

# Brighter lives





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## Acknowledgement of Country



Wesley Mission Queensland respectfully acknowledges the Traditional Custodians of the lands on which we work and live. We acknowledge Elders both past and present, whose ongoing effort to protect and promote Aboriginal and Torres Strait Islander cultures will leave a lasting legacy for future Elders and leaders.

## Front Cover

Rosemount Retirement Village residents Barb, Geoff and Helen are members of the Brisbane Ukelele Music Society (BUMS) which meets regularly at Rosemount for jam sessions with residents and other members of the community. BUMS adds to the vibrant lifestyle at Rosemount and is one of the many social activities residents enjoy.



## Who we are

Since 1907, Wesley Mission Queensland (WMQ) has been helping people across Queensland build stronger and more inclusive communities. Previously as a mission activity born of the Albert Street Uniting Church, WMQ is a not-for-profit providing community support; mental health services; aged, disability and palliative care; and retirement living through our 13 residential aged care homes, three retirement villages, 13 specialist disability accommodation facilities and two hospices. Our staff engage with people from all walks of life to encourage choice and independence.

WMQ has a long and proud history of supporting people in need. Founded in the 1900s to provide meals to children and women in need, we now operate as an institution of the Uniting Church in Australia Queensland Synod. We work collaboratively with other

Uniting Church congregations, community organisations and government bodies to provide accessible and flexible services to older people, those living with a disability or mental illness, and vulnerable children and families. Through its Diversity, Equity, Inclusion and Belonging Action Plan and Reconciliation Action Plan, Wesley Mission Queensland celebrates diversity and stands with First Nations Peoples for an equal and united future.

With more than 3000 employees and 1400 regular volunteers across approximately 80 services, we are guided by the Wesley Charter, a framework that guides our interactions with the people we serve. Our people strive to make a difference in people's lives by building relationships, showing respect and demonstrating compassion.

*What we do*

Residential aged care

Home and  
community care

Retirement living

Comm

Health and  
wellbeing services

Child care,  
youth and  
family services

Supported  
youth  
housing



# community

Disability  
services

Mental health  
services

Respite, palliative and  
end-of-life care for  
children and adults

Food, housing  
and emergency  
support





**79** human  
services programs  
from Hervey Bay  
to the Gold Coast

**13** residential  
aged care homes  
supporting **1013**  
residents

More than **685**  
community  
aged care home  
packages servicing  
over 1800 CHSP  
clients

Around **620** retirees  
call our **3** retirement  
living villages home



# Highlights

**2** headspace youth mental health centres & **1** headspace satellite service

.....

**2** palliative care services, Hummingbird House children's hospice and Hopewell Hospice

.....

**12** unique mental health and suicide prevention programs from Hervey Bay to the Gold Coast

.....

**1392** regular volunteers donated 290,966 hours in time. This is equivalent to \$12,258,397\* value of service. For every dollar invested into volunteering in WMQ, approximately \$2.73 is returned.

.....

**58** services with volunteer engagement

.....

Average age of volunteers **46**

.....

**21,400** community meals provided to those in need annually

.....

**1576** clients were serviced by 14 Community Transport vehicles

**13** specialist accommodation communities for people living with disability or mental health issues

# Chairperson Report

As Chairperson of the Wesley Mission Queensland Board, I am very pleased to present our 2024 Annual Report. In reflecting on the past year, its achievements and challenges, I am reminded of the privilege and responsibility it is to be involved with such an organisation which really seeks to live out its mission - to “walk alongside people in need offering care and compassion and promoting choice, independence and community wellbeing”. I hope that you are as inspired as I am by the stories in this report of some of the people who connect with us.

The Board of Wesley Mission Queensland, with its CEO and Executive, are committed to supporting those in need through good governance processes, strong and compassionate leadership, the provision of resources and the employment of dedicated and passionate staff. It is our constant intent to keep the people we serve at the ‘heart of everything we do’. The breadth of our services is highlighted throughout the report, providing a small insight into the tangible impact we make on the lives of many, each day.

Our Board continues to remain abreast of the relevant external and regulatory environments, and the past year has continued to be one of significant federal government reform. We welcomed the announcement of a new Aged Care Act and wait in anticipation for future positive action to support the industry into the future. Also, the release of the comprehensive report from the Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability will see much needed reform in the coming years for these very important members of our society. As for all boards, climate change, the exponential growth of generative artificial intelligence and cyber security also remain high on our radar.

One major focus of the Board during this financial period has been working with the Uniting Church (Queensland Synod) towards incorporating Wesley Mission Queensland. This step followed our recent governance change from being an activity of Albert Street Uniting Church to being an institution of the Uniting Church (Queensland Synod). Incorporation sees Wesley Mission Queensland with more clearly defined governance structures, and better alignment with the processes of our funding bodies which in turn enables us to more effectively meet the needs of our customers. It is an understatement to say that this has involved the CEO and Executive staff in significant administrative work. A special thank you to the Executive Leadership led so ably by CEO Jude Emmer, and the senior leaders who helped steer the organisation through this evolution of WMQ without any detriment to staff or customers. Thank you also to the generations of families at Albert Street Uniting Church and former board members who were responsible for the establishment and enormous growth of the organisation. Our aligned mission continues today, as we share a common goal of offering care and compassion to people in need.

The successful completion of our newest retirement village, Rosemount Stage 2, at Sinnamon Village was a highlight of the year. We were very proud to welcome 81 new residents to the Tynan Retirement Living Community and have been heartened by the glowing feedback received from them and their families.

