

Parramatta Mission

ANNUAL REVIEW 2017/2018



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

A Church-Based Community Transforming Lives



Our Vision and 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 strengths, skills 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 and 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

I am pleased to be able to commend to you the Parramatta Mission Annual Report 2017 -2018.

I recall the former Superintendent Minister of Parramatta Mission Rev Alan Jackson observing on many occasions "where there is goodwill there is God" and pondering the importance of goodwill in our daily lives. Recently, I was reflecting on the continual evidence of goodwill across the services, activities and ministries of Parramatta Mission and what a responsibility we all have to journey with some of the most marginalised and vulnerable people in our community.

Our congregations continue to play an essential role in establishing and nurturing the values, culture and identity of Parramatta Mission as it lives out its values of Grace, Inclusion, Dignity, Faith and Hope. In a world full of challenges and contradictions our congregations remain faithful to these values. We will continue to remain faithful to our past, wrestle with the present and plan for the future.

This year Parramatta Mission refreshed its Strategic Plan and Action Plan 2018 - 2025 which has provided a defined strategic framework for Parramatta Mission for the next seven years.

2018 saw key appointments and outcomes of the previous strategy including the appointment of Rev Dr Amelia Koh Butler as Parramatta Mission's Chaplain to Western Sydney University and Sarah Bishop as our chaplain at the Children's Hospital Westmead. Sarah and Amelia are doing some fantastic work within each of their communities.

Some of Parramatta Mission's services secured full accreditation in 2018 which is testimony to an enormous amount of work and diligence of staff. Demand for access to many Parramatta Mission services continues to increase which in turn places pressure on resources across the Mission.

Our development application for the redevelopment of our Macquarie Street campus was rejected by Parramatta Council and then dismissed on appeal to the Land and Environment Court. This was a disappointing outcome. However, a fresh DA taking into account Council's concerns has been submitted to Council based on Parramatta Mission's principles of "inSpiring the Common Good" which are imbedded within the newly approved strategic plan of Parramatta Mission. Our ministry and service objectives for the redevelopment of the Macquarie Street campus are clear and we will remain focussed to deliver these outcomes.

I would like to express appreciation to Rev Keith Hamilton as Senior Minister/CEO of Parramatta Mission

and to the members of the executive management team. The commitment of the executive to live out the values of Parramatta Mission is evident and their leadership is appreciated.

Thank you to all the staff and volunteers of the Mission who dedicate their working lives to serve others in our community.

To the members of our pastoral team and members of our congregations who continue to faithfully worship, evangelise and serve across Parramatta, Westmead and beyond - thank you. I am humbled by the dedication and commitment of many of our congregations who commit themselves to passionately live out the Gospel.

Please continue to pray for Parramatta Mission and may this Annual Review express the abundant goodwill that exists across the communities of Parramatta Mission as we transform lives.

"Where there is goodwill there is God"

Best wishes
Ian Gray
Chairperson Church Council
Chairperson Community Care Network Board

Chairperson's Report



Senior Minister/ CEO's Report



The 2018 annual review is a celebration of the achievement and lives transformed through the work of Parramatta Mission. Parramatta Mission is a church-based community transforming lives. A feature is our collaboration with multiple people in this transformation. Parramatta Mission is three congregations who are the praying heart. Their faith inspires the common good of hospitality, community housing, community and clinical services. The congregations collaborate with staff and volunteers. That collaboration extends to many organisations in the community and covers the whole of society: government, business and civic society. Thank you to all three groups. Let us be clear: we do not do the transforming. Transformation happens out of that mystical intersection of people walking alongside of one another on the journey of life. This journey may be one that involves a stay in our hospitality accommodation for leisure or supporting a family member in hospital. It could be a journey of recovery with mental illness. It could also be a journey of faith in one of our three congregations, or through the connection with one of our chaplains at either The Children's Hospital at Westmead or Western Sydney University. Wherever and however it might happen, we are privileged to be a part of that journey and transformation. In a mysterious way the Spirit of God is also a gracious presence in all of life.

I particularly express thanks to all who have contributed to the One Parramatta Mission project which involved a realignment of all our services during 2017, including the retirement of the brands UnitingRecovery, UnitingHope, UnitingHousing and UnitingHospitality so that everything is now clearly Parramatta Mission. During the past year we have also commenced new work providing mental health services in the Hunter Valley and Mid-North Coast. This included the recruitment of staff and opening of offices at Charlestown, Maitland and Taree, and the building of relationships with local groups in those places, including with the Uniting Church. Special thanks to Kathi Boorman, and Phoebe Connors who led this work.

In the past year we also said farewell to some staff, including Dianne Hart, CEO of Hospitality Services, who had been at Parramatta Mission for 10 years. Thank you, Dianne for your work in taking both 175 and Wesley Apartment to new levels of accommodation, which includes the new lift at 175.

My thanks to the new executive, Lyall Weaver, Katelyn Barakat, Ulysses Chioatto, Kathi Boorman and Jo Armstrong. Also, thanks to the members of the Board who give their time in a voluntary capacity including Ian Gray, David Norris, Marcia Sadrata, Rev Danielle Hemsworth-Smith, Robert Pullan and Elizabeth Wickham. I especially acknowledge and thank Ian Gray for his voluntary work of chairing both the Church Council, the Board and several of committees. My thanks to the Audit, Compliance and Risk Committee, especially George Neale and John Martin, and Allan Gibson who retired through the year. All have provided close to ten years voluntary service.

My thanks to the pastoral team of Rev Mary Pearson, Rev Dr Clive Pearson, Rev Dr Manas Ghosh, Robert Key, Coral Harris, Rev Hyun Goo Jun, Rev Christine Bayliss Kelly and to new chaplains, Rev Dr Amelia Koh-Bulter and Sarah Bishop.

My thanks to the Church Council and congregation leaders who take on that responsibility and leadership in a voluntary capacity. My thanks to all the Staff, including my executive assistant Donna Kelly. I also pay tribute to the families of staff and congregants and pastoral team, and here I mention thanks to my wife Julie. I particularly thank families of those in leadership of Parramatta Mission, for support, patience and encouragement.

To you the reader, thank you for becoming part of the Parramatta Mission story.

