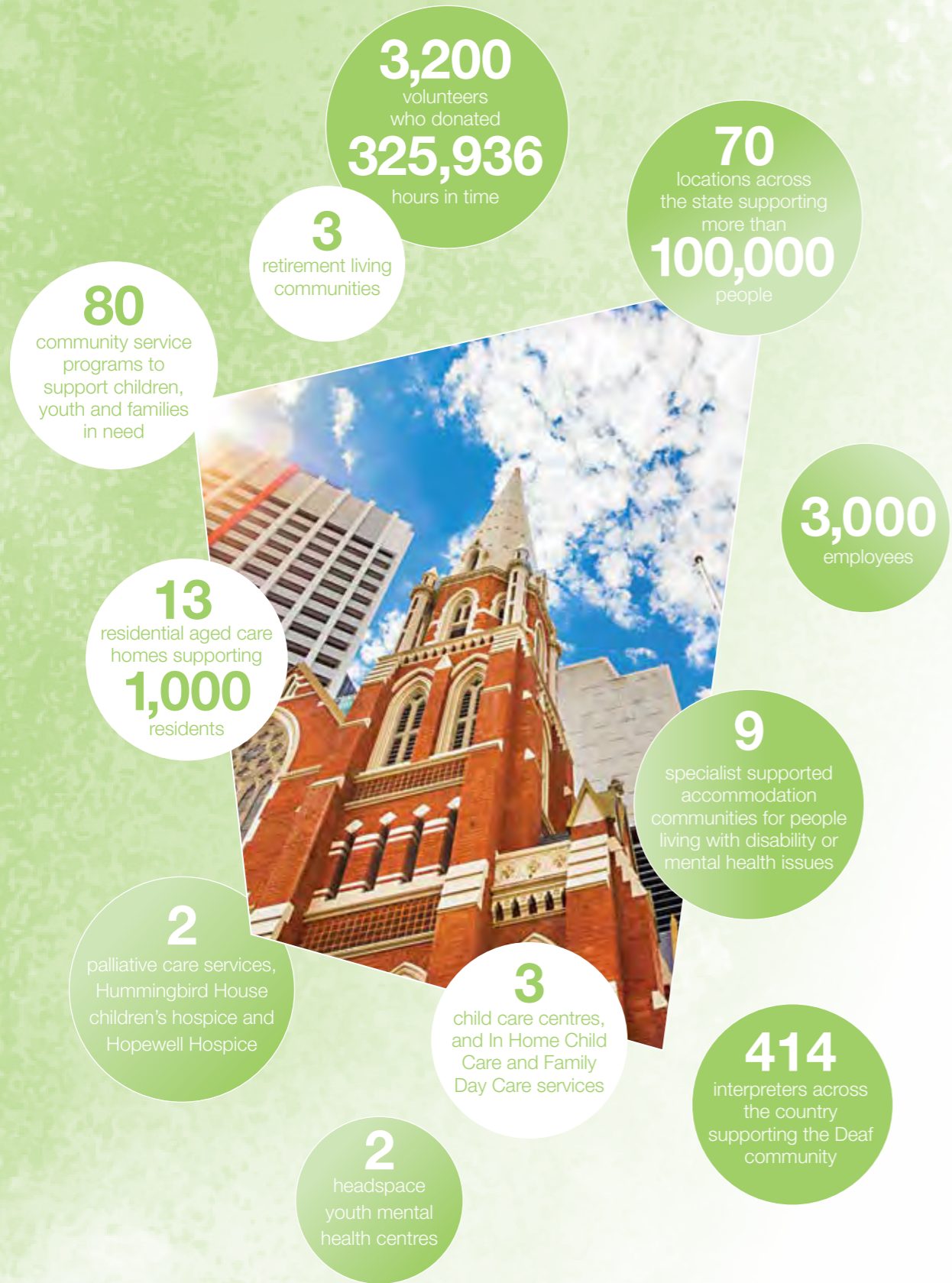


Your Story is Our Story.





Who we are

Everyone has a story. Since 1907, we have been sharing yours. We are privileged to walk alongside the 100,000 clients we support each year. Your story is our story.

