

Parramatta
Mission



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

ANNUAL REVIEW 2016/2017



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OUR VISION

A Community
Transforming Lives

OUR VALUES

GRACE

We seek to be gracious to our neighbour

This means:

- We ask for, accept and respond to feedback
- We recognise and acknowledge the strength, skill and beliefs of others
- We support each other, take the time to listen and seek understanding without judgement
- We feel safe to make mistakes, seeing this as an opportunity to learn and grow
- We acknowledge people, their journey, who they are and what they've achieved

INCLUSION

We are welcoming to all people and invite participation

This means:

- We work collaboratively with staff, volunteers and all members of the broader community
- We invite participation, involvement and contribution in our internal and external community
- We share resources across programs and services

DIGNITY

Everyone is of infinite worth and has a dignity which cannot be taken away from them

This means:

- We consider each member of our community as unique
- We are flexible to accommodate individual needs
- We care, have compassion and respect confidentiality
- We encourage and celebrate individuality, allowing people to be themselves and triumph

FAITH & HOPE

People's lives can be transformed by compassion and be given both meaning and hope

This means:

- We set goals together and focus on outcomes and achievements
- We invest in our education because we believe that change is possible and that there is a better future
- We assist and believe in each other, demonstrating courage in the face of obstacles
- We look to the future with optimism and certainty, discovering meaning together



REPORT FROM THE CHAIR

Parramatta Mission exists as a federation of three linked congregations of the Uniting Church in Australia; the Leigh Memorial congregation and the Leigh Memorial Fijian Congregation in Parramatta, and a third congregation at Westmead. Parramatta Mission operates as a Parish Mission in accordance with the regulations of the Uniting Church in Australia NSW and ACT.

The inter-conciliar nature of the Uniting Church creates a complex governance structure, requiring consensus from each component. The peak governance body of Parramatta Mission is the Church Council. The Church Council is responsible for building up the communities of Parramatta Mission in faith, hope and love. The membership of the Church Council includes elected representatives from our congregations, the pastoral team (including the Ministers of the congregations) and co-opted members.

The Church Council delegates certain functions and operations of Parramatta Mission to its Community Care Network Board including all its charitable and service functions.

The work of the Board and Church Council is supported by numerous committees including an independent Audit and Compliance Committee.

Parramatta Mission is all about establishing relationships and trust with individuals, corporates and government. We are acutely aware of the importance of healthy flourishing relationships as we build a community transforming lives.

Our staff operate in highly complex, stressful environments with clients who are vulnerable and in crisis. The Mission's values of grace, inclusion, dignity, faith and hope are reflected throughout this document and witnessed in its words and images.

Thanks to Keith Hamilton for his leadership of Parramatta Mission. Keith is passionate about the value of Parish Missions within the Uniting Church. The holding together of Worship, Witness and Service is a unique aspect of Parish Missions that requires extraordinary time, skill, commitment, enthusiasm and compassion – thanks Keith.

Thanks also to the pastoral team (including Ministers in placement within our congregations Christine Bayliss Kelly and Manas Ghosh) and the executive leadership of the Mission. The wisdom, professionalism, care and commitment of these people is self-evident.

After 17 years as Chairperson of the Community Care Network Board, David Norris stepped down from this role in June. David has been an extraordinary servant of Parramatta Mission. David also concluded his role as Chairperson of the Church Council in June. David will remain on the Board and Church Council. Parramatta Mission expresses its sincere appreciation to David for his loyalty, service, passion and wisdom. It is an honour to have David as my friend and a privilege to serve our Church with him in many ways. 'Well done good and faithful servant'.

In a changing world, Parramatta Mission will not stand still. Parramatta Mission will always support the marginalized people in our community. We will minister at the margins, undertake unfashionable work, feed the hungry, clothe the naked, stand by those in crisis and provide a voice to the voiceless. This is what we are called to do.

Since 1821, people have gathered to worship in Parramatta at our Macquarie Street site, engaging with the complexities of the City, expressing God's love and standing shoulder to shoulder with our neighbours.

In 2017 we lodged a development application to redevelop our Macquarie Street Parramatta properties as

part of our *inSpire the Common Good* project which is based on the following guiding principle:

“Through the life and witness of its congregations, through the delivery of social services, Parramatta Mission is seeking to redevelop its site and be a source of inspiration in the life of Sydney’s ‘central city’.”

The Leigh Memorial Church and it’s congregations seeks to be:

- A place of life and Worship, community and practice established in the hospitality of Christ.
- A public place that seeks to honour the Aboriginal history of being a ‘meeting place’, celebrates the diversity of today, and welcomes the gift of music and the arts.
- A place to pursue the common good where matters that enable the flourishing of all are explored.
- A nurturing place of forgiveness, the healing of life’s wounds, mercy, compassion, reconciliation, love, friendship and grace.
- A place which acknowledges the heritage of the past is birthed in hope and is open to God’s future.

This proposed development will be the social and spiritual pillar of the City as our society hungers for what the Church can offer through Worship, Witness and Service.

The commitment, professionalism and compassion of all our staff, volunteers and supporters are on display each day. We will continue to confront injustice, build inclusive flourishing relationships and remain open to God’s call.

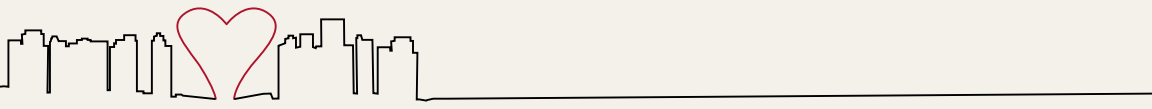
I wish to acknowledge the extraordinary individuals within our congregations who are giving, compassionate and highly skilled. These faithful people offer their time freely and generously to support our congregations and the broader work of the Mission.

Members of our congregations continue to provide outstanding wise leadership across all aspects of Parramatta Mission – thank you.

The Annual Review is a reminder of the valuable work undertaken and the enthusiasm to transform lives.

Ian Gray
Chairperson
Church Council





REPORT FROM THE SENIOR MINISTER / CEO

Parramatta Mission is proudly part of the Uniting Church in Australia. As such it has the marks of a church, which includes our three congregations and faith community who worship, witness and serve the living God through the expression of their faith. From that foundation emanates all that we are and do. This aligns with our vision of a community transforming lives. Guided by our vision, and our values, grace, inclusion, dignity, faith and hope, and our commitment to economic, social and environmental sustainability, we journey with people in their journey of life, particularly in respect of hospitality, community and mental health/clinical services. This means we provide accommodation and programs for people who need access to the services of the Westmead hospitals, people facing homelessness and people living with a mental illness. We do this across the whole of Sydney, and now Hunter Valley and Mid-North Coast.

The congregations are the praying heart of Parramatta Mission, and so they are directly referred to in the centre of this report. Either side, in the first and in the third sections of this report are stories and details of our programs and activities.

We work with people from many walks of life, many faiths and with no faith. All are included.

This year we have undergone many changes to meet the current and future challenges of our time. We retired our sub-brands of UnitingHope, UnitingHospitality, UnitingRecovery, UnitingHousing at the close of the financial year, to more clearly express that we are all part of Parramatta Mission, working together in this common cause.

As well as opening up new HASI (Housing and Accommodation and Supportive Initiative) programs in

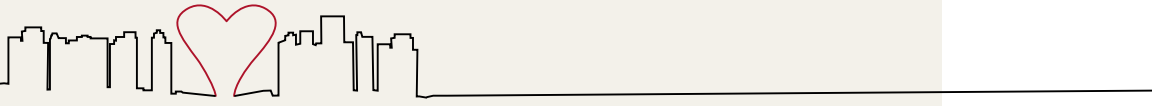
the Hunter and Mid-North Coast, we sadly closed HASI programs in Western Sydney and Central Coast. We welcomed many new staff and partnerships, and we said goodbye to some staff. Of the latter, I mention Karen Burns, who was instrumental in the further development and expansion of our mental health services over 14 years. Thank you Karen. I also mention David Norris, who was instrumental in developing our constitution and setting up our Board and chairing the Board for 16 years and the Church Council for 6 years, and who has stood down from those roles, though still active on the Board and Council. Thank you David for this labour of love.

Our passion is to include those who are at risk of or indeed are socially isolated. This means advocating, being a prophetic voice, raising awareness of, as well as walking beside people. We are part of the social heart of the community, working with many others, to assist people to live life to the full. In walking beside people in their journey of transformation, we are also transformed.

The experience of transformation often requires another person walking alongside them, providing hospitality and whatever assistance possible, and that companion is supported by the economic and social resources and assistance of many staff and congregants, volunteers, partners, supporters, all collaborating in this partnership. That includes all those who were involved in making this report possible, and you who are reading it now, all co-collaborators in this great project of living and working so all may live life to the full. To all our current and future partners, thank you.