During the financial year, we farewelled three Board members, Dr Nancy Spencer, Dr Sherree Halliwell and Dr Jessa Rogers. We acknowledge their commitment to Wesley Mission Queensland and thank them for their valuable contribution.

The demand for organisations like WMQ remains critical, with continuing economic and social conditions leaving more and more individuals and families struggling. As a Board, we are motivated by the privilege each of us has, to make a difference in the lives of others and we are committed to supporting WMQ’s leadership team and employees to do just that.

On behalf of the Board, my sincere thanks are extended to all our employees and volunteers for providing quality care with compassion and heart, to all those in their care. We are truly grateful for your service. To our government partners and corporate supporters, we thank you for your ongoing commitment to journey with us and the people we serve.

We look forward to continuing to bear witness to making *lives brighter* into the future

**Elaine Rae**

*Chairperson*

*Wesley Mission Queensland*





# CEO Report

This year's annual report theme *Brighter lives*, seeks to distil the work we do across our 79 services into one simple message. Whether it be helping older or vulnerable Australians to live with independence and choice, providing meals and support to young people and families, or journeying with children, adults and families through their end-of-life journey, our teams are working to help people find their light, no matter what situation they are in. We all benefit from helping others live brighter lives; they shine light where there was once darkness. This year alone we have supported more than 1000 aged care residents in our homes, more than 4,000 people in their homes, provided almost 21,400 meals to people in need and launched a unique campaign to help parents of children suffering mental health distress.

As an organisation that has continually evolved to meet the changing needs of the community, WMQ is once again going through a period of change. This past financial year has seen us make great progress to ensure we can continue walking alongside people in need for many years to come. We have invested significantly in new technologies to streamline processes and improve the customer experience, reviewed our customer journey to provide an even better level of care and support and restructured our directorates to ensure alignment across our services. This restructure included the establishment of a Mission Directorate, led by a Director of Mission, acknowledging our identity as part of the mission of the Uniting Church and our commitment to pastoral and spiritual care as an integral part of the services we provide. We are excited about the opportunities that lie ahead, and as we look to the future we continue to reassess how our services can best support people.

We have been actively advocating and participating in national conversations around government reforms within the aged care and disability sectors by using our knowledge and voices of the people we serve.

This year saw us handover the operation of our National Auslan Interpreter Booking and Payment Service to the National Sign Language Program (NSLP) operated by Deaf Connect. We are proud of the support WMQ provided to the Deaf community for many years, but with the Department of Health and Aged Care simplifying and expanding access to sign language interpreting and captioning services for older people in Australia, it made sense to streamline services. I would like to thank everyone who was involved with the NABS program over the many years it ran at WMQ.

Undoubtedly, the most significant transformation we have experienced this year has been the shift to operating as an Institution of the Uniting Church (Queensland Synod) and our move towards incorporation. I would like to acknowledge the guidance of the WMQ Board, through the leadership of our Chairperson, Elaine Rae as we have undertaken this historical change. Finally, thank you, to our volunteers, staff, and the Executive and Senior Leadership teams whose passion and commitment for creating brighter lives is an inspiration to us all.

Warm wishes

**Jude Emmer**

CEO

*Wesley Mission Queensland*



# Ageing well

Diverse services, caring staff and engaging programs combine to support seniors to continue living a life of meaning and purpose.



## Residential aged care

WMQ's proud history as one of the oldest providers of aged care in Queensland has continued with all 13 residential aged care homes maintaining their accreditation, amidst an evolving sector. Our leadership team keenly followed discussion around reforms to the Aged Care Act and we eagerly await more details. WMQ has embraced reforms already introduced to better support older Australians and the people who care for them, and we continue to prepare for additional changes yet to come.

## Retirement living

It was an exciting year in our retirement space as we welcomed the first of 81 new residents to Stage 2 of Rosemount Retirement Village from April 2024, with 42 of the 50 apartments settled and occupied as at 30 June 2024. Tynan, as the new section is known, achieved full occupancy in November 2024 and was well received by current and new residents.

Wheller on the Park was also in the spotlight, marking 15 years of providing quality accommodation and lifestyle opportunities to retirees. It completed its Australian Retirement Village Accreditation Scheme Accreditation Mid Cycle Review with the auditors stating, "The village is to be congratulated on the comprehensive attention to ongoing quality improvement demonstrated within the scope of the ARVAS Standards." Our Ageing Well residents benefited from refurbishment/upgrade works



and the introduction of additional safety measures including defibrillators at all retirement villages and aged care communities.

## Community aged care

Community aged care is experiencing a significant increase in demand as more people choose to stay in their homes as they age. In response, we have focused on this service as a growth area and worked on improving the customer journey. WMQ's Home Assist Secure service is another program that is actively improving in-home support options. The team provided home maintenance and modifications to more than 1800 clients last financial year, totalling over 9000 hours of service. By having its own specialised workshop, the service can custom-build home modifications to occupational therapist standards and saw a 33% increase in service provision during this period.









## Doug and Sue's story

Doug and Sue were two of the 81 new residents who moved into Rosemount Retirement Living Stage 2 Tynan this year. Hear from them about what life is like since moving in and why their sons are happy they made the move!