Wesley Mission Queensland (WMQ) is an integral part of the Uniting Church in Queensland and operates as a mission activity of the Albert Street Uniting Church. Since our inception in 1907, our purpose has been to participate in the mission of God - towards reconciliation, transformation, justice and hope for all people.

Today, we're an innovative and responsive not-for-profit community service provider, supporting more than 100,000 people in Queensland each year and 4,000 members of the Deaf community across Australia through our National Auslan Interpreter Booking Service.

Every day we're engaging with thousands of people from all walks of life. Our service framework, the Wesley Charter, helps us to deliver our services with the best care and support we can.

We are committed to working collaboratively with other Uniting Church congregations, government bodies, and other community services organisations to provide accessible and flexible services to older people, those living with a disability or mental illness, Aboriginal and Torres Strait Islanders, refugees and children and families.

What we do

- Albert Street Uniting Church including Art from the Margins
- Residential Aged Care
- Home and Community Care
- Retirement Living
- Disability services
- Mental health services
- Health and Wellbeing services
- Child Care, youth and family services
- Food, housing and emergency support
- Supported youth housing
- Palliative and end of life care for children and adults
- National Auslan Interpreter Booking Service for the Deaf community



A message from our Chief Executive Officer

Creativity, Compassion and Community

As I reflect on the year that's been – three words that tell the story of Wesley Mission Queensland come to mind describing how, as a family, we have responded to something that no-one could have anticipated – a Global Pandemic.

- Creativity in the desire and commitment of our staff and volunteers to find new and innovative ways of supporting our residents, clients and customers.
- Compassion is the value at the heart of who we are, how we respond and what we seek to do as we walk alongside people in need.
- Community – the overwhelming drive of people to support those in need – corporate supporters, residents caring for fellow residents, staff and volunteers doing all they can to support each individual person in their care.

One thing is for sure, some things will never be the same in 2021. But our Purpose, our Mission, Values and the heart of WMQ will be. Our Purpose as part of the Uniting Church is to participate in the mission of God – towards reconciliation, transformation, justice and hope for all people. As you read this report there are stories about the people we serve which describe – who we are, why we exist and what we are trying to achieve.

We have learned new things – new ways to communicate, new ways to meet, new ways to connect with people who live far away, new ways to celebrate and also to say goodbye.

So, as I prepare to say goodbye after 23 years as part of this wonderful organisation and family, I leave with an overwhelming sense of privilege and gratitude. I have worked with so many gifted, committed and creative people who have given so much of who they are, to the work they do. You are the heart and soul of WMQ – members of the Executive Leadership Team, managers of our aged care homes, members of our cleaning and catering staff, managers and staff working in our diverse community services programs, our gardeners and our maintenance staff, all the people in our Corporate Services teams, our Chaplains our volunteers. Thanks for the privilege of being on the journey with you.

I am so deeply grateful for the work you have done and will continue to do over the years to come – you hear the stories of the positive difference that together we make in people's lives each and every day. What a great motivator to come to work knowing that today you have touched the life of another human being.

It has been wonderful to spend time with our new CEO Jude Emmer and warmly welcome her as she leads the organisation in its next chapter.

Do dreams come true? Do we live in a world where dreams come true? This is my dream and it concerns all of the staff and volunteers in WMQ – let your light continue to shine - in and through your work. You are the custodians of the mission and culture of Wesley Mission Queensland. Don't forget that a small group of thoughtful committed people can change the world – indeed it is the only thing that ever has. (Margaret Mead)

Thanks for being that small group of thoughtful committed people.

My thoughts and prayers are with you as you continue the journey of Wesley Mission Queensland.

Geoff Batkin AM
Chief Executive Officer



A message from our Superintendent Minister

About three thousand years ago the author of Ecclesiastes wrote these famous words:

For everything there is a season, and a time for every matter under heaven:

*a time to be born, and a time to die;
 a time to plant, and a time to pluck up what is planted;
 a time to kill, and a time to heal;
 a time to break down, and a time to build up;
 a time to weep, and a time to laugh;
 a time to mourn, and a time to dance;
 a time to throw away stones, and a time to gather stones together;
 a time to embrace, and a time to refrain from embracing;
 a time to seek, and a time to lose;
 a time to keep, and a time to throw away;
 a time to tear, and a time to sew;
 a time to keep silence, and a time to speak;
 a time to love, and a time to hate;
 a time for war, and a time for peace.*

(Ecclesiastes 3:1-8)

2020 has given us all a great dose of perspective in ways we never welcomed or even thought possible.