Blessings,

Keith Hamilton
Senior Minister / CEO



MENTAL HEALTH SERVICES

HEADSPACE

headspace Mt Druitt

Key Outcomes

On the 26th November 2017 headspace Mount Druitt will turn nine years old. headspace, making it one of the oldest centres in Australia, and among the first to be opened in 2008.

Our headspace Mt Druitt team work in one of the most diverse locations in Australia. Since January 2017 we have supported over 520 unique individuals in more than 1,800 contact appointments. We have helped over 190 unique individuals in over 2,100 contact appointments in our headspace Youth Early Psychosis Program. This year, 12% of our young people self-identified as Aboriginal or Torres Strait Islander, 14.6% identified themselves as Culturally or Linguistically Diverse and 17.6% self-identified as Lesbian, Gay, Bisexual, Trans, Intersex or Questioning.

Our clients are satisfied with our services. 281 young people accessing headspace Mt Druitt completed a total of 487 client satisfaction surveys during this period and rated their overall satisfaction at 4.1 (out of a maximum 5).

Our Services

The Primary Care team provided assessment, care coordination and early intervention. This year we introduced some great new programs including RAGE, Stop the Bull, Art Therapy and PetSpace where we taught young people how to support animals with mental health problems.

Thanks to our practice manager we have also seen the recent growth of our Private Practice, and thanks to our Partnership Manager Carla Browne, we saw the return of Family and Carers to headspace as well as the start of the HEADFYRST program which is a partnership between the Salvation Army and Parramatta Mission to locate a Drug and Alcohol Counsellor on site.

Our Mobile Assessment and Treatment Team involves multidisciplinary clinicians providing mobile home based face-face assessments, treatment and crisis responses, working shifts seven days per week.

The Continuing Care Team has been providing team based case management and individually focused therapeutic interventions based on the biopsychosocial system. This year the team introduced some innovative

services such as inviting family members to Case Reviews, leading to very meaningful outcomes.

The Functional Recovery Team is a crucial component of the Early Psychosis Prevention and Intervention Model, aiming to restore or maintain the normal functional trajectory of each young person. The team consisting of allied health staff including an Art and Drama Therapist.

Our Peer Work Project Development team have been preparing for the implementation of Peer Work and Family Peer Work Coaches. These roles will embed young people and families in the decision-making processes and provide them with a formal avenue for feedback and evaluation, contributing to service-wide improvements.

We have pioneered the introduction of the Outcome Recovery Star across the headspace clusters which have led to a national uptake of the tool across all HYEPP centres. This is an evidence-based tool for measuring and supporting change when working with people and is informed by three strong values: Empowerment, Collaboration and Integration.

headspace Penrith

Key Outcomes

headspace Penrith turned four this year. The number of young people we engaged this year represents a 50% increase over the numbers we saw in our first full year. We're incredibly proud that 75% of our referrals come directly from young people or their family, reflecting the good reputation we have in the community.

Our Services

This year a third program at the Penrith headspace site commenced. In addition to headspace Primary Care, and the headspace Youth Early Psychosis Program, we now have the Individual Placement and Support Program. This is a vocational program that is being trialled for the first time with a youth mental health population. We are very excited to be one of the participating headspace trial sites.

Groups have been a huge focus for our Primary Care Team this year. In 2016/17, headspace Penrith provided services to 1,143 young people – compared to the national average of 791 per site. One of our new groups is a Cognitive Behavioral Therapy group for 12 to 15 year olds. It's been a fantastic success, and the inclusion of parents at the end of each session means our young people are supported in the home to practice their skills.



The Continuing Care team at headspace Penrith continue to work tirelessly to improve the outcomes for our young people, and, more importantly, to give them a positive, empowering experience. The following farewell letter, written by a young person, celebrates the staff at headspace – from clinicians to the wonderful admin staff who make young people feel so welcome.

It reads: “My time and experiences have developed and changed me along this journey. It has been a whole year since I first started with headspace and met you, I have enjoyed every moment. Experiences I’ll remember are the first time we laughed together, going to grow group the one and only time, being greeted by Anika every morning and her saying goodbye when I left, but more recently I have experienced my retail course. I have also worked with Marko to update my star and talk about my interests and passions. Happy and proud moments for me where when I had laughed with you in our appointments; when Anika and I became friends; when I overcame nerves at the start of (this) experience and began to trust you; when I recovered, Anika rewarded me for setting up Netflix on the TV every morning I came in for my course; meeting Betty; making you proud and happy for me”.

headspace Parramatta

Key Outcomes

It has been a busy year at headspace Parramatta with our services relocating to a new larger ground floor space. We had previously been working over two floors, but now look forward to consolidating our team with a co-located site. Our drive this year has been towards service users and those with lived experience assisting in all aspects of the program. In June we were visited by Orygen Youth Health in Melbourne and were given high praise for how our Youth Psychosis Program is progressing.

We have welcomed new staff to our team, including a specialist Drug and Alcohol Counsellor, new clinicians, new administrator and Masters student placements. We are interviewing former service users – young people, families and carers – for peer support roles within the headspace Youth Early Psychosis Program’s Functional Recovery Team.

We have seen amazing outcomes for our young people, including:

- One young person who lost significant weight, previously gained through illness
- A Youth Psychosis Program client gained a ‘geotechnical’ engineering position with FRT / CCT assistance
- Another young person was able to return to school

after a period of six months where they were unable to leave the house.

Our Services

We have provided training services this year, including:

- Condom credit card
- STARTTS (organisation supporting refugees that are victims of trauma)
- Identifying and managing aggression
- ASSIST / Mental health First aid.

This year we have seen a diverse range of groups, with many being peer-led including Keep Calm and Create, the Foodies as well as Petspace. Petspace has been our very first Pet therapy group, coordinated across all sites. The group was so successful we received requests for a restart immediately after it finished. We also run Chillspace is as a fortnightly drop in group on Thursday evenings. Here young people can meet chill out and de-stress from the day. It provides opportunities to have fun and get creative while developing practical ways of staying calm.



headspace Castle Hill

Key Outcomes

This year, headspace Castle Hill completed 3,288 client appointments, with fewer than 10% of clients failing to attend. Our excellent staffs were rated as five out of five in surveys completed by young people in June 2017.

Our Services

headspace Castle Hill maintained a stable team during our first year of operation, with five Youth Access Clinicians providing core services to young people experiencing mental health issues. Further, this year we ran a pilot Art Group called Art of this world. The pilot was well received by our young people.

headspace Castle Hill was chosen by the GPT Group to be the recipient of their community engagement day. Thirty volunteers attended from the GPT Group and Rouse Hill Town Centre to decorate headspace Castle Hill, helping make the site a safe, welcoming, youth friendly space for young people. The site now has a Music Room, Superhero Room, Relaxation Room and an Alice in Wonderland style garden area.

headspace Community Developments

This year, our headspace teams:

- Facilitated the transition of the YAC (Youth Advisory Committee) for each headspace centre into one large YAC across the centres and host fortnightly meetings.
- Supported the YAC establish two sub committees (Events Sub-committee and Quality Assurance Sub-committee) that meet fortnightly, and two YAC members in casual paid employment as project officers supporting these sub committees.
- Restructured the Community Development team in line with the future strategy of the service, toward a greater focus on targeted community engagement and Youth and Family Participation.
- Engaged with Juvenile Justice in an informal community partnership through which headspace facilitated numerous mental health literacy presentations at Cobham.
- Established a formal and innovative partnership with the AFL indigenous development program for engagement of aboriginal young people with the service, and developed an informal and meaningful referral pathway.
- Developed a strategic plan for the community development team across the centres.
- Offered a range of training to support and inform the Youth Advisory Committee. E.g. Youth Mental

Health First Aid.

- Our headspace centres, LikeMind and Lifeline had a stall at Supanova comic book convention NSW – where we had a voxpop (video survey) asking young people how they take care of their mental health.

headspace Partnerships

Key Outcomes

This year, our headspace teams:

- Completed a meaningful consortium evaluation across each of the headspace centres to facilitate a more engaged and informed consortia across headspace.
- Engaged Twenty10, TAFE and Western Sydney University in meaningful consortium co-contributions.
- Developed a needs assessment model for young people and families and carers accessing headspace services to inform future co-located partnerships
- Combined the Parramatta, Mount Druitt and Castle Hill headspace consortium meetings.
- Developed a consortium champion's model for headspace staff to increase integration of and referrals to consortium partners facilitating services on-site at headspace centres.
- Launched headFYRST (specialised drug and alcohol counselling services on-site at headspace) in partnership Salvation Army's FYRST drug and alcohol services.
- Facilitated a sexual health needs assessment with Family Planning NSW across all of our headspace centres, surveying young people's sexual health education needs, informing the development of sexual health promotion workshops to be held on-site at the centres.





