains became my quiet anchor. They offered not just support but presence and became a steady source of strength and hope. [They] helped me rise when I felt most weighed down," said Hazel, Wesley Learning & Development staff member.

Ageing on their terms

Australians today are ageing differently than their parents did. Cultural shifts, rising costs, technology and a host of other factors are pushing the aged care sector to adapt rapidly to meet the needs of older people in Australia.

What hasn't changed? The continued importance of independence, connection and community.

We support:

- Older people with home care, including domestic assistance, personal care, social support, transport and respite
- Older people to live in safe, caring, affordable and community-oriented retirement villages
- Older people to continue learning and connect with others at Wesley School for Seniors.

This year, we continued to innovate and adapt our services as we support older people with home care, retirement living and community connection. We also positioned and prepared to adapt seamlessly to government reforms to in-home care that will launch in 2025.

2,500
people supported to live in their own homes with in-home care

220,000
hours of direct care to older people

24,000
hours of coordination and administration to support older people

438
older people attended classes at Wesley School for Seniors

Home care

Our home care team empowers older people to live more confidently in their homes. The people we support deeply value our services, reflected in our net-promoter score (a measure of customer satisfaction and loyalty) of 8.8 on a scale of one to 10, with 10 being the highest score.

This year, we prepared for the rollout of the government's new Support at Home program, which will replace the current Home Care Packages program from 1 November 2025.

We've been communicating regularly with the people we support and preparing for a smooth transition.

We also implemented a new customer relationship management platform to enhance our client supports, our operation and our communication. The system leverages new technology, including AI, enabling caregivers to complete client progress notes on-the-go and ensure their home care visits are doing all the good they can for the people we support.

Trish's journey to connection

After a few tough years, Trish is smiling again.

For more than two years, Trish lived behind closed doors. Covid-19 lockdowns, declining health, depression and mobility issues trapped her in isolation. Without hot water, unable to access her kitchen or shower, ashamed of her home's condition, she shut herself off completely.

This was survival – not living.

When severe flooding hit Dungog, everything changed. SES evacuation brought Trish to the local RSL centre, where Red Cross volunteers immediately recognised her urgent need.

Through strong local partnerships and the CareFinder program, help arrived fast.

Wesley Mission is a partner in the Australian Government CareFinder program. Our support helps vulnerable older people access aged care services and supports and connects them with supports in their communities. We also help people who require intensive support.

Building trust, rebuilding life

"When I first met her, Trish was nervous and fearful about letting anyone into her home," our worker shared. "I was the first person inside in over two years. Together, we built trust. Trish talked honestly about feeling hopeless, even contemplating ending her life. She saw only two outcomes: dying alone or taking her own life."

For the first time, people didn't just promise help – they delivered it. We guided Trish through My Aged Care, organised assessments and helped her secure home care. Her aged care assessor called it the most meaningful assessment she'd ever conducted. Trish's home was professionally cleaned and vital supports were established.

Within six months, transformation. Trish's home was clean, and she welcomed care workers into it. Most important? She said, "I feel like I deserve good things now, for the first time in my life." And when she invited her granddaughter and great-grandchildren for Christmas. They said yes.

From isolation to connection, despair to dignity – this is what happens when we listen, support and walk alongside people in their most vulnerable moments.





Glen and Bernice are residents at Alan Walker Village.



Love, scones and second chances

At 91 and 86, Glen and Bernice have shared a lifetime of love and adventure. But they've also weathered loss. Widowed at 36, Bernice was left to raise three young daughters while Glen traded his career in ballet for a steady path in electrics.

Their story is one of second chances. Six years after Bernice lost her husband, she met Glen on a blind date. "And we haven't stopped talking since," she smiles.

Together, they raised five daughters and have embarked on whirlwind adventures, including flying across Australia in a homemade plane Glen built himself.

"I used to give him sandwiches and coffee mid-flight," Bernice laughs. "Until I realised if he choked, I'd have to land the plane myself. After that, he had to wait until we landed."

With a twinkle in her eye, she adds, "It's called love."

When a new chapter beckoned, Glen hesitated. He wasn't sure he was ready to leave behind their Carlingford home of 50 years.

"Ten years ago, I was still working. But it got to the stage where the pool and garden were too much," he says.

But he gave the idea a second chance, changing his mind after visiting Alan Walker Village. "We saw the unit and I thought, 'Yeah, I can live here'," he admits.

Bernice says with a rueful smile, "He did not want to come here. And now you'd swear it was his idea! And he's got himself a nice Australian native garden – it keeps him busy."

