



# Building stronger communities



**70**  
locations across  
the state supporting  
more than  
**100,000**  
people

**80**  
community service  
programs to  
support children,  
youth and families  
in need

**3,000**  
employees

**13**  
residential aged care  
homes, supporting  
**1,000**  
residents

**3**  
retirement living  
communities

**2**  
headspace  
youth mental  
health centres

**7**  
specialist supported  
accommodation  
communities for people  
living with disability or  
mental health issues

**3,100**  
volunteers  
who donated  
**315,536**  
hours in time

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

**4**  
child care centres,  
and In Home Child  
Care and Family  
Day Care services



# Who we are

**Since 1907, we have been helping people across Queensland to build stronger and more inclusive communities.**

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 3,500 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 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.

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# 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
- Supported youth housing
- Food, housing and emergency support
- Palliative and end-of-life care for children and adults
- National Auslan Interpreter Booking Service for the Deaf community

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## **A message from our Chief Executive Officer**



In December 2018 we released our new Wesley Mission Queensland Strategic Plan 2019-2022 to guide our work and set us on a path of planned and responsive growth as we continue to increase our social impact in the communities we serve and the people we care for.

This year we have made significant progress towards these strategic priorities, continuing to seek ways to be innovative and proactive in recognising and responding to people in need in our community.

We have opened a purpose-built, cottage style home for people living with dementia at Anam Cara; expanded our retirement living offerings by opening Rosemount Retirement Community at Sinnamon Park and significantly grown our mental health services in capacity and geographical reach.

There is significant unmet need for age-appropriate accommodation options for younger adults living with complex disability. We have been providing specialist disability accommodation for more than 10 years and are committed to a further expansion of this work over the next five years. This year we opened Wesley Care Jindalee, which is supporting 25 residents and have 'turned the sod' on two new developments at Wynnum and Maroochydore, which will provide a further 14 apartments.

We have expanded our palliative care services by welcoming Hopewell Hospice and Paradise Kids to the WMQ family. Combined with our existing Hummingbird House children's hospice in Chermside, these two services mean children and families can receive a range of specialist care and support as they experience physical, medical, emotional and spiritual challenges.

These are a few highlights from a year that has been characterised by significant external, political and social factors including, major regulatory changes with the introduction of new Aged Care Standards, the Royal Commission into Aged Care Quality and Safety, inadequate government funding of residential aged care and the announcement of a Royal Commission into Violence, Abuse, Neglect and Exploitation of People living with a Disability.

Regardless of this challenging environment, we are continuing to focus on what matters the most: the people we serve and building stronger, inclusive communities.

On behalf of the Executive Team, I would like to sincerely thank all our employees and volunteers for their dedicated work. I would also like to thank the WMQ Board and Council for their leadership and commitment to the governance of the organisation and all it stands for.

**Geoff Batkin AM**  
*Chief Executive Officer*

## **A message from our Superintendent Minister**



Jesus' command to love our neighbour is a central tenant of the Christian faith (Mark 12:31), and directly informs our new strategic plan which declares that caring for one another is 'at the heart of everything we do' as an organisation. And so, over the last 12 months Albert Street Uniting Church has shared God's love with those who need it most – by breaking bread with the hungry on a Wednesday evening at Community Meal, by providing opportunities for emerging artists living with disadvantage through Art from the Margins, by engaging in conversation with CALD communities at English Corner, and by partnering with NewLife Brisbane in church planting in the CBD. And of course, each one of these opportunities to 'love our neighbour' is also an opportunity to be loved in return. It is a wonderful reminder that WMQ is called to work towards 'reconciliation, transformation, justice and hope for all people'.

Congratulations to our CEO, Mr Geoff Batkin, who was appointed as a Member of the Order of Australia for his contribution to community service work through social and aged care welfare organisations over the past 40 years.

**Peter Hobson**  
*Superintendent Minister*

# What we achieved together in 2019

**5,000**

free food hampers distributed by the Emergency Relief Hub in Fortitude Valley and more than

**26,000**

lunch packs distributed to people in urgent need of emergency food and supplies.

**\$50,000**

raised for our suicide prevention programs through our Trek to Connect corporate fundraising event.