This year has been difficult for many of us, and we all know people who have had to endure diminished wellbeing, or loss of work, or separation from loved ones – and yet the important work of WMQ has continued.

We have worked together, we have played together, we have prayed together, we have supported one another, and we have journeyed together to ensure that no one gets left behind. Our mission is a clarion call to walk alongside people in need - offering care and compassion, and promoting choice, independence and community wellbeing.

And of course, this year we are also saying farewell to our beloved CEO Geoff Batkin AM. Geoff has been the heart and soul of WMQ for 23 years. During this time Geoff has grown our organisation ten-fold and diversified our service delivery portfolio from a primary focus on residential aged care to expand into a variety of community services programmes supporting people in all age groups, and from all walks of life. But this will not be our enduring memory of Geoff. It will not be his long list of achievements that come to mind when we think of the legacy he leaves behind. Instead, we will remember his character.

1 John 2:6 reads – 'whoever claims to live in him must live as Jesus lived.' Geoff Batkin AM has been a living example of Christ's love – demonstrating the values and qualities of the Kingdom of God as an expression of his own discipleship. His humility and kindness, his courage and compassion and his leadership and servanthood have been a wonderful gift to Wesley Mission Queensland, and indeed the wider community. Thank you, Geoff, for leading us so well. May God bless you in your retirement.

Peter Hobson
Superintendent Minister

Strategic priorities performance 2020



Strategic priority 1

Customer first

Our customers are at the heart of everything we do

Key highlights this year include:

- Opened **WesleyCare Wynnum Apartments**, a state-of-the-art supported accommodation community for people under the age of 65 living with disability. The development consists of five purpose-built individual apartments where residents can have their own freedom and independence in a stand-alone apartment, but with the safety and security of knowing 24/7 clinical care and support is available on-site when they require it.
- Turned the sod on **WesleyCare Maroochydore**, our latest supported accommodation community, which will support nine people under the age of 65 living with disability in the Sunshine Coast region. The development consists of two housing options, including five stand-alone apartments for residents wanting more independence, and a share-house with five rooms and communal living and recreational spaces. WMQ is a recognised leader in Queensland in the provision of

specialist disability accommodation and we have an extensive development plan to continue to provide support to this client group over the next five years.

- Expanded our **mental health services** with the commencement of several new programs and a workforce of over 100 staff. WMQ delivers more than 17 unique mental health and suicide prevention programs from Hervey Bay to the Gold Coast. These include support for people across the lifespan – from youth specific services such as headspace centres in Capalaba, Hervey Bay and Maryborough, through to specific support for isolated older people. We have a growing team of staff on the Gold Coast working with people with severe and enduring mental illness for up to 12 months – focussing on improving skills to direct their recovery, find work, improve relationships, learn how to manage their own mental health and wellbeing and lead rich and meaningful

lives. We are funded by the Queensland Department of Health to deliver over 1,500 sessions of psychology and coaching per month to the residents of Brisbane South – including to children under 12 at risk of developing mental illness, women experiencing domestic and family violence and those at risk of suicide or self-harm. We also have a number of dedicated suicide prevention services – walking alongside people for three months following a suicide attempt – and men's mentoring. We recognise the importance of lived experience inclusion at all levels of service delivery – we currently employ six people with a lived experience of recovery from mental health issues in dedicated peer roles, across a range of programs. This includes a Queensland pilot of dedicated peer support for people who have been caring for someone who is suicidal.