Bernice, on the other hand, had no hesitations about the move to Alan Walker Village.

"We've got a sunny unit," she says. "In the morning, you can lie in bed in the sun. It's lovely."

Not long after moving in, Bernice realised her sister once lived in the village, and that it borders the former Dalmar children's home – now Wesley Dalmar – where Bernice fondly remembers volunteering at the sweets stall back in the 1970s.

A community that feels like home

Glen and Bernice have slowed their pace of life since moving to Alan Walker Village, but both agree it's the best move they've ever made.

These days, Glen's electrical skills are put to use wiring up village concerts and events. Bernice, meanwhile, is best known as the 'scone lady' because once a month she gets up at 4:30am to bake up to 100 scones for a community morning tea – a tradition she started to encourage neighbours out of their units after Covid-19.

The gatherings now draw around 80 residents. "It's about getting people talking," she says.

Glen and Bernice are happy they've kept their local doctor and community ties, while gaining new friends and hobbies.

"It feels like we've come full circle," Bernice reflects. "This place is friendly, supportive and caring."

Glen agrees, summing it up simply, "This is retirement. Exactly what I thought it'd be."

Retirement living

A stroll around the beautiful grounds of our two retirement villages often reveals residents enjoying their morning walks, calling a friendly “hello” or arranging to meet at the café later for coffee.

The neighbourhood vibe is relaxed and warm. Social and physical activities, volunteer opportunities and mental health support are always available – and residents have the security of knowing they can maintain their independence and access care or services if they need them. Round-the-clock emergency assistance from qualified, onsite staff adds another layer of comfort.

More than 400 people call Frank Vickery Village and Alan Walker Village home, and together they create neighbourhoods where safety, affordability and community help make the retirement years some of the best years.



Wesley School for Seniors is a learning community for people aged 55 and over. Highly skilled volunteers teach everything from creative pursuits and wellness activities to philosophy, psychology, languages and technology, both online and in-person at our Sydney CBD site.



A full life

People living with disability are building lives of independence, dignity and connection, because they're getting the right support.

This year, Wesley Mission continued to be in the corner for people living with disability, providing help with housing, life skills and employment as well as support at home and in the community. We also invested in significant improvements in our systems and data to better assess and improve the outcomes we support for people with disability.

Our support is helping people:

- Access the NDIS and other services that meet their needs
- Find meaningful work, keep it and be recognised for it
- Experience what's possible with real accessibility and inclusion.

Homes that fit

For young people in foster care living with significant disability, our Intensive Therapeutic Care – Significant Disability (ITC-SD) homes, funded by the NSW Department of Communities and Justice, offer stability, safety and support. Through daily advocacy and compassionate care, our team makes a quiet yet profound difference. Take one of our ITC-SD homes, where health challenges had previously kept all five residents from attending school. With the care of our team and registered nurses, every one of them now enters the school gates five days a week – and they love being there.

Good things are coming to Bardwell Park

This year, Wesley LifeSkills began preparations to open a new disability day program in Bardwell Park, set to launch in late 2025. The new centre will replace our facilities at Lewisham and Beverley Hills and offer a safe, welcoming and supportive space where people living with disability can build friendships, grow their life skills and explore their interests and hobbies. Preparations have included building upgrades and transition planning to support existing clients as they move to the new location.

A new home for 'Australia's happiest workplace'

Our David Morgan Centre (DMC) has been dubbed 'Australia's happiest workplace' – based on the team's high job satisfaction and the remarkable number of employees who've worked there for 40 to 50 years. DMC is a commercially run enterprise that employs people with disability in providing packing, cleaning and gardening services. Many of DMC's customers are in the pharmaceutical and veterinary sectors and have chosen to partner with us to provide meaningful employment for people with disability, rather than outsourcing this work offshore.

This year, we prepared for an upcoming relocation of DMC. Early preparation and thoughtful planning are key for a successful move for our employees and customers.

92
people employed in our David Morgan Centre enterprises

53
adults supported in group homes

25
young people in care supported in therapeutic accommodation

8
young people moved from therapeutic accommodation into adult living communities

70
people supported to live independently and join community activities

43
people supported to build life skills in disability day programs



Jimmy (pictured right) says his support worker, Christian is like a big brother.

More than mates

If you pull up beside Jimmy and Christian at traffic lights, chances are you'll catch them mid-chorus – windows down, music up, belting out "We're All in This Together" from *High School Musical*.

"I know every lyric," Jimmy grins. "I study all the songs."

