



Small things
can be the
biggest
things

2018 Review



wesley
mission
QUEENSLAND

A message from the CEO

Welcome to our new-look concise annual review for 2017-18. In November 2017 I reached the personal milestone of 20 years as CEO of this remarkable organisation; this occasion has given me great cause to reflect on how far we have come and how the landscape has changed over that period.

When I first started in 1997, the Mission had already been serving the people of South East Queensland for 90 years - an incredible legacy of care, compassion and sustained commitment to supporting people in need in our community. Since then, we have intentionally planned and committed to diversifying our service responses to support those most in need (focusing on unmet need) in our community. Our first Youngcare apartments (supporting younger adults living with complex disabilities) opened 10 years ago; Clear Breeze apartments (supporting people living with mental illness to live independently) opened three years ago and Hummingbird House reached its two year celebration in October. These are three practical examples of Wesley Mission Queensland's responses to human need - where small beginnings can become life

enriching for so many people. Our customers are at the heart of everything we do - in 2018 we now provide services to more than 100,000 people across 65 geographical locations in Queensland, and also through 485 Auslan interpreters supporting more than 3,500 members of the Deaf community across Australia.

We are committed to building stronger communities and contributing to community wellbeing. In 2018 Wheller on the Park Retirement Community marked its 10 year anniversary; we opened Dovetree aged care community at Sinnamon Village, including the Fulton Wellbeing Centre, and commenced development of Rosemount Retirement Community which will be home to more than 200 people from mid-2019.

While Australia's ageing population will be one of our biggest challenges it also brings great opportunity - so many of our volunteers are over 65 and love bringing joy and happiness to: families in Hummingbird House; older residents in our aged care homes; people living with a disability - people wanting to find ways of giving back!

This last year also marked a time to say farewell and recognise the

wonderful contribution of the Rev Lyn Burden Superintendent Minister of WMQ for 12 years. Lyn was a great advocate for the Christian purpose of WMQ - that in caring for, and supporting, people in need is participating in the mission of God towards reconciliation, transformation, justice and hope for all people. We also welcome our new colleague and Superintendent Minister the Rev Dr. Peter Hobson and look forward to working alongside Peter in the years to come.

I am deeply grateful to our 2,600 staff and 2,000 plus volunteers who understand that it's the small things - the smiles, the food parcel, the handshake, the understanding, the advocacy, the safe place to live, even the cup of tea and the conversations that can be the biggest things for those we serve. You are the heart, the face and the hands of the organisation as we walk alongside people in need offering care and compassion, promoting choice, independence and community wellbeing.

Geoff Batkin AM
Chief Executive Officer



Wesley staff at the 2018 Charter Day at Suncorp Stadium





We care for **946**
13 people at any one time across our
 aged care communities



3,383
 people improved their health and wellbeing
 through **allied health services**

193 people

volunteered as part of **Group 61** - a volunteer
 mental health befriending program which
 assisted 222 people with mental health issues

520 retirees
 called our retirement
 communities home



50 people with disabilities had safe and
 age-appropriate accommodation at our **5**
 supported accommodation communities



More than **1,000** children played,
 learned and were cared for through our family day
 care, in home care and child care centres

39 Australian Defence Force
 Veterans participated in our
**Stand Up
 Paddleboarding and
 Mindfulness program**



We welcomed **2,500** participants
 to our school holiday programs across our
 Gold Coast youth hubs and delivered more than
200 activities including social groups, cooking
 classes, homework help and resume guidance



14 people
 with complex mental health issues were supported to
 live independently at **Clear Breeze units**



165 families received support at
Hummingbird House
 - Queensland's only children's hospice

3,760
 bags filled with Christmas goodies
 and other essentials were distributed
 to people in need as part of the
Red Bag Appeal



25 suicide prevention
 training workshops were delivered to
342 participants



More than **105** people attended **56**
 group sessions through **Expanded Horizons**-
 a program to help build a positive sense of identity and
 connection with peers for LGBTIQAP and young people



More than **480** individuals and families
 at risk of homelessness were supported to find
 sustainable and long-term independent housing through our
family and youth housing programs



1,134 people in the Brisbane South
 region received psychological therapy



Wesley Mission Queensland is a leading not-for-profit community service organisation that supports people in need. Since our beginnings in 1907 from within the Albert Street Methodist Church in Brisbane City we have grown into one of Queensland's largest community service organisations supporting more than 100,000 people every year. We are an integral part of the Uniting Church in Australia and work collaboratively with other Uniting Church congregations, government bodies and other community organisations to meet the ever-changing needs of the community.

What we do

- Albert Street Uniting Church
- Residential aged care
- Home and community care
- Retirement living
- Therapy, respite and wellness services
- Child care
- Food, housing and emergency support
- Youth and family support
- Disability and mental health services

This would not be possible without our Board, Council, staff, volunteers, supporters and donors. You are the reason we can make a difference in the community.



*Based on Australian Government Stronger Communities 2016 guideline volunteer hourly rate.

Highlights

2017

August

Art from the Margins celebrated 10 years of supporting artists who are experiencing mental health issues, physical or intellectual disabilities or social isolation. More than 400 people have benefited from the program.

We welcomed members from the Chinese Christian Council: Three Self People's Movement who participated in training sessions on building design, residential aged care and community service models, management and leadership, dementia care, pain management, and end of life care.