- Staff and aged care residents participated in the **Eden Alternative™ International Conference** held in Brisbane in October 2019. WMQ was widely represented with multiple presentations from staff across our residential aged care communities and a panel of residents who shared their experience and feedback on living in our aged care communities. The Eden Alternative™ philosophy of care is dedicated to promoting quality of life for elders and creating homes that are filled with laughter, family, beautiful spaces, gardens, animals and music and, most importantly strong and warm relationships between residents, staff, volunteers and families.
- **The Supporting Those at Risk of Homelessness (STARH)** services in the Gold Coast, Logan and Ipswich regions received \$530,000 from the Queensland Government's Immediate Response Fund to provide enhanced housing and homelessness services to meet the needs of vulnerable people impacted by the COVID-19 pandemic. This allowed our specialist homelessness services to provide additional services including motel or hotel accommodation for individuals and families impacted by COVID-19 who needed to self-isolate or otherwise needed temporary accommodation. These additional services supported vulnerable people including women and children experiencing domestic and family violence, young people, people living with disability, older people and Aboriginal and Torres Strait Islander people.
- **Hummingbird House** has broadened how we care for our families since the beginning of the COVID-19 pandemic, in recognition of their increased vulnerability and isolation. This has included using telehealth to connect with and support families within the safety of their homes – while prioritising end of life and after death care at the house. We have also continued to celebrate important milestones in the lives of the families we support, by delivering birthday celebration packs to family homes during COVID-19 restrictions for example. Hummingbird House remains a family-focussed, child-centred service that lives the values of Wesley Mission Queensland.
- Expanded our **Home Support NDIS service**, which now assists 48 clients aged 18 to 65 who are living with disability and not living in supported accommodation. The service provides a wide range of tailored support to assist people with activities of daily living and provides increased opportunities

for them to participate in their community. We are working closely with Queensland Health to transition clients out of hospital, so they can be cared for in their own homes in the community.

- Partnered with the Queensland Performing Arts Centre and the **Queensland Symphony Orchestra (QSO)** to present a free livestream performance of the QSO's 2019 season finale concert Timeless. More than 600 residents from our retirement living, aged care and supported accommodation communities enjoyed the night of classical music on Saturday 16 November 2019, with many homes hosting special sit-down dinners and themed events with residents dressing up, just as they would to attend the theatre. Manager of Creative Arts at WMQ, Annie Peterson said the unique performance was the first for the organisation and hopefully not the last. "Many of our residents are music and theatre lovers but are unable to attend for a variety of reasons, including medical and mobility. An experience like this enhances the wellbeing and happiness of residents and we hope to partner with QSO again because it was such a success."
- In June the aged care communities at Sinnamon Village **participated in the largest ever simultaneous sing-a-long in aged care history**. Organised by Silver Memories radio, the sing-a-long by famous songstress Dame Vera Lynn was streamed into 20 aged care homes across the East Coast of Australia lifting the spirits of seniors. Silver Memories nostalgia radio service is specifically designed for seniors, playing music from the 1940s-70s. This year Wesley Mission Queensland installed the radio station on all residents' TVs to improve the quality of life of residents.
- Opened a second **ORCA program** in Brisbane's south for young people living with disability. The ORCA Project is a post-school training program that supports young people aged 17 to 23 with vital work skills with the aim of securing employment. The program operates in partnership with two Uniting Church congregations – Albany Creek Uniting Church on the northside of Brisbane, and Broadwater Road Uniting Church on the southside. By October 2020, almost 100 young people had registered and engaged with The ORCA Project since it began in 2018. ORCA creates a safe place to belong and to grow in confidence as a valuable and valued worker.



Strategic priorities performance 2020



Strategic priority 2

Building stronger communities

We influence and advocate for positive social change

Key highlights this year include:

- The **National Auslan Interpreter Booking Service (NABS)** assisted hundreds of Deaf clients to transition to the National Disability Insurance Scheme (NDIS). The NDIS is a significant shift in service delivery for the Deaf community and NABS staff have assisted clients to navigate the new system and secure funding for interpreting services. COVID-19 has necessitated a shift in the way NABS delivers its interpreting services. The social restrictions, border closures and NABS COVID-19 safe plan has meant a move from in-person appointments to greater use of remote video interpreting. Many of the 414 NABS interpreters across the country are working from home and delivering interpreting services via video conferencing platforms.
- The **Stellar Arts** program quickly adapted their in-person creative art workshops by moving online to support clients' mental health and wellbeing during COVID-19 restrictions. The program creates empowering opportunities for people living with disability to grow, connect and express through the arts, in ways that don't exist in every-day language, routines and practices. By moving the workshops online residents in our supported accommodation communities across Brisbane, the Gold Coast and Sunshine Coast met for the first time and forged new friendships. The program has expanded to nine WMQ locations, with more than 150 people attending workshops in signing, drama, visual art, African drumming, magic, dance and yoga each week. Now that the program is online we are expanding it nationally and working with disability providers in Victoria to implement the program there for clients who have had sustained periods of isolation.
- Launched the **WMQ Innovate Reconciliation Action Plan (RAP)** virtually during National Reconciliation Week 27 May – 3 June 2020. We are committed to journeying with our First Nation brothers and sisters on a path to reconciliation as we commit to specific deliverables over the period of the life of the RAP. Due to COVID-19 our 2020 National Reconciliation Week events were impacted. The launch video can be found on our YouTube channel 'Wesley Mission Queensland' and we look forward to hosting an event when social restrictions allow us to celebrate this pathway of reconciliation.
- Teamed up with **Brisbane-based Indigenous ICT company Baidam Solutions** to 'bridge the gap' with Indigenous representation in the ICT sector. Baidam Solutions initially began supplying WMQ with a cyber security solution using Crowdstrike software and is now evolving its partnership, coming up with a plan to provide internships to Indigenous students.
- Launched our new **centre for collaboration, The Cooperative**, a project in public collaboration in the spirit of public theology. The Cooperative exists to make space for dialogue from any members of the public and is bringing unexpected conversation partners together and working toward real social outcomes across faiths, community groups and professional and academic disciplines. Visit thecooperativehub.com for more information.
- **Art from the Margins (AFTM)** art program once again partnered with Queensland Rail to deliver a colourful 34 metre mural for the Positive pARTnership Project. The mural was created by artist and university lecturer Dr Simon Degroot who worked with AFTM artists Kay Armstrong, David Jones and Crystal Parry. The mural is located directly across from the Fortitude Valley Metro entrance on Brunswick Street in Fortitude Valley, 500 metres from the AFTM Gallery and Studio.



Strategic priorities performance 2020



Strategic priority **3**

People make the difference

Our people are valued, equipped, empowered and committed to our Values and Mission

Key highlights this year include:

- Awarded the **GOLD Mental Health First Aid Skilled Workplace award from Mental Health First Aid Australia.** This recognition demonstrates the strong commitment to embedding the Mental Health First Aid program into the WMQ culture. We have a network of 116 active Mental Health First Aid officers across the organisation in over 55 services ready to support staff. They are equipped with the skills to be the first responder and provide the initial support for their peers when they are experiencing a mental health crisis.
- Celebrated our **Wesley Charter** at the 2019 Charter Day at Suncorp Stadium in October with more than 280 employees in attendance. The theme was 'Moments that Matter' with staff hearing good news stories from various parts of the business on how we strive to support residents and customers. The Wesley Charter is our service framework, designed to help staff to put the seven values of WMQ into practice in our work every day.
- Congratulations to our Director of Residential Aged Care, Annie Gibney, for receiving the **Inspired Influencer Award** at the Eden Alternative International Online Conference. Annie started our Eden Alternative™ journey in 2001 and is a passionate advocate for celebrating ageing and person-directed support. Four of our aged care communities are Eden registered and all remaining homes are completing their Eden journey. This is world-wide recognition for Annie – with representation from USA, Canada, New Zealand, South Africa, South East Asia, UK, Europe, Scandinavia and Iceland.
- **1,376 staff attended a wellness event** between July 2019 and February 2020 as part of our engaging Health and Wellness program that started last year. During COVID-19 the programs were delivered virtually, with 70 sessions registering more than 342 staff in attendance. These sessions particularly focussed on mental health, social connection and health and wellbeing as staff moved to working from home. During COVID-19 a FUN raising committee was established with a dedicated focus on maintaining staff morale and mental health during this challenging time. Key activities included: organisation-wide celebration of International Nurses Day with one minute of clapping for our carers via Zoom, recognition of carers on Aged Care Employee Day with delivery of gift baskets and the creation of a OneWMQ video celebrating staff and their efforts during this time in history.
- Received the **Best HCM Strategy 2020 award** in recognition for our approach to successfully implementing the Performance Module within the WMQ designed Performance Development Framework. It was an acknowledgment of our approach of aligning people with our vision, mission, purpose and biggest organisational priorities as influenced by our strategic planning process.
- In 2020 we launched an organisation-wide **leadership development strategy** to support our leaders to role model the values and behaviours that will foster a high performing organisation aligned to the purpose, mission and vision of Wesley Mission Queensland. Leaders are divided into cohorts that focus on appropriate leadership skills and priorities with a solid foundation of self-leadership that encourages leaders to lead from a place of authenticity.



