



# PARRAMATTA MISSION



TRANSFORMING LIVES  
2018/2019

Cover photo

Client from Taree expressing delight in the journey of recovery. The photo was the winning image at our photography exhibition in 2019.

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# INTRODUCTION

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Parramatta Mission (PM) is a “for purpose” organisation and a part of the Uniting Church in Australia. We are a church based community transforming lives and have been established for many years with a proud history and footprint across Greater Western Sydney and beyond.

Whilst some services are located in Parramatta’s CBD, the Mission’s 70+ programs are delivered from around 80 sites extending across Western Sydney to the Central Coast, Sydney’s Northern Suburbs, the Blue Mountains, Liverpool, Hunter and New England. While we are largely funded by the Commonwealth and NSW governments, we rely on the support of our community partners, including donors, corporates, volunteers and other supporters to enable much of the work that we do.

Our Vision, **‘A Community Transforming Lives’**, seeks to positively impact the lives of many people and the communities we engage with. How we achieve this takes on many forms including Pastoral, Mental Health, Clinical, Housing, Hospitality and Community Services, together enabling us to provide leading edge service offerings supported by our congregations, highly passionate staff and our volunteers alike.

Our Values of **Grace, Inclusion, Dignity, Faith and Hope** are ingrained in everything we do. We endeavour to live out our values through our interactions with our

stakeholders, clients, consumers, residents, guests, visitors, callers, members, students and patients. Our values inform our actions even through the design of our buildings and spaces.

Our review this year includes some of the many journeys we have shared with individuals and families over the past year. Names have been changed to protect individuals privacy, all have given permission to share their story with you.

We hope their stories will inspire others - to seek the help they need, or for those who are able - to seek out ways in which they can assist others.

Please contact us if you would like to get involved in Transforming Lives.

# NOTE FROM THE SENIOR MINISTER/CEO

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The whole of life is about relationships, and relationships create life stories. A constant refrain at Parramatta Mission is “everyone has a story.” Everyone has a story, and their story is important. A way to value each person is to take the time to hear their story and understand. Understand the drivers and influences, the values and passions, experiences and hopes that might help to build a relationship, and better walk beside another. There are stories of joy and pain, struggle and accomplishment, unfulfilled aspirations or hopes realised.

The story of some people, even many people, is a story filled with pain, hurts and regrets. For some, the story of their past determines their present, and does not give hope for the future. But our story is walking beside others so that their story, their future, might change.

We take the time to sit and listen to the story of others. That is what real care, hospitality with heart, is about. Further, we are not the sum of our actions. While our ‘doing’ is important, it is not really our identity. We are our being. Our futures can be changed. This is a story of resurrection. A story of life and a story of hope.

This year I want to share with you some of our many stories. These stories are our shared stories. They highlight our collaboration and communication and how everyone has a role in making a difference in the community. In fact, the front cover of this document is from an outing with our team in Taree.

As you will see from our financial overview, we have made strategic decisions to reposition the work of Parramatta Mission for greater sustainability. This has a short-term impact but long term it is invaluable in assisting us to engage with and walk beside more people in their journey of transformation.

Our story includes the people of our congregations, staff, volunteers, Church Council, and Board, and many others. Without this collaboration and diligent participation that includes challenge and growth for us all, Parramatta Mission would not happen. Thank you.

I want to also give thanks to God. We are a church, proudly part of the Uniting Church in Australia, including people from all walks of life, background and beliefs. That is our understanding of the Christian faith to work together with all for the good of all. The story of God is in the lives of people. We can also read of these stories in God’s book of stories, the Bible. We believe the stories in this review are also stories of God at work in the world. Thank you, God.

Our story includes the many people we are privileged to journey beside. Some are care-seekers, some are clients, some are consumers, some are callers, patients, students, visitors, and guests. All important. We thank you for that privilege.

Our story also includes you. Without you, the reader, your partnership, our story would be diminished. This year’s annual review includes stories and statistics of the transformation of lives. As you read on please remember that you also have an important story. Thank you for being part of this story.