September

Hummingbird House, Queensland's only children's hospice, was recognised by Carers Queensland for its excellence in providing respite and end of life care for children with life-limiting illnesses and their families.



November

Our STARH (Supporting those at Risk of Homelessness) program is extended into the Ipswich region.

December

Friends and supporters donated more than \$25,000 to our Hardship Relief services, and 3,760 bags full of vital groceries and Christmas goodies for the annual Red Bag Appeal.



2018

January

Construction commenced on Rosemount Retirement Community at Sinnamon Village. Highly sought after, 70% of apartments at Rosemount were sold by financial year's end.

The ORCA Project commenced. This program provides school-leavers living with a disability with pathways to employment through training and work experience.



WMQ launched Marcus Mission, in memory of 23-year-old Marcus Roberts. The program works to reduce the risk of suicide for young men aged 18-25 years through skill building, suicide prevention training, and the development of a volunteer mentor network.

February

Established psychological services in Brisbane South providing services to people experiencing domestic violence, young people and the LGBTI community.

March

Bethesda Caring Centre joins Anam Cara, Parkview and Emmaus Village as the fourth WMQ aged care community fully accredited in all 10 Principles of the internationally-recognised Eden Alternative™ Philosophy of Care. The Eden Philosophy promotes loving companionship, empowerment and spontaneity and encourages environments that include animals, children and plants.



April

Our ParentsNext pilot program secured three years of ongoing funding in the Brisbane South East Employment Region to provide support, information and guidance to parents of young children to help them prepare for education and employment. In the two year pilot, 81 participants secured employment, 208 have engaged in study and countless others have developed their confidence and accessed local support services to assist with the challenges they face.

May

WMQ's newest aged care community at Sinnamon Village, Dovetree is completed.



Staff and supporters completed a gruelling 42km trek, raising \$117,000 for suicide prevention programs. Trek to Connect becomes WMQ's most successful fundraising event to date.



June

The Fulton Wellbeing Centre, a purpose-built health and wellbeing hub, housing physiotherapists, dieticians, podiatrists, speech therapists, occupational therapists and psychologists opened at Sinnamon Village.

July

WMQ is registered to provide multiple services under the NDIS including assistance with living arrangements, employment support, health and wellbeing and daily living skills. The NDIS commenced in Brisbane in July 2018.

Wheller on the Park retirement community at Chermshire celebrated its 10th anniversary with a beautiful party for residents and special guests. More than 300 people attended with CEO Geoff Batkin presenting 10 year celebration badges to original residents.

August

Hyland House Day Respite Centre celebrated 30 years of service to the community. Staff, volunteers, clients, families and the local community celebrated with an open day and birthday party to mark the special occasion. The service provides vital day respite and care for seniors and people living with a disability in the Pine Rivers Region.

Our heart

Strategic Priorities 2019 - 2022



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.

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

We couldn't do it without...

Our success largely stems from the generous donation of funds, in-kind support and energy from a multitude of government, corporate, community and individual supporters. We acknowledge your generosity and thank you for your contributions big and small.

Andrews Light Up
Arts Queensland
Ashburner Francis Consulting Engineers
Brisbane Airport Community Giving Fund
Brisbane City Council
Brisbane South PHN Ltd
City of Gold Coast Council
Collier Charitable Foundation
CommBank Foundation
DATA#3
Department of Child Safety, Youth and Women
Department of Education and Training (Community Childcare Fund)
Department of Employment, Jobs and Small Business
Department of Health
Department of Housing and Public Works
Department of Infrastructure and Regional Development and Cities
Department of Social Services
Department of Veterans' Affairs
Ellendale Neighbourhood Grants by Cedar Woods Properties
Fundraising efforts of Jack Greathead
Fundraising efforts of the Go Betweens
Fundraising efforts of the Wheller Gardens Auxiliary
FKG Group
Fulton Trotter Architects

Gambling Community Benefit Fund (Department of Justice)
GPT Group
Gold Coast Lady Mayoress Charity Foundation
headspace National Mental Health Foundation
Logan City Council
Lord Mayor's Charitable Trust
Milton Corporation Foundation
Multicultural Affairs Queensland
National Disability Insurance Agency
Primary Care Gold Coast PHN Ltd
Queensland Department of Communities, Disability Services and Seniors
Queensland Health
Queensland Mental Health Commission
Redcliffe Uniting Community Fund
Rotary Club of Jindalee
Rotary Club of Sumner Park
RTL Plumbers
Safer Queensland Community Grants - Suncorp and the Queensland Police Service
Scanlon Foundation
Suncorp Stadium
Sunshine Coast Health Network PHN Limited
WA Department of Communities and Disability Services
Wollam Construction
13cabs

You can help too

If the purpose, values and achievement of Wesley Mission Queensland inspire you, small contributions can make a big difference:

- **\$18** can cover the cost of a three-course meal for a person in need
- **\$38** can buy a hamper for a family in need
- **A half-day of volunteering** – as an individual or corporate partner – can positively impact both your life and the lives of countless others.

Find out how you can give a gift, fundraise, volunteer or get your company involved at www.wmq.org.au



Join our community



To read more highlights from our year visit:

www.wmq.org.au

or call 1800 448 448