Christian laughs, "He knows more than me."

Their bond runs deeper than carpool karaoke. Christian is Jimmy's disability support worker, but titles don't quite capture their connection.

"He's like my brother," Jimmy says.

Every second Thursday, they carve out time together. Bowling. Timezone. Movies. Krispy Kremes. Singing like no one's watching. These aren't just outings – they're building blocks of independence.

"He makes me feel safe in the community," Jimmy says. "We always discuss where we're going to go, which shopping centre and which car park to choose with the disability sticker. I feel confident with him."

That confidence has grown steadily. With Christian's support through our in-home and community program, Jimmy has found his footing – not just in public spaces, but in life.

"He's helped me get my independence," Jimmy says. "To go out, to be aware, to be part of things."

Christian agrees. "From day one, Jimmy was a bit anxious. But over time, I've really seen him grow. He's become more independent with grocery shopping and built confidence to speak with people from different shops."

That support extends beyond social outings. Christian helped Jimmy build a structured plan to stay focused while working at Woolworths – a job Jimmy takes pride in.

"It helps me a lot," Jimmy says. "Because I have a disability, the routine keeps me on track."

There's more help at home, too. Kayla visits on Thursdays to support Jimmy with meal preparation – another step toward living independently. Together, they plan meals, shop for ingredients and cook with confidence.

Jimmy's gratitude runs deep. "I really respect Wesley Mission. I appreciate hanging out with Christian. He's a really nice gentleman and I respect him so much."

For Christian, the impact is mutual. "Working with Jimmy has enriched not just his life, but mine as well. Supporting Jimmy has given me joy and fulfilment."

Christian's support isn't just about ticking off tasks. It's about building trust and sharing moments. Because at the heart of it all, they're not just worker and client. They're mates. They're co-pilots. And yes, they're in this together.

Journey towards justice

In our reconciliation journey, we're committed to truth – acknowledging our contribution to past injustices experienced by Aboriginal and Torres Strait Islander peoples, and to reconciliation – walking together and working to establish a just, equitable and healing culture where all may flourish.

A key goal of our 2028 Strategic Plan was to develop and start the delivery of an Innovate Reconciliation Action Plan (RAP), which was delivered between 2023 and 2025. As we celebrated the conclusion of that RAP this year and launched our next Innovate RAP, we held a two-day Yarning Circle with Aboriginal and Torres Strait Islander staff members and senior leaders, and used this time to acknowledge how far we have come and how much we still can do as an organisation and as part of our wider communities.



The achievements under our first Innovate RAP included:

1. We delivered meaningful Aboriginal and Torres Strait Islander Cultural Awareness Training across teams, supporting staff to build understanding and cultural competency
2. We collaborated with Uniting Church schools to facilitate truth-telling workshops, creating space for education, reflection and shared learning
3. We undertook a comprehensive review and update of all people policies and procedures to ensure they are culturally safe, inclusive and respectful
4. Establishing our Aboriginal and Torres Strait Islander Advisory Group, open to all Aboriginal and Torres Strait Islander staff across the organisation, which builds connections, considers issues relevant to Aboriginal staff and people we support, and acts as a voice to our senior leadership.

Our second RAP

We launched our second RAP during National Reconciliation Week in June 2025.

In this next chapter, our commitments include increasing the reach and impact of cultural awareness training, increasing our number and percentage of Aboriginal and Torres Strait Islander staff, partnering with more Aboriginal and Torres Strait Islander businesses and organisations and sharing what we're learning with other organisations.

The Mui Mui Bumer Gedlam dance group performs for guests at the launch of our second RAP.

Building financial resilience

This year, our supporters didn't look away from hardship – they leaned in.

Even as many faced financial pressure themselves, they gave generously to help others find safety, dignity and hope.

From individual donors to trusts and foundations, corporations, churches and community organisations, our partners and supporters made a real difference.

This year our donors stepped up to meet or exceed our fundraising goals on each of our appeals for support for people experiencing homelessness, domestic violence and mental health challenges. We also welcomed new support from a major corporate donor and secured new funding from several trusts and foundations.

$9.2 million | **financial support provided by donors and supporters**

Honouring Leonor



Leonor volunteered at Wesley School for Seniors to help others learn, and gradually the school became her chosen family. With no relatives in Australia, she found kinship in the classroom.

For 14 years, she taught, listened and laughed with people who saw her for who she was: resilient, wise, warm and humorous.

When Leonor was diagnosed with cancer, her Wesley Mission family walked alongside her through treatment, decline and her final days.