**\$5.3 million**  
of property was  
allocated for  
concessional housing  
(Retirement Living and  
Seniors Social  
Housing)

**2488** consumers  
were supported to live  
in their homes and  
community locations  
across the state

**49%** of our aged care  
residents were financially  
disadvantaged and  
received support





Home Maintenance and Modifications  
provided more than 9000 hours of service  
to 1800 clients

⋮

Community aged care provided more  
than 180,750 hours service in the  
community



Community Transport Service completed  
**26,408** trips totalling **414,876** kilometre



# Care and wellbeing

We support people to live with independence, dignity and choice through programs designed to address their social, emotional, psychological and physical needs.



## Palliative care

As an organisation, we have embraced the insights that quality data can provide for ensuring our services are meeting customer needs and are sustainable. An internal Social Impacts Study into Hummingbird House, Queensland's only children's hospice, was undertaken this year. It revealed the positive impact of the service in supporting families of children with a life limiting illness, at the end of life and in after death care bereavement support. These families identified that if Hummingbird House did not exist, they would have needed to access public health services (if available), to be able to return to a level of function. The findings included:

- 95% of families deemed Hummingbird House to be "extremely important" or "vital" to their wellbeing
- 75% of families said that after death care services at Hummingbird House were the most valuable services for them.

The importance of Hummingbird House to families was demonstrated at its annual Remembering Ceremony which saw 100 people attend. The high quality of care provided at Hummingbird House was recognised with full accreditation to the Australian Council for Safety and Quality in Healthcare's eight National Standards at the external audit in February 2024.

WMQ's adult hospice, Hopewell Hospice, plays an important role in providing palliative care in the Gold Coast region, reflected in its ongoing satisfaction survey which continues to receive a 100% positive feedback

rate. In early 2024, Hopewell established a Grief and Loss Support Group which received overwhelmingly positive feedback, encouraging the service to look at repeating this in 2025 and explore funding opportunities to extend this program to the wider community.

## Mental health

The statistics surrounding mental health in the community are deeply troubling and WMQ's mental health programs pride themselves on being flexible and innovative in how they address this evolving issue.

In March 2024, the *Listen, Just Listen* social media campaign was launched in response to a concerning increase in children under 12 years old disclosing thoughts of suicide. The campaign emphasised the simple yet powerful act of listening to support children experiencing high levels of distress. It exceeded all performance KPIs and resulted in additional outputs including *Q Weekend* story, the Emerging Minds Podcast and an upcoming international conference workshop presentation spotlighting the campaign. *Listen, Just Listen* also achieved:

- 587,745 impressions on Facebook during the campaign period
- 2553 users engaged with the webpage
- *Q Weekend* long form feature article was syndicated nationally to an additional 11 publications and achieved a reach of 200,000 people.



Hummingbird House provided  
**1026** nights for families to stay,  
at a cost of approximately  
**\$5.8 million**

.....

**71** new families came to stay  
at Hummingbird House in the  
last 12 months

.....

Hummingbird House provided  
respite, end of life, and after  
death care to **480** children and  
families around Queensland

.....

**117** art therapy sessions were  
conducted at Hummingbird  
House

.....

**424** music therapy sessions  
also held at Hummingbird  
House

.....



**22** days average length of stay  
at Hopewell Hospice

.....

**2286** occupied day beds at  
Hopewell Hospice, an almost  
7% increase on last year



While WMQ has been supporting people experiencing mental health challenges for some time, the need for more resources in this area is growing and our team is actively looking for ways it can contribute to this emerging area. We have a strong reputation for partnering with mental health providers to deliver programs that address community needs with a number of these partnerships delivering important outcomes for people in mental health distress or crisis.

- The Way Back Support Services in Brisbane South and on the Gold Coast were once again two of the busiest nationally, providing support to people for up to 12 weeks following a suicide attempt. Both Gold Coast and Brisbane South Wayback Support Services were part of a statewide trial of Out of Hospital referral pathway.
- Crossing Paths, a support program for carers of people in suicidal crisis, which was initially co-designed and piloted by WMQ, is now undergoing statewide expansion due to the success and positive evaluation of the model. WMQ has been supporting Queensland Health with the roll out.
- headspace Capalaba had the 5th-highest occasions of service of all headspace centres in the country, despite being only a medium sized/funded centre in a small city.
- headspace Maryborough (a satellite centre only open 3 days per week) delivered more occasions of service to more young people than 85% of the full-time centres in their peer group (small-medium regional centres).

To ensure their practice is current and well-informed about the latest developments, mental health staff participated in multiple research projects including focus areas of climate change, employee retention and decolonisation of mental health practice.

## Allied health

Allied health is an important complement to WMQ's services, helping customers live healthier, more fulfilling lives. Our allied health group programs have seen significant growth in participation and scope within the past 12 months. These programs run across WMQ's two wellbeing centres and cover a wide range of conditions, with the newest additions being women's and men's health groups, and a stroke rehabilitation group led by the occupational therapy team at Wheller Gardens Wellbeing Centre. The exercise group timetable has continued to grow with hundreds of over 65's enjoying the program weekly.

The Allied Health team constantly looks for new ways to best assist ageing and vulnerable people, with future plans including the expansion of the speech pathology group at Wheller on the Park Retirement Community, a new nail surgery services within our podiatry department and the introduction of remedial massage into WMQ's northside residential aged care communities.

## Specialist disability accommodation

The National Disability Insurance Agency's 20-year projection model estimates that 29,742 people will require specialist disability accommodation (SDA) by 2032. WMQ continues to seek out opportunities to address the demand for high quality, high physical support accommodation. Its reputation as a preferred provider in the SDA space was strengthened through the extension of its partnership with Ipswich Hospital (West Moreton Health Service). This collaboration transitions long-term NDIS eligible patients into SDA/Supported Independent Living (SIL) homes, decreasing hospital stays and enabling participants to continue to receive disability support needs while awaiting a NDIS Plan review.

