



**Parramatta
Mission**
ANNUAL REVIEW 2015/16



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In discussing themes for the Annual Review this year we reflected on the vision of Parramatta Mission and the transformation of lives throughout 2015/16.

The transformation of individuals in our community is currently reflected very visually in the transformation of Parramatta as city, with work going on all around us. The transformation of people, like the city, requires many successful relationships - individuals, groups and organisations all working together towards a common goal.

This year has been about growing and building on the services we operate and we reflect on the many relationships, old and new that have helped us achieve our goals. As we continue to transform lives in our community we appreciate these relationships and the great things that can be done when we work together.

It's all about relationships.

Jenny Fuda
Fundraising and Marketing Coordinator



Chairperson's Report

2016: The Year in Review

Parramatta Mission's existence is all about relationships. Our primary relationship is with the Uniting Church in Australia. Indeed, Parramatta Mission does not have an independent corporate existence; rather, it is the product of a relationship between three congregations of the Uniting Church: the Leigh Memorial congregation at Parramatta, the Leigh Memorial Fijian congregation and the Westmead congregation. Under the Regulations of the Uniting Church, the Church Council is responsible for the Mission's governance and each of the congregations has elected members on the Council. Not just dry statements of legal powers and obligations, the Regulations recognise the need to build relationships. They require the Council to: "give priority in its life to building up the Congregation in faith and love, sustaining members in hope, and leading the Congregation to a fuller participation in Christ's mission in the world".

The Community Care Network Board has responsibility for the Mission's charitable activities and for our property and commercial interests. The Board's voluntary membership covers a range of expertise and includes both members of the Mission and community representatives. Much of the work of the Board is carried out by specialist committees, namely the Finance and Administration Committee, the People and Culture Committee, the Governance and Risk Committee and the Ethics and Social Justice Committee. A Quality Improvement Committee and Clinical Governance Committee report to the Governance and Risk Committee. In order to maintain the integrity of its oversight of the Mission, the Church Council receives reports directly from its Audit and Compliance Committee.

Parramatta Mission's vision is a community transforming lives. This speaks again of building relationships. Ours' is a community of clinicians, social workers, volunteers and others providing management, administration and support roles. It is essential that they forge relationships with each other to carry out the work of the Mission. But our vision is also the wider community transforming lives. This means building relationships with government funding agencies, partner agencies, private and corporate sponsors and, most importantly, with clients and consumers. The advent of the National Disability Insurance Scheme will change the nature of these relationships with consumers, with those in the scheme contracting directly with us, generally through Uniting Recovery (our mental health services arm).

Other important relationships include the Westmead Hospital and The Children's Hospital at Westmead. Many relatives of patients at Westmead Hospital stay at our Wesley Lodge, and Wesley Apartments accommodates the families of children receiving treatment at The Children's Hospital, who are often far from home. We also build relationships through the many other community services we provide, including services to homeless men, women escaping domestic violence, young people and children. These are described later in this annual review and I commend an examination of each.

The tragic shooting of Curtis Cheng at Parramatta on 2 October 2015, by a young man influenced by Islamic extremism, again demonstrated the importance of building interfaith relationships and understanding, in order to combat such extremism. This year we again hosted an Abrahamic Conference, where members of the Jewish, Christian and Islamic faiths met and exchanged views. Once more we were reminded how the things uniting us are so much stronger than the things dividing us.

We also look forward to building relationships with the citizens of Parramatta, with exciting plans to develop our property in Macquarie Street and to integrate the church building into the community's experience of Parramatta.

On behalf of the Church Council and the Board I wish to thank the staff and volunteers of Parramatta Mission, including Rev Keith Hamilton as Senior Minister and Group CEO, Karen Burns as CEO of Uniting Recovery and Uniting Hope, Lyall Weaver as CFO and Dianne Hart as CEO of Uniting Hospitality. I also acknowledge the pastoral service of Rev Christine Bayliss Kelly and Rev Dr Manas Ghosh and I wish to make particular mention of Ian Gray for his committed voluntary service in so many aspects of the Mission's life.

The commitment, professionalism and compassion of the managers, staff and volunteers of Parramatta Mission will enable us to continue building relationships in order to transform lives in the community.

David Norris
Chairperson
Church Council



Senior Minister / Group CEO

It's about relationships

Our relationships make us human. Social isolation dehumanises us. Social connection humanises us all. Ideas such as 'person' are understandable only in relationship to others.

At Parramatta Mission our work brings people together. It aligns with one of our values: "inclusion." It's behind our vision: A community transforming lives. Not one of our programs can function without people. Our CFO, Lyall Weaver, a man who loves numbers, says accounting is about people, about relationships.

Our internal relationships are complex. Our front line staff rely on our support services for such things as IT, finances, payroll, people and culture, buildings, contracts, risk management, the governance provided by the board and church council, the prayerful support of our congregations, internal donations, as well as important things like encouragement. Our support service staff are committed to building a community where everyone can thrive, and they need front line staff to achieve this. Our congregations have visions of what might be, and need the skills, knowledge and attitudes of our staff to realise those visions. Our congregations can pray, and offer encouragement, and put in place the governance and management systems to make it happen.

Our internal relationships enable us to do so much, but we also need external relationships and partners. In programs like Meals Plus, Lifeline and Wesley Apartments, our external partnerships are crucial. Without the financial support of corporates, and their staff who 'volunteer' to prepare and serve meals, or the Centrelink staff, Lifeline financial councilors, the lawyers, and the many others who assist in so many ways, Meals Plus would not happen. Lifeline Western Sydney needs volunteers and corporate sponsors to make it happen. The gardens, lounge and family areas at Wesley Apartments would not exist without corporate and individual partnerships.

