

LOVE



Parramatta  
Mission

# IMPACT / 24 REPORT / 25



Parramatta Mission uniting church

The Fellowship Centre

Parramatta Mission uniting church

LANE

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# OUR STORY

Parramatta Mission is focused on providing practical support that helps people move forward and break cycles of disadvantage.

We operate across four locations—Parramatta, North Parramatta, Westmead and Northmead—working to respond to the needs of our local community. As a community service organisation of the Uniting Church in Australia, we support people facing homelessness, domestic violence, mental health challenges, refugees and migrants, and those rebuilding their lives after crisis.

For more than 50 years, Parramatta Mission has been committed to walking alongside people in need through a wide range of programs and services.

Today, after a time of consolidation, we are evolving our approach. While meals remain an important first point of connection, our focus is shifting toward more personalised support that helps people achieve long-term outcomes. By connecting individuals with the right services at the right time, we aim to create lasting change.



# A MESSAGE FROM **OUR CHAIR**

The past year has represented an important period of transition and consolidation for Parramatta Mission.

Following our formal operational separation from Parramatta Community Uniting Church (PCUC) in 2023, the organisation completed its first full year operating independently under a new governance and organisational structure. It still remains an integral part of PCUC and the life of its congregation members.

This transition marked more than an administrative change; it required careful stewardship to ensure continuity of services while establishing strong foundations for the future. The withdrawal of government program support in 2021 created significant challenges, yet it also provided an opportunity to reassess our operating model, clarify organisational priorities, and strengthen our long-term sustainability.

Throughout the year, the Board worked closely with leadership to guide Parramatta Mission through this period of change. Key priorities included strengthening governance frameworks, modernising internal systems, and supporting the development of a clear strategic roadmap aligned with our mission and community needs. These efforts have positioned the organisation to operate with greater clarity, accountability, and resilience.

A central focus has been ensuring Parramatta Mission remains financially and operationally sustainable while continuing to deliver meaningful community impact. Progress has been made in diversifying funding sources, strengthening partnerships, and embedding structures that support responsible growth and innovation.

As we look ahead, the Board is confident that Parramatta Mission is entering a new phase defined by stability, purpose, and opportunity. The organisation has emerged from a period of significant change with renewed focus and a stronger foundation from which to grow.

On behalf of the Board, I extend sincere thanks to our CEO and leadership team, staff, volunteers, supporters, and community partners for their dedication and commitment throughout this transformational period.

Together, we are ensuring Parramatta Mission remains a trusted and enduring presence within our community.

**Ian Gray**  
Chairman

# A MESSAGE FROM **OUR CEO/LEAD MINISTER**

Over the past year, Parramatta Mission has continued to strengthen and build upon our core services, including the 175 Hotel, Wesley Apartments, Meals Plus, Youth and Adolescent Counselling, Playgroup, and English language programs. These programs remain central to our mission, providing practical support, connection, and pathways toward stability for people across our community.

The 2024–25 year was one of review, reset, and renewed focus. Following a period of significant organisational change, we introduced new structures and refined our operational approach to concentrate on our core expertise. This phase of consolidation has allowed us to rebuild strong foundations that support sustainability, growth, and long-term impact.

In April 2024, we launched a key partnership with Services Australia, enabling more integrated support for people navigating complex systems. By bringing services into a safe and trusted environment, we have improved access and outcomes for those experiencing vulnerability.

We also strengthened the sustainability of our work through community and corporate engagement. Our regular giving campaign, The 300, gained encouraging momentum, helping to establish reliable ongoing support. Corporate volunteering expanded significantly and community generosity was further reflected through another successful Rich Person, Poor Person fundraising dinner and the securing of a \$110,000 perpetual grant for Meals Plus.

Most importantly, these efforts translated into real outcomes. During the year, 15 members of our community secured housing, including five individuals who had experienced long-term homelessness. Increasing referrals from external services further demonstrate Parramatta Mission's growing reputation as a trusted provider of compassionate, life-changing support.

Throughout Homelessness Week, we strengthened our advocacy efforts, raising awareness while amplifying the voices of those seeking safety, dignity, and opportunity. Advocacy remains an essential part of our work as we strive not only to respond to immediate need but also to contribute to lasting systemic change.

We continue to build momentum while shaping our future direction with confidence and clarity through all of our services and programs.

I extend my heartfelt thanks to our staff, volunteers, supporters, corporate partners, and Board members whose dedication makes this work possible. Together, we are a community transforming lives, and I look forward to another year of meaningful progress and impact.