LIFELINE WESTERN SYDNEY

Lifeline Western Sydney continues to support a high-performing team of staff and approximately 100 volunteers. Our Crisis Supporters respond to callers who are experiencing immediate crisis, and we support them through the difficult period.

This year we answered approximately 30,000 calls and we:

- Recorded an impressive average of 84% of crisis callers given a referral to a relevant local service for further support
- Identified an average of 22% of crisis calls with safety issues
- Supported over 25,000 callers who were at imminent or future risk of suicide.

We also facilitated four groups of Lifeline training, with around 70 students transitioning to become phone volunteers.

Problem Gambling

Problem gambling is a highly complex, diverse phenomenon that impacts families and communities, as well as gamblers themselves. Seeking help for problem gambling is a responsible and courageous step on the road to recovery. Parramatta Mission provides free, specialised counselling to anyone affected by problem gambling — not just the person who gambles. Gambling Help Counselling is funded by the NSW Responsible Gambling Fund. Professionally-trained Counsellors help clients explore the scope and impact of their gambling. We help clients consider all available options, and take the most appropriate actions to resolve the problem. We have Gambling Help Counsellors in Parramatta, Fairfield, Manly Vale and Bankstown. We also have a service at Gosford. This year we provided over 2000 counselling sessions to approximately 200 clients.

HASI CENTRAL COAST

Parramatta Mission's HASI Central Coast staff have been fortunate enough to walk beside clients in their recovery journey. There have been many achievements, such as reconnecting with family and friends, developing social skills, and gaining self-confidence. Highlights have included attending the Easter Show, our Gardening Group, BBQs, swimming, the Wellness Program, Thursday Outings, Christmas in July, and shopping, just to name a few!

HASI clients have also had the opportunity to access and utilise services in the community such as New Horizons Day to Day Centre, Centrelink, TAFE, and the Trustee and Guardian. HASI staff has also assisted clients to develop and improve their personal banking, cooking, travel, and job interview skills during this time. For some clients this has resulted in the opportunity to move on to more independent living.

HASI WESTERN SYDNEY

In the past year, HASI Western Sydney staff have had the pleasure in assisting clients in their recovery journey. This has included regular group activities such as the weekly Men's Shed, Walking Group, and group outings. As well as providing one on one support, staff have assisted clients to access and use services in their local community, such as New Horizons Day to Day Centre, Centrelink, TAFE, and the Trustee and Guardian. A focus on travel training and improving skills such as personal banking, cooking, and job interview skills, has resulted in some clients moving on to more independent living in the community.

HASI PLUS

Our Successes

It has been another wonderful year for our HASI Plus team, supporting people with severe mental illness. We welcomed Diggs, a gorgeous two year old Greyhound, who joins Shilo as one of our therapy dogs.



This year also saw six clients successfully exit from our services and six new clients entering. We saw great progress in the transition into and from our services,



including distance transition for two clients and dealing with the challenges clients face after long-term psychiatric stays or jail terms. The challenges staff face are more than outweighed by the highlights of seeing our clients move forward in life – the joy on a client’s face when they see a team member arrive for a shift.

Geoff had a difficult time being accepted into HASI Plus. Now, he has settled in well, requires no more hospital admissions and has become very independent. While Geoff became unwell early in his transition, he is now independent in his daily living activities and he has a strong social connections outside of HASI plus. He is able to regularly spend nights off site.”*

Ravi* was a client who successfully made the transition to community living after just one year in our service. She was offered a two bedroom unit by the Department of Housing. Ravi made huge progress in her recovery journey while being at HASI Plus. Our staff supported her throughout the year to make various contacts within the community. This helped to ensure her readiness to live independently in the community. As a result of working with HASI Plus, Ravi has made contacts

including:

- Compeer Friendship Program (through St Vincent de Paul) – up to four hours per month
- Membership with Bengali Association (developing friendships within her cultural group)
- Employment with Flourish Australia for two days per week

* Names changed to protect privacy.

COMMUNITY LIVING SUPPORTS (CLC)

Northern Sydney

Community Living Supports Northern Sydney (CLSNS) supports people with severe and persistent mental illness in the Northern Sydney region. Over a short period, we have established ourselves in the region, building strong partnerships with the Local Health District and the community at large. Highlights of our year include developing our new services. This includes hiring a new team and building a client caseload.

We have successfully developed a partnership with Northern Beaches Assertive Outreach Team for medication monitoring. This has led to the increased support of many people in the Northern Beaches area and resulted in fantastic outcomes including:

- Greater engagement of clients with psychosocial support services
- Improved relationships and wrap-around care for clients of CLSNS and NBAOT
- Increased client independence and capacity building, reducing reliance on hospital and health teams to remain healthy.

We have implemented Sunday activities including socials, picnic/BBQs, cinema, gallery visits, fishing and bowling. These events have been enormously popular, averaging seven to ten clients per outing and receiving excellent feedback from attendees.

Our staff have participated in community activities. As part of the Wellness and Recovery HUB Consortium in Chatswood, we have been able to contribute to fantastic events, such as:

- Spring Fling – involving ninety community attendees



including stakeholders, clients, carers, friends, family and services. It featured great food, entertainment and information around Mental Health

- Northern Area Participation and Employment Committee (NAPEC) – an interagency meeting held regularly, sharing information and local services
- Northern Beaches Mental Health Interagency – a meeting held regularly, also about sharing information and local services.

We continually receive fantastic feedback from NSW Health Stakeholders, and from clients, regarding the quality, consistency, and integrity of our services.

“Thanks for all your hard work. It is exciting to see such a positive community-based support with a good attitude” – Kirralee Hall, Occupational Therapist, NSW Health.

“I also wish to express our gratitude for all you and you team do. CLS is an important partner of NBAOT and we can’t applaud your service enough. Great work and I look forward to the continued work we do to better the lives of our shared consumers.” – Geoff Mitchel Team Leader NBAOT.

Central Coast

In our first year of operation Community Living Supports Central Coast (CLSCC) has achieved some very positive outcomes. This is the first time Parramatta Mission has worked in partnership with Gosford Community Corrections and Justice Health to support people who are exiting jail with mental health issues. One story really highlights the outcomes achieved by CLC CC this year.

Karyn* had a history of horrific domestic violence, homelessness, substance abuse and cycling in to and out of jail. She was also legally blind, with a lived experience of mental illness. During her time with CLS CC, Karyn had her cataracts removed, re-connected with her daughter and grandsons – after two years’ being estranged. She completed an offenders program with Community Corrections, attended our CLS CC gym group and engaged in an opioid dependence program.

Karyn’s life has changed dramatically. She now has stable accommodation and, through CLS CC social groups, she has met a fellow client who has befriended her and treats her with respect. Karyn has never experienced this type of relationship before. The boost in her self-confidence has been amazing. During the past seven months our staff have worked collaboratively with the local Aboriginal Health Service, Central Coast Mental Health Service, Justice Health, Gosford Community Corrections, HNSW, Gosford Alcohol and Drug Service and family members to assist Karyn achieve life goals, staying out of jail and regaining control of her life. We are honoured to have supported Karyn, walking beside her through her recovery journey.

FAMILY AND CARERS MENTAL HEALTH PROGRAM

During the last twelve months the Family and Carers Mental Health Program for Western Sydney and Nepean/Blue Mountains has provided support to 468 carers across the Western Sydney region and 343 across the Nepean/Blue Mountains. We offer individual support, education and training, and support groups.

In February 2017 Family and Carers Mental Health Individual Support Workers commenced on-site across three headspace sites: Parramatta, Mt Druitt and Penrith. We have provided information sessions and program information to the headspace team, and we commenced fortnightly support to family and carers of young people that attend headspace.



We have received positive feedback, saying our support has been beneficial to family members while at headspace.

Our Individual Support Workers have provided forty eight drop-in supports fortnightly at headspace since the commencement of this initiative in February 2017.

We have provided the following education and training courses across both regions during the financial year, supporting carers and helping them build resources for their carer roles:

- Managing stress and increasing resilience
- Holding onto Hope
- Mental Health First Aid
- 8 stages of healing
- Substance use and Mental Illness
- Communication series (3 part course)
- Emotional intelligence (3 part series)
- Values (know what matters)
- Supporting Recovery
- SMILES

We will continue to offer these workshops.

MENTAL HEALTH RESPITE: CARERS SUPPORT SERVICES

South West Sydney

There are nine active members in the Carer Advisory and Consultation Group. The members meet bi-monthly and are actively involved in giving feedback to our service and assisting our programs. Our Vietnamese Carer Support Group, established February 2015 because the service area has high population of Vietnamese carers, has approximately fifty Mental Health Carers and thirty Autism Carer clients. The assistance we provide includes carer support, information and education, advocacy, social and recreation activities.