**246,320**

community care visits by our in-home carers.

**1,000**

residents received love, care and support in our aged care homes.

**3,698**

We have helped 3,698 customers to lead healthy and connected lives through our health and wellbeing services.

**3,218**

bags full of Christmas food and presents were donated to Queensland families as part of our Red Bag Christmas Appeal.

**1,100**

people living on the Gold Coast and

**696**

people in the Ipswich region who were at-risk of homelessness were supported to find sustainable, safe and affordable housing through the STARH program.

**59.34%**

increase in the time donated by volunteers to Wesley Mission Queensland.

**560**

members of the public have undertaken our Gatekeeper suicide prevention training and are equipped to recognise early warning signs and engage appropriately with people at-risk of suicide to open the door to further support.

# Strategic priorities performance 2019



## Strategic priority 1

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### Customer first

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Our customers are at the heart  
of everything we do

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## Key highlights this year include:

- Opened two purpose-built, cottage style homes for people living with dementia. **Clear Mountain Cottages** are part of our Anam Cara aged care community in Bray Park and offer 16 residents the opportunity to live in an intimate homelike environment, while receiving 24-hour care and support. The holistic, person-centred model of care empowers residents to make their own choices and undertake all of life's activities, such as cooking, cleaning and organising social events. This development reflects the latest thinking on the best ways to support and care for people who are living with dementia, and highlights our dedication to creating responsive and flexible communities for people in need.
- Provided greater choice of retirement living options for residents living in Brisbane's south-west by opening **Rosemount Retirement Community** (Stage 1) in Sinnamon Park. This architecturally designed development offers people over 65 independence, security and relaxation in a resort-style environment. Rosemount is co-located with our Sinnamon Village community, which comprises residential aged care homes, supported accommodation, a hydrotherapy pool and a state-of-the-art health and wellbeing centre. It is part of our long-term strategic plan to build integrated and intergenerational communities where older Australians can live and age with dignity and choice.
- Expanded our palliative care services by merging with the iconic **Hopewell Hospice and Paradise Kids** on the Gold Coast. These services have a long history of providing quality end-of-life care and grief and loss services for terminally ill people and their families. In recognition of the high regard for the services at Hopewell, the funding from the State Government was tripled in March with a commitment of \$6.5M for four years 2019 – 2022.
- **Hummingbird House, Queensland's only children's hospice** located at our Chermside site celebrated its third birthday this year. Hearing so many stories from families about the positive impact that Hummingbird House has had on them is heart-warming. We welcomed the recent announcement from the Minister for Health and Minister for Ambulance Services, the Hon. Dr Steven Miles of \$8.25M funding for Hummingbird House over the next five years (double the existing State Government annual funding). These significant investments emphasise the importance the State Government, Wesley Mission Queensland and the community place on providing excellent medical, nursing and psychological care for Queenslanders living with life-limiting conditions.
- Received \$8.35 million over the next five years from the Queensland State Government to support Gold Coast residents living with **severe and complex mental illness**. The programs commenced in September 2019 and will support more than 280 people each year who are referred by the Gold Coast Hospital and Health Service.
- The **Logan Youth Foyer** celebrated its 10th birthday in 2019 and has supported more than 200 young people with secure housing in that time. For the past decade we have successfully operated the service in Woodridge in collaboration with the State Government and Horizon Housing Company. This year we embarked on a significant expansion of the service, from 22 to 40 units and the addition of enhanced communal spaces, including a 24/7 hub for communal cooking, IT services, social connection and activity space. The Foyer model offers affordable and secure accommodation to young, single people aged 16 to 25 years who would otherwise be at-risk of homelessness. The residents are earning and learning and accessing support to increase independence and resilience. The WMQ Youth Foyer service was recognised as achieving the highest social outcomes in its recent accreditation and has secured funding for the next five years, with the budget doubled to support its increased community reach.
- Welcomed the founder of the internationally-recognised **Eden Alternative™ philosophy of care**, Dr Bill Thomas and the CEO, Jill Vitale-Aussem, to Anam Cara aged care community and Clear Mountain Cottages. The Eden philosophy of care is dedicated to promoting quality of life for elders and promotes loving companionship, empowerment and spontaneity and encourages environments that include animals, children and the natural environment. We have been following the Eden philosophy in our residential aged care communities since 2001 and it continues to be the framework we follow to ensure our communities are person-centred, homelike environments where residents can continue to live their best life. Dr Thomas has travelled the world visiting examples of 'Eden in practice' and he said that Anam Cara and the Clear Mountain Cottages are examples of the best he has ever seen of the impact of Eden for elders in care.
- Expanded our Mental Health Services by becoming the new operator of **headspace Capalaba** and a **satellite centre in Maryborough**. This tailored and holistic model of care will focus on early intervention and support for young people aged 12 to 25 living with mental health, general health, drug and alcohol, work and study issues.
- Invested in the expansion of our specialist disability accommodation options for people living with complex care and support needs with the opening of **Wesley Care Jindalee** at Sinnamon Park. We are a recognised leader in Queensland in the provision of these services and we have an extensive development plan to continue to provide support to this client group over the next five years. Building has commenced on Wesley Care Maroochydore (Stage 1) and Asher House Wynnum, when complete these two new developments will provide 24-hour supported living for 14 adults living with high-care needs.
- Established a **Home Support NDIS** service to support people aged 18 to 65 who are living with disability and not living in supported accommodation. The service will provide 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.