Blessings,
Keith Hamilton
Senior Minister / CEO



KEITH HAMILTON
Senior Minister / CEO



KATHI BOORMAN
Director Community and Clinical Services



KATELYN BARAKET
Director People and Culture



LYALL WEAVER
Chief Financial Officer



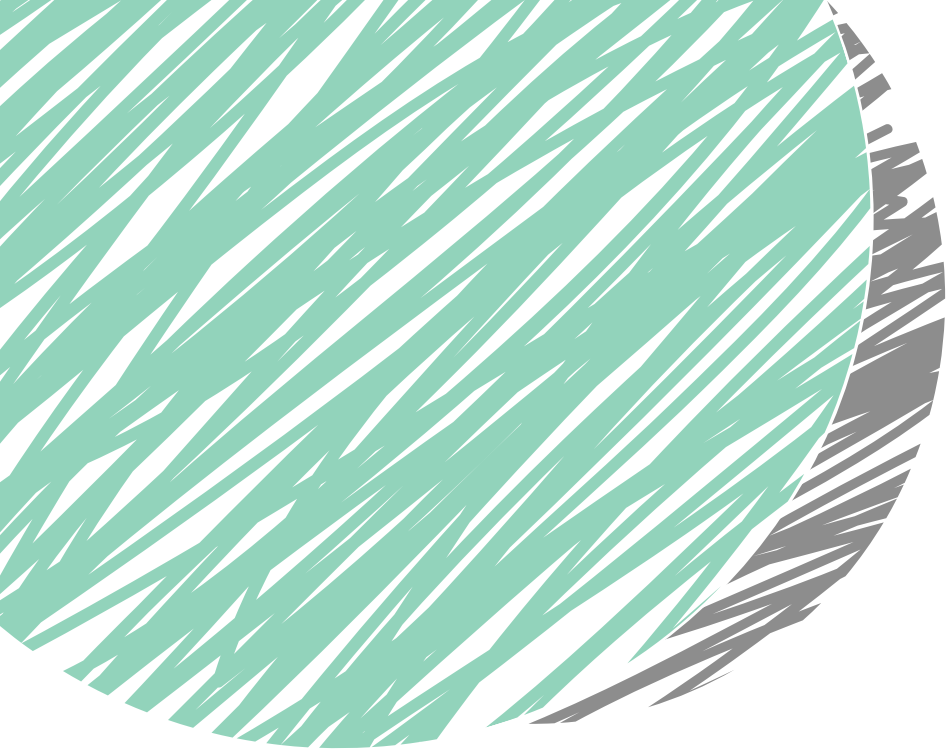
DR. ULYSSES CHIOATTO
Director Compliance, Legal and Risk



JO ARMSTRONG
Director Fundraising, Marketing,
Development and Volunteering

Executive Leadership Team





Congregations

Leigh Memorial

Through the past year, the Leigh Memorial congregation and leaders team have worked closely with our Minister, Rev Dr Manas Ghosh, in addressing pastoral/ congregation and worship enrichment goals alongside those represented in Parramatta Mission's Strategic Plan. While remaining inspired by both our heritage and a thriving contemporary environment, our congregation has sought an ever-deepening connectivity with the people of Parramatta's CBD and its surrounds – including disadvantaged people and the city's families, visitors and workers. We express our faith as a congregation of Parramatta Mission through the communion of worship, witness and service and those aimed at 'inSpiring the Common Good'.

Our congregation's 'strategic' goals include:

- being a cross-cultural church
- being a voice in the public space
- and being a church expressing hospitality to all

Within these aims, Leigh Memorial Church has sought 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'
- a place that 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 open to God's future.

During 2017-18, the congregation has keenly supported processes regarding the proposed development of our Macquarie Street site and continued hosting a 'public lectures' program, aimed at providing forums on topics of congregational and community interest. The 2018 series is called '*Let's talk about the weather*' (examining the impacts of climate change). In the past year, our congregation has also continued hosting large-scale community, ecumenical and inter-faith events, including a Community Peace Dinner, 'Iftar' Dinner (the end of Ramadan fasting), Abraham Conference, Ecumenical Council of NSW Service and International Day of Peace inter-faith prayer service. In

addition to regular Sunday worship, the congregation has hosted special events for Palm Sunday, Easter, ANZAC Day and 'Parramasala Sunday' (coinciding with Parramatta's popular, multicultural festival of the same name).

Groups/activities of our 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, Fellowship of the Least Coin, the Community Visitors program (Parramatta Nursing Home), bible studies, Open Church, PM 'toiletries' and Christmas hamper appeals, Children's and Youth programs (including Sunday School @ Leigh and Youth Group), Future Directions, Worship Committee, LEAP (Leave Everything and Pray) and the Prayer Chain. We have also participated in regularly scheduled 'combined' multicultural services with the Leigh Fijian congregation.



Playgroup in the new playground at Westmead



Leigh goes Irish

Westmead

Parramatta Mission's Westmead congregation has continued to exemplify a commitment to worship, witness and service within its local community and beyond, and to provide a feeling of a "home away from home" for those experiencing difficult times. It now includes some extra support for families who come to Australia, mostly without any family support, through two new play groups. Over 70 families have been connected through the play groups, and the need is greater than we have the capacity to fill.

Time Out Café, known as TOC, continues to connect with vulnerable people in the Westmead Hospital precinct and its close interaction with staff and clients at both Parramatta Mission's 175 Motel and Wesley Apartments. This provides a sense of community. Wesley Apartments, which accommodate the families of children receiving care at the Children's Hospital, is provided 'welcome packs' by the congregation for new arrivals, plus meals and pamper packs for each family. We have been glad to welcome Sarah Bishop, the Parramatta Mission Chaplain at the Children's Hospital at Westmead. 'Open Door' continues to be a place of social engagement where people drop in for the carpet bowls or board games such as scrabble. 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.

2018 has highlighted the need for support for staff and guests at 175 motel. 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', bible study, Fellowship and Tai Chi. Fellowship's two outings during the year were to an organ concert with David Parsons and a drive through the new housing suburb Jordan Springs near Penrith with lunch at the Lynwood Country Club. The congregation's generosity, social heart and commitment to the work of Parramatta Mission, 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 gaol). We have also been able to supply some baby clothes to the women at Wiyanga House, who occasionally attend the play groups and a new session of Yoga, followed by TOC. A multicultural service every quarter enables Westmead's diverse congregation to share a time of hospitality and delicious food with each other.

Leigh Fijian Congregation

During the past year the Leigh Fijian congregation has set about the calling to be a lively community of faith on the Macquarie Street site. Its declared purpose is to provide a faithful home for members of the Fijian community scattered through parts of Western Sydney; it is a community which is seeking to better understand its place within the Uniting Church in Australia while developing its sense of confidence with regards to being a part of Parramatta Mission.