Our homeless and mental health services have multiple partners, donors and funders, volunteers and other relationships, without which we would not function. Local, State and Federal Governments, their departments and instrumentalities, are also part of our relationship mix. If we did not have them, little if anything would be achieved.

Our 2015 Christmas hamper drive is an example of our multiple relationships. The hampers were procured using monetary donations and food from congregations, schools, businesses, groups and individuals. The hampers were packed with the help of many corporate partners and volunteers. The building we used to store and pack the hampers was provided

free of charge. Then there was wonderful look on people's faces the day we delivered the hampers and presents. When people arrived to receive a hamper, the Governor General of Australia, Sir Peter Cosgrove, was there handing them out. For people at risk of homelessness to be greeted by such an important person, was validating. To then choose a present for their child and take it to Lady Cosgrove for wrapping was also humanising. None of this could have been achieved without relationships.

In August 2015 we celebrated the 200th anniversary of Samuel Leigh coming to Australia. Samuel was the first Wesleyan Methodist minister, who, in 1818, obtained the land from Governor Macquarie that is the current site of the Leigh Memorial Church. The story goes that a letter was written by a group of lay Methodists in NSW asking the Methodist Church in England to send a minister. The letter was misread. It was read as: "and bring furniture for a horse." This Samuel Leigh duly did, arriving with a saddle and bridle, only to be informed that he was supposed to "bring furniture for a house." This misreading had an unexpected outcome. If Samuel had brought house furniture he would have settled in one place. However, bringing furniture for a horse meant he was mobile and travelled to visit people. And while we no longer use horses, Parramatta Mission has more than 100 cars used by our staff to visit people, take people to appointments, or engage with people in some way. We are still out there building relationships.

We often speak of the congregations or staff or volunteers of Parramatta Mission, which may give a sense of three discrete groups. Perhaps it's better to consider these groupings as sub-groups of the Parramatta Mission community. Sponsors, donors, corporates, and all levels of government, are in relationship with us. Each has an important part to play. None can function alone. All are part of the community of Parramatta Mission. In turn, we are part of building a larger community in which all may thrive.

Thank you for your part in the Parramatta Mission relationship. We can't do it without you. Together we can be agents of transformation.

Blessing

Keith Hamilton
Senior Minister / Group CEO









Congregations Leigh Memorial

Leigh Memorial Congregation

During the 2015 – 2016 year, the Leigh Memorial Congregation's strong leadership team continued working with our Minister, Rev. Dr. Manas Ghosh to address pastoral matters, various important aspects of the Parramatta Mission Strategic Plan and the formulation of an effective congregational presence on the new Parramatta Mission website.

Congregation groups and activities continue to reflect the interests and needs of members, helping to build relationships. These include: Couples and Friends, SPOW (Single People of Worth), Music Praise Team, Evening Congregation ('Praise, Prayer, Cake & Coffee'), Fellowship of the Least Coin fundraising, Parramatta-Nepean Presbytery Adult Fellowship and Inter-denominational representation, Parramatta Mission 'Toiletries Drives', Sunday School @ Leigh, Community Visitors Scheme, Congregation Leaders' team, Bible Study groups, Leigh Memorial Library, LEAP (Leave Everything and Pray), and the Prayer Chain and Property Committee. New groups / activities commenced this year include the 'HOPE' Youth group, a Future Directions group, the 'E-tree' online congregation magazine and a Worship Committee. We also commenced a series of educational forums on topics of congregation and community interest including inter-faith, climate change and dementia, and initiated 'Hospitality Month' in May 2016.

We continue to play a supportive role in Parramatta Mission heritage celebrations, including the Samuel Leigh 200th Anniversary and the Gloster Udy commemoration. We regularly host key community and inter-faith events, including the second Abraham Faith Conference, an 'Alternatives to Violence' (AVP) Workshop, 'Sustainable Sunday' and 'Parramasala' initiatives, a NSW Ecumenical Council of NSW worship service and a third International Day of Peace Inter-Faith prayer service. We have also continued participation as a 'Parramatta Lanes' host site, with video installations and interactive artists' talks taking place inside Leigh Memorial Church as part of a popular city-wide program.

During 2015-16, we were involved in planning processes for the re-development of the Macquarie Street site. These includes proposals surrounding the re-invigoration of Leigh Memorial as a dynamic 21st century church - celebrating a rich heritage, exploring contemporary possibilities and embracing the unique imperatives of our 'city church' reality.

Liz de Reland

Leigh Memorial Couples and Friends Club

Couple and Friends Club builds relationships within the Leigh Congregation, offering fun, and fellowship, and supporting one another in times of need. There are currently 30 members meeting on the first Monday of each month.

One of the priorities for Couple and Friends is to raise awareness of the work of Parramatta Mission and to support various programs. Money and gifts are donated, such as beautiful hand-knitted rugs. In 2016 a total of 35 rugs were donated to Thelma Brown Cottage. We also continue to support the Sunday School, presenting a bible to each child as they progress from infants to primary school class.

Other highlights include:

- Guest Speakers including David Norris, from Crown Solicitor's Office, Colin Peet, building hospital in Goma, Africa, Ian Gray, Parramatta Square development and our talented members- Don Haddon, Keith Hamilton, Robert Key and Helen Key.
- Coach trip to Albury and surrounds.
- Activities including – Quiz nights.
- Excursion to Experiment Farm Cottage.
- Day trip on light rail including lunch at Fish Markets.
- Our 64th Annual Church Service.
- Couple and Friends have made peace banners, provided supper and rugs for "Leigh goes Latin" night and supplied food for Christmas hampers and made cash donations for the work of Parramatta Mission, and Frontier Services "Living Water" Appeal.