**8220** people supported across all mental health services

**11,685** counselling sessions by WMQ headspace centres

**4873** school students and **200** teachers received psychoeducation sessions from Wesley Kids in Schools





.....

Close to **300** over 65's enjoying  
the new weekly exercise program  
with allied health

.....



## Jacquie's story

After suffering a stroke, Jacquie found herself having to give away her pets to move into full-time care. Through sheer determination, Jacquie learned to walk and gain her independence once more. She shares her story of her journey to living at WesleyCare Wynnum.

**13** specialist accommodation communities for people living with disability or mental health issues

**49** specialist disability apartments (SDA)

**11** specialist disability villas (SDA)







6 shared homes  
(SDA and or SIL)

13 SDA/SIL buildings  
from Tewantin to  
Coomera

# Living well

We believe everyone should be able to contribute and follow their passions and have access to safe housing and life essentials.



## Social inclusion

Our Brisbane Relief Hub and neighbourhood centres provide a safe space for people from all walks of life to feel connected and receive the support they need. With cost-of-living, and housing and food insecurity continuing to negatively impact more individuals and families, our social inclusion and support services are continuing to see an increase in customers.

Elorac Place Community Centre experienced significant growth in demand for its services as a neighbourhood centre providing low-cost groceries and clothing, playgroup, kids club, community garden, physical and mental health wellbeing and community support. There were 7819 points of contact for community members including attendance at events and activities, drop ins and calls for information, advice and referrals. This is up from 5756 occasions during the 2022/23 financial year.

The Safe Space initiative is a community-based movement to embed more options for safety and enhanced wellbeing across the region. WMQ worked alongside staff from the Brisbane North Safe Spaces (in Bardon, Caboolture, Redcliffe, and Strathpine), together with staff from various surrounding businesses, organisations, and community groups, to collaboratively nurture safer and more compassionate communities for people experiencing distress. This has involved developing connections with, and between, 80 different community places such as libraries, neighbourhood centres, gyms, employment support agencies, cafes, salons and op shops and listening to their capacity

building priorities around responding to distress from their places. The program also strengthens links between these staff and Safe Space staff for mutual support. Collaboratively, we are developing Compassionate Villages in which all these places are committed to regularly connecting, learning, and supporting each other to compassionately receive people experiencing distress.

The desire for opportunities for connection was evident at the Eagleby Youth Week, an Eagleby Neighbourhood Centre collaboration with local services to bring the local community together. There were 450 attendees at this free event and feedback was overwhelmingly positive.

Ensuring our programs are meeting community expectations and listening to the voices of people in need is integral to our service delivery. An internal Social Impacts Study into Brisbane Relief Hub found 83% of its clients believe the service is very important or vital to their wellbeing. It also found that 71% of volunteers have seen at least some positive changes in the lives of clients who accessed services from the Hub.

## Disability support

WMQ is committed to providing opportunities to people living with a disability that help them pursue their individual goals and interests. The team at Wesley Industries did an amazing job of assembling and delivering more than 399,000 packs of NAK hair product for their business, an increase of about 20,000 packs from the previous year.





## Jordan's story

Jordan, a resident at the WMQ Logan Youth Foyer, is living proof that with drive, transformation can take place. Jordan's journey is a testament to the Foyer's unique approach in helping youth to move on from setbacks.

Interest in the ORCA Project is strong, with the program opening a third site at Indooroopilly at the start of 2024 and growth increasing at each of ORCA's three sites (Albany Creek, Mansfield and Indooroopilly). ORCA provides work skills training for young adults who value additional support.

The power of the arts to forge connections, improve confidence and upskill, continued through Wesley Arts, which experienced a 12.5% increase in participation in its workshops.

### Housing

Our partnership with the Foyer Foundation provides tangible outcomes for vulnerable young people, helping them develop the skills they need to lead independent and productive lives, and build their futures. Logan Youth Foyer staff and young people were involved in successfully advocating for the expansion of the Foyer program. In February, the Queensland Government announced it would fund 8 new Youth Foyers across the state. During the advocacy campaign, young people shared their lived experience of how Logan Youth Foyer had positively impacted their lives and alumni and staff attended the opening of the Townsville Youth Foyer by Honorable Meaghan Scanlon, Minister for Housing.

Housing scarcity and the high cost of housing accommodation continue to be a significant issue in Queensland. Our ongoing partnership with the Queensland Council of Social Services on its Town of Nowhere campaign calls for a national housing strategy and 5000 new social homes to help secure affordable, permanent housing for more people.









**Brisbane Relief Hub provided**

**21,396** community meals



**4526** food hampers

**607** medical prescription vouchers

**10,705** snackpacks

**8259** drinks



**\$48,452**  
in client rent arrears and utility bills to 109 people

**513** \$40 go cards



**767** \$50 food vouchers

**280** \$50 fuel vouchers

Wesley Industries assembled more than **399,000** packs of hair product for NAK Hair, an increase of about 20,000 packs from the previous year

More than **60** NDIS participants employed in Wesley Industries

**Eagleby Emergency Relief provided**

- 130** food hampers
- 535** food vouchers worth \$21,050
- 267** fuel vouchers worth \$11,050
- 12** mobile phones
- 20** go cards
- 81** blankets for the blanket drive

**Eagleby Community Connect (ECC) provided**

- support for more than **262** individuals and families
- 32** medical prescriptions
- 124** fuel vouchers worth \$5500

**Homeless Outreach Program provided**

- \$3851** for material goods
- 6** housing outcomes

Elorac Place had **7819** points of contact for community members, up 35% on last period

Housing and homelessness provided almost **60,018** hours of assistance to more than 4063 people and helped provide **30,955** bed nights

More than **115** workplace partnerships with ORCA, up from 80 last year

**108** young people gained work skills through ORCA







**2000** Wesley Arts workshop sessions delivered across 7 locations, plus twelve major exhibitions and performance events.