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# Strategic priority 2

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## Building stronger communities

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We influence and advocate for  
positive social change

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### Key highlights this year include:

- The **ORCA Project**, a post-school training program for young people with disability, has supported 32 people to gain valuable work skills and work experience to grow in confidence and capacity towards working in a job of their choice. A second program is set to commence at the Albany Creek Uniting Church in October 2019 and a new program will commence in January 2020 at the Broadwater Road Uniting Church at Mansfield. The ORCA Project creates a safe, supportive and fun community where participants can connect with peers around similar work and meaningful life goals.
- Albert Street Uniting Church has entered into a missional partnership with **NewLife Robina Church**, to establish a contemporary worshipping congregation in the Brisbane CBD. Newlife Brisbane officially launched in March 2019, and has already begun gathering a vibrant community of committed people seeking to partner in mission with other churches in the city of Brisbane.
- Submitted our **Vision for Reconciliation** - Reconciliation Action Plan (RAP) with Reconciliation Australia for endorsement. Our RAP Committee continue to facilitate the deliverables that we have vowed to undertake in this significant commitment to reconciliation with Australia's First Peoples.
- In line with our Vision for Reconciliation we celebrated **NAIDOC Week** with more than 150 retirees, members of the local community, staff and volunteers at our Wheller on the Park retirement community. The theme Voice. Treaty. Truth was highlighted with passionate speeches and guests were treated to traditional dance performances from St Mary's of the Cross and Mabuyag Dance Groups. During the BBQ lunch there was a screening of Australians Together short stories and yarning circles.
- Partnered with local woman Sono Leone, to support **Strong Women Talking**, a community service program that delivers culturally appropriate domestic and family violence prevention workshops and programs to Aboriginal and Torres Strait Islander women. The monthly workshops located in one of the historic Marchant lodges at Wheller Gardens focus on educating, equipping and empowering women to break the multi-generational cycle of family and domestic violence.
- Delivered a Certificate III in Individual Support **training course for Deaf people** with the assistance of Charlton Brown College. The 20-week course was delivered in Auslan (Australian Sign Language) and provides participants the unique opportunity to obtain qualifications to work as a care giver or support worker in aged care or disability support. Currently many Deaf seniors in residential settings are isolated due to language being a barrier. Having Deaf staff equipped with training will enhance their quality of life.
- Implemented the **My Wesley Connect app** at three residential aged care communities. This new virtual community is designed to promote communication between staff, customers and their families by providing a private online environment where stories, photos and information can be shared.
- Created a **Stellar Arts** program, offering a diverse and vibrant collection of creative workshops designed specifically to support people living with disability. The program offers wide reaching benefits of social and creative engagement through singing, African drumming, visual art, drama and dance. More than 50 people are engaged in the program across five WMQ locations.
- **The NDIS (National Disability Insurance Scheme)** is the largest reform within the disability sector in a generation. There are around 4.3 million Australians who have a disability. When it is fully rolled out, the NDIS will provide about 460,000 Australians aged under 65, who have permanent and significant disability, with funding for supports and services. For many people, it will be the first time they receive the disability support they need. We are developing and growing NDIS services in line with the needs of our customers, particularly in the areas of specialist disability accommodation, employment, in-home care, respite, allied health and creative arts. It is an exciting journey for our disability customers and we expect the NDIS will be one of the largest growth areas for WMQ over the next five years.