Marcel Driver and Brian Driver

Presidents

Leigh Memorial Single People of Worth

Single People Of Worth, (SPOW), meet for lunch bi-monthly at Merrylands Bowling Club, and have met for over 13 years. This event helps single people to build relationships and share in a time of fellowship. Members of Westmead join with Leigh congregation members, Parriss kindly transporting them by bus.

Beverly Beaman

Co-ordinator



Congregations

Leigh Fijian / Westmead

Leigh Fijian Congregation

Time flies! This year was our second year without a minister in place. We are grateful for the support of the Mission's Pastoral Team, members of Leigh Congregation and dedication of leaders and members of the Fijian congregation. We continue our exchange preaching program with Rooty Hill Fijian congregation and with the four member churches of Fiji Parish in Canterbury. The Mission's pastoral team continue to lead our first Sunday of the month worship and preside at communion. It is a challenge to find a minister who speaks the 'language of the heart' of our Fiji-born members. Australian-trained Fijian-speaking ministers are few, most already serving in other ministries. This issue continues to be addressed in our report to the Fijian National Conference. It is encouraging that Fil Kamotu has been accepted as a Candidate of the Ministry of the Word at UTC. He will be the third of five Australian trained UCA Fijian-born ministers to come from Parramatta.

We place emphasis on education and encourage our members to pursue higher education, growing leaders within our community and beyond. Approximately 10 members are pursuing university qualifications, two in theological studies. We recently celebrated the graduation of one of our members, attaining his Masters in Project Management from Sydney University.

The Fijian National Conference was held in Mt. Tamborine in July. Fundraising and support from the Mission meant 40 members attended this conference. The red 'Leigh Fijian Parramatta Mission' hoodies really stood out as we actively participated in all programs. One of our Youth leaders also attended NYALC Leadership conference on the Gold Coast. She was sponsored by the Fijian National Conference.

In September, we celebrated the 25th anniversary of Leigh Fijian congregation membership into Parramatta Mission. The event was marked with the unveiling of a commemoration plaque for the service of Rev'd Veitinia Waqabaca and the journey of the pioneers and members of the Fijian congregation. This was followed by a delicious Fijian feast and hospitality. We also celebrated: elder and pioneer, Adriu Rogoimuri's 90th birthday in February. And in October there was a joyous celebration as Rev'd Clive Pearson officiated the baptism of six of the Satala children. A record in his years of ministry!

We were also challenged when four families lost their loved ones in two months. As people of communal gathering, we presented our traditional offerings and supported these families during the time of their loss.

We look forward to 2017, to future developments in Parramatta, and with our hearts on fire, we continue to sing, worship, build relationships and offer love and hospitality at Leigh Fijian. May the language of our hearts not only be Fijian language, but also Christ's language of peace, love and goodwill.

Westmead Congregation

Congregation and motel- in a hospital community- an integrated approach

Arriving in the city from the bush, when dealing with a medical crisis, is challenging. Parramatta Mission's Wesley Lodge provides motel accommodation – and connection with the Westmead congregation. During 2016 many Lodge visitors connected with the congregation through the Time Out Café (TOC) which runs on Tuesdays and Thursdays, offering food and drink and the chance to build relationships. Visitors come to worship with us, or spend some time with Rev Christine.

Open Door meets on Wednesdays, providing a space for food, drink and relationship while people play board games, or for the monthly carpet bowls. Other congregational activities, including Bible Study, Fellowship, and Tai Chi continue to be welcoming to all.

Our hospitality extends to the Lodge and to the Wesley Apartments. During 2016 we provided welcome packs for new arrivals, occasional meals and even a pamper pack for the families in each apartment. Belinda's work has been fantastic and even though there have been tough times it has been great to build relationships with the families staying with us.

Additionally, we offer extra touches of hospitality to groups using the facilities for conferencing. This has built relationships – especially with regular users of the facilities. One of our joys is hosting the chaplains from Westmead and the Children's Hospital at Westmead for 'Mental Health First Aid' training. This has built stronger relationships between the congregation, Rev Christine and the two hospitals.

Our congregation continues to be generous in so many ways. Three times a year food and money are donated to Meals Plus. Angel Tree raises money for presents for children who have a parent in gaol. Clothing has been collected for Thelma Brown Cottage. Food is collected for Christmas hampers. Sheets, blankets, pillows and towels were collected for Mission projects. Goods were gathered and passed to the Fijian congregation following the cyclone disaster in Fiji. Food



Congregations

Westmead / Heritage Committee

has been collected from the hospitals when they have over-catered and delivered to Hope Hostel. Multicultural services offer meals to people from a range of cultural backgrounds. We also celebrated 25 years since the current chapel space was opened.

Rev Christine Bayliss Kelly

During 2016 Pastor Trish Rooney moved from The Children's Hospital at Westmead to be the chaplain at Westmead Hospital. This left a gap in ministry, but the congregation has stepped up, especially with TOC and Wesley Apartments. Christine has engaged in co-leading the two TOC days as well as assisting the Open Door day. Many people arrive on our doorstep – from various faith backgrounds – needing assistance. This ministry continues to grow. Christine is building strong relationships with many Lodge staff, especially during periods of stress or dealing with difficult situations. It is wonderful to have her as part of the hospitality team, providing pastoral care and building relationships with staff and guests.

A new play group will commence in 2017 and we hope it will grow and produce other activities. A community garden is also being planned, for launch in 2017. Other possible ministries, including a Conversational English Class, are being explored. These will occur once modifications to the building are completed, ensuring it is a safe place for children.