The congregation seeks to effect a balance between the received traditions of Fijian culture and worship while nurturing a dynamic, contemporary outlook. This capacity to look back and forward is especially mindful of the need to respect the life and witness of generations whose cultural experience differs. The congregation has built a strong sense of community through its life together within worship and beyond through three cell groups. 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.

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, the Fijian Parish of Canterbury and the Campbelltown Fijian congregation (newly joined with the Parramatta-Nepean Presbytery) regarding similar reciprocity.

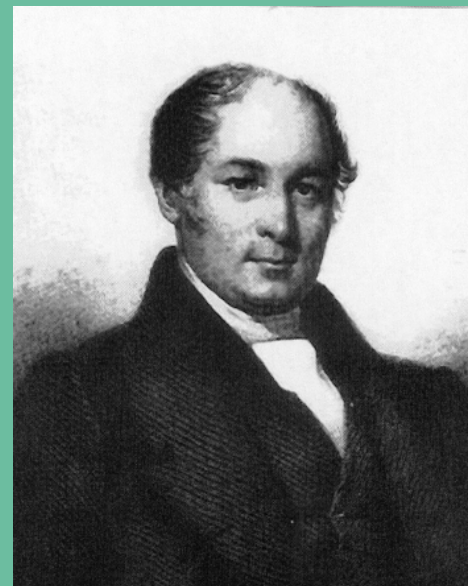
The congregation is proud of the way in which it has contributed to the ministry of the wider church. Sitiveni Rogoimuri now holds a synod position working with indigenous people in South Australia. The Rev Vini Ravetalli continues her ministry as chaplain, Fil Kamotu is proceeding with his candidature for ministry and Samuelu Sadrata is engaged in a period of discernment. There have been a number of baptisms and confirmations this past year.

In the course of this past year the congregation has had the benefit of three talatala. The Rev Keith

Hamilton has participated in worship on the first Sunday of the month; the Rev Dr. Amelia Koh-Butler is leading the multicultural worship on the second Sunday and has established links between the congregation and the university chaplaincy, while also nurturing the second-generation members. Rev Dr Clive Pearson is acting out a part-time supply ministry, he has led studies on Paul, taken home Communion and begun to put in place some processes that will oversee the completion of courses for lay preachers and a clarification of Uniting Church polity and the role and understanding of elders. Amelia and Clive have led discussions and continued to support the congregation through discussions surrounding the matter of same-gender marriage. The congregation is looking forward to securing the services of a full-time minister: the Joint Nomination Committee has been reactivated.

Heritage Committee

A feature of the Heritage Committee for 2016/17 was the celebration of 200 years since the arrival of Rev Walter Lawry. Walter was the second Methodist missionary to come to Australia. He was successful in finalising the deal with Governor Macquarie for the gift of the land at 119 Macquarie Street Parramatta. Lawry's negotiation with Governor Macquarie was enhanced by his having already procured the necessary building equipment and supplies. He said to Governor Macquarie, to this effect, "you have promised us the land, I have the building supplies ready for the land." Macquarie said, "which land" and Lawry said, "this land". On Sunday 24 June, the congregations celebrated Walter Lawry's contribution to Parramatta Mission and to the growth of the Methodist Church in Australia, New Zealand and Tonga. A book was launched sketching Lawry's history and contribution.





Rev Keith Hamilton is the Senior Minister/CEO of Parramatta Mission. Keith has been with Parramatta Mission since February 2008. As Senior Minister/CEO Keith is responsible for the pastoral oversight of the three congregations and Ministers and the leadership of staff and volunteers, who form the foundations of this church-based mission. Parramatta Mission focuses its work on hospitality, community housing, community and mental health programs across Greater Sydney, Central Coast, Hunter Valley and Mid-North Coast. Keith is responsible for the embedding the vision of being a church-based community transforming lives, and with the values of Grace, Inclusion, Dignity, Faith and Hope.



Parramatta Mission's Mission Secretary, **Robert Key**, and family have been members of the Uniting Church since its inception and prior to that, members of the Methodist Church in Australia and have been members of the Leigh congregation of Parramatta Mission since 1991.

Robert worked in the banking industry for 25 years before following an administrative career in the Synod Office of the Uniting Church in Australia.

Appointed as one of the Leigh congregation representatives to the Church Council in 2003, Robert also served as its Chairperson for the years 2006 to 30 June 2008.

Following Robert's retirement as Synod Associate Secretary in July 2008, he was employed by the Church Council as the Mission's Secretary.

"My involvement with Parramatta Mission enables me to be part of a movement that meets my needs in two areas. Firstly, my spiritual needs through its worship services, and secondly my commitment to social justice by being actively involved in the Council that oversees the range of services that the Mission provides to the vulnerable people in our community."

Rev Dr (Associate Professor) Clive Pearson is currently the Minister in part-time supply with the Leigh Fijian congregation. He was formerly the Principal of United Theological College and, for a period, Head of the School of Theology at Charles Sturt University. He is currently a Senior Research Fellow, an Associate Professor, with the strategic research centre of Public and Contextual Theology (PaCT) at Charles Sturt University. He is the Editor-in-Chief of the International Journal of Public Theology and a member of the executive of the Global Network of Public Theology (of which he was one of the three founders). Clive has published widely in the fields of theology and its relationship to climate change / Anthropocene, to immigration, diaspora and cultural diversity and how the Christian faith relates to Islam. He has assisted Parramatta Mission in developing the theological foundations, which lie behind the inSpiring the Common Good documents. Clive leads many congregation-based theological, biblical and ethical studies. He has also supervised many doctoral students. He has worked closely with church leaders in the Pacific and Korea and helped oversee the inclusion of Islamic studies into Charles Sturt University and is on the executive of the Affinity Intercultural Foundation.



Ministers and Pastoral Team



Rev Mary Pearson is a minister in association at Leigh. She is currently doing part-time supply ministry at Lindfield Uniting Church. She is also a professional supervisor of men and women in ministry and is teaching a subject in this field at United Theological College. In past times Mary was the Minister of Centenary Uniting Church in North Parramatta, a Police Chaplain in Parramatta and a Mental Health Chaplain at Rozelle and Concord.