More than **9000** occasions of service through Wesley Arts group workshops and one-on-one sessions, up 12.5%.







# Our people

People are at the heart of everything we do.

At the core of our organisation are people. The people we help and the people who help. We work to provide a culture where everyone feels welcomed and supported, and differences are celebrated.

Recognising our employees is key to this culture, as is our WMQ Charter, an organisation-wide framework that guides the work of WMQ. In October 2023 we hosted our fifth Charter Day, an event that celebrates the values, work ethic and goals of WMQ and its people. It's an opportunity for staff to celebrate their achievements, share their stories and network with each other. As our largest staff appreciation event, Charter Day aims to foster a sense of connection and collaboration between staff. In addition to Charter Day, we expanded Employee Appreciation Week in March 2024 to a month-long celebration with activities happening across WMQ to thank employees for their incredible work and amazing contributions.

Nurturing employees to develop both professionally and personally is a priority, and we optimised several programs to better support emerging and current managers. Looking ahead to future workforce needs ensures we are properly resourced to support customers and are helping develop the next generation of healthcare workers. We placed a total of 572 students across a diverse range of studies including Bachelor of Social Work; Diploma of Child, Counselling; Bachelor of Medicine; Certificate IV Allied Health Assist and Cert III Individual Support across 12 months. We were also proud to host the graduation ceremony for the first School Based Traineeship cohort (23/24), a program developed by WMQ to address the shortage of workers in the aged care sector.

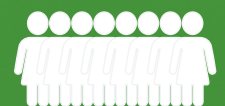
To promote mental health awareness and encourage collaboration in a fun and social environment, WMQ's mental health team initiated and ran the hugely successful (internal) inaugural Mental Health Week Dance Off. Participation exceeded expectations and extended to customers and residents, achieving connection across the organisation.

Our investment in technology and systems is supporting the introduction of a new integrated Human Resource Information System, Workday. The oneCONNECT project commenced in November 2023 with a go-live date of February 2025. Workday will streamline processes and bring major benefits for our organisation with many significant project milestones having been achieved.



**2841** staff from  
**86** countries

**230** employees have  
15 – 37 years' service



**77%** of WMQ's  
workforce are  
women





Second largest cohort of employees were born in Nepal

Hosted **69** trainees and 572 student placements

**29** participants in Emerging Leaders Program

Average volunteer hours donated per week: **4595**

Number of total hours donated: **290,966**



**93** volunteers have more than 5 years' service





## Volunteers

Volunteers play an essential role in supporting WMQ staff to deliver crucial services. Pleasingly, WMQ's Volunteering Network has grown by 16% over the past year, with individuals actively engaged in rostered volunteering or willing to assist when time allows in events or ad hoc activities. This year, 1392 people from our Volunteering Network generously contributed 290,966 rostered hours across 58 of our services, assisting WMQ to make a difference in the lives of the people we support.

We have many long-serving volunteers, including seven individuals who have been volunteering with us for more than twenty years each. Combined, they have provided more than 180 years of service.

A warm thank you to:

- Kathryn Hare - Elorac Place
- Stanley Vincent - Hyland House Respite Petrie
- Pamela Buckley - Emmaus Village
- Lindon Hubbard - Wheller Gardens Library
- Esme Mew - Cooper House
- Florence White - Community Transport
- Debra Alam - Dovetree





In response to feedback from our employees and in alignment with our strategic and transformational goals, we have implemented an initiative to capture and support suggestions and ideas from our people and customers. This is intended to help us continuously improve and evolve the way we work.

The “Bright Ideas” platform was implemented in July 2023, and since then, we have captured well over 100 ideas. All ideas are reviewed fortnightly by a multi-disciplinary team from across the business. The review body ensures that all submitted ideas are followed up with a resolution and communicated to the person submitting the idea. Some ideas become projects of work, while others are referred internally for improvements to be made.

We continue to receive a steady stream of ideas on a weekly basis. This initiative is now a well utilised avenue for our workforce to express their voice and contribute directly to improving the way we work and foster innovation.



# Stewardship

Responsible custodianship of our land and relationships is integral to helping us achieve our goals

## Reconciliation

*We are committed to creating meaningful connections with Aboriginal and Torres Strait Islander peoples.*

WMQ started 2024 with the online launch of our Innovate RAP v2.0. More than 200 attendees joined in to witness this significant step in advancing WMQ's reconciliation goals. Progress was made towards our workforce goal of 112 or 3.4% First Nations employees by the end of 2025 with WMQ now employing 38 First Nations people, representing 1.11% of our workforce.

Our partnership with Strong Women Talking (SWT) flourished, with SWT's CEO Report (October 2023 – June 2024), stating that the Memorandum of Understanding between WMQ and SWT has supported significant community impact, doubling SWT's team size and assisting more than 70 First Nations women through healing journeys and case management. Collaborative initiatives such as Healing Journey programs and mental health first aid training have strengthened community support systems and advocacy efforts.