**Geoff Smith**  
CEO, Parramatta Mission





# PARRAMATTA PROGRAMS & SERVICES

**PARRAMATTA MISSION PROVIDES HOLISTIC SUPPORT, FOCUSING ON 4 KEY FOCUS AREAS OF SUPPORT:**

## **IMMEDIATE NEEDS**

Meals/Essentials

## **CONNECTION**

Guests to services in a safe space and the ability to connect with multiple services onsite

## **FACILITATION**

Relationships between guests, services and interservices

## **EDUCATION**

For guests, volunteers, services and the community

# OUR **IMPACT**

Playgroup Attendees:



**4,200**

Total Meals Served:



**81,288**

Food Parcels Distributed:



**5,801**

Total Laundry:



**2,453**

Total Volunteer Hours:



**18,545**

Showers Provided:



**3,161**

Material Aid Provided:



**9,860**

English Classes Attendees:



**1,600**

Hub Connections:



**1,315**



## MEALS PLUS

Meals Plus has experienced some incredible milestones this year. We served more meals than ever before, ensuring that those in our community facing homelessness and hardship have access to nutritious food. Additionally, we expanded our community hub days to a fortnightly schedule, providing more opportunities for individuals to access vital services and support.

One of our most exciting developments has been the establishment of a partnership with Services Australia. We now have a full-time representative based at the Mission, offering critical assistance to those navigating complex government services. This collaboration has greatly enhanced our ability to provide comprehensive support to our clients.

Our partnership with entities such as the Australian Catholic University (ACU) continues to flourish, bringing in a steady stream of dedicated volunteers who are eager to contribute their time and skills. The growth in our supporter base, particularly among corporate partners, has been significant, further strengthening our capacity to deliver on our mission.

## BULA FEEDING

Bula Feeding Ministry, an activity of the Leigh Fijian congregation, continued to provide meals and caring support for the people of Blacktown. It continues to grow as the community becomes more involved.

## ENGLISH CONVERSATION CLASSES

Enables to create a place of community that provides confidence to the individual so they can engage with normalities of Australian life through providing participants with enough English to navigate basic life functions whilst in Australia. This program provides opportunities to develop skills and confidence to look at obtaining further education (Tafe or AMEP) and is accessible to all (however as migrants and refugees are our client base). The program helps them develop skills and provides engagement opportunities with others to provide/gain access to services and support that they wouldn't otherwise access.

## ADOLESCENT AND FAMILY COUNSELLING PROGRAM

Adolescent and Family Counselling Program - provides no fee counselling and support to young people 12-18 and/or their families. We offer individual counselling, family therapy, parenting coaching for mild to moderate issues. We support to families in the Parramatta and Hills LGA's.

## MESSY PLAYGROUP

Operating 3 times a week to provide engagement opportunities and to support building a community for refugee, migrant and low socio-economic communities within the north Parramatta community. Messy Playgroup provides opportunities for children to access activities the families may not be able to afford to develop and grow before attending school.



# REAL IMPACT

Dee has been a long-term resident of Parramatta and an on/off member of **Our Meals Plus** community, A life full of challenges, she says, *“Some I did to myself and some I allowed to happen because I gave up any hope of a better life.”*

For years, she had believed she did not deserve a better life. She says, *“I felt worthless, the judgement of others did not help my low self-esteem, I don’t deserve to live.”* She was constantly referred to a junkie and excluded from the community, constantly in trouble with the Police and the community resulting in numerous periods of incarceration. Dee was not homeless; she somehow maintained her housing property. *“Don’t know how I did that I was still using”* she says.

After the death of her partner, she endured loneliness a truly silent killer that impacts physical and mental health. Later on, Dee would refer to that time as *“really dark”*. Having missed a few years; but due to placement by the court into the drug court program that required her to do volunteer work in the community to avoid incarceration, Dee was placed in Meals Plus. Though there were many *“triggers here”* she days and was reluctant to come - *“How could I*

*have faith (trust) in this place I know everybody here.”* Meals Plus as an inclusive community graciously welcomed her without judgement. She had been *“6 months clean mostly.”* We could all see glimpses of her determination to succeed.

After a settling in period Dee was assigned tasks. For three days a week, Dee is *“the coffee lady”*. It has been over two years now; Dee has been a valued member of our meals plus volunteering team. Her goals to be drug free and a valuable member of the community have been achieved. But as Dee says, *“temptation to use is always there but now I kick it - it don’t kick me I won’t let it.”*

Dee now has been given the dignity she deserves. She now can draw from the community those services that she was excluded from for so long and give back to the community through her volunteering (which has continued long after the court requirement).

Dee says, *“I have been given back the hope that I lost - today is better than yesterday and my sun will shine tomorrow.”* Dee was given a true sense of belonging by Meals Plus which will last forever.