We partnered with the local MP organising a Fowler NDIS Forum, with over 130 people from the community attending. We received a letter from Mr Chris Hayes MP to thank Parramatta Mission for our support. In order to help carers access and plan for the NDIS, numerous NDIS education events were organised:

- NDIS Planning for Mainstream Carers on 30/3/17, fifty carers attended.
- NDIS Planning for Vietnamese carers on 2/5/2017, seventy carers attended.



In order to equip carers and improve their knowledge, a series of Mental Health Education Workshops were organised. There were between twelve and fifteen carers attending each session. We engaged and assisted Fairfield and Liverpool City Councils in their Disability Inclusion Plan Consultation Projects. We arranged numerous respite activities like Creative Art Workshop, Circus for Aboriginal Families, a Respite Fun Night during Vivid, TAFE tour and a university tour.

We also provided individual assistance for carers requiring intensive support. And we successfully applied for three grants from Carers NSW to celebrate National Carers Week in October.

Nepean Blue Mountains

This year, our first NDIS information session was held, with nine carers attending. Carers meet monthly and we provide information and education, facilitate engagement with the community, peer support between carers and Q&A sessions.

This year saw regular activities for carers to attend, like creative writing, yoga group, walking group, paper crafts and Bunnings workshop. There were respite and social activities, including visits to Cockatoo Island, Joan Sutherland Theatre, Kurrajong Radio Museum, Farm Gate Tour, and Tarella Cottage Museum. We successfully applied for a grant from Carers NSW to celebrate National Carers Week in October.



PERSONAL HELPERS AND MENTORS (PHaMs)

In 2016/17, PHaMs continued to provide psychosocial support to clients across the Parramatta, Blacktown and Hawkesbury regions. This year our Hawkesbury team supported a group of six male clients to establish a tenpin bowling group. Participating in this group has helped these clients reduce their social isolation. The group meets each fortnight to bowl, and they also meet on non-bowling weeks for coffee. This is a gathering the clients have organised for themselves. They have built lasting friendships as a result of this group, and continue to meet together even though our PHaMs team no longer attends. Excitingly, the group members are now planning to commence regular social gatherings such as BBQs, as well as playing in local tenpin bowling leagues.

A PHaMs Employment Program client, living with bipolar and depression – and experiencing several recent hospital admissions for his mental health – has completed his Diploma in Community Services. He is now working in the field as a Mental Health Support Worker. The client reports that he is enjoying his job and loves being a Support Worker.

Alongside other internal Parramatta Mission clinical and community services, our PHaMs team participated in the activities of the annual Mental Health Month during October.

PARTNERS IN RECOVERY (PIR)

It has been another busy year for Partners in Recovery. This year we supported more than fifty clients, helping them apply for the NDIS. We are now providing Support Coordination to fourteen NDIS participants.

This year, Western Sydney Partners in Recovery and Parramatta PHaMs worked together to support a young client who had suddenly become homeless. This young man experiences mental health issues, as well as neurological and intellectual disability. After many months of collaborative work, and partnering with other services, the young man is now living in a supported accommodation service, receiving support to increase his independence.

WESTERN SYDNEY LEISURE AND RECREATION SERVICE (WSLARS)

The Western Sydney Leisure and Recreation Service (WSLARS) provide affordable community-based social and recreational activities for individuals aged 18+ years, with a primary diagnosis of a case-managed mental illness. The service uses a recovery-focus approach to assist individuals with severe and chronic mental illness in the community.

There are two key outcomes:

1. A reduction in social isolation by increasing social inclusion and the building of social networks
2. Increased independence to live successfully in the community and experience quality of life through participation in social and recreational activities on a regular basis.

Day to Day Living Program (D2DL) aims to improve the quality of life for people living with severe and persistent mental illness by assisting them to live successfully and independently in the community. We provide places in structured and socially-based activities that increase the ability of clients to participate in social, recreational and educational activities. D2DL program is transitioning to the NDIS in the coming year.

Both WSLARS / D2DL increase community participation by assisting clients to:

- Develop new skills or relearn old skills
- Develop social networks and make new friendships
- Participate in meaningful activities
- Develop confidence
- Access a safe, non-judgmental place, where they feel accepted
- Have a meal with people
- Try different experiences and foods
- Have routine and structure
- Identify and work towards individual goals
- Forget the stigma of society.

Our WSLARS / D2DL services offer a thriving hub of activity, consisting of both community and centre-based programs and outings. The objectives of WSLARS / D2DL support programs is to focus on clients' goals and support needs, identified through one-to-one reviews, suggestions collected from a suggestion box which clients can access freely, and program development where clients get to express what activities, educational opportunities, physical and social activities they would like to attend.

Examples of the wide range of activities we provide include art, craft and creativity groups, cooking and food preparation group, music, singing and karaoke groups, light exercise and stretching groups, trivia and board games, basic computer workshops, socials and meal-based activities, meditation, and hobby-based groups (e.g. photography or gardening). Workshops and activities provided to clients focus on a range of topics and skills and include the following: exercise physiologist workshops, focusing on improving personal health and wellness, healthy living education, and physical health.



CONSUMER REPRESENTATIVE

The role of the consumer representative is to provide a consumer voice throughout Parramatta Mission. Ian Hoffman has been employed as the Consumer Representative for the past twelve years. His role provides priority mental health advocacy for people living with the challenges of overcoming both the impact of serious and persistent ill health and mental distress. He also assists people pursue quality of life as defined by them, with hope and without discrimination.

In July 2016, there was an opportunity to more formally develop the education role through international organisation, Peer Zone. Ian is now a Certified Peer Zone Facilitator. Peer Zone supports Ian to deliver educational and recovery-focused conversations on specific topics, helping people better understand their experiences. These conversations support personal growth and wellbeing.

Ian is a core member of the Quality and Clinical Improvement Task Force. He is committed to involvement as an invited member in its three sub group meetings: the Medical Advisory Group, the Clinical Risk Meeting and the Research and Evaluation Group. In this way, advocacy aligns with practice and policy for mental health recovery.

To see Rita* presenting with a downtrodden listless demeanour after years of blame and shame blossom into a beautiful; joy-filled woman was incredible. She hadn't laughed for so long she didn't recognise the sound she was making. Walking side-by-side, with Rita* guiding and empowering her to access the education and services she needed made a huge difference and the real Rita she believed she had 'lost' re-emerged. She painted a beautiful picture of a butterfly to represent her new life. Her life as a Carer is still difficult but with education, support and advocacy her coping skills and resilience are such that she can now lead a good life and has made friends with other Carers who understand. She says she feels blessed and can laugh again.

**Name changed to protect privacy.*

CARER REPRESENTATIVE

Carers are the holders of hope for loved ones living with mental illness. Caring for a loved one with mental illness can be rewarding but it has unique challenges. It can be difficult to cope while trying to stay connected to friends, family and the community. Stigma, blame and shame isolate the Carer of mentally ill loved ones and the common cry is: "I don't want to complain; I just want to be heard".

Our Carer Representative (CR) works to enhance the lives of Carers supported by our Family and Carers Mental Health Services and empowering them to have a voice. The CR walks side-by-side, one-on-one, as a peer with Carers during their most difficult times; negotiating through the labyrinth of the Mental Health System; NDIS; Corrective Services; Forensic Services; Centrelink; Supported Housing; Legal Aid and all the other Government Agencies to be navigated when Carer and nominee for a Consumer. Each service has its own unique language that must be learnt. The financial cost of mental illness is extensive and presents in unexpected ways for Carers; asking for help is difficult and takes strength. Research shows that supporting Carers benefits Consumers, enhances the effectiveness of service delivery, decreases hospital admissions and reduces relapse.

Our CR works within Local Health Districts promoting responsive, relational, family friendly mental health services taking into consideration culture and language, age, disability, religion, socio-economic status, place of residence, gender identity and sexual orientation.



residence, gender identity and sexual orientation.

Our CR also advocates for systemic improvements, giving voice to Carers needs at every level, working with Carers NSW; Mental Health Carers NSW and other peak bodies; participating in the Review of the Mental Health Commission of NSW and always advocating for acknowledgement and recognition of Carers.

LIKEMIND

LikeMind is an adult mental health service that works in partnership with a range of Community and Health Services in one location. We run these services across two locations - Seven Hills and Penrith.

LikeMind clinicians work alongside clients to identify their support needs and then facilitate access and engagement with services across four core streams:

- Mental Health
- Primary Care
- Drug and Alcohol
- Social Recovery/Vocational Services

This year has proven to be a busy and exciting year across both LikeMind sites. Since January, 665 people have engaged with LikeMind and then been moved on to engage with private practitioners, housing partners, employment service partners and drug and alcohol service partners.