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# Strategic priority 3

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## People make the difference

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

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**Key highlights this year include:**

- Held our **MyVOICE Employee Pulse Survey**, in which the highest score was in relation to employees feeling connected to our Purpose and proud to work for Wesley Mission Queensland.
- Celebrated our **Wesley Charter** at the 2018 Charter Day at Suncorp Stadium with more than 250 employees in attendance. The Wesley Charter is our service framework, designed to empower staff as they strive to support residents and customers to build autonomy, security, connectedness, meaning, joy, identity and personal growth in their lives.
- Implemented a new **Performance Development Framework** designed to establish a shared workforce understanding of what is to be achieved at an individual and organisation level. The framework aligns the organisational objectives with employees' agreed measures, skills, competency requirements and development plans. This enables employees to gain a greater sense of connectedness and alignment with our Purpose and Mission and how each person's work contributes to achieving our organisational strategic objectives. This initiative has been supported by the development of a Transformational Leadership Framework that focuses on building trust and having meaningful conversations that enables a high performing workforce. Activities have included face to face leadership development workshops in the past year to increase leadership capabilities.
- Developed a network of **80 Mental Health First Aid Officers** across the organisation. The staff help to raise awareness and reduce the stigma of mental health in the workplace, reduce isolation and/or connect the person to appropriate professional help. They are equipped to provide prompt support to a colleague who may be going through a mental health crisis.
- Implemented an engaging **health and wellness program** for employees to promote a healthy workplace. More than 1,200 staff have attended 130 free wellness events including, workshops promoting better sleep, financial wellness, nutrition and mental health self-care strategies. Staff have access to an on-site massage therapist, corporate gym and hydrotherapy subsidies and allied health professionals.
- Developed a new **Diversity and Inclusion Policy** that outlines our mandate to treat all people with respect, courtesy and dignity and to consider the diverse needs and perspectives of employees, clients, volunteers and contractors. The policy provides guidance for staff and volunteers on how to support people who are more likely to be affected by discrimination.





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**Strategic priority**

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**Stewardship**

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Resourceful, agile, sustainable and ethical

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### Key highlights this year include:

- As evidence of our organisational focus on **environmental sustainability** all our recent building capital developments (Dovetree, John Wesley Gardens, Rosemount retirement village and Asher House) have been recognised and accredited by the Urban Development Institute of Australia as achieving a high standard of sustainability.
- We joined with seven UnitingCare Network community service partners in the development of a **Procurement Hub** to improve efficiencies and effectiveness of procurement functions through a centralised model. It will allow us to reduce spend on goods and services by leveraging economies of scale across the network.
- Embarked on our **Reliable, Enabled, Accessible, Defendable and Integrated (READI) IT program** to significantly lift the performance and flexibility of our internet network and core infrastructure across our service locations. This investment in systems and technology facilitates optimal security and seamless roaming and has enabled faster access to information systems in line with our person-centred approach to care. Residents and families can enjoy on-demand entertainment services like Netflix, Foxtel, YouTube, Skype; and take advantages of eHealth initiatives limiting the need for travel to access other health professionals. Efficiencies have been made with staff able to access and manage medical and care records at the bedside, without returning to an office. The program is expected to be complete by June 2020.
- Announced as the charity partner for Westfield Chermside Shopping Centre's Christmas gift wrapping stall. More than 100 volunteers donated their time to run the stall over the Christmas period, with more than **\$27,000 raised for our Emergency Relief Hub** in Fortitude Valley, helping families in need during the Christmas season.
- Raised **\$50,000 for our suicide prevention programs** through our Trek to Connect corporate fundraising event held in May. More than 60 people participated in the unique opportunity to trek 42 kilometres from Lake Manchester to Enoggera in Brisbane's west, raising funds for our suicide prevention programs like Marcus Mission - a whole of community approach to suicide prevention with a program designed specifically to engage young men.