She asked that her funeral be held at Wesley Church so her students could attend. They did. Every seat was filled.

In another act of love, Leonor left her estate to Wesley School for Seniors. Elizabeth, Wesley School for Seniors Program Manager, calls it a beautiful gift.

"Leonor's journey is an example of how diverse services like ours at Wesley Mission support people holistically. Social isolation is marginalisation, and when different services intertwine – from educational programs to pastoral care and other services – we can create a truly comprehensive safety net."

Her legacy lives on among students and fellow volunteers who remember the last advice she gave them, in her goodbye letter: "Be friendly to one another and always have a smile on your face… a smile costs nothing but gives much."

Funding bodies and major partners

Government and other organisational partners

- ACT Government
- AGL
- Australian Community Housing
- Australian Government Department of Education, Skills and Employment
- Australian Government Department of Health
- Australian Government Department of Social Services
- Black Dog Institute
- Blacktown City Council
- City of Sydney
- Community Housing Industry Association
- East Melbourne Primary Health Network
- Homes NSW
- Housing Australia
- Hunter New England Central Coast Primary Health Network
- Hunter New England Local Health District
- Kenthurst Community Transitional Housing Project
- Lifeline Australia
- Multicultural NSW
- Murray Primary Health Network
- National Disability Insurance Scheme
- National Registrar System Community Housing
- North Coast Primary Health Network
- Northern Territory Primary Health Network
- NSW Commissioner for Fair Trading
- NSW Department of Communities and Justice
- NSW Department of Customer Service
- NSW Department of Education
- NSW Department of Industry
- NSW Department Premier and Cabinet
- NSW Ministry of Health
- NSW Ministry of Health, Mental Health Branch
- Office of Responsible Gambling
- Royal Botanic Gardens Sydney
- Uniting (Victoria Tasmania) Limited
- University of Sydney
- WentWest Primary Health Network
- Wentworth Primary Health Network
- Western NSW Primary Health Network
- Youth Off The Streets

Funding partners

- ACT Government Housing Australia
- ANZ
- Aged Persons Welfare Foundation
- Assetinsure Pty Ltd
- Australian Philanthropic Services Foundation
- CommBank Staff Foundation
- Count Charitable Foundation
- Cox Family Foundation
- Dick and Pip Smith Foundation
- Foundation for Rural Regional Renewal
- Greatorex Fund
- HSU Events
- HUB24 Management Services Pty Ltd
- Mazda Foundation
- Perpetual Trustee Company Ltd
- Rellim Foundation
- Rio Industrial Group
- Siddle Family Foundation

Leveling the playing field

Our partnership with financial services company Hub24 is helping us level the playing field for vulnerable people.

In a collaboration that began earlier this year, Wesley Mission and Hub24 are giving financial support and education to more community members.

Hub24 joins another major partner, Count Charitable Foundation, in supporting the In Charge of My Money financial literacy program for women, helping us expand our impact.

The Hub24 team has also taken part in initiatives such as our Wesley CityHeart food drive, organising donations through their offices for people facing hardship. This hands-on involvement is an immediate support to people in need and gives the Hub24 team opportunities for hands-on involvement and understanding.

We're grateful to Hub24 and all our other partners for standing alongside us and empowering more people in need.



Empowering our people, strengthening our organisation

Our employees and volunteers are deeply committed to doing more good. We support them with leadership, tools and opportunities to maintain a positive, engaging work environment where they can make a real difference.

This year we developed a new framework to develop leaders across all levels while continuing our strong coaching and training initiatives for all staff. New training in cyber safety and ways to value all people equally at work strengthened our operations and our workplace culture. New and more effective enterprise-wide systems improved our risk and incident management and embedded best-practice procedures across our organisation.

Culture matters. For the third year running, our people told us it's improving, across all 12 measures on the Gallup Engagement Survey. We hit our five-year target, two years ahead of time, now ranking near the top quartile of Gallup's Australian Companies business unit database.



Long-serving employee Terry Whitehouse (right) and CEO & Superintendent Rev Stu Cameron (left) at our annual celebration.

We also boosted employee benefits to help our people with the cost of living and to promote wellbeing:

- **Fitness Passport** gives access to health and wellness facilities nationwide
- **Blue Light Card** to offer discounts to ease cost-of-living pressures.

Respect, support and appreciation are the keystones of our culture. We intentionally celebrate our people – whether they're directly helping people in the community or working behind the scenes managing our finances or keeping facilities running. Our annual anniversary celebration and recognition days like Aged Care Worker Day are just part of how we say thanks.