Tertiary Chaplaincy Opportunities with Parramatta Mission

With the departure of Pastor Trish Rooney planning is underway to reallocate funds from her position. Just over half of the FTE will continue for chaplaincy at the Children's Hospital. The remainder will be released to engage a chaplain to work at the new Western Sydney University site in Parramatta. An estimated 11,000 students will attend this site and a further 6,000 will attend the revamped site at Westmead. This is an exciting opportunity for our congregations to build relationships in Tertiary mission and ministry.

Heritage Committee

During 2015-16, the Parramatta Mission Heritage Committee continued to represent our congregations in a variety of ways, including planning and hosting heritage events, providing education and advocacy on topics of heritage significance and through a commitment to community relationships.

This year saw the installation and dedication of two new plaques inside historic Leigh Memorial Church as part of our 'Commemorative Plaques Project'. In June, a plaque commemorating the late Rev. Dr. Gloster Udy, MBE OBE (Superintendent of Parramatta Mission 1951-1955 and 1973-1988, Founder of Lifeline Western Sydney and multiple Parramatta Mission outreach projects) was unveiled. The plaque was dedicated as part of Heritage Sunday celebrations and included the release of a new Heritage Committee publication, a biography titled: *Kindled by a Spark of Grace: The Gloster Udy Story*. In September, as part of 25th Anniversary celebrations for the Leigh Fijian congregation, a plaque was unveiled commemorating Rev. Veitinia Waqabaca (the First Fijian-born, Australian-ordained female Minister of the Uniting Church in Australia) as well as the Leigh Fijian congregation pioneers. Gloster Udy's and Veitinia Waqabaca's significance to the Westmead congregation was also acknowledged as part of 25th Anniversary celebrations, held on Sunday 24 July, 2016.

The Heritage Committee continues to assist church historians, students and members of the public with heritage, genealogical and research inquiries. Key information and photographs sourced from the Leigh Memorial archives were supplied to Parramatta Council and various churches, while family members such as descendants of Rev. John Watsford (first Australian-born Wesleyan Methodist Missionary and a member of Parramatta Mission in the mid-1800s), recently visited Leigh Memorial Church to trace their family history. During the 2015 and 2016 'Parramatta Lanes' civic festivals, the Heritage Committee provided tours/talks at our Macquarie Street site, covering the more than 200 year history of Parramatta Mission.

We continue to liaise with the Leigh Memorial Property Committee and the Parramatta Mission Property Managers on matters relating to the heritage integrity, archival collection as well as the preservation and upkeep of the Leigh Memorial Church and the Parramatta Mission museum. The uniqueness, beauty and longevity of the 1885 church building is becoming increasingly significant as modern redevelopment transforms Parramatta.

Liz de Réland



**uniting
recovery**



Uniting Recovery

It is always impressive to witness the resilience and creativity of our organisation when we face challenges. In 2015/16 we faced significant challenges, responding to competing government directions and demands.

In November 2015, the Commonwealth government announced major mental health reforms, including transitioning the oversight of headspace sites from headspace National to local Primary Healthcare Networks (PHNs). There was also an announcement of the gradual transition of the Early Psychosis Program funding from Western Sydney to be provided to all PHNs across each state. This decision was eventually overturned in June 2016, with a commitment to return the funding for the program to 100% and retain the original service model.

Uniting Recovery invested time into preparation for the National Disability Insurance Scheme, which will require organisations to substantially adapt business processes, enabling participation in the scheme. We were successful with the expansion of community-based mental health services further into Northern Sydney and the Central Coast, with these programs currently in the implementation stage, and with a further headspace site at Castle Hill.

A co-design process was undertaken with clients and local service providers for a new model and invigoration of Meals Plus, bringing a new range of service options for people seeking help and support in Western Sydney. A refurbishment of the site is required to allow for increased numbers of collaborating agencies, and we remain hopeful that this will occur soon. We have also been exploring social enterprise models for Meals Plus and are currently developing business plans.

Notwithstanding the uncertain environment, Uniting Recovery and UnitingHope have been successful; focusing on the impact that recovery and client-centred practices have on the lives of clients and consumers. We have expanded our service delivery options, offering improved outcomes for people experiencing mental illness and homelessness. Our continued focus on key performance measures has placed the organisation in a good position for the future and we continue to build on this with focused partnership practices, particularly with Local Health Districts, FACS and PHNs.

Karen Burns
CEO Uniting Recovery

LikeMind

LikeMind sites in Seven Hills and Penrith have now been open and operational for a year. We have seen over 1000 consumers across both sites. We are co-located with the local health districts, and offer on-site support from consortium members. Our presence in the community is growing, and from this, relationships with other stakeholders are being fostered to provide a holistic consumer-focused approach to mental health care.

Lifeline Western Sydney

Lifeline Western Sydney continues to meet the needs of Australians in crisis. As well as delivering the traditional Crisis Support Service, we offer specialist Suicide Hot Spot and Lifeline for Lawyers services. We continued our community education role, offering an array of courses to the community including DV Alert, ASSIST and MHFA. The "Out of the Shadows" walk for suicide prevention continues to grow. We continue to maintain good relationships in the community to raise awareness and education regarding suicide prevention.

Partners in Recovery

With three programs operating across Nepean/Blue Mountains, Western Sydney and Sydney North Shore and Beaches, each of our PIR teams continue to expand and support consumers with severe and persistent mental health needs. PIR teams work cohesively with a range of services to provide consumers with a strong and relevant support network.

Family and Carers Mental Health Program

The FCMH program provides education and support to family and carers of people living with a mental illness. With services in Western Sydney, Nepean/Blue Mountains, North Sydney and the Central Coast this team provides individual and group support to carers. They also provide training to ensure carers feel supported and empowered as they support their loved ones.

Mental Health Carer Respite Program

This program continues to grow and provides respite services across the Nepean/Blue Mountains and Fairfield areas. Reaching out to over 300 carers of all ages we run a range of activities that see carers receive respite and support.