Both LikeMind sites have also had numerous new staff members join the team who are very passionate about mental health and excited about the positive impacts that LikeMind can bring to the mental health space. The team has been working very hard to continue to support consumers and also develop group programs that can assist consumers achieve their recovery goals.

Community Development has continued to be a huge feature for LikeMind with our Community Development Coordinator, Billy, attending and hosting numerous events. As always, Mental Health Month was incredibly busy with 12 events being hosted or attended in October alone, this included the first ever couch surfing race to raise awareness of homelessness and mental health issues.



CONGREGATIONS

The congregations of Parramatta Mission have been an increasingly integral part of its life and witness since 1821. They include the Leigh Memorial congregation (first Chapel, 1821), the Westmead congregation (first Church, 1962) and the Leigh Fijian congregation (commenced 1991). The Mission also has a Korean Faith Community, which worships at Leigh Memorial Church. All recognize Australia’s First People – the traditional owners of our land – and pay respect to Darug elders past and present.

Unified within Parramatta Mission and possessing a mutual commitment to worship, witness and service via the key values of ‘grace, dignity, inclusion, faith and hope’ – each congregation also has its own distinct history, character, vision, challenges and opportunities. All serve as custodians of the Mission’s over 200 year history, and stand as enthusiastic exponents and representatives of its future.

The Leigh Memorial and Leigh Fijian congregations worship at Leigh Memorial Church on Macquarie Street in the heart of Parramatta – in proximity to Mission programs such as ‘Meals Plus’, and to the Parramatta CBD, and WSU (Western Sydney University) campus. Both are open, multicultural, inter-generational congregations, with rich musical traditions and programs encouraging faith-enrichment, children’s/youth development, social responsibility, inclusivity and community interaction. Leigh Memorial is additionally involved in hosting annual community, ecumenical and inter-faith events, while Leigh Fijian continues its focus on cultural issues, education and training, and social outreach. During 2016-17, these congregations commenced a program of three to four annual ‘Combined Multicultural’ worship services and morning teas.

The Westmead congregation worships in proximity to the suburb’s ever-growing medical, housing and educational precinct, and is located directly opposite Westmead Hospital. An open, multicultural and inter-generational congregation that includes community members living with special needs, Westmead operates the publicly accessible and increasingly well-patronized ‘Time Out Café’ on-site and supports both the recently refurbished 175 Motel and the work of Wesley Apartments (accommodating the families of children receiving treatment at Westmead Children’s Hospital). The congregation is committed to social enterprise programming and is aiming to commence a community play group.

Leigh Memorial

During the past year, the Leigh Memorial congregation and leadership team have worked closely with Minister, Rev Dr Manas Ghosh in addressing pastoral matters and key aspects of the Parramatta Mission Strategic Plan, while continuing to seek an effective, incarnational presence in Parramatta’s CBD and retail precinct. While remaining inspired by both its rich heritage and contemporary environment, the congregation has pursued an ever-deepening and city-based connectivity with Parramatta Mission’s values of worship, witness and service.

Groups/activities of the congregation continue to address the needs and interests of members, while incorporating the broader goals of inter-faith, ecumenical, community and civic relationship-building. These include: Couples and Friends, SPOW (Single People of Worth), Music Team, the Evening Congregation, Parramatta-Nepean Presbytery Adult Fellowship/inter-denominational representations, Fellowship of the Least Coin, the Community Visitors (Parramatta Nursing Home) program, Bible Studies, Open Church (providing a weekday sanctuary for Parramatta’s community members, workforce and visitors), PM ‘Toiletries’ and Christmas Hamper Appeals, Children’s and Youth programs (including Sunday School @ Leigh and Parra Youth Group), Future Directions, Worship Committee, LEAP (Leave Everything and Pray), and the Prayer Chain.

During 2016-17, the congregation also initiated a ‘Public Lecture’ program, hosting educational forums on topics of congregational and community interest (commencing with Jillian Comber’s lecture on Aboriginal History & Archaeology in Parramatta). It also continued hosting community, ecumenical and inter-faith events, including a Community Peace Dinner, Iftar Dinner, Ecumenical Council of NSW service, Abrahamic Conference and International Day of Peace Inter-faith Prayer Service. In addition to regular Sunday worship, the congregation also hosted special events for Easter, ANZAC day, the Uniting Church 40th Anniversary (including a combined PM congregations/Cumberland Zone luncheon), and ‘Parramasala Sunday’ (coinciding with Parramatta’s popular, multicultural festival of the same name and including a Multicultural Brunch).

During the year, the congregation continued its considered involvement in planning processes for the re-development of the Macquarie Street site, and embraced widening potentialities for witness at



the social heart of the 'new' Parramatta – particularly as outlined in the Mission's 'InSpiring the Common Good' strategy. As Minister Rev Manas has commented: "Moving forward with the spirit of God in our sail, our Leigh Memorial Church site is in the middle of mind-boggling change. Throughout the year we have prayed, reflected and planned for our future and have sought to equip ourselves, with the help of God, to be the church of Jesus Christ in our vibrant, diverse city."

Leigh Fijian

During the year, the Leigh Fijian congregation continued its vibrant presence at Macquarie Street, incorporating a long history of involvement in the worship, witness and service of Parramatta Mission with the fulfillment of a dynamic, contemporary outlook. This included attention to issues such as CALD (Cultural and Linguistic Diversity), and 2nd Gen (second generation) dynamics, in addition to the pressing eco-theological matter of climate change. The congregation has also continued expressing its commitment to community hospitality, the development of young leaders, the pastoral care of members and the incorporation of values expressed within the Mission's 'inSpiring the Common Good' strategy.

Children's and youth programs within the congregation (such as the Leigh Fijian Sunday School and the 'Connect' and 'Shake' youth groups) underwent key leadership change during 2016-17. This was prompted by the commencement of Fil Kamotu's candidature at the Uniting Church Centre for Ministry. Fil's program, and those undertaken by other members studying Youth Leadership, Lay Preaching, Bachelors and Masters of Theology courses and more, indicates the congregation's ongoing commitment to fulfilling its training, educational and ministry objectives. Members of the congregation also contributed thoughtful articles to the Mission's 2017 booklet, 'Pilgrim People', acknowledging the 40th anniversary of the Uniting Church in Australia (1977-2017).

The congregation's schedule includes weekly Sunday morning worship and a monthly, youth-led 'multicultural' service. An ongoing preaching exchange continues between the Leigh Fijian congregation and the Rooty Hill congregation, and the Fijian Parish of Canterbury. An ongoing conversation is also taking place with the Campbelltown Fijian Congregation (newly joined with the Parramatta-Nepean Presbytery) regarding similar reciprocity. In early 2017, two special worship/community events were also hosted by Leigh Fijian, the first involving the visit of former Fijian Prime Minister, General Sitiveni Rabuka, and the second, a visit by the U18 rugby team

from Fiji's Kadavulevu School.

An initiative of the congregation in 2017 has been the commencement of 'Bula Coffee', an early morning service which provides hot scones, sandwiches and tea/coffee to people on the streets of Parramatta during winter. The congregation also continues to provide pastoral care to members who are ill or in need – and to be part of the social heart of our community by supporting Parramatta Mission's services and providing more specific care, including for a young person on parole and another currently held in immigration detention.

Westmead

The Mission's Westmead congregation has continued to exemplify a commitment to worship, witness and service within its local community and beyond, and to provide what Rev Christine Bayliss Kelly has described as a vital "home away from home" for those experiencing difficult times.

The provision of such key services has been possible through various programs, including the congregation's on-site 'Time Out Café (TOC) – and its close interaction with staff and clients at both the Mission's 175 Motel and Wesley Apartments. Within its efforts at the Apartments, which accommodate the families of children receiving care at the Children's Hospital, the congregation has provided 'welcome packs' for new arrivals, plus meals and pamper packs for each family. Rev Christine has provided further support, in addition to assisting the hospital's chaplaincy department with visits to Uniting Church children and their families. The presence of a student Minister in the past year has provided additional support in worship and with the congregation's pastoral and outreach activities.

2016-17 saw a further deepening of the relationship between the Westmead congregation and the staff and guests of '175'. More people have been supported, including those from rural backgrounds with family members experiencing extended periods of recovery following emergency or regular treatment at the hospital. Motel guests and members of the local community – or those visiting the area for medical assistance – have dropped by the 'Time Out Café', while some have also come to worship with the congregation. The café (situated directly opposite Westmead Hospital and part of the congregation's multi-use worship facility) offers food and drink, plus supportive conversation, and enables Westmead's congregation to be a highly visible presence in its local community. During the year, many people – including those of all faiths or no faith – have arrived

at the congregation's doorstep needing assistance. As such, this vital and nourishing ministry continues to grow.