# HOSPITALITY WITH A HEART

## WESLEY APARTMENTS AND 175 HOTEL WESTMEAD



175 Hotel Westmead is a ‘for purpose’ hotel, operated by Parramatta Mission. It provides accessible accommodation available to those who are requiring hospitalisation or supporting loved ones. It helps make a difference to the lives of others as any revenue received goes into supporting other community programs operated by Parramatta Mission.

At Wesley Apartments and 175 Hotel Westmead, we are committed to providing more than a place to stay—we offer comfort, care, and community to those facing some of life’s toughest moments.

Wesley Apartments continues to function as an essential lifeline for families needing to stay close to their children receiving critical care at The Children’s Hospital at Westmead. Located just across the road, our hotel allows families to concentrate on what matters most – their child’s recovering without needing to worry about travel difficulty or accommodation stability.

The “hospitality with heart” philosophy remains central to all our operations at 175 Hotel under Cameron Westman’s leadership. Our guests are not just travellers, but people navigating medical emergencies, facing family challenges or periods of uncertainty. We are a hotel with purpose, providing support beyond traditional hospitality, ensuring that every guest feels seen, valued and cared for.

Our work goes beyond our hotel doors. Our organization takes pride in its partnership with Parramatta Mission’s Meals Plus Service which delivers hot meals alongside support services and resources to homeless individuals facing difficulties in Sydney’s western region. Our Partnership embodies our philosophy that hospitality builds relationships rather than conducting transactions with guests and families in need of meals and compassionate conversations.

As we move into 2025, our focus remains clear: to offer more than accommodation—to provide care, dignity, and hope. With your continued support, we are committed to expanding our impact, strengthening our relationships, and ensuring that every guest who walks through our doors feels the warmth of true hospitality.

# STATEMENT OF PROFIT OR LOSS & OTHER COMPREHENSIVE INCOME (P&L)

## DETAILS OF REVENUE AND OTHER OPERATIONS

Parramatta Mission, as a not-for-profit organisation (Public Benevolent Institution) providing community supports, including services from Meals Plus, Wesley Apartments, and the 175 Hotel Westmead, reports its financial result as a Surplus (Savings) or Deficit (Loss) instead of traditional 'profit' or 'loss'.

For the financial year ended 30 June 2025, the Mission incurred a Deficit (loss) of \$453,448 after consolidating its internal results (the full financial report shows a final deficit of \$453,448). This indicates that the total expenditure for the period exceeded the total revenue.

### DETAILED OPERATING REVENUE (NOTE 4)

The primary sources of revenue contributing to the \$3,754,583 total were:

- Hotel accommodation fees: \$2,274,962 (Source of funds from the 175 Hotel Westmead operation).
- Donations: \$457,701.
- Management fees: \$379,159.
- Non-government special purpose grants: \$313,400.
- Government grants (State Government): \$120,680.
- Rental income: \$62,043.

	2025	2024
<b>Revenue</b>	<b>A\$</b>	<b>A\$</b>
Operating Revenue	3,754,583	3,554,503
<b>Total Revenue</b>	<b>3,754,583</b>	<b>3,554,503</b>
<b>Expenses</b>		
Employee Benefits Expense	(2,375,889)	(2,051,091)
Rent and Property Costs	(858,099)	(757,320)
Administration and Other Expenses	(627,027)	(631,377)
Communication and Technology Expenses	(163,142)	(111,390)
Repairs and Maintenance Expenses	(95,764)	(136,127)
Finance Costs	(98,012)	-
Depreciation and Amortisation	(54,670)	(130,241)
Membership and Subscriptions	(25,449)	(22,573)
Motor Vehicle Costs	(7,991)	(3,872)
<b>Total Expenses</b>	<b>(4,306,043)</b>	<b>(3,844,001)</b>
<b>Surplus (Deficit) before Income Tax</b>	<b>(551,460)</b>	<b>(289,498)</b>
Income Tax Expense	-	-
<b>Surplus (Deficit) for the year</b>	<b>(551,460)</b>	<b>(289,498)</b>
Other Comprehensive Income	-	-
<b>Total Comprehensive (Loss) for the year</b>	<b>(551,460)</b>	<b>(289,498)</b>



JOY

بِسْمِ اللَّهِ الرَّحْمَنِ الرَّحِيمِ  
الْحَمْدُ لِلَّهِ الَّذِي  
أَنْزَلَ عَلَيْنَا الْكِتَابَ  
الْحَنِيفَ الْمُسْتَقِيمَ  
سُبْحَانَ اللَّهِ عَمَّا يُشْرِكُونَ