Rev Dr Manas Ghosh is an ordained Minister of the Leigh Memorial Church, Parramatta. He was born and raised in India. Rev Dr. Manas holds bachelor's degrees in Science, English Literature and Theology, Master's Degree in Theology and Doctoral degree from Charles Sturt University on the subject of interfaith relations and dialogue. He is an adjunct Associate Lecturer at the Charles Sturt University School of Theology. He is passionate about worship, preaching and pastoral care. He brings with him vast experience of working with people from different religious backgrounds and uses those experiences in building bridges between different faith communities in Australia. He chairs the Uniting Church NSW, ACT Synod Relations with other Faith Committee, and NSW Ecumenical Council Interfaith Commission, and is a member of Jewish Christian Dialogue and Abraham Faith Conference Steering Committee. He is an author and poet and has six books to his credit. He is married and has two children.



Coral Harris, began her career at Parramatta Mission in 2012 as Reception / Congregation Administration Support. She has an extensive background in administration and has worked in the car, chemical and retail distribution industries.

Coral's knowledge of mental health, people in crisis and homelessness has grown considerably. It did not take Coral long to adapt and create an image of hope and inclusion for so many. Coral attends the Pastoral meeting each week and they often talk about "hope" - a change that something desirable will happen or be possible.



"I honestly believe I was called to Parramatta Mission. I find my role challenging and yet so rewarding each day."



Rev Christine Bayliss Kelly has been the Minister at Westmead since April 2015. She previously ministered in a rural parish with four congregations over 5 years, a large suburban congregation (for seven and a half years), and as a Resource Minister for the Parramatta Nepean Presbytery (for ten years). Rev Christine's experience as a Registered Nurse/Midwife prior to ordination is invaluable within the medical precinct. She has trained as a Registered Nurse, Registered Midwife (Scotland), Bachelor of Theology, Certificate in Pastoral Counselling, Bachelor Social Sciences (Psychology), Masters of Ministry, Certificate IV Training and Assessment and Justice of the Peace and has previous work experience in hospitality.



Sarah Bishop commenced with Parramatta Mission at the beginning of 2018 as the Uniting Chaplain at The Children's Hospital Westmead. She has been supporting children and families in a variety of church and not-for-profit settings and this new opportunity is both challenging and rewarding in equal parts, and it is a great privilege to journey alongside people who are facing all sorts of health challenges. The chaplaincy department of the hospital is a multi-faith, grace-filled place to serve, and each day is full of unexpected blessings. Sometimes there are periods of waiting, sometimes there are traumatic events, but in the highs and lows it is in sharing the journey where care is encountered.

Rev Dr Amelia Koh-Butler came to Parramatta Mission at the start of this year to serve as Parramatta Mission Chaplain to Western Sydney University. A Chinese-Aussie musician-missilogist-academic, Amelia is a youth worker and Minister of the Word, with specialisations in creative arts and intercultural, interfaith and hyphenated identity.

Amelia is responsible for building connections between Uni and PM services and congregations. She is married to Terry.

"A few nights ago, I was in Harris Park with friends, going to an Indian restaurant. I was stopped in the street by a PhD education student I had met with last semester. She was excited to see me and wanted to tell me all about how well her teaching was going and her research with children. It reminded me what a privilege it is to be a Uni Chaplain... we are not simply regarded as staff, but as life companions. We are the ones people celebrate and cry with. We get stopped in the street."



"Listening, true and deep listening, is a radical act of love, a work of art, a precious gift to yourself and to others."



Mental Health Services

Parramatta Mission provides extensive clinical and psychosocial mental health programs and delivers a range of prevention, early intervention, specialist homelessness, rehabilitation and recovery treatment.

Parramatta Mission provides care services which are specifically targeted for:

- People living with mental illness, including serious mental health problems
- Family members or carers of people with mental health problems
- Young people
- Those living in crisis (for example, financial or emotional crisis)
- Vulnerable communities or groups

These services provide evidence-informed interventions, and focus on the recovery of the person with the lived experience. Family and carer programs, are also provided, as are programs that navigate through the National Disability Insurance Scheme (NDIS).

Parramatta Mission continues to build on the extensive range of mental health services in NSW. Impacting the lives of many people from the Blue Mountains to Northern Sydney to Taree. In 2017/18 we continued to deliver services of:

- headspace Castle Hill, Mt Druitt, Parramatta and Penrith
- headspace Youth Early Psychosis Program (hYEPP)
- LikeMind Seven Hills and Penrith
- Western Sydney Partners in Recovery (WSPiR)
- Nepean Blue Mountains Partners in Recovery (NBMPiR)
- Personal Helpers and Mentors Program (PHAMS)
- Housing and Support Initiative Plus (HASI PLUS)
- Family and Carers Mental Health Program Nepean Blue Mountains, Western Sydney, Northern Sydney and Central Coast
- Lifeline Western Sydney
- Community Living Support (CLS) – Northern Sydney and Central Coast
- Mental Health Carer and Respite Services (MHCARS)
- Day to Day Living

- Westerns Sydney Leisure And Recreation Service
- Financial and Generalist Counselling
- Individual Placement Support (IPS) Penrith

In 2017/18 Parramatta Mission implemented new services in Sydney North, following successful funding from Sydney North Primary Health Network. Karrikin is a mobile and assertive outreach treatment service providing multidisciplinary case management for young people aged 12 to 25 years old, residing within the Sydney North Primary Health Network (SNPHN) region. The other service called Warekila also commenced operations in 2017 focusing on providing clinical services to adults with complex mental illness. It has been great to grow our services in Northern Sydney and we look forward to the growth of Karrikin and Warekila in years to come.

In addition to the services in Northern Sydney, Parramatta Mission was commissioned as the new Housing and Support Initiative (HASI) provider in the Hunter New England area (Newcastle, Maitland and Taree). Although Parramatta Mission's involvement with the HASI services in Western Sydney and the Central Coast have ceased, there is much anticipation for the effectiveness of the Parramatta Mission HASI services in the Hunter New England region. These services have been successful in building strong networks with service providers and consumers in the area.

This year we achieved full accreditation from QIC for many of our mental health services. We also received full certification outcomes for all headspace centres for Headspace Model Integrity Framework. This means we are highly regarded with quality service delivery as a main focus and a dedication to continuous improvement.





Youth Services

Parramatta Mission's youth services work with young people from the ages of 12 to 24 who are homeless or at risk of homelessness. Within these youth services we offer a centralised intake point, early intervention and outreach case management, which is conducted at our Youth Hub. We also provide crisis accommodation for up to three months, with onsite case management support.