Congregation groups at Westmead include 'Open Door', which meets weekly and provides an inter-generational space for food, drink and company, plus board games and monthly carpet bowls. Other groups include Bible Study, Fellowship and Tai Chi. Fellowship's two outings during the year were to Ebenezer Church and the Lynwood Country Club. The congregation's generosity, social heart and commitment to 'inSpiring the Common Good', are also expressed via regular food, linen and monetary donations to 'Meals Plus' and other Mission programs, and through donations to 'Angel Tree' (a program raising money to provide Christmas gifts for children who have a parent in jail). A multicultural service each year enables Westmead's diverse congregation to share a time of hospitality and delicious food with each other.



Heritage Committee

Parramatta Mission's worship, witness and service began in 1815, with the arrival from England of our first Minister, Rev. Samuel Leigh. Riding on horseback, Leigh brought a message of hope and benevolence to Sydney's west – and a spirit of outreach consolidated by the establishment of the Mission's first chapel in Parramatta in 1821. With over 200 years of history, Parramatta Mission enjoys a strong connection to our civic surrounds, a commitment to heritage preservation and support for future growth and development.

Established in 2009, the Mission's Heritage Committee consists of members drawn from the three Parramatta Mission congregations: Leigh Memorial, Westmead and Leigh Fijian. We focus our efforts on research, archiving/preservation, the writing of history and both congregational and community education.

A highlight of the committee's work in the past year was coordinating the Mission's acknowledgement of the Uniting Church in Australia's 40th Anniversary. The celebratory program included an anniversary service and luncheon. The committee also launched a collaborative book titled: *Pilgrim People: 40 years of the Uniting Church in Australia, 1977 – 2017 - a Parramatta Mission Reflection*. It was the seventh heritage book released by the Mission since 2010.

During the past year, the committee continued to assist members of the public with research and genealogical enquiries. We provided key assistance to professional groups such as the Casey & Lowe and Cultural Resources Management teams (conducting archaeological digs in the vicinity of our Parramatta site), Comber Consultants (local indigenous archaeology), GBA Heritage Architects, and Traditional Stone (conducting evaluations/repairs of the Leigh Memorial church building). In May 2017, the committee hosted 'The Big Dig', a well-attended public lecture at Leigh Memorial Church on the topic of Aboriginal Archaeology in Parramatta.



COMMUNITY AND SHS

(SPECIALIST HOMELESSNESS SERVICES)



WELCOME TO MEALS PLUS

Our gates swing open to a bustling rush,
Get your spot early to avoid the crush.
An offering of good food is our lure,
Often a full stomach is half the cure.

The meal can be more than a feed.
A safe haven for anyone in need.
A place to chat and share a smile,
or just simply to rest for a while.

Services arrive so eager to serve.
The access our clients so rightly deserve.
Housing to move clients off the street
Centrelink to ease fierce financial heat.

Legal aid advises on all matters of law.
Just knock on our new consulting room door
Financial counsellors to help work out bills.
Our Psych does more than hand out pills.

For those thespians who make the call,
With Milk crate theatre, you will have a ball.
Whether you are into jazz, rock or even rapping,
the Sydney street choir gets toes tapping.

Staples provide groceries at half the price,
fresh fruit and veg to organic rice.
We have a GP coming to our place
For the starting time, watch this space.

With clients who believe there is nowhere to go,
referral is used- to those in the know.
Men 2 home are at our door,
ready to offer clients a great deal more.

Without our volunteers we have no feet.
Generous people - the Plus's true heartbeat.
Remember Grace- Inclusion-Dignity Faith and Hope
I've run out of rhyme- hey call me dope.

Tell your client's our door is open to all.
The place - Leigh community church Hall

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.

Meals Plus provides an inclusive, welcoming and safe place where clients can eat a healthy, nutritionally balanced meal, socialise with others, be treated with grace and dignity. The Plus nurtures faith and trust and provides hope through referral/access to services to assist clients to make their lives better as we journey alongside them.

Meals Plus provides meals (breakfast and lunch Monday to Friday), laundry and shower facilities, food vouchers and food parcels. It also provides access to legal aid, financial counsellor, Centrelink, FACS Housing NSW, outreach psychiatrist, and activities such as Sydney Street Choir and Milk Crate Theatre.

Meals Plus is the entry point where many clients will access our other services to meet their needs.

HOPE HOSTEL

This year, as Hope Hostel celebrates 40 years, our Case Managers have worked with several clients to secure permanent housing with the Department of Housing. We have also worked with several clients to secure transitional housing and permanent private rental accommodation.

Our Case Managers have been able to assist elderly clients to access accommodation in nursing homes and several clients have secured employment since becoming residents at Hope Hostel. Our Case Managers and staff continue to build and maintain relationships with FACS Housing Parramatta, Centrelink, St Vincent de Paul, Mission Australia and Parramatta Corrections.

Hope Hostel is currently operating at capacity and we are providing intensive case management and support to attain stable and permanent accommodation for our clients.



THELMA BROWN COTTAGE (TBC)

Thelma Brown Cottage is a crisis refuge for women over the age of 25 with children who are escaping domestic violence. The service provides three months supported accommodation in which clients will receive full case management support. Case management often includes assistance to secure medium to long term housing, advocacy with services such as Department of Housing and Centrelink, court support, assistance with enrolling children in childcare and school, referrals for services such as specialised counselling, group courses, financial counselling and brokerage support.

Thelma Brown Cottage is one of very few crisis services that is not communal living. Clients independently reside in a two bedroom fully furnished unit which can accommodate a mother with up to six children. This provides the clients with privacy and space during their stay. Clients also have access to a 24 hour on call service for emergencies.



KELLY'S COTTAGE

Kelly's Cottage has had another successful year, offering high standards of care and support to single homeless women. Our dedicated team grew from three to seven and, using trauma-informed practices, helped to transform lives. This year 65% of clients were offered social housing properties during their stay at Kelly's Cottage, 35% found the confidence to enroll in TAFE courses, with a further 12% starting a University degree.

We offer a range of support services such as case management, counselling, mental health support, group work, and health and fitness from one location, helping

clients overcome barriers, gain confidence to reach their goals and move forward. This year Kelly's Cottage has been blessed with support from the community, including three donations from C3 Church at Carlingford. This has enabled us to offer the "wrapped in angel blanket" program to our clients which specifically addresses past trauma. Hillsong Sisterhood came to Kelly's Cottage four times this year, offering no-cost "pamper days". They bring a hair dresser, nail artist, makeup artist and offer our clients a shoulder and scalp massage. These highly successful days help clients feel valued and special.

Other highlights include an elderly lady who left a marriage after 45 years due to domestic violence and became homeless. She pursued a settlement through the courts with the support of our team. She was awarded a substantial amount of money and was able to purchase her own home.

Our clients tell us they feel welcome, supported and valued. Kelly's Cottage is the safest home many of these women have ever known. Here they have found the hope they need to move forward.

YOUTH SERVICES

Parramatta Mission's Youth Services offer a diverse range of programs to meet the specific needs of the youth that we work with. This includes Parrahouse which provides up to 3 months crisis accommodation with case management for youths aged 16-17 with 24 hour support. Ten beds are available 24/7 (combined with the Supervised after hours program).

Further Wiyanga provides 3 months of crisis accommodation, case management and support to 16 to 24 year old expectant mothers or mothers and their children who are at risk of, or are experiencing homelessness. We can provide support to young mums to obtain medium/long term housing, gain parenting information including childhood development, access required registrations such as birth registration and Centrelink family payment, link to specialist services, community support and access parenting groups.

Koompartoo provides 3 month of crisis accommodation for 18 to 24 years old for both males and females. Onsite support and assistance with living skills, education, employment, referrals to counselling and health services, and referrals to medium/long term accommodation is also provided here.

The Youth Hub is the centralised intake point into the

youth accommodation services and provides intake into Outreach and Early intervention case management, crisis accommodation and referral pathways to transitional accommodation. When a young person is case managed at the Youth Hub we work closely with them to find crisis, transitional or long term accommodation. We also assist in connecting them with specialist support services such as; education, employment, health services, psychologist/psychiatrists, drug and alcohol counselling and all other relevant services.



Mary* and Jeffrey* met at Westmead hospital when both admitted for different health reasons in 2015. They have since been in a relationship. Mary took on the role of Jeffrey’s carer due to his deteriorating health, which left him wheelchair-bound not long after the start of their relationship.

This young couple became homeless due to relationship breakdowns with each of their families. They were soon ‘couch surfing’ with a friend in Kensington. At this point, Link2home was contacted and a referral was sent to the Youth Hub for outreach support.