Strategic priorities performance 2020



Strategic priority **4**

Stewardship

Resourceful, agile, sustainable and ethical

Key highlights this year include:

- Distributed **3,450 Red Bags full of Christmas food and presents** and 1,500 new toys to families doing it tough during the 2019 Red Bag Christmas Appeal. 170 volunteers donated 1,337 hours to wrap over 5,305 presents at the Westfield Chermside Shopping Centre's Christmas gift wrapping stall. More than \$27,270 was raised through the gift wrapping for our Emergency Relief Hub in Fortitude Valley.
- Launched our first Facebook fundraising campaign in March to support clients through our Emergency Relief service who were affected by COVID-19. The **Emergency Appeal raised \$32,245** with an average gift of \$140 and 188 new donors.
- Completed our **Reliable, Enabled, Accessible, Defendable and Integrated (READI) IT program** to significantly lift the performance and flexibility of our network and core infrastructure across our service locations. This investment in systems and technology allowed the business to seamlessly and efficiently move to support employees to work from home in early March in line with government COVID-19 recommendations. It has also enabled us to facilitate Medicare compliant telehealth consultations with clients in residential aged care, allied health, mental health and Hummingbird House. The importance of telehealth and secure IT infrastructure has been highlighted this year during the COVID-19 pandemic. Telehealth allowed immune-compromised clients the ability to receive timely medical advice without having to leave the comfort of their home.
- Received a **donation from Andy Greig and Ingrid Asbury for two Temi robots** from the United States that will be used in our aged care services. The Temi robots are a personal robot system that interacts with people using autonomous navigation, video and audio, and artificial intelligence, and WMQ will be the first aged care provider in Australia to use them. This groundbreaking technology will benefit residents living in aged care by: providing contactless services for aged care residents during any outbreaks; providing telehealth appointments in the comfort of a resident's room without the need for any personal protective equipment, or PPE, where the resident wouldn't be able to see the face of the medical support staff and giving residents, who are unable to hold screen devices, the ability to have Skype and Zoom calls with family and friends using the robot. The robots will not replace staff – rather, it is anticipated that they will be a great assistance to staff, residents and their family members, by providing essential and novel services that will enhance community life.





Jackie's story

At 57 years of age, Oakey resident **Jackie Rogers** suffered a stroke during open heart surgery and went from living an independent life at home with her family and pets to living in an aged care community.

"I was told I'd never be able to live in my home alone again and look after myself. It was really hard. Overnight I lost my home, my possessions, my community and the hardest part – my independence. I had the clinical care and support that I needed in the aged care homes I lived in, but I was in a share-room and at 57 it's not the right home for younger people living with disability.

"For many years I felt thrown on the scrap heap and was very depressed. That was hard for me as I'd spent 28 years working as a mental health nurse and assisting people with their depression. The universe had come full circle and I was struggling, right up until I moved here.

"I kept fighting for myself and when the opportunity came to take one of the new apartments at WesleyCare Wynnum, I was so excited. It's been a dream come true. I feel so happy.

"I have my own home again, my own front door and key. I've been able to get some of my special possessions from my old house and decorate the apartment. My family can come and visit me whenever they can, anytime of the day or night, just like it's my own home in the community.

"It's the simple things I love being able to do again, like cooking a meal and washing up in my own kitchen and sleeping in, the things we take for granted every day.

"I've got a new rescue cat, Sophie, who I adore. I've started going shopping on my own again. I can have help from staff when I need it, but they aren't here all the time checking on me. I can buzz and get help with hanging out the washing or cooking. I have freedom and independence again, but I feel so supported at the same time - I am so grateful. I have learnt that it is OK to accept help.