Volunteers donated equivalent of $4 million in time and expertise

Volunteers remain an integral part of Wesley Mission's impact. Through their dedicated service, they contributed time and expertise equivalent to more than $4 million, reinforcing the vital role they play in delivering our mission and supporting those we serve.

Their generosity boosts the good we do across every service we offer, from mentoring kids to visiting older people at home, supporting people in crisis and helping us with support tasks. Volunteers drive:

- Aged Care Volunteer Visitors Scheme
- Lifeline Sydney & Sutherland
- Lifeline Sydney & Sutherland Book Fair Centre
- Newcastle Community Hub
- Wesley Aunties & Uncles
- Wesley Connect
- Wesley School for Seniors
- Wesley Youth Mentoring.



Applauding and appreciating our volunteers at our annual Volunteer Celebration. This year's Riviera theme brought even more sunshine and fun to the day!

2024 Wesley Volunteer of the Year Award Winners

Youth – Marlene, Wesley Youth Mentoring

Marlene has consistently demonstrated dedication and compassion in her mentoring role. Her support during her mentee's HSC year was particularly impactful. Marlene provided both practical solutions to study-related issues and emotional support during times of distress. Her mentee has expressed deep appreciation for Marlene's helpfulness and the way she models healthy boundaries in friendships.

Senior – Trevor, Aged Care Volunteer Visitors Scheme

Trevor's role as an Aged Care Volunteer Visitor has made a meaningful impact by offering companionship and emotional support to older individuals facing loneliness. His longstanding friendship with Paul, and now with Ron – who is navigating cognitive impairment, highlights Trevor's exceptional empathy, patience and kindness. His ability to build trust and provide comfort in challenging circumstances is a testament to his character and commitment.

Adult – Kim and John, Wesley Aunties & Uncles

Since joining the program in early 2021, Kim and John have become an integral part of their mentee's life. Coming from a busy household where foster siblings required a high level of care, the mentee had been waiting many years for a match with mentors. Their arrival was truly a blessing. Through a wide range of activities, they've welcomed and bonded with their mentee, displaying kindness and compassion. More importantly, they have become safe and trusted people for their mentee to confide in, ask questions and share experiences.

Showing up consistently, without judgement

It's 6am, and Patrick is already on patrol with his team. As part of Wesley Mission's Specialist Homeless Services team, he walks through the streets, checks parks and visits known rough-sleeping spots, offering support without pressure.

No agenda. Just a helping hand.

Some people accept help right away. Others aren't ready. For those who aren't, Patrick's team circles back every few weeks, for as long as it takes. Until they're ready. Even if it's five years later.

"We keep showing up just to build that rapport," says Patrick, who is a Team Leader for Eastern Suburbs & South Sydney.

Patrick has spent years doing just that. For him, it's not just a job; it's a chance to walk alongside people as they rebuild their lives.

"Every day is different. Every person is different," Patrick says. "There's no one-size-fits-all approach. I've learned an incredible amount about people – how to adjust my approach to meet their needs and how to be part of their journey."

That support often starts with a simple conversation – sometimes over lunch, sometimes on a park bench. The team doesn't ask people to come to them. They go wherever that person feels safe.

"We're a mobile case management service," Patrick explains. "The client sets the location, the pace and the tone. We keep it casual and transparent, because it's their life and they should stay in control of it."

When someone is ready, the team helps them move into temporary or crisis accommodation. But housing is just the start. From there, our team helps navigate the complex systems that can feel impossible without a fixed address – medical appointments, mental health support, dental care and paperwork.

"Filling out 60 pages of paperwork isn't something most people can do, especially if they're living out of a car," Patrick says. "Many don't have access to technology or the skills to navigate those systems. That's where we step in. We help them fill out the forms, upload the documents and take that stress off their plate."

Trust is everything. Many people sleeping rough have been let down by systems – by councils, housing departments or other services. That's why Patrick and his team make it clear: they're not there to enforce rules or issue fines. They're there to listen. To support. And to stick around.

"We're not the council. We're not the rangers," Patrick says. "We're here for you. And we'll be here when you're ready."

Patrick has seen firsthand how transformative this support can be.

"When you first meet someone, they're so vulnerable, just looking for that one break to start a new life. And then you see the light come back into their face. That's what I love – being part of that journey."

He's proud to work somewhere that puts people first, giving the team the freedom to shape support around each person's needs.

"Every week in our team meetings, we write up the good news stories. Sometimes you've had a tough week, and it's one challenge after another. But then you look at the board and see 10 great outcomes. That's what keeps our drive and passion going."