An initial assessment was completed at the Youth hub and we commenced working closely with Housing Parramatta to provide Jeffrey and Mary with temporary accommodation. After careful assessment of their needs, and due to severe health concerns, we supported them with their priority housing application, including help gathering necessary evidence. Their priority housing application was approved and they were offered a great house that met the requirements of Jeffrey’s disability. The house was also close to Westmead Hospital, where Jeffrey attends specialist appointments.

*Names changed for privacy purposes.

BRIGHTER FUTURES

Brighter Futures is an early intervention program designed to build the resilience of families and children that are at risk. Services available through the program include childcare, playgroups, home visiting and parent groups. Case Workers work closely with families to teach necessary skills so parents can give their child a good start in life.

Over the past twelve months our Brighter Futures team has assisted forty-five families with case management to enhance their family and parenting skills. This includes Picnic Days, where the family share quality time in a relaxing environment, gaining support and education while children improve their motor skills through playing games.

Through our partnership with Wesley Mission we have engaged mothers and children in family support programs, including ‘Bringing Up Great Kids’. Wesley’s support extends to our staff, with comprehensive training and assessment (including Child Protection) provided, as well as thorough monitoring of our active clients.

To assist Mothers and improve their socialization, external lunch meetings (with babysitting provided for their children) have enabled the Mums to better engage in the program. This is initially with the support of brokerage and is tapered off over two months, as the family’s budgeting skills improve.



HOSPITALITY SERVICES

ONE HOTELS AND APARTMENTS

175

In December 2016, Wesley Lodge changed its name to 175 One Hotels and Apartments. This new identity brings a fresh and vibrant atmosphere to the property, providing 'Hospitality with Heart', as part of Parramatta Mission being "The Social Heart of Our Community".

As a key ministry and generator of funds for Parramatta Mission, 175 will continue to be a part of a community transforming lives. It is a 3 ½ star property situated in the busy commercial/medical precinct of Westmead. It provides 59 rooms of Standard, Executive and Deluxe accommodation for business and leisure guests. The Wesley name will live on in a new children's playground named 'The Wesley Playground'.

The One Hotels and Apartments brand was launched thus, creating a business portfolio for the Hospitality work of Parramatta Mission. One Hotels and Apartments brings together 175 and Wesley Apartments, setting the foundation for future development. The daily operations and financial matters are managed by the Hotel Manager reporting to Property Manager Parramatta Mission, and employs a team of 23.

175 One Hotels and Apartments guest mix include people using medical facilities (43% of guests in 16/17), as well as people attending corporate, local or in-house conferencing, local colleges and sporting/recreational events.

This year also saw the completion of the internal refurbishment of rooms, reception, AJ's Café, and Chapel/Conferences spaces, and the commencement of external refurbishment works including a much needed lift, external upgrade and an installation of children's playground to service both motel guest families and the work of Westmead Congregation.





Wesley Apartments

Part of our One Hotels and Apartments, Wesley Apartments provides accommodation for families that have a child receiving treatment at The Children's Hospital at Westmead. These families are often far from home and missing the comforts of their own surroundings. Wesley Apartments offers 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, kitchen with a dish washer, a laundry, as well as a communal area with a BBQ and play equipment for the children.

The most common reason for families residing at Wesley Apartments is mothers with new born babies requiring heart surgery – we had 14 families this year. Additional guests included five older children requiring cardiac treatment; seven children receiving leukemia treatment; two children receiving treatment for other cancers; four children awaiting and receiving liver transplants (including families from Western Australia); and four adults receiving stem cell treatment. In 16/17 we had 43 families reside at Wesley Apartments. The average length of stay was 57 nights, with one family currently staying for 323 days – a mother with her 10 year old daughter receiving leukemia treatment, while the remainder of the family is at home in New Caledonia. These families need a lot of support as they often have no transport and have limited extended family assistance as they are so far from home. Our on-site carer usually takes these families grocery shopping and provides local knowledge and support.

When a family arrives at Wesley Apartments they are given a welcome pack, compliments of the Westmead congregation. The Westmead congregation also provides families with meals and arranges special occasion BBQs. The Carlingford congregation continues to support us, providing beautiful handmade patchwork quilts for our families.

With a wonderful donation from our supporters at GPT Group, we were able to resurface our outdoor family area and install an outdoor kitchen to accompany our BBQ area. This area is so beneficial to the mental wellbeing of our residents contributing to a somewhat normal life in an abnormal situation. Rentokil were also wonderful supporters of Wesley Apartments providing free annual pesticide sprays as well as assisting with wasp and spider problems.

Thank you to all of our supporters. The good news was that the majority of the 43 families staying with us this year went home with happy and healthy children.



WORSHIP WITNESS AND SERVICE



SUPPORT SERVICES

FUNDRAISING AND MARKETING

2016-17 was another big year of worship, witness and service for Parramatta Mission. Jo Armstrong joined the Mission as Group Director of Fundraising, Marketing, Volunteering and Development. Jo brings a wealth of knowledge and has continued to drive the fundraising strategy as well as being part of the Executive.

This financial year was about assessing, reflecting and working towards ongoing improvements across all areas of fundraising, marketing, development and volunteering.

Once again the Mission ran our PM Week, where we engaged with our supporters, volunteers and other community groups to showcase our services and how we serve the most disadvantaged and marginalized in our community by – feeding the hungry, housing the homeless and helping the sick. During PM Week we hosted a Gloster Udy lunch as we remembered the legacy of Gloster and his work at Parramatta Mission. We used this time of fellowship together to reflect on the impact each of our lives can have into the future.

Our 2016 annual Christmas Hamper Drive was an outstanding success. Over 1500 hampers were donated and distributed to needy families and individuals throughout Greater Western Sydney. This was an increase of over 400 hampers from last year, and the largest number of items we have ever received! Thank you to everyone who supported us in this essential outreach.

We continue to be encouraged by the enthusiasm and generosity from clubs, societies, church groups, corporates and individuals wanting to help those less fortunate. Thank you!

In 2016/17 we increased the number of corporate sponsored lunches in our Meals Plus Service where we provide meals and case management support for people in need. We welcomed the generous support of the Order of the Eastern Star and honour those who have left a legacy towards our work.

We would like to take this opportunity to once again thank our friends and partners for your relationship with Parramatta Mission. You are truly part of the social heart of our community.

PEOPLE AND CULTURE

In the past year, Parramatta Mission has undertaken a review of our organisational structure. As a result, we

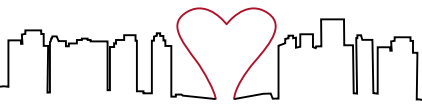
identified a key area of opportunity to centralise our workplace processes, while unifying support services with operations. This will achieve efficiencies in the face of an increasingly competitive external environment. Significant workplace planning was undertaken and large scale cultural and structural changes occurred. At the heart of this change remain our continuing organisational values – commitment to be the “social heart of the community”. We will continue to transform the lives of those most in need.

With a focus on continuous improvement, we are working to best position Parramatta Mission for sustainability, through strong people processes and through the continuation of exceptional service delivery. We know this is a reciprocal engagement involving our strongest asset – our people. Our people are among the best in their fields. Mental health support workers, pastoral care, psychologists, psychiatrists, youth workers, social workers, researchers, hospitality professionals along with support service staff – they are experienced and expert. Our people are a key area of focus for the year ahead. We will reinvent and redefine what the employee experience is, and what it can be. Our goal is to retain our current capability and, equally, to attract strong talent as we grow organisationally.

In 2016-17 we welcomed many new employees. In part, this growth reflected natural turnover and program changes. We continued to achieve strong retention rates, high levels of discretionary effort and we achieved enviable lengths of service, when compared with industry standards. Employee engagement days for new staff provided awareness and connection to the variety of programs we offer. Our Senior Minister/CEO's Management and Team Leader forums delivered successful leadership development and opportunity for rich learning.

The People and Culture Business Partners have experienced continuous success, building key relationships in their portfolios. These have enabled a single entry point for staff and managers seeking support and advice on people-related issues. This, in turn reduces the time and complexity for staff using these services, providing an improved quality of individual service experience.

Through collaborative partnerships, with both management and employees, People and Culture are committed to providing the highest standards of fair and equitable people processes across the organisation, as well as the highest level of support across all aspects of the employee lifecycle.