Housing and Accommodation Support Initiative (HASI)

The HASI teams continue to be great providers of Mental Health support to people living with mental illness in Western Sydney and the Central Coast. They focus on supporting the physical health and employment needs of consumers. We continue to support career succession, with several staff moving into Team Leader positions across the organisation.

Personal Helpers and Mentors (PHaMS)

PHaMs continues to provide psychosocial support to consumers across the Parramatta, Blacktown and Hawkesbury regions. Activities such as music groups, community outings, and arts program create an environment where consumers can express their creativity and individuality. This, coupled with mental health outreach services, provides consumers with well-rounded care.

Uniting Recovery Counselling Services

Uniting Recovery continues to provide support to consumers with problem gambling and financial counselling needs across Parramatta, Fairfield/Bankstown, Manly Vale and Gosford. In 2015/16, led by our expert counsellors, the number of consumers supported by this service has almost doubled.

Western Sydney Leisure and Recreation Service (WSLARS)

WSLARS staff continue to develop and deliver consumer-led services, assisting individual recovery. This year our consumers participated in numerous community activities. The WSLARS consumer band has been a hit at openings of new services as well as providing entertainment for Mental Health Month and other initiatives. The art exhibition gives consumers an opportunity to showcase their talents to the broader Western Sydney Community.

Enhanced Community Living Program

This brand new program, due for commencement in 2016, will see different levels of support provided to people living with mental illness in the Central Coast and North Sydney regions.

Foundations

Foundations is a service of UnitingRecovery. The Foundations service is for young people who are worried about where they are living, think they may be at risk of becoming homeless or are currently sleeping rough. Foundations is funded through Mission Australia as part of the Department of Family and Community Services' Specialist Homelessness Services Initiative.

headspace

In 2015-16 headspace Primary Care provided a no-wrong-door, youth-friendly service approach to over 2300 young people across sites in Mount Druitt, Parramatta and Headspace Penrith. headspace Primary Care offers young people aged 12-25 four platforms of access:

- 1) mental health
- 2) physical health and sexual health
- 3) drug and alcohol, and
- 4) vocation and education.

Our Community Development Team engaged with our target population, local services and schools, providing assertive outreach improved service promotion, development of meaningful partnerships, targeted community events and improving mental health literacy.

A highlight for headspace Primary Health was the opening of headspace Castle Hill in July 2016. The centre has received excellent community support – especially from the Local Council Mental Health Initiative – during establishment. headspace Penrith innovative practice was recognised internationally at The Mental Health Service Conference in New Zealand in August, with the staff presenting the positive outcomes for young people participating in animal therapy. In addition, during Mental Health Month, we showcased the innovative animal program at the Mental Health Month BBQ at NSW Parliament House in Sydney. The event was hosted by the Mental Health Commission of NSW and the office of the Minister for Mental Health, the Hon. Pru Goward, MP.

headspace Youth Early Psychosis program continues to develop relationships, engaging with young people experiencing psychosis across Western Sydney. Staff provided clinical services from our three Western Sydney centres, with services at capacity – 240 consumers engaged with the Continuing Care Team and 30 consumers engaged with the Mobile Assessment and Treatment Team. We look forward to seeing this service continue to grow over the next 12 months.

Future Mentoring

Uniting Recovery continues to strengthen our relationship with Western Sydney University, providing placements for medical and paramedic students. This year we extended placements to include social work and psychology students, and we have undertaken steps to develop a research partnership. We mentored over 25 students and hope to grow this number next year as we explore partnerships with other schools in Western Sydney University and the University of Sydney.

Research and Evaluation to Enhance Services

In 2015-16 we continued work on use of recovery-based tools to enhance our services. We created the My Recovery Wheel, developed in partnership with consumers and staff, allowing consumers to reflect on and monitor their personal recovery while engaged in our services. We are working on a grant for an exciting new recovery-based eating disorder program, which will be rolled out in 2017.

Clinical Governance

During the year we reviewed our clinical governance framework in collaboration with staff. This is in the final stages and will be published next year. The committees have been busy this year with revising and creating new policies to support the services.

Peer Zone

This year our Team Leader of Consumer and Carer Representatives embarked on a journey to become a Peer Zone facilitator. Peer Zone is a series of peer-led workshops aimed at people who experience mental distress. The goal is to empower consumers to build a more positive story of their lives, develop whole-of-life wellbeing, and create a community of mutual support. Peer Zone workshops will be rolled out next year to our WSLRS and HASI Plus services.



**uniting
hope**



Uniting Hope

The Youth Hub

The Youth Hub is based in Hunter Street Parramatta, offering drop-in accommodation, advice and support for young people who are in crisis and or at risk of homelessness. We offer one-to-one support and case management. Support is also offered via the early intervention and outreach roles in local schools and other youth support services in the area.

Parrahouse

Parrahouse is a youth crisis accommodation service. Over 250 young people accessed our service this year. We supported their transition into more permanent accommodation, with some reunited with their families. Young people are also offered support with living skills, education, training and employment services.

Koompartoo Merrylands (Meaning new beginnings)

Koompartoo offers young people a pathway from crisis into sustainable accommodation. This service is currently delivered from two duplexes and is supported via case management and support service roles.

Supervised after hours Accommodation

This service offers overnight crisis for young people who have just entered the Family and Community Services system. This year we accommodated 143 young people.

Men2Home

UnitingHope, as the lead agency for the Men2Home program, delivered a range of responses to single men who became homeless or were at risk of homelessness.