Parramatta Mission's youth services have a close partnership with Evolve Housing and Foundations, who provide transitional accommodation for our clients aged 16-24. These properties provide independent living with case management for up to 12 months.

Our accommodation and support services:

- Parrahouse - for young people aged 16-17 and can accommodate 2 girls and 4 boys
- Koompartoo - a duplex style house for 3 males and 3 females age between 18 - 24
- Wiyanga - a female only service which provides support to girls aged 16-24 who are currently pregnant or have one child.



Peta, with her two-week-old son, moved into Wiyanga. She had no family support or friends in Sydney. Peta had a lived trauma which led her to self-harm and retreat from social engagement. Dedicated staff at Wiyanga built rapport with her and earned her trust, walking beside her in her recovery. Peta moved into the Red Cross Transitional program and is continuing counselling sessions.

Stories

Before Betty moved into Koompartoo she was homeless and had accessed out of home care. During her stay at Koompartoo, Betty successfully completed Year 10 through TAFE. Betty was offered a home through Priority Housing. With the support of FaCS (Family and Community Services), Betty was able to manage payments for white goods, utensils and linen when she moved into her new home.

Sarah, a young homeless person and her two-month old son came to Wiyanga with no savings, no Centrelink support and no family support. Sarah was supported in obtaining a bridging Visa, Centrelink benefits and successfully completed a Triple parenting course and has now moved into transition accommodation with Evolve Housing.

Brendan was homeless, battling a drug dependency and had no family support. Through the support and guidance of the Youth Hub case workers, Brendan is rebuilding his relationship with his family, has completed a drug rehabilitation program and has not been under the influence for several months. Through Parramatta Mission's partnership with Outback Steakhouse, Brendan now has employment.

Parrahouse accommodated 40 young people over the past 12 months as short term residents, as well as accepting 192 referrals for crisis beds during that same time

192

40



Men's Services

As part of the Men2Home program, Parramatta Mission provides support services and transitional accommodation for men facing homelessness in Western Sydney.

Parramatta Mission offers programs and support that enable and provide a hand up for men to transition out of homelessness and into permanent accommodation.

The services offered aim to assist these men in breaking the cycle of homelessness through the delivery of a client centred service approach. Parramatta Mission does this in collaboration and partnership with other mainstream services and housing providers.

Parramatta Mission has state of the art accommodation which provides transitional and crisis accommodation for men facing homelessness.

Hope Hostel turned 40 years old this year. Hope Hostel provides temporary and transitional accommodation for homeless single men aged 25 and over.

At Hope Hostel these men have access to case workers and support staff who are available to direct them to services that will aid them in transitioning out of homelessness and into permanent, stable accommodation.



Hope Hostel 40th Birthday

39,932

Meals Plus provided
39,932 meals to the
Parramatta community
in the past 12 months

Meals Plus



Meals Plus is entirely funded by Parramatta Mission through the generosity of our donors, and relies on volunteers to assist our cook in preparing and serving meals.

9,807

The number of volunteer
hours served in the last
year

Volunteers

Corporate groups
participated in 60
sponsored lunches

60

1,500

During
Christmas time,
with the help
of volunteers,
1,500 Christmas
hampers were
distributed to
people in need



Women's Services

Parramatta Mission provides hospitality and accommodation services for single women and women and their children who may be facing homelessness, or escaping domestic and family violence, in the Parramatta, Auburn and Holroyd areas. Parramatta Mission provides these services with the support of FaCS, as part of the Women2Home initiative.

This year we supported:

- 221 people total
- 44 women with 106 dependants
- 71 single women
- 51 were 5yrs and under
- 12 were 50yrs and over
- 73% born in Australia
- 67% (of total) Domestic and Family violence was the "main reason for seeking assistance"
- Another 19% stated Domestic and Family Violence as one of the "reasons for seeking assistance"


- Of the 164 people, who left our services in 2017, 40 people left to a leased property (could be social housing, private rental or transitional property).

Accommodation facilities currently provided by Parramatta Mission are:

- Thelma Brown Cottage, an eight-unit refuge for women and children escaping domestic and family violence
- Kelly's Cottage, a five-bedroom crisis service for single women
- Over 25 mixed transitional properties for single women, and women with children

Parramatta Mission's goal is to provide a holistic approach to supporting women facing homelessness and have a vision through our 'Raising Hope' project to assist women in transitioning out of homelessness and into permanent stable accommodation.

"I have never been touched without someone wanting something in return. Today I had the opportunity to have a massage and pamper session at Kelly's Cottages. I was really scared at first because of my past experiences. I was able to trust and relax and allow someone to pamper me and give something to me without trying to manipulate me or hurt me. I feel like today I climbed Mount Everest and battled some really big trust issues from my past."



Over the past twelve months Kelly's Cottage provided accommodation for 48 single homeless women and offered programs addressing self-esteem issues, domestic and family violence, overcoming anxiety, managing depression, and mindfulness



48

Shared Services

Parramatta Mission has a range of services that provide vital support to enable the operations to function. Made up of skilled professionals, the teams within the various shared services provide the necessary operational and administrative expertise needed for Parramatta Mission to succeed in a highly regulated and demanding environment. Together these vital functions provide the support and expertise to ensure that the daily operations run smoothly and effectively.

These shared services include finance, administration, information technology, fundraising, marketing, development, legal counsel, corporate and clinical governance, risk management, quality and compliance, property, maintenance, people and culture and payroll.

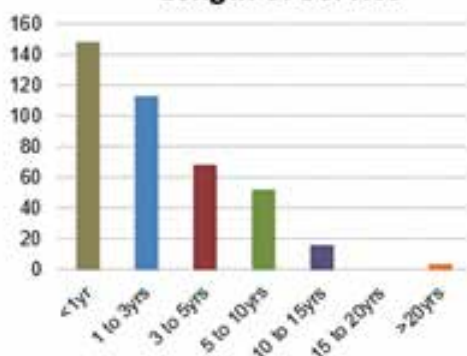
In Finance the team ensures Parramatta Mission operates within budgetary limitations and provides forecasts to assist with planning of ongoing and new services. While the Information Technology team work to ensure that Parramatta Mission is up to date with technology and through new technologies, look for efficiencies in providing services. The Property and Maintenance team have oversight of and manage over 70 sites to ensure that our services can run efficiently, are safe and comfortable. Administration staff provides assistance with the day to day functions of the general office and assistance to the Senior Minister/CEO.