"For people living with a disability, it's not just about making sure we have the clinical care and support to stay healthy and safe, it's about being able to live like everyone else – in our own home, with choices about what we do in a day. With support we have hope for the future."

Jackie is a resident at our new specialist disability community, WesleyCare Wynnum.



Gracie's story

Amy and Jesse Crofts were your average family, thrilled to learn that their one-year old son Asher was going to become a big brother. Then, in an instant, their lives were changed forever. Their unborn baby was diagnosed with anencephaly – a condition that prevents the normal development of the brain and the bones of the skull, resulting in almost all babies dying before birth or within a few hours or days after birth.

"It was such a straight forward pregnancy, so we were really surprised when we received the diagnosis," Amy says. "But things changed in that moment. We found ourselves in a situation we had not prepared for."

Hummingbird House lifted the Crofts family up and gave them the precious time they needed to love and cherish their daughter Gracie, who was born at 38 weeks.

"Before we knew about Hummingbird House we were both anxious. We had to think about all these things we weren't equipped to think about. We had no idea about palliative care," Amy reflects.

Because of Hummingbird House Amy, Jesse, Asher and Gracie's grandparents and great-granddad got to meet Gracie. Got to hold her. Got to extend their time with her.

"Hummingbird House allowed me to acknowledge Gracie as my daughter. I remember seeing her and thinking she looks just like her brother. She is a part of me. I was able to acknowledge that she was here, and that she was my daughter," reflects Amy.

When asked about what they want the world to know about Gracie, Jesse replies "Gracie mattered. Her life mattered. All children matter."

Staying connected through COVID-19

While the Coronavirus (COVID-19) pandemic has changed our life as we know it, here at Wesley Mission Queensland we have continued to put our customers at the heart of everything we do. Our staff have shown incredible compassion, strength, resilience and innovation in response to the ever-changing government guidelines to keep families, residents and clients connected and safe.

- 3,750 online video calls from residents living in aged care to their families during April and May
- 3,581 letters were delivered to residents living in aged care during the COVID-19 visitor restrictions
- 144 virtual church services streamed for residents



When COVID-19 put a stop to **Bray Park State High School** students conducting their weekly visits to Anam Cara Aged Care community in Brisbane's north, the students and residents quickly came up with a solution. In March the students started weekly Zoom calls with the residents, live streaming their assemblies and musical performances and showing residents their artwork projects—prompting tears from students and the principal. Principal Peter Turner said the students used to visit Anam Cara weekly for cooking, knitting, singing, dancing and board games with the elderly residents. "I challenged the students at our virtual assembly to show compassion, which is a school value, in the face of disappointing behaviour we were seeing in shopping centres, with fights over toilet paper. The students said we should live-stream instead of our visits, so we got in touch with Anam Cara and the residents were excited. It's about keeping connected, we need to look after the vulnerable in our society, and battle loneliness and isolation during this time," Mr Turner said.

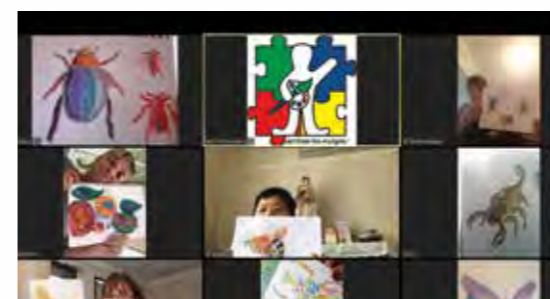


- Staff at **John Wesley Gardens** aged care community designed and built an ice-cream cart for residents, while staff at Parkview aged care community rode an ice-cream bike around the home delivering sweet treats to residents.
- The **Albert Street Uniting Church** moved worship services online in March and between March and July an average of 330 online devices were participating in weekly services. While in-person services resumed in mid-July, the new online community continues to average 100 devices each week, with people from North Queensland, Victoria and Western Australian joining in for worship.