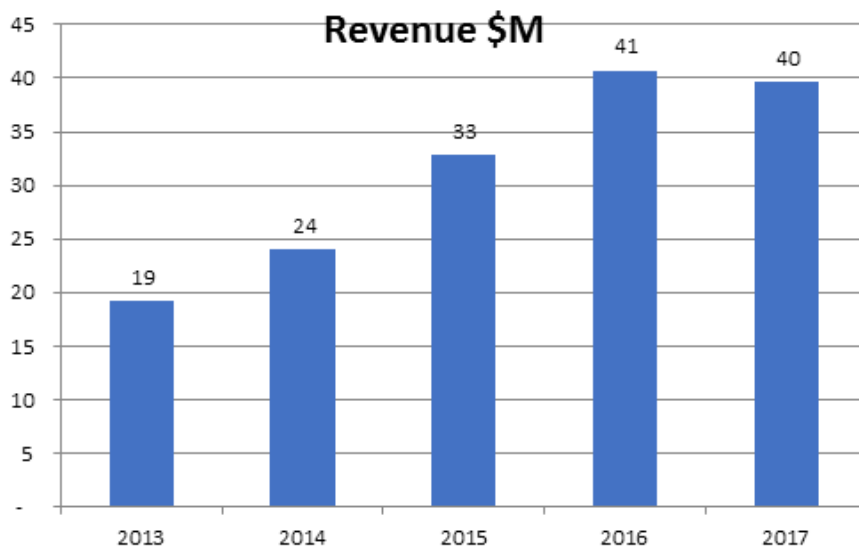
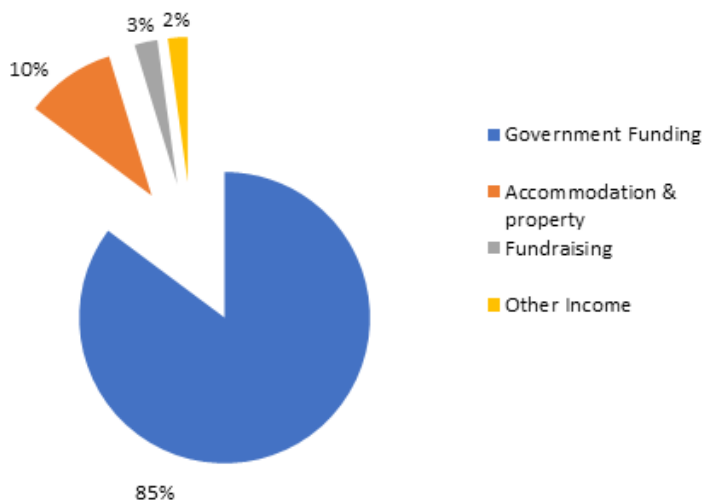


FINANCE

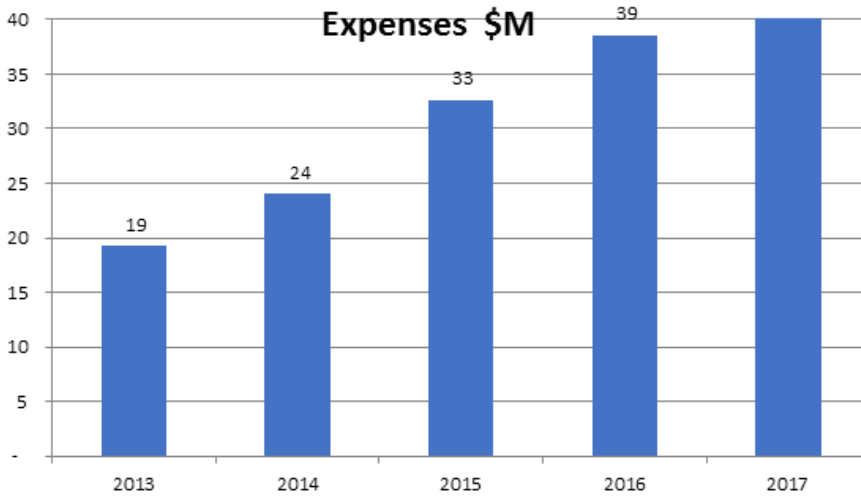
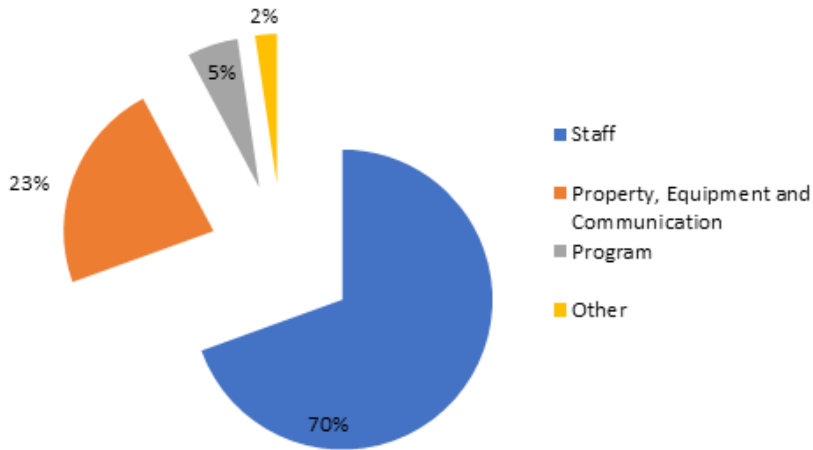
Financial Performance

	2017 \$'000	2016 \$'000
Total Revenue	39,659	40,709
Total Expenses	40,378	38,563
Operating Surplus	(719)	2,146

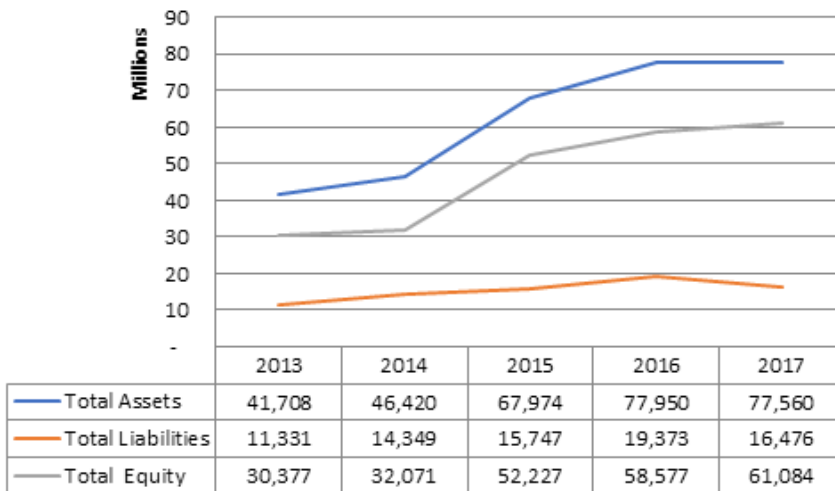
Revenue Analysis

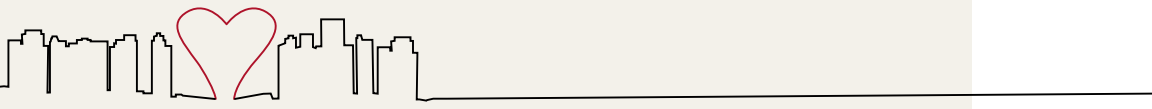


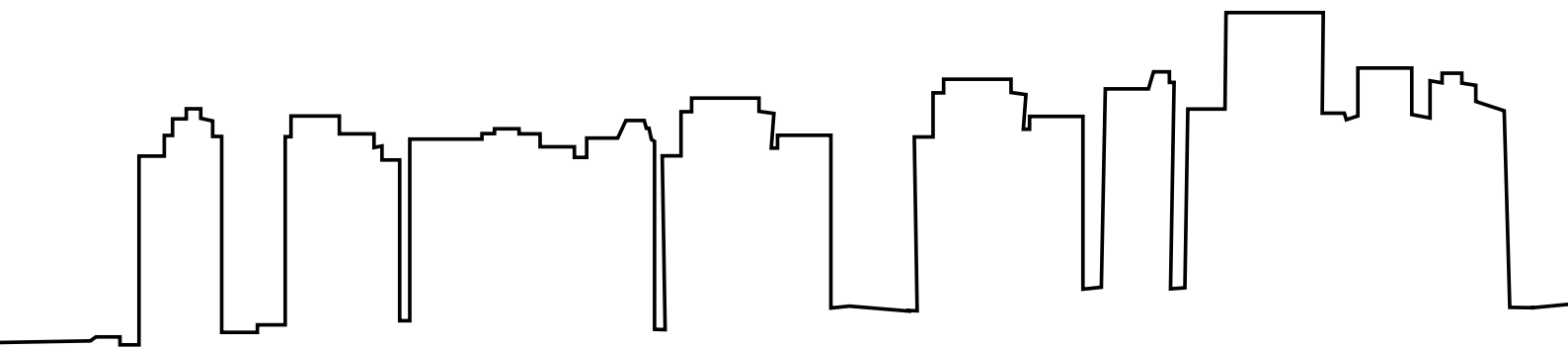
Expenditure Analysis



Balance Sheet









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