For Patrick and his team, it's not just about housing. It's about hope. It's about dignity. And it's about showing up, again and again, until someone is ready.



Patrick is passionate about helping people to rebuild their lives.

‘We help people who help people’

Shane and his team are the ‘firefighters’ of Wesley Mission’s Information Services (IS) team. Their problem-solving keeps our systems running around the clock.

And, like all of Wesley Mission, the Service Desk team is driven by our purpose.

“Our unofficial motto is that we help people who help people,” Shane says. “The things we’re doing have a direct impact on the good that Wesley Mission can do. It’s a rewarding job, helping people who are doing frontline work.”

The collegiality goes both ways. To other Wesley Mission staff, the Service Desk engineers aren’t just voices on the phone or fingers typing over a chat.

“We talk to users to really understand their jobs and tailor solutions,” says Hamish, a Service Desk Engineer. “Most of the time when someone reaches out for help, we already know each other. That’s a really nice feeling.”

The team has low turnover and consistently scores highly in our employee engagement survey. Why? They say its their team culture of growth and collaboration.

Shane fosters that culture by inviting input and critical thinking. “I’ll say, ‘Here’s what I’m thinking – what do you think? What are the reasons this might not work?’”

Joey, a Senior Service Desk Engineer adds, “We bounce ideas around. Everyone sees things differently, and we all have a voice.”

Hamish agrees, “One person learns something and then brings everyone else along. It’s definitely a team where you get a hand up every time you ask for one.”

As a result, the team makes a real difference.

“We’re always looking for the next impactful thing we can do,” Shane says. “Because we’re all working toward the same goal in Wesley Mission.”

From left: Shane, Hamish and Joey.



Governance

Wesley Mission is a community services provider and a church that – together – do more good.

Our community services support children and families, older people, people with disability and people going through tough situations like financial hardship and poor mental health. Community services are delivered by Wesley Community Services Limited (WCSL), a public company limited by guarantee, governed by a Board.

Our church, a parish mission of the Uniting Church in Australia, provides spiritual connection, community and belonging. Wesley Congregational Life is governed by a Mission Council.

Quality and risk management

Wesley Mission is committed to meeting the quality management principles of International Standard ISO 9001:2015 – Quality Management System.

This year, we received full accreditation with ISO 9001:2015 in relation to our client facing services, with no non-conformances. This result reflects our strong customer focus, processes, leadership, evidence-based decision-making and commitment to continuous improvement.

Our overarching risk management policies and methodologies are based on the International Standard ISO 31000:2018 – Risk Management. Each year, our Board reviews Wesley Mission's Risk Management Framework and strategic risks, setting risk appetite for strategic risks.

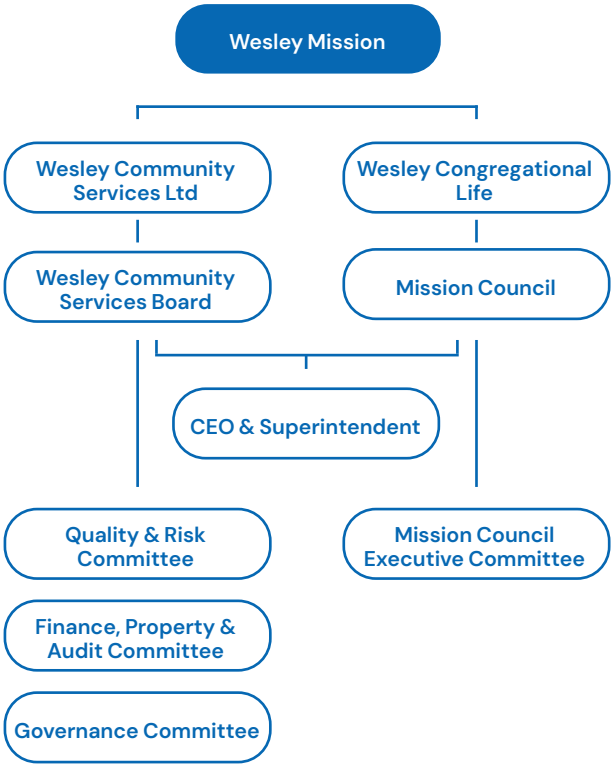
This year, we embedded a new enterprise Incident Management System throughout the organisation, strengthening our risk management.

As we prepare for the future of our missional work, we remain committed to developing sustainable communities that can thrive with local leadership while maintaining connection to Wesley Mission's broader ministry.