Keith Hamilton  
Senior Minister / CEO

# CHAIR PERSON'S REPORT

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Parramatta Mission is a remarkably diverse organisation. We are geographically, socially, culturally, physically, emotionally and spiritually varied. So, what binds us together? I went back to the 'Basis of Union'\* of the Uniting Church in Australia to reflect on what it means for Parramatta Mission to be part of the Uniting Church in Australia.

Paragraph 3 of the Basis of Union says:

"The Church lives between the time of Christ's death and resurrection and the final consummation of all things which Christ will bring; the Church is a pilgrim people, always on the way towards a promised goal; here the Church does not have a continuing city but seeks one to come. On the way Christ feeds the Church with Word and Sacraments, and it has the gift of the Spirit in order that it may not lose the way."

What stands out to me is that "the Church is a pilgrim people, always on the way to the promised goal."

Across the extent of Parramatta Mission, we journey with people from all walks of life – and with grace, dignity, inclusion, faith and hope. We are all pilgrim people on a journey through the ups and downs of life. Each person that comes through the care and ministries of Parramatta Mission are of infinite worth. People with their own stories – and experiencing life in all its complexities. Everyone's story deserves to be heard and it is such stories that motivate our staff, supporters and volunteers each day to help transform the lives of people who connect with the Mission.

So, I commend to you the Annual report of Parramatta Mission for 2019 and, I extend my thanks to Rev Keith Hamilton, the Senior

Minister / CEO of Parramatta Mission, for his leadership over the past year.

I would also like to thank the pastoral team, executive leaders, staff, volunteers and supporters for their continuing diligence and commitment to the Mission. The congregations of Parramatta Mission are blessed with wonderful people who faithfully worship and serve in Parramatta, Westmead and beyond and contribute in ways seen – and unseen – to the life of their communities and the heartbeat of the Mission.

Many thanks to the Board and Church Council of Parramatta Mission who faithfully and diligently exercise governance of the Mission in a complex, challenging and ever-changing environment.

We are all a pilgrim people – journeying with each other and striving to make a difference.

Best wishes.

Ian Gray  
Chairperson Church Council  
Chairperson Community Care Network Board

\*Basis of Union <https://assembly.uca.org.au/images/stories/HistDocs/basisofunion1992.pdf>

# EXECUTIVE TEAM

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*L to R Back: Lyall Weaver, Jo Armstrong, Ulysses Chioatto, Keith Hamilton  
L to R Front: Katelyn Barakat, Chantal Nagib*



# MINISTRY AND CONGREGATION

The life of Parramatta Mission is closely connected to the life and witness of three congregations - Leigh Memorial, Leigh Fijian and Westmead, and a Korean faith community of the Uniting Church in Australia.

The Leigh Memorial, Leigh Fijian congregations and Korean faith community worship at 119 Macquarie Street, Parramatta. The Westmead congregation worships at 175 Hawkesbury Road, Westmead.

Each in their own, distinctive way seeks to worship God and nurture the life of discipleship in Jesus Christ, connect with their communities and through prayerful and practical service, live out Parramatta Mission's core values.

## LEIGH MEMORIAL CONGREGATION

The Leigh Memorial congregation's unity, passion and spirit are demonstrated in it's work with the Mission.

This includes;

- The campaign to ensure the best and fairest possible outcome regarding the land and future vision for our Church/Mission site on Macquarie Street, Parramatta.
- The commissioning of an Artwork for the Leigh Memorial Church vestibule by Darug artist, Leanne Watson.
- The congregation's involvement in serving a lunch at Parramatta Mission's 'Meals Plus', an annual toiletries drive for Parramatta Mission and the congregation's 'Couples and

Friends' group's annual donation of hand-knitted rugs to Parramatta Mission community services.