Other reconciliation highlights include:

- Nine face-to-face cultural appreciation and safety yarning circles have been completed, reaching approximately 60 employees and volunteers across various departments.
- \$795,539 spent on Aboriginal and Torres Strait Islander organisations that are Supply Nation Certified.
- 93.36% of the existing workforce has completed the First Nations Mandatory Online Training and 100% of all new starters to date.
- The WMQ Reconciliation Week Truth Telling Online Webinar engaged WMQ staff and external organisations in meaningful discussions around reconciliation and truth-telling.
- Wesley Dining Services again offered a NAIDOC Day menu at our residential aged care homes, highlighting bush tucker and featuring premium native Indigenous ingredients. By introducing these traditional ingredients, we aim to spark curiosity and appreciation for the culinary heritage of Aboriginal and Torres Strait Islander peoples while paying homage to the rich traditions of Aboriginal and Torres Strait Islander culture.

## Diversity, equity, inclusion and belonging

*We welcome, value and celebrate people from all walks of life.*

Our focus this year has expanded to include equity and belonging, recognising the importance of creating an environment where all individuals feel valued and integrated into our community.

Work commenced on our Diversity, Equity, Inclusion and Belonging Action Plan with the launch scheduled for September 2024. We attended WMQ's first pride event at Musgrave Park, Brisbane in September 2023 followed by the Moreton Bay Pride Festival in June 2024. Here we engaged with members of the LGBTIQA+ community and sought feedback on how we can better support employees who identify as LGBTIQA+.

## Pastoral and spiritual care (P&SC)

*We support people to grow in joy, meaning, love, faith and hope.*

In early 2024, Colleen Geyer assumed the role of Director of Mission, bringing a renewed focus and energy to the work of the P&SC team. Under Colleen's leadership, the first six months of the year were dedicated to optimising team operations and aligning efforts to further enhance the high-quality care already provided by this skilled team.

Two significant strategic projects related to P&SC were initiated in 2024:

- A comprehensive review of the spiritual assessments currently conducted in residential aged care is in progress. This involves research into best practices and the development of a tool tailored to WMQ's values and organisational charter.
- A revision of the existing Pastoral and Spiritual Care Framework is underway, aiming to create a more holistic structure that reflects modern understandings of spiritual care. A key component of this project is ensuring that the framework is inclusive of Aboriginal and Torres Strait Islander spiritualities, as well as accommodating the diverse spiritual needs of all individuals served by WMQ.



## Environmental, Social and Governance

*We are committed to both the long-term viability of our organisation, as well as corporate sustainability and environmental and social stewardship.*

WMQ has begun a transformational journey towards Environmental, Social and Governance (ESG) excellence. Recognising the critical intersection of its mission and the broader principles of sustainability, WMQ is in the process of redefining and enhancing its impact on multiple fronts.

Acknowledging our responsibility in addressing both global and local challenges such as climate change, social inequality, and ethical governance, we are committed to fulfilling our social and environmental stewardship responsibilities. Through the embedding of ESG principles and targeted ESG initiatives across our operations, we aim to foster innovation, increase opportunities, enhance brand reputation, and elevate the wellbeing of our people, customers, and community.

Key (internal) ESG initiatives progressed to date include:

- Design and integration of an Organisational ESG Roadmap (outlining key points/progress markers within our journey)
- Design and integration of an Environmental, Social and Governance Policy and Policy Statement
- Commencement of an ESG Working Group
- Completion of an ESG Materiality Assessment (used to determine the ESG topics our key Stakeholders consider most important to them)
- Commencement of an Organisational ESG Current State Analysis (used to establish a baseline understanding of our ESG impact and associated opportunities).



# Director of Mission Reflection

Every year Wesley Mission Queensland walks alongside thousands of people as they live their lives, face challenges, experience joy. This is a privilege and Wesley Mission Queensland staff provide care and service with compassion and respect.

Providing services to people and communities is often a complex undertaking. Many pieces of the puzzle come together to ensure that high-quality care is an experience for all of our customers. We do this for a reason, and the reason is central to everything – it is our purpose, and our mission. It gives meaning to what we do.

Wesley Mission Queensland is a community service of the Queensland Synod of the Uniting Church. This grounds our mission in the hope and love of God, and in our origins in the care offered to the community by the Congregation of Albert Street Uniting Church. Since the Uniting Church began in 1977, it has been committed to be part of the communities in which it served, acknowledging the importance and uniqueness of every person. This gives meaning to what we do.

Every person has a story. The stories of those we serve – the stories we hear every day – inspire us, motivate us, encourage us. Journeying with a family who finds comfort and solace at Hummingbird House, sharing an older person's life story and what has been important to them in a residential aged care facility, celebrating with a graduate from the ORCA Project, or providing a meal and hope to a person in crisis gives us purpose. Our story as Wesley Mission Queensland intersects with these stories, and this gives meaning to what we do.

We are so grateful for everyone who shares their lives with us through our services, and for our staff who walk alongside these people, and who support the services we provide.

God's richest blessings.

**Colleen Geyer**

*Director of Mission*

*Wesley Mission Queensland*









# Fundraising

Working in partnership with our community and supporters means we can have a bigger impact for people in need.



Our fundraising team strengthened its relationship with supporters this year, achieving fantastic results and outcomes for individuals and families needing our help.

The enthusiasm of Coles employees was inspirational during the tenth year of the Coles Hummingbird House appeal, with so many of them giving their own time to host bake sales, trivia nights and even shave their heads to raise money. Coles stores in Queensland raised \$890,566.37 from the local community, including \$70,000 contributed by Coca-Cola through additional in-store activities. The money raised from this appeal significantly contributes to addressing the funding gap Hummingbird House faces each year.