Internal audit

Wesley Mission obtains independent assurance to strengthen quality and risk management, under a three-year rolling strategic internal audit program to address key strategic and operational risks.

The internal audit is outsourced, helping assure that findings are appropriately addressed.



Leadership

Wesley Community Services Board of Directors

Scan the QR code to read our Board members' profiles.



Michael Anderson
Non-Executive Director
Chair of the Board



Bernard Boerma
Non-Executive Director
Deputy Co-Chair of the Board
Chair, Quality &
Risk Committee



Tracy Morgan
Non-Executive Director;
Deputy Co-Chair of the
Board; Chair of the Finance,
Property & Audit Committee



Rev Stu Cameron
CEO & Superintendent



Sam Donnelly
Non-Executive Director



Sureka Goringe
Non-Executive Director



Mark Northern
Non-Executive Director



Jill Pretty
Non-Executive Director



Tara Reid
Non-Executive Director



Mark W Sewell
Non-Executive Director

Wesley Executive Leadership Team

Scan the QR code to read our leaders' profiles.



Judi Lewis
Executive General Manager – Wesley Marketing & Fundraising



Rev Stu Cameron
CEO & Superintendent



Nigel Lindsay
Executive General Manager – Children, Families and Disabilities



Mark Broadhead
Executive Director – Finance, Property & Information Services (from August 2025)



Andy Moore
Executive General Manager – Education, Harm Prevention and Social Enterprise



Helen Burgess
Executive Director – Governance, Legal and Risk



Andrew Tyndale
Chief Investment & Assets Officer



Rev Dr Rick Dacey
Senior Minister



Bay Warburton
Executive Director – Community Services (from August 2025)



Rev Gary Izzard
Executive Director Mission



Cathy Beverley
Executive General Manager Wesley Corporate (to 26 March 2025)



Karen James
Executive Director – Strategy, People and Partnerships (from July 2025)



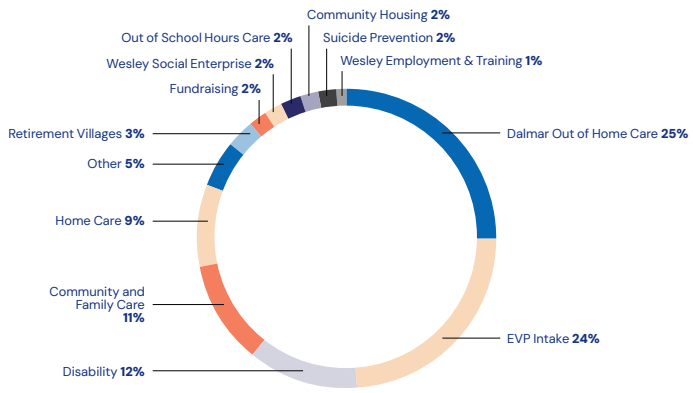
David Cannings
Chief Financial Officer (to 12 September 2025)

Finances

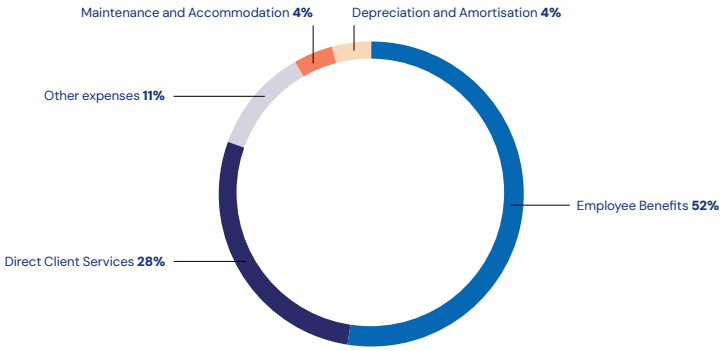
Statement of profit or loss and other comprehensive income for year ended 30 June 2025

	2025 $'000	2024 $'000
Revenue from sale of goods	5,004	3,291
Revenue from rendering of services	181,656	167,855
Government grants	130,237	129,055
Legacies and donations	9,230	5,526
Revenue	**326,127**	**305,727**
Interest received on investments	3,520	2,468
Government grants - non recurring	5,428	267
Other income	405	2,747
Gain on sale of assets	19,175	11,023
Fair value gain on investments	2,118	1,773
Other income	**30,646**	**18,278**
Total revenue and other income	**356,773**	**324,005**
Employee benefits expense	183,105	185,780
Material and client services	97,892	83,237
Maintenance and accommodation	14,077	14,022
Depreciation and amortisation expense	15,541	15,420
Travelling expenses	6,876	6,855
Professional fees	4,742	5,295
Communications	1,048	1,063
Cost of goods sold	1,769	1,186
Other expenses	24,466	17,418
Finance costs	321	440
Total expenditure	**349,837**	**330,716**
SURPLUS/(DEFICIT) BEFORE INCOME TAX EXPENSE	6,936	(6,711)
Income tax expense		
SURPLUS/(DEFICIT) FOR THE YEAR	6,936	(6,711)
TOTAL COMPREHENSIVE INCOME FOR THE YEAR	**6,936**	**(6,711)**