- The congregation held public vigils and services of remembrance for the victims of the terror attacks in Christchurch and Sri Lanka.
- The congregation hosted and/or coordinated a series of visitors, groups and public events, which provided the opportunity for Christian witness, community engagement and the sharing of information and ideas with those of all ages and all religious, cultural and political backgrounds.
- Further groups & activities of the Leigh Memorial congregation include: the Music Team, LEAP (Leave Everything and Pray) prayer group, SPOW (Single People of Worth), Couples and Friends, Sunday School, Youth Group, Community Visitors program, Inter-denominational representation, Bible Studies, Church Library, Parramatta-Nepean Presbytery Adult Fellowship, and Fellowship of the Least Coin.





# PARRAMATTA MISSION HERITAGE COMMITTEE



Congregation members and members of the public have accessed heritage information on a regular basis and/or joined in heritage-related services and activities at Parramatta Mission.

Publications include

- Online publication by Charles Sturt University of the first 200 year history of Parramatta Mission: *'Holiness and Hard Work: A History of Parramatta Mission, 1815 - 2015.'* (PhD thesis, Liz de Reland)
- Production and sale of 2 new heritage books, *Samuel Leigh - First Wesleyan Missionary to Australia and New Zealand* - and - *Luminous: The stained glass history of Leigh Memorial Church, Parramatta.*
- The 175 / Wesley Lodge 40th anniversary commemorative pamphlet and congregational celebration.

The Parramatta Mission Heritage Committee are also involved in ongoing engagement through Church heritage tours.

# LEIGH MEMORIAL FIJIAN CONGREGATION

The Fijian congregation is a lively cross-section of ages. There are still some in the congregation who were instrumental in this Fijian group aligning themselves with Parramatta Mission nearly thirty years ago.

The congregation has an active youth group which has been well led over a number of years. This past year, as part of their Lenten discipline, the young people went to Jesus Christ Superstar. The congregation has a good number of children. The congregation is probably the largest of the three congregations. Its common life is enriched through Sunday worship and weekly masumasu (prayer cell meetings).

The Bula Feeding Ministry in Blacktown has grown spontaneously out of the life of this congregation. The energy of the congregation is plainly evident with two of its members currently beginning or in the formation for ministry -Fil Kamotu and Samu Sadrata. Another young person, Ofa Foiakau has taken up a position with Pulse, the youth activity of the Synod. The congregation had been looking forward to the placement of an ordained minister this past year, but that was not to be. The congregation provided the hospitality for the Tagata Pasifika conference which was designed to make known Pacific Island theological voices. There is excellent lay leadership provided by a number of men and women.





A couple were staying at 175 as the husband was to be in hospital for a transplant. Over the weeks he was discharged but needed daily visits to the hospital.

Early on the wife was feeling overwhelmed and came into the church space for some quiet time. Rev Christine sat down with her, provided some coffee and the story of the challenges poured out.

Over the next few months the couple came regularly to Time Out Cafe (TOC), attended worship and became involved in the life of the congregation. In time the couple returned home but on trips to Westmead for check-ups they often bring clothing to be given to Meals Plus. This story is replicated so many times because people find a home away from home with us.



# WESTMEAD CONGREGATION

## GOOD NEWS STORY

One Sunday a woman from another state in Australia came to stay at 175, One Hotels and Apartments. When she arrived there had been a mix up in her booking - it had not been arranged by the health area she had come from.

Alone, with medical needs on a cold Sunday night this woman was left without any money or accommodation. On the only Sunday afternoon when the Westmead leaders met at the church, this woman came in looking for a place to pray. She left with the congregation assisting with the payment of accommodation, a warm cup of tea, and some food for the night.

We see this replicated at other times as people call in, often in difficult circumstances, needing prayer and leaving with far more.