Fundraising, Marketing, Development and Volunteering work to raise important funds for the mission and ensure costs are kept below industry best practice and operations are well resourced with materials and volunteers.

Our General Counsel has the important role of providing advice on legislation and other matters that affect Parramatta Mission and its stakeholders. While corporate governance ensures that due diligence is maintained with a high level of integrity and compliance. Risk management ensures that all facilities are safe for both clients and staff and that Parramatta Mission is compliant with current workplace safety legislation as well as managing and mitigating other forms of risk.

People and Culture is a team of specialists who recruit and train employees to work in the various services throughout Parramatta Mission as well as oversee employee relations and payroll. In 2017-18 there were 127 new employees who joined Parramatta Mission. In part, this growth reflected natural turnover and program changes and there have been high levels of discretionary effort and productivity in a predominantly contractual based workforce. The second annual employee engagement survey was launched, which saw improvements in culture and values, management and present engagement capital scores.

Length of Service



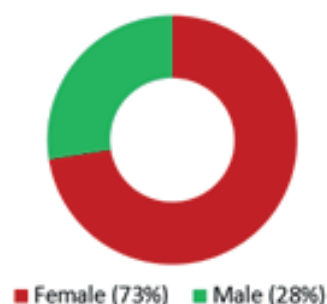
| Length of Service | | |
|-------------------|------------|-------------|
| Length Group | # | % |
| <1yr | 148 | 37% |
| 1 to 3yrs | 113 | 28% |
| 3 to 5yrs | 68 | 17% |
| 5 to 10yrs | 52 | 13% |
| 10 to 15yrs | 16 | 4% |
| 15 to 20yrs | 0 | 0% |
| >20yrs | 3 | 1% |
| Total | 400 | 100% |

Workforce Composition



| Workforce Composition | | |
|-----------------------|------------|-------------|
| Employment Status | # | % |
| Full Time | 235 | 59% |
| Part Time | 100 | 25% |
| Casual | 65 | 16% |
| Total | 400 | 100% |

Gender Balance



| Gender Balance | |
|----------------|------------|
| Gender | # |
| Female (73%) | 292 |
| Male (28%) | 108 |
| Total | 400 |

Events

Every year Parramatta Mission hosts numerous events to engage with consumers, clients and customers and provide support. Other events are for the purpose of fundraising which ensures the sustainability of our work. Here is an overview of some of the events from this year.



BBQ's at the Youth Hub



Pancake Race



Peace Dinner



Interfaith Celebrations



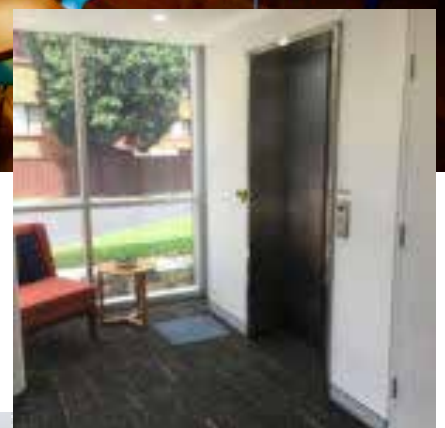
Raising Hope Gala



Bunnings BBQ's North Parramatta



Parramatta Eels training session visit



Hospitality Services

ONE HOTELS & APARTMENTS

175

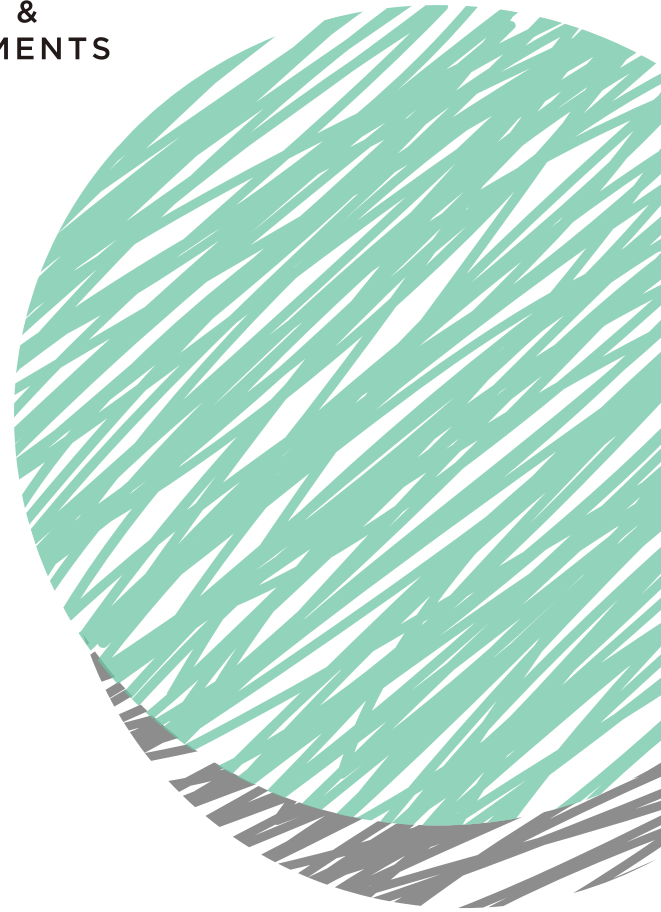
Delivering 'hospitality with heart', 175 One Hotels and Apartments is a key ministry and generator of funding support to Parramatta Mission. This is a 3½ star motel located in the commercial/medical precinct of Westmead. At 175 there are 59 rooms; standard, executive and deluxe, to accommodate for business and leisure needs, and for family members or patients attending the hospitals in the precinct.

In October 2017 the Motel completed a refurbishment which included the installation of a lift, which allows ease of access to 75% of the property. The renovations also consisted of a children's playground new gardens and lawn space. Parramatta Mission celebrated this with an unveiling ceremony attended by congregation and business leaders in February 2018.

February 2018 One Grounds (coffee cart) was launched on corner of Queens and Hawkesbury Road. One Grounds promotes a social concept of buy 1 give 1 - by purchasing a coffee our customers are supporting people who may be experiencing difficulty or hardship.

To run alongside the coffee cart the motel has opened a continental buffet breakfast that operates from 6.30am – 9.30am Monday to Friday located in AJ's Café. It is a perfect location for breakfast meetings or to sit in a quiet space away from the hustle and bustle of Westmead and enjoy great, healthy food and a peaceful atmosphere.