Where our revenue came from



What we spent



Statement of financial position

	2025 $'000	2024 $'000
Current assets		
Cash and cash equivalents	27,944	10,279
Trade and other receivables	32,444	31,886
Other financial assets	26,377	36,239
Inventories	503	447
Assets classified as held for sale	14,102	21,666
Other assets	291	
Total current assets	**101,661**	**100,517**
Non current assets		
Property, plant and equipment	302,092	290,748
Right-of-use assets	5,827	5,506
Term deposits	89	88
Other assets	5,309	
Total non current assets	**313,317**	**296,342**
Total assets	**414,978**	**396,859**
Current liabilities		
Trade and other payables	22,052	25,812
Lease liabilities	4,160	3,244
Resident licence agreements expected to be paid within 12 months	13,242	13,241
Resident licence agreements not expected to be paid within 12 months	112,212	108,200
Employee benefits	21,039	16,260
Provisions	2,524	1,177
Contract liabilities - unearned funds	5,609	15,226
Contract liabilities - unearned funds - Retirement Villages	8,808	9,034
Other liabilities	867	547
Total current liabilities	**190,513**	**192,741**
Non current liabilities		
Lease liabilities	2,131	2,704
Employee benefits	3,182	2,879
Provisions	17,431	3,735
Unearned lease premium	216	232
Total non current liabilities	**22,960**	**9,550**
Total liabilities	**213,473**	**202,291**
Net assets	**201,505**	**194,568**
Equity		
Accumulated funds	199,694	192,565
Reserves	1,811	2,003
Total equity	**201,505**	**194,568**

Statement of cash flow

	2025 $'000	2024 $'000
Cash flows from operating activities		
Receipts from customers including government subsidies	346,378	327,964
Payments to suppliers and employees	(349,487)	(329,051)
Interest paid on leases	(197)	(279)
Finance costs	(124)	(161)
Interest received	3,520	2,468
Net cash provided by operating activities	**90**	**941**
Cash flows from investing activities		
Purchase of property, plant and equipment	(32,827)	(11,504)
Proceeds from sale of property, plant and equipment	36,657	36,063
Net receipts from/(payment for) term deposits	9,987	(12,427)
Net cash from investing activities	**13,817**	**12,132**
Cash flows from financing activities		
Receipts from resident funded licence agreements	23,117	13,746
Repayments for resident funded licence agreements	(14,744)	(22,874)
Repayment of lease liability	(4,615)	(3,176)
Net cash provided by/(used in) financing activities	**3,758**	**(12,304)**
Net increase in cash and cash equivalents	17,665	769
Cash and cash equivalents at the beginning of the financial year	10,279	9,510
Cash and cash equivalents at end of year	**27,944**	**10,279**

Get involved

Keep doing more good

More good happens when people show up with their time, skills, faith and generosity. At Wesley Mission, there are many ways to be part of something bigger.

Work with us

With over 120 services and programs, you can make a real impact in people's lives – and grow your career while you do it.

Scan QR code to explore job opportunities.

Volunteer your time

Our volunteers bring compassion, experience and energy, helping us reach more people, more often.

Scan QR code to join our team of volunteers.

Worship with us

Join a vibrant congregation that gathers weekly to worship Jesus Christ and share in God's Word. Services are held in English, Indonesian, Mandarin and Samoan.

Scan QR code to discover more about our church life.

Get support

We're here for you. With over 120 community services, we offer support at every stage of life.

Scan QR to connect with our services.

Donate and make a difference

Thousands of lives are changed each year and many of our programs rely on the generosity of people like you.

Scan QR code to donate today.

Leave a lasting legacy

A gift in your will can help create more good for generations to come.

Scan QR code to learn more.

Stay connected

Follow us to see how more good is unfolding every day.

wesleymission.org.au

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

Get involved
To volunteer, donate or leave a gift in your will, visit wesleymission.org.au

Driven to do more good
because every life matters