Hope Hostel

Our crisis accommodation service for homeless men provided 547 episodes of support, including accommodation and assessment, client-centred case management and linking men with their community. Our outreach services delivered by our partner organisations provided 495 episodes of support. This aspect of the Men2Home service provides men with flexible support including advocacy and brokerage money to assist them sustain tenancies and access community support. We

thank our partners Mission Australia and St Vincent De Paul for their collaboration in supporting men in Western Sydney.

Women2Home

UnitingHope Women2Home program assisted 45 families with 92 children, and 58 single women. We achieved this using a suite of complementary services.

Thelma Brown Cottage

Operating for over 20 years, Thelma Brown Cottage is a safe place for women and their children escaping domestic and family violence. We provide case management to consumers residing in our eight, two bedroom apartments, assisting their transition to safe, secure, permanent housing options.

Kelly's Cottages

In 2015/16 Kelly's Cottage reopened as a crisis accommodation for single women. This service change allowed us to take in women when their need is immediate, and we have been overwhelmed with demand. We then link these women to other services, supporting them in the life of their choosing. More than ever this service demonstrates the need for more accommodation and intervention for women in our community.

Outreach

Our outreach properties offer a variety of housing types, supporting single women – and women with children – from our crisis accommodation services. Partnered with Parramatta Mission Property, Evolve Housing and Women's Housing Company we are able to support tenants to build on their strengths and resilience.

Early Intervention Services

Brighter Futures

This year we continued our partnership with Wesley Mission to deliver the Brighter Futures program. We support 22 families at any one time, where children have been deemed at risk by the Department of Family and Community Services or community referral. The needs of these families are complex and varied. Case management involves assessing and supporting families to build their own capacity to ensure safety for the children.

Hope Apartments

In conjunction with FACS-Housing our Hope Apartments accommodate people who cannot access traditional homelessness responses. We provide these people with accommodation and flexible support to secure long-term appropriate housing. This year we supported 100 people through this program.

Meals Plus

Meals Plus provides over 35,000 meals to people in our community every year. More than a meal, Meals Plus is a service which also provides opportunities for clients to access support and community.

Next year will see a significant change, as we develop the program to meet the requirements of the community. We look forward to the growth in this, one of our longest standing programs. We recognise the contribution of Parramatta Mission's church congregations for their ongoing commitment and support.

This service would not be possible without the generous financial and in-kind support of the community and corporate volunteers. We would like to thank all of those who have donated, volunteered and served in Meals Plus during 2015/2016.

Special thanks to Rapid Relief Team, Sisters Of Mercy Parramatta, Thomson Automotive, AMP Capital Foundation, Granville Diggers, Cumberland Finance Group, Guildford Rugby League Club Ltd, Wentworthville Leagues Club Ltd and Parramatta Chamber of Commerce.

Also to Infinet Network Solutions, Resources For Profit, NAB, St George, Service NSW, NRMA, Dell, Food Bank and Grill'd. And, of course, to all of our individual volunteers.

This year, after 12 years of service at Meals Plus, we said goodbye to Fred Anderson. Fred not only worked in helping to feed the hungry, but he also connected people to additional support services across Western Sydney.

Fred was instrumental in facilitating a number of initiatives, including a men's fellowship group, and programs helping people struggling with various addictions. We wish Fred all the best for his retirement. Thank you.





**uniting
hospitality**



Uniting Hospitality

Wesley Lodge

Wesley Lodge is a 3½ star motel situated in the growing commercial/medical precinct of Westmead. The motel has 59 rooms with Standard, Executive and Deluxe accommodation, catering for business and leisure guests. Our guest amenities and services include 24-hour reception, AJ's Café and the Gloster Udy Conference Centre. The daily operations and financials are managed by the Motel Manager reporting to CEO of Uniting Hospitality. The motel currently employs a team of 23 staff.

In 2015/16 our guest mix was:

- 42% of guest staying for medical reasons either at the hospitals or appointments at any of the medical centres or specialist rooms throughout the area.
- 46% personal guests, and,
- 12% corporate business guests

Over 72% of bookings were made directly with the motel, either by telephone or email, 2.5% were booked via Global Distribution System and 25% of bookings were received through last minute booking sites and booked on the motel's website.

Room rate for the year finished above budget at \$151, occupancy finished 6% under budget at 62%. Expenses throughout the year were well controlled across departments resulting in savings of 7.5% below budget estimates. The market trend moving to booking online may account for the reversal in corporate bookings. The year end result for Wesley Lodge saw a reduced surplus of \$200,565 compared to budgeted surplus of \$211,987.

During 2015/16 Wesley Lodge entered the Western Sydney Awards for Business Excellence in the category of Excellence in Customer Service.

Key partnerships in 2015/16 included an arrangement with Heartfelt Homes to provide support for families requiring last minute emergency accommodation, where they would not have the financial means to do so. Our partnership with Western Sydney University continued, with students again working on redevelopment feasibility studies. The coming year will see further WSU students working with us as part of their studies. Refurbishment of all guest rooms, corridors, reception, AJ's and chapel / conference space was completed by John Beazley and Co, creating modern, comfortable spaces for guests. We have also commenced working with Angel

Mahchut to engage a builder to complete external works.

2015/2016 saw the beginning of the journey to change the name of Wesley Lodge. In early December 2016, Wesley Lodge will become "175", along with Wesley Apartments, in the new UnitingHospitality brand: "One Hotels and Apartments". However, the Wesley Lodge name will not be lost to Parramatta Mission. This important piece of history will be reborn in the future redevelopment of the Westmead site, and in the immediate future through consultation with Westmead congregation.

Wesley Apartments

Wesley Apartments continues to provide accommodation for families that have a child receiving treatment at The Children's Hospital at Westmead. We offer six fully furnished apartments located directly across the road from the hospital. Each apartment can accommodate up to six adults with all the facilities of a 4-star property including air conditioning, full kitchen with a dish washer, a laundry, as well as a communal area with a BBQ and play equipment for the children.