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# Thank you to our supporters

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

Andrews Light Up

Arts Queensland

Ashburner Francis Consulting Engineers

Brisbane City Council

Brisbane North Primary Health Network

Brisbane South Primary Health Network

Cedar Woods Properties

Centacare – Murri Ministry

Central Queensland, Wide Bay, Sunshine Coast  
Primary Health Network

City of Gold Coast

Darling Downs and West Moreton  
Primary Health Network

DATA # 3

Davie Family Fund

Department of Education and Training

Department of Health

Department of Infrastructure and  
Regional Development

Department of Prime Minister and Cabinet

Department of Social Services

Department of Veteran Affairs

Drakes Supermarkets

Fundraising efforts of the Go Between

Fundraising efforts of the Wheller  
Gardens Auxiliary

FKG Group

Fulton Trotter Architects

Gold Coast Mayoress Charity Foundation

Gold Coast Suns

Gold Coast Primary Health Network

GPT Group

Greig-Asbury Foundation

headspace National Mental Health Foundation

High Street Underwriting

Hummingbird House Foundation

Lady Bowen Trust

Logan City Council

Lord Mayors Charitable Trust

Mantle Housing Ltd

Moreton Bay Regional Council

Multicultural Affairs Queensland

National Disability Insurance Agency

National Storage

Queensland Department of Child Safety,  
Youth and Women

Queensland Department of Communities,  
Disability Services and Seniors

Queensland Department of Housing and Public Works

Queensland Gambling Community Benefit Fund  
(Department of Justice )

Queensland Health

Queensland Mental Health Commission

RADFLY Inc

RTL Trades

Scanlon Foundation

Suncorp Stadium

The Morgan family

Whitehouse Foundation

Woolworths Junior Landcare

13cabs

## Jack's story



Brisbane couple David and Lil were informed that they were expecting twin boys. Soon after, they found out that one of the twins had a condition called Anencephaly - a neural tube defect that is not compatible with life. During the pregnancy, plans were put in place for Hummingbird House to support the family by providing end-of-life care for their precious 'Twin B'.

David and Lil, together with Jack's sisters, Sophie and Annabelle and his twin brother Oliver, moved into Hummingbird House shortly after Jack passed away. During his funeral speech, Jack's father David stated the following regarding their experience at Hummingbird House, "I have never felt so much love from a group of strangers in all my life...you gave us the greatest gift you could give to any parent... time. Time to grieve the loss of our beautiful boy, time to be with his body, time to create more memories".

Hummingbird House is Queensland's only children's hospice. They provide short break stays, family support services, creative therapies, and care at the end of life, for children with life-limiting conditions and their families. Since officially opening in October 2016, Hummingbird House has welcomed 220 children and families into their warm embrace.

## Glenva and Rosie's story



Glenva and Rosie moved into Clear Mountain Cottages in Brisbane's north earlier this year and have really settled into their new life.

"The two of us have a lot of fun. We laugh a lot together," says Rosie. "We are next door neighbours and we became friends quite quickly. It's nice to have someone to keep you company.

"It's beautiful here, our rooms are big, the dining room is nice and light, and we've got a large outdoor area to enjoy too.

"It's great that we have the choice to do what we like, when we like. I can make myself a cuppa, it really does feel like home."

Wesley Mission Queensland's Director of Residential Aged Care, Annie Gibney, said the cottages offer residents living with dementia a holistic, person-centred model of care that empowers them to make their own choices and to be fully involved in all areas of their life, while still receiving 24-hour care.

"We know that people living with dementia thrive in smaller, intimate and peaceful environments without too much noise and heightened activity and the design of the cottages promotes this atmosphere," she said.

"The feedback we are receiving from families and residents is incredibly positive. We have seen improvements in residents' wellbeing and social engagement living in a safe, supported and friendly community where they have choice and control and we have seen spouses and relatives, who were once 24-hour carers, return to spending quality time with their loved ones."



WESLEY MISSION QUEENSLAND  
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