Following the success of last year's inaugural Sponsor a Nurse appeal for Hummingbird House, it was run for the second time, raising \$572,840 which will go towards funding nursing hours at Queensland's only children's hospice. Two other end-of-financial year appeals were run concurrently with Sponsor a Nurse for the first time, raising \$69,080 for Hopewell Hospice on the Gold Coast and \$76,230 for WMQ's Brisbane Relief Hub. This was a wonderful result with both Hopewell and the Hub receiving multiple donations of \$10,000 or more.

Brisbane Convoy for Kids once again supported Hummingbird House, raising \$340,000 for the service, almost 3 times the amount raised last year. The Convoy for Kids team is incredibly supportive of the House and is always looking for ways to maximise their contribution. A convoy of trucks and transport support vehicles travelled from Larapinta to the Redcliffe Showgrounds, culminating in a fantastic family-friendly event.

Long-term supporters, Council of Queensland Insurance Brokers (CQIB), raised almost \$13,000 for WMQ Mental

Health services and more than \$26,000 for Hummingbird House from various events including golf days and long lunches.

Our annual Red Bag Appeal raised \$115,659 for people in need at Christmas that would otherwise have to go without. This was almost four times the amount raised the previous year and included donations from Christmas gift wrapping at Westfield Chermiside. Requests for Red Bags were unprecedented, and supplies had run thin weeks before Christmas as our dedicated volunteers worked endlessly to give out what grocery items they had left. An urgent call out to the community saw more funds raised, and more individuals and families gifted the joy of Christmas.

This year, the community once again rallied behind the work of WMQ and its services, holding 20 community fundraisers or events raising just over \$549,000. The impact that fundraising has on making a real difference in the community cannot be overstated and we are heartened by the increased support we have had this year.

In its 10th year, the Coles Hummingbird House appeal raised **\$890,566.37** for Queensland's only children's hospice



# Thank you

Our corporate, private and government supporters are integral to helping us achieve our purpose at Wesley Mission Queensland. Thank you to all our amazing supporters as well as our incredible team of volunteers for your generosity.

Auto & General Holdings Pty Ltd	Everald Compton Charitable Trust	Metropole Properties
Ben Pullen	Frank Gulyas	Noosa Golf Club
Bernard Tobin	Gaudry Gift - C/- APS	Pam Willsher
Bidfood	Gene Stewart	Peggy and Brian Flannery
BJP Laboratories	Gold Coast Mayoress Charity Foundation	PWS Honour Trust
Brisbane Convoy for Kids	Grafer Foundation	Radfly Inc AS TRUSTEE FOR RADFLY FOUNDATION
Brisbane IT Social	Grangers Foundation	Ralph Collins
Cathy van der Vegte	Greig-Asbury Foundation	Ray King
Centenary Foundation - Marjorie Geeves	Griffith University	Rotary Club of Aspley
Coca Cola (CCEP)	Dr Ian Airey	Scott Haslem
Coles Supermarkets Qld	Jaime Pherous	Skye Vogel
Courtney Norris	James Adam	Style Your Way
CQIB Council of Queensland Insurance Brokers	Jason Yardi	Tour de Cure Ltd
Dowling Family Foundation	JF & MJ Field Charitable Fund No. 2	Worth Foundation
Eckhard Schwarting	Joanne Fricker	
EENHAR - Suitters Foundation	Kedron-Wavell Sub-Branch RSL Women's Auxiliary	
Energex	Lago Corporation	
Estate of Clarence Michael Burke	Laidley Uniting Church	
Estate of the late George Whitwell	Maree Waterson	
Estate of Michael Torrens	Margaret Pemberton Foundation	
Estate of Shirley Alison Chapman		



Three tax appeals raised **\$718,150** for Hopewell Hospice, Brisbane Relief Hub and Hummingbird House

More than **3000** red bags filled with groceries and Christmas treats were provided to help people struggling at Christmas



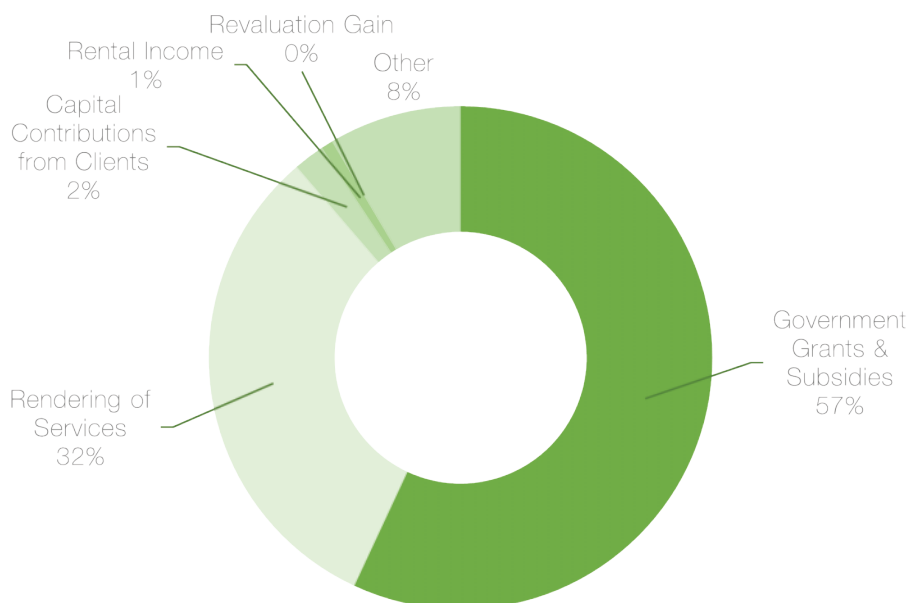
More than **900** trucks and bikes in Brisbane Convoy for Kids, supporting Hummingbird House