In 2015-16 we had 24 families' reside at Wesley Apartments. The average length of stay was 114 nights, with one family currently being here for fifteen months while their child receives leukaemia treatment.

The Leukaemia Foundation permanently leases an apartment for patients having stem cell and bone marrow transplants and this year ten families resided here with the average stay of four months. We had six mums reside here while waiting for the birth of babies requiring heart surgery and another two families here for follow up heart surgery for older children. Through our relationship with Western Australia Health three families spent an average of two months here waiting and recuperating from organ transplants.

Most families come to Wesley Apartments from country NSW; towns like Dubbo, Barraba, Gerringong, Yass and Bar Beach. These families spend time in a comfortable 'homely' environment even though they are far from home. Wesley Apartments has a close connection with the CAFAT organisation, providing accommodation for families from New Caledonia while their children receive treatment. This year 4 families from New Caledonia resided with us.

When a family arrives at Wesley Apartments they are given a welcome pack, compliments of the Westmead Congregation. This pack consists of tea, coffee, cereal, juice, cleaning

products and other necessities a family might require. The Westmead Congregation also provides families with meals and arranges special occasion BBQ's. The Carlingford Congregation continue to support us, providing beautiful handmade patchwork quilts for our families.

In July 2015 we had employees from PLAN Australia at Wesley Apartments for a corporate day – gardening, painting and tidying up the downstairs area of the property. We have completed the renovation of a car space and transformed it into 'the Quiet Room'. This is a warm, inviting room families can use outside of their apartment, with books, puzzles, games and toys. Many thanks to 'the 2 Belinda's' for their decorating advice and for supplying paint and furnishings.

A Bunning's BBQ was held in November, raising \$1,000 which was put towards concreting a section of the front driveway which was previously dirt and created a continual mess. Rentokil have again been wonderful supporters of Wesley Apartments providing free annual pesticide sprays as well as assisting with wasp and spider problems.

Wesley Lodge and Wesley Apartments, our congregations and supporters, remain critical ministries of Parramatta Mission. We have worked together to build relationships, developing new ways to make a difference in our community.





Support Services

People and Culture

Property and Housing

People and Culture

In 2015/16, Parramatta Mission underwent large-scale organisational changes including cultural change, restructuring, program expansions, technological and system advances and organisational growth. Our ability to transform lives and build relationships is achieved through the knowledge, experience and commitment of our employees and volunteers. Ours is a team which is diverse, rich in talent and experience.

Our people perform a broad range of roles, including mental health support workers, pastoral care, psychologists, psychiatrists, youth workers, social workers, researchers, property management, hospitality staff, along with business support functions like fundraising, marketing, finance, administration, information technology and people and culture. A commitment to relationship and retention is vital if we are to maintain strong talent, building sustainable engagement in a sector that is competitive and forever evolving.

We are agile and innovative, proud of our staff accomplishments delivering efficient and quality services. We are committed to hope, recovery, social justice and transforming lives. Parramatta Mission is equally committed to relationships, working to ensure our employees enjoy their journey with us.

In 2015-16 we welcomed 130 new employees. In part, this growth reflects natural turnover however there have been many newly created positions from the opening of new programs. We continued to have strong staff retention, compared with sector standards, and have impressive lengths of service. This contributes to our depth of talent and experience in service and support delivery. Employee engagement days provide insight and training for new employees, and our Senior Minister/ Group CEO's Management and Team Leader Forums have been successful in driving collaboration and awareness of cross-program initiatives. They provide a strong platform for management discussion, organisational development and training.

The People and Culture team have focused on several key areas, driving strategy execution. These include an assessment of the functional maturity of our operations, recruitment, talent practices, Learning and Development, culture and WHS. A planned organisation-wide engagement survey will highlight our key strengths and areas of focus for the year ahead.

We will continue to build quality processes and procedures,

strong recruitment practices, sustainable engagement and development. We will cultivate talent supply, positioning Parramatta Mission as an employer of choice. We will continue as a leader in the sector. We are business-driven, not HR-driven. Our people and our programs are the focus of everything we do. We will provide the highest levels of service across the organisation, supporting those working towards achieving our vision of being a community transforming lives on a daily basis.

Property and Housing

The Property and Housing team continue to provide a wide range of services across the organisation, including tenancy, property maintenance and Community Housing provision.

We offer supported housing for women, men, families and youth in a variety of accommodation situations including; hostels, shared houses, houses, units and bedsits. We provide either crisis accommodation (short term – three months or less) or transitional accommodation (generally 3-12 months).

Our Crisis and Transitional housing solutions are offered in conjunction with service support with a particular focus on improving the living standards for those under housing stress. This housing solution allows tenants to work with a support worker in order to secure more long term housing arrangements and concentrate on other aspects of their lives such as education, employment and training that will enable them to fulfill their goals and aspirations. With our own maintenance worker we can ensure our accommodation is clean, safe and secure.

Our growing team continue to deliver evolving, improving, professional, people-focused property and tenancy management service.



Support Services Fundraising and Marketing

Fundraising and Marketing

Parramatta Mission's Fundraising and Marketing Department had a great year, thanks to all of you!

For the first time, in 2016 Parramatta Mission launched "PM Week", which allowed us to showcase the services you support - namely feeding the hungry, housing the homeless and helping the sick. And with this increased exposure, came increased support for Lifeline Western Sydney, Meals Plus, Raising Hope and Wesley Apartments.

This year Parramatta Mission received a 10% increase in donations. This means we can sustain our current services (providing over 120,000 meals, receiving 70,000 Lifeline calls and housing hundreds of men, women and children.) It also means we can reinvest in the community, and further extend our support. This is a tremendous milestone achievement, which we could not do without your generous support.