The management and staff of 175 work closely with the Westmead congregation. Many guests that stay at 175 access the services of Time Out Café and Sunday worship. This unique relationship builds on Parramatta Mission's vision of a church-based community transforming lives.



**175 won the award for
Excellence in Social Enterprise
at the Western Sydney
Business Awards
and was nominated
as a State Finalist**

Business
Awards



Wesley Apartments

Wesley Apartments is a block of six fully-furnished apartments, that provide accommodation to families that have a loved one in the Children's Hospital at Westmead or in the Westmead Hospital.

Wesley Apartments opened its doors in March 2010 and to date has had approximately 230 families stay. For the financial year 2017/18 we had a total of 45 families residing here with most families returning home with their child responding well to treatment. The average length of stay for these families was 51 nights.

The congregation provides Welcome Packs for families upon arrival at Wesley Apartments. Often families arrive under the most stressful situations and with not many supplies, therefore the Welcome Packs provide the necessities for the family to settle in. The Congregation also provide an evening meal pack, giving the families a night free from cooking. This consists of a large lasagne, garlic bread, vegetables, dessert and chocolates.

Carlingford congregation provides handmade patchwork quilts for families. The handmade quilts cover a myriad of genres: pink, blue, boys, girls, babies, adults, with the addition of wall hangings that are on display in the communal downstairs area at Wesley Apartments.

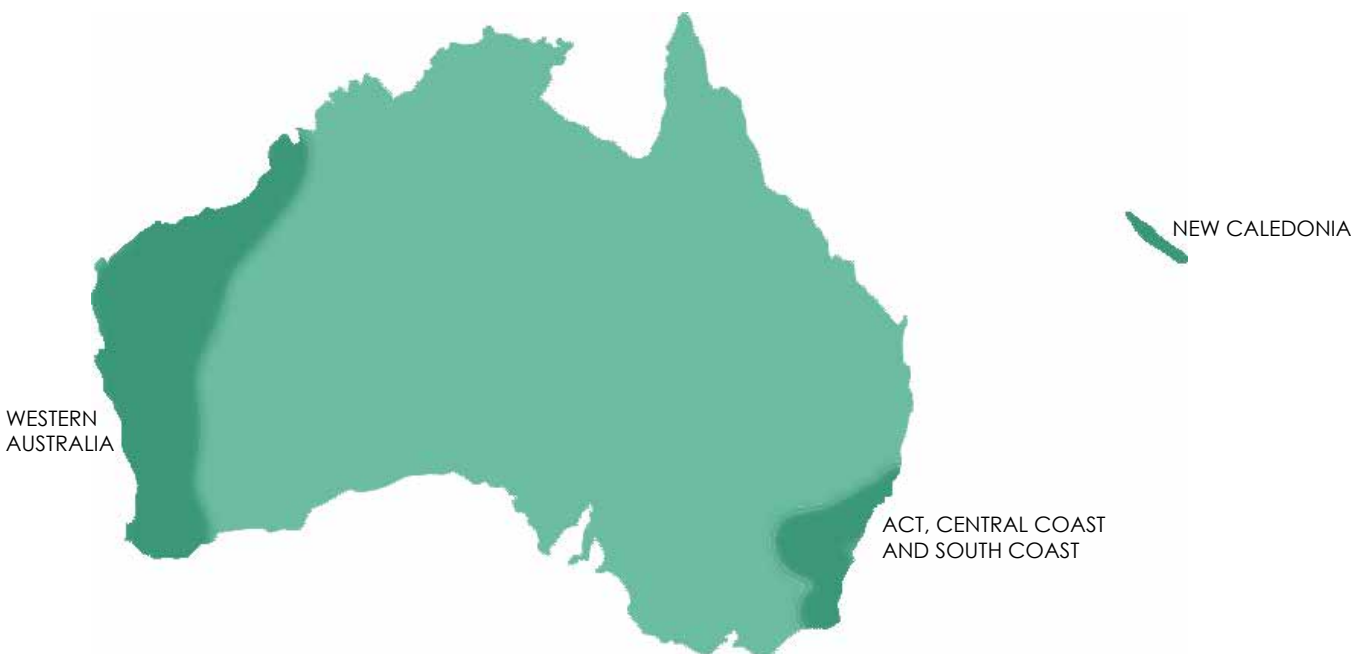


**45 families
stayed at Wesley
Apartments
during 2017/18**



**The average
length of stay
was 51 days**

Families came from all over Australia (particularly WA, ACT, Central and South Coast) and New Caledonia to stay close to children and loved ones in the hospital



Community Housing

The past year has proven to be a challenging time for Parramatta Mission community housing. With the loss of one long term staff member and the restructure of the property division, the focus has been on establishing a housing platform to facilitate elevation to Tier 2 Community Housing status. This has also necessitated a review and alignment of Parramatta Mission's policies and procedures, in line with the requirements of the Community Housing Registrar.

During the year we have been fortunate to welcome back Candice William as the Community Housing Manager and have Sarah Filmer transfer into the Tenancy Officer position. Together, they manage the existing Community, Mental Health and Social Housing stock. With the development of Macquarie Street, it is planned to provide a 'common ground' model of accommodation, to continue being a 'Church-based community transforming lives.'