# Financials

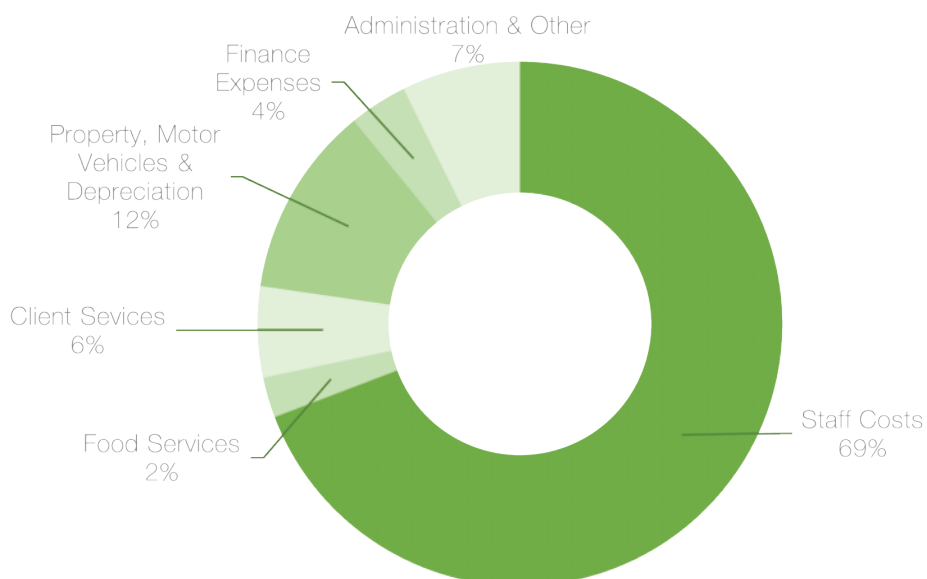
During the 2023/24 financial year WMQ continued its transformational journey, allowing the organisation to continue to deliver positive outcomes for the people it serves. Significant investments have been made in becoming a data driven organisation, which has benefited our service delivery. The organisation will continue to mature throughout FY25 with continued investment in systems and processes.

A full set of WMQ's audited financial statements can be found at [www.acnc.gov.au](http://www.acnc.gov.au).

## Revenue

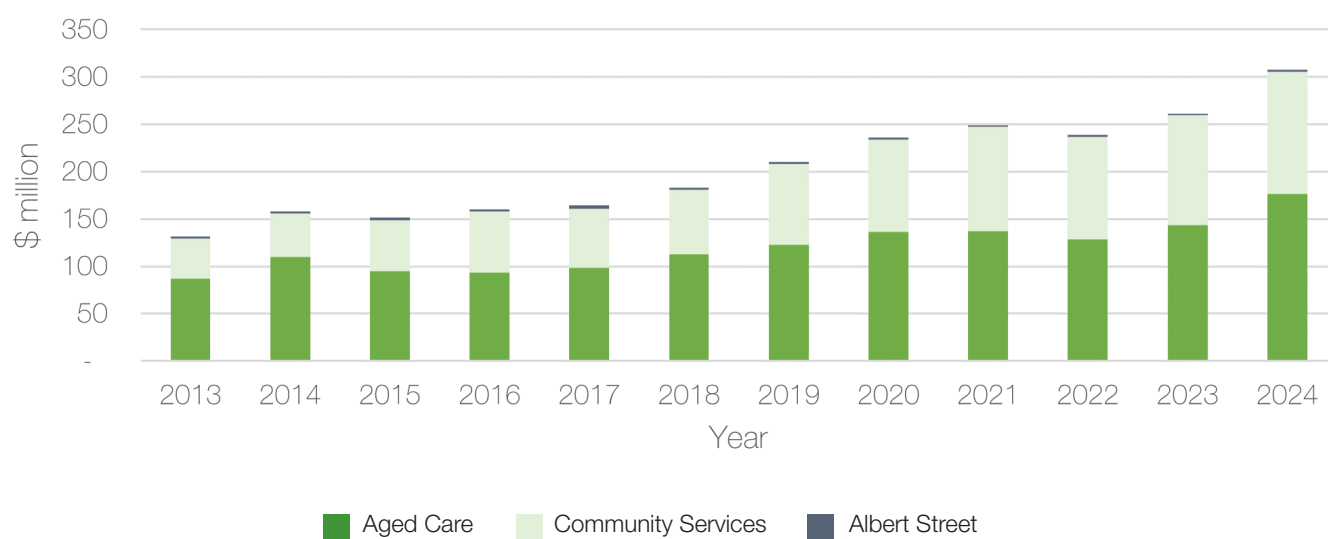


## Expenses





## Revenue for year ending 30 June 2013 to June 2024



## About Wesley Mission Queensland

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

*Your Story is Our Story.*

Disclaimer: The contents of this publication are correct at the time of publication (December 2024). Information in this publication, and the facilities described, may be altered by Wesley Mission Queensland Limited without notice if there is a change in circumstances.  
ABN 71 675 794 911