As we prepare the production for this annual report, we also gear towards our annual Christmas Hamper Drive. In 2015, Parramatta Mission offered over 1100 hampers to the less fortunate in our community, and again we hope to exceed these numbers in 2016.

We remain encouraged by the enthusiasm and generosity from clubs, societies, corporates and individuals wanting to help our needy, and secure a happy and safe Christmas for all Australians.

In June, Parramatta Mission unveiled its widely anticipated fresh new website: www.parramattamission.org.au. If you have yet to see it, jump online and check it out! The website has usability as its primary focus, with new features making it easier for users to navigate. New branding of Uniting Hope, Uniting Hospitality and Uniting Recovery were also rolled out. We have also installed a new database, which allows donors to select payment options in a highly secure CRM using the web portal. We believe these technological advances will enhance users' online experience, and help us build new relationships.

As a new year begins, the Fundraising and Marketing team are delighted to welcome Rena Shlemun as Parramatta Mission's new Volunteer Coordinator. Rena will be the first point of contact for people wanting to volunteer and give back

to the community. We are excited to have Rena on board, and look forward to her great initiatives.

May we take this opportunity to once again thank our friends and partners for your relationship with Parramatta Mission. You are truly part of our community, transforming lives.

Michael Mendieta

Parramatta Mission Pancake Race

In its third year, the 2016 Parramatta Mission Pancake race was another great success.

Corporate partners, local government, local law enforcement, local education institute representatives and Parramatta Mission staff all took to the track on a mission to be crowned the 2016 Pancake Race winners, and take out the ultimate prize: the "Gold fry pan."

We greatly appreciate contributions of prizes and promotions by local businesses. They added to the buzz of the event. We would like to thank everyone involved for your relationships and support. You helped make the 2016 Pancake Race as successful and entertaining as it was.

Planning for the 2017 race is already underway. Will this year's winners return triumphant? Or will they have to gracefully pass the coveted trophy onto new champions?

Donna Kelly





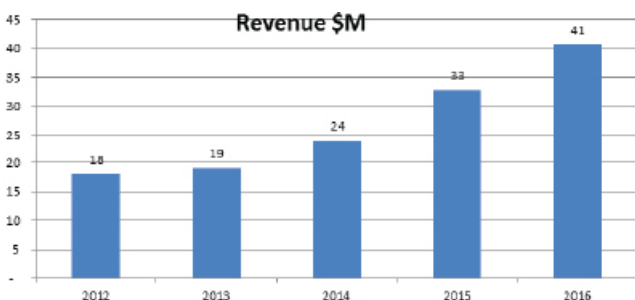
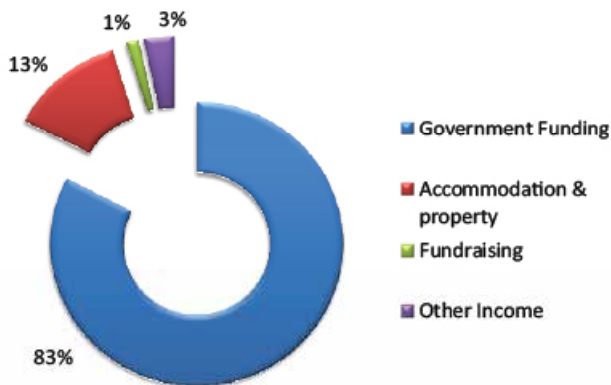
Support Services Financial Summary

Financial Performance

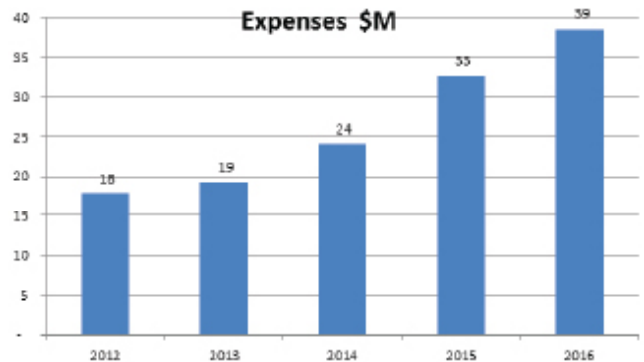
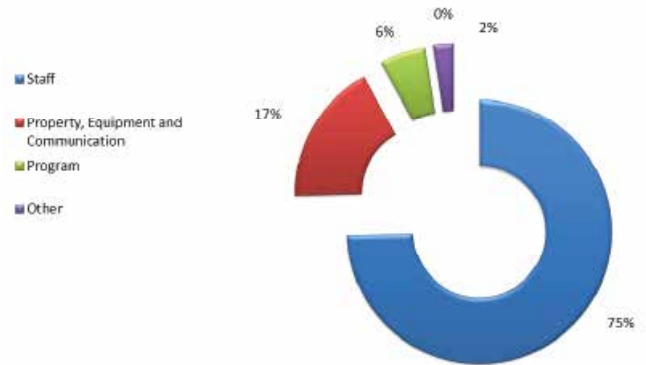
	2016 \$'000	2015 \$'000
Total Revenue	40,709	36,965
Total Expenses	38,563	32,659
Operating Surplus	2,146	4,306

- 15% increase in government funding in the 2015/16 year.
- Increased funding has been used to expand and provide additional UnitingRecovery and UnitingHope programs.
- Capital expenditure grants were received in the 2016 year to fund the purchase of plant and equipment for the delivery of services and accommodation to Parramatta Mission consumers.

Revenue Analysis



Expenses Analysis



Balance Sheet Analysis





Parramatta
Mission



**uniting
church**
in Australia,
Synod of NSW & ACT

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