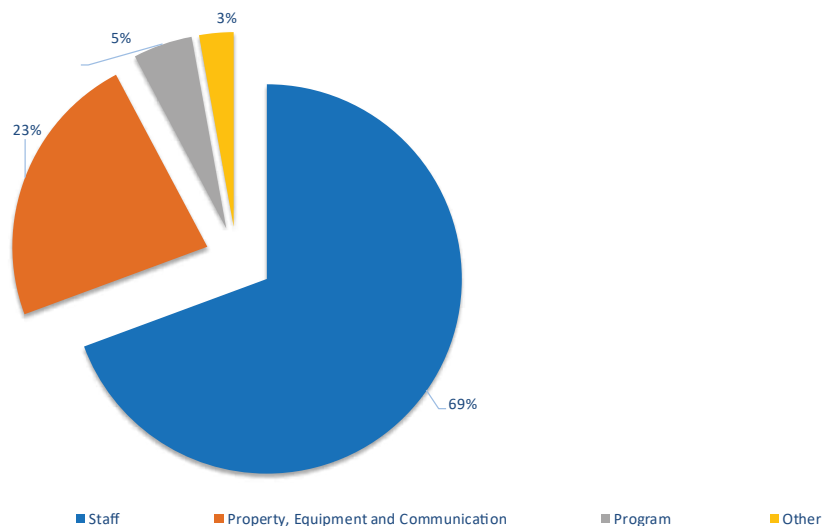
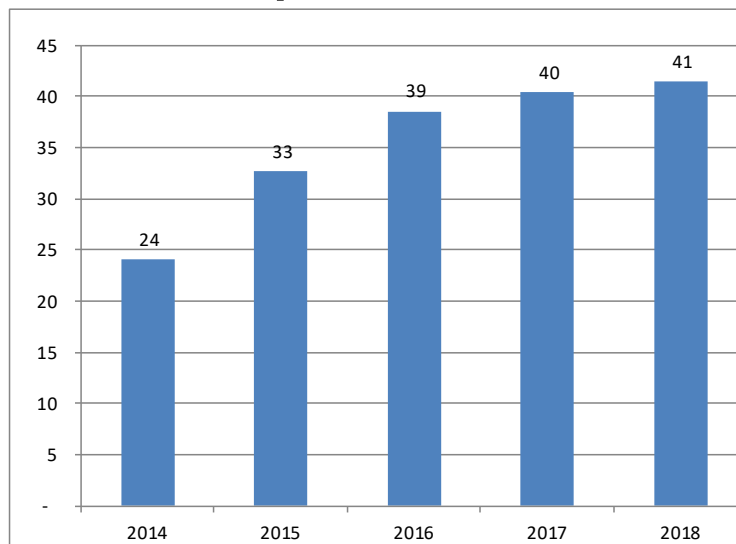


Finance

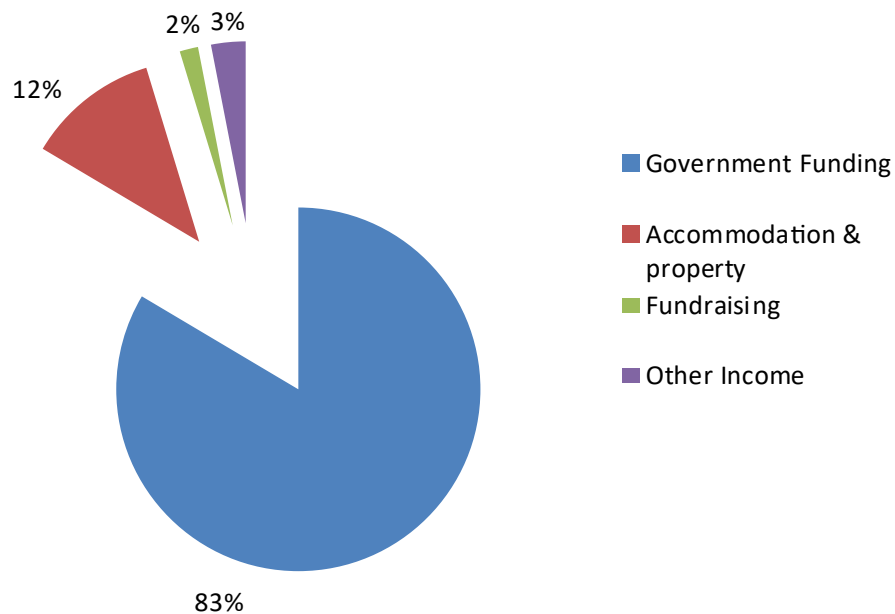
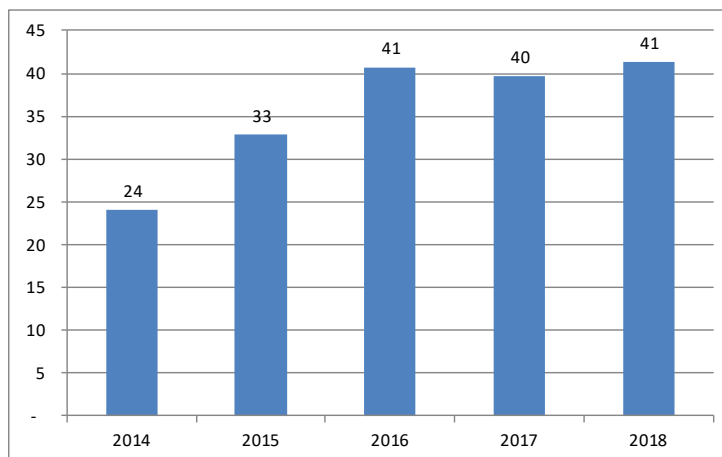
Financial Performance

| | 2017 \$'000 | 2018 \$'000 |
|--------------------------|----------------|----------------|
| Total Revenue | 41,344 | 39,659 |
| Total Expenses | 41,412 | 40,378 |
| Operating Surplus | (68) | (719) |

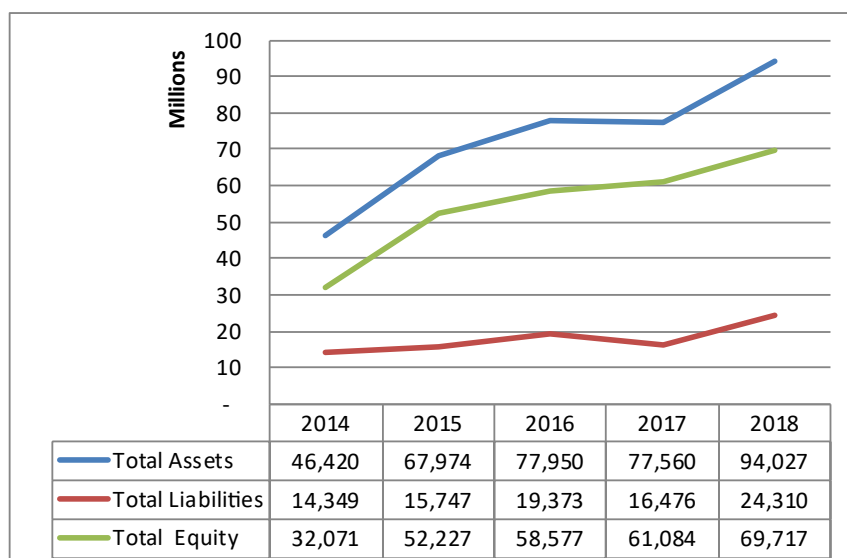
Expenses \$M



Revenue \$M



Balance Sheet





**Parramatta
Mission**



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

Parramatta Mission

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