- From roving entertainers to balcony exercises and pavement line dancing, residents at **Wheller on the Park** retirement community, kept busy during COVID-19 restrictions. Carrie Woods, Acting Manager of Wheller on the Park said, "We normally have 40 social clubs operating across the community, so the first few weeks of restrictions were very challenging for residents. We worked hard to implement an engaging social calendar, which included balcony exercises, three times a week thanks to the staff at the Wheller Gardens Therapy Centre, our resident poet reciting, and we had two violinists from the Queensland Symphony Orchestra walk around the village and perform for us, which was very special."

- Staff at **Clear Breeze Apartments** set-up a large outdoor cinema screen in the garden for residents to be able to enjoy movies from their balconies. These clients, living with mental health concerns, were particularly vulnerable to social isolation, not being able to visit elderly parents or attend their support groups.



- When the restrictions forced the closure of the **Art from the Margins (AFTM)** studio in Fortitude Valley the team moved their workshops online. They offered Zoom sessions with facilitators and also created an 'AFTM Workshops at home' Facebook page for sharing isolation-friendly art activities, inspiration, artworks and updates between the 51 members who joined. To launch the Annual Emerging Artist's showcase exhibition in June, a free online Zoom panel discussion was held between artists, their mentor Fiona Forest and moderator Dr Bill Platz, Director of research at Queensland College of Art.

- The **Brisbane Relief Hub** in Fortitude Valley was one of the only emergency relief services to remain open during COVID-19 restrictions, offering vital food, medical scripts and case support work to people in need, particularly international students who didn't qualify for COVID-19 government relief payments. The service adapted their weekly Monday and Wednesday night meals and Sunday lunch to COVID-19 safe takeaway services, preparing and handing out up to 100 meals a week. The weekly Tuesday BBQ also moved to a COVID-19 safe service and saw 70-90 people each week attend.



- Our respite centre staff implemented an 'old-school' group phone call program dubbed- 'Phone Waves' in May to keep in-home clients connected when our respite centres closed. Bronwyn Dawe, coordinator of Wesley Mission Queensland's **Respite Services and Social Inclusion In-Home Care** said, "Many of our clients live alone and don't have access to the technology to do video calls, so we decided to try a conference call over the phone. We have five to six clients on the call, and they share stories about their travels, join in a quiz and share jokes," she said. Clients love the initiative, which will continue even when centres reopen.

Thank you to our amazing supporters

Your generosity allows us to continue to support the Queensland community.

Aged Persons Welfare Foundation	Fundraising efforts of the Go Betweens
Andrews Light Up	Fundraising efforts of the Wheller Gardens Auxiliary
Ashburner Francis Consulting Engineers	Fundraising efforts of China Wall trekkers supporting Hummingbird House
Auto General/Budget Direct	FKG Group
Brisbane Airport Corporation	Fulton Trotter Architects
Brisbane City Council	Gold Coast Mayoress Charity Foundation Ltd
Brisbane North Primary Health Network	Gold Coast Primary Health Network
Brisbane South Primary Health Network	Gold Coast Suns
Cedar Woods Properties	GPT Group
Centacare – Murri Ministry	Greig-Asbury Foundation
Central Queensland, Wide Bay and Sunshine Coast Primary Health Network	Headspace National Mental Health Foundation
City of Gold Coast	High Street Underwriting
Commonwealth Bank Foundation	Lady Bowen Trust
Darling Downs and West Moreton Primary Health Network	Lago Cold Stores
DATA # 3	Logan City Council
Davie Family Fund	Lord Mayor's Charitable Trust
Department of Child Safety, Youth and Women	Matana Trust
Department of Communities, Disability Services and Seniors	Moreton Bay Regional Council
Department of Education and Training	Morgan Family
Department of Health	National Disability Insurance Agency
Department of Housing and Public Works	National Storage
Department of Infrastructure and Regional Development	Queensland Health
Department of Prime Minister and Cabinet	RADFLY Inc
Department of Social Services	RTL Trades
Department of Veteran Affairs	Scanlon Foundation
Drakes Supermarkets	Mrs Sue Shepherd
Flannery Foundation	Suncorp Stadium
	13cabs

Your Story *is* Our Story.



2020 / ANNUAL REPORT

WESLEY MISSION QUEENSLAND / ABN 28 746 881 862