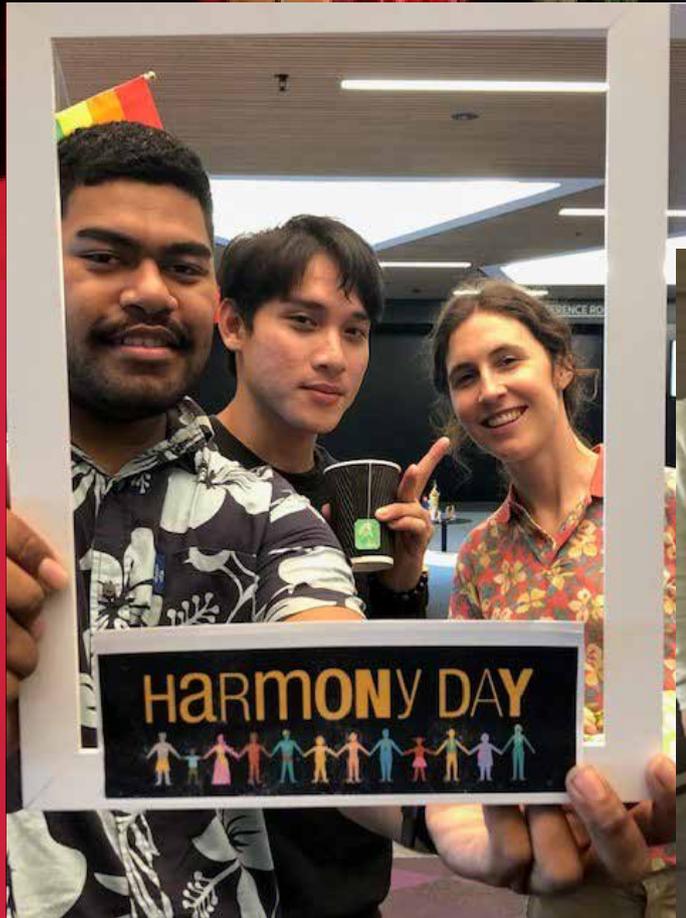
## WESTMEAD PLAY GROUP

Over 150 families have now connected to the church through the play groups. Currently there are 34 families on the books, although they don't all turn up at the one time!

Most of the families have the husband, wife and children in Australia with no other family support. The play groups enable them to connect with each other, build friendships, share advice or experiences or seek advice from other mums or Rev Christine. Community is built and although families come from different faith backgrounds, there is respect for all.

Some have made new friendships which have continued beyond the Play Groups. All speak of the wonderful support it is for them, feeling disconnected and isolated. Some of the grandparents that come are able to provide the extra generation for children whose grandparents live in another country. It is a space where curiosity is encouraged and people see Christian love and welcome in action.





# CHAPLAINCY AT WESTERN SYDNEY UNIVERSITY

Students have been able to connect with the congregations and with various services provided at PM through the chaplaincy program at WSU (Western Sydney University).

Hope, dignity and inclusion shape the interactions and it is long-term relational work. In particular, there is one student who (after a year) now sees the Chaplain, Amelia Koh-Butler, as the closest person in this country to being family.

Working with emerging leaders, Sam Sadrata and Allison Forrest has been a highlight, as they have both blessed staff and students in different ways, as well. It is great to see others picking up and doing things a little differently. It creates new energy and sense of momentum.

Building on Manas' work on the Iftar Dinner was special. It was good to be able to see where there were synergies between what was already established and new possibilities for growth.

Paul from Meals Plus has been on hand to help, advise and step in when required with some of the more complex welfare needs. His capacity and wisdom have been fabulous.

The Dean of the Business School refers to the PM Chaplain as "the heart and soul here".

***1100 MEALS,  
140 AT IFTAR DINNER,  
50 SERVES OF SOUP AT LAY  
PREACHER EVENINGS,  
500+ ANZAC BISCUITS  
OFFERED HOSPITALITY AT  
NUMEROUS EVENTS,  
INCLUDING INTERNATIONAL  
STUDENT WELCOMES***

# YOUTH



YOUTH HUB  
PARRAHOUSE  
KOOMPARTOO  
FOUNDATIONS  
OUTREACH

## TIFFANY'S STORY

A female client, Tiffany\*, moved from Melbourne to Sydney with no family support, no income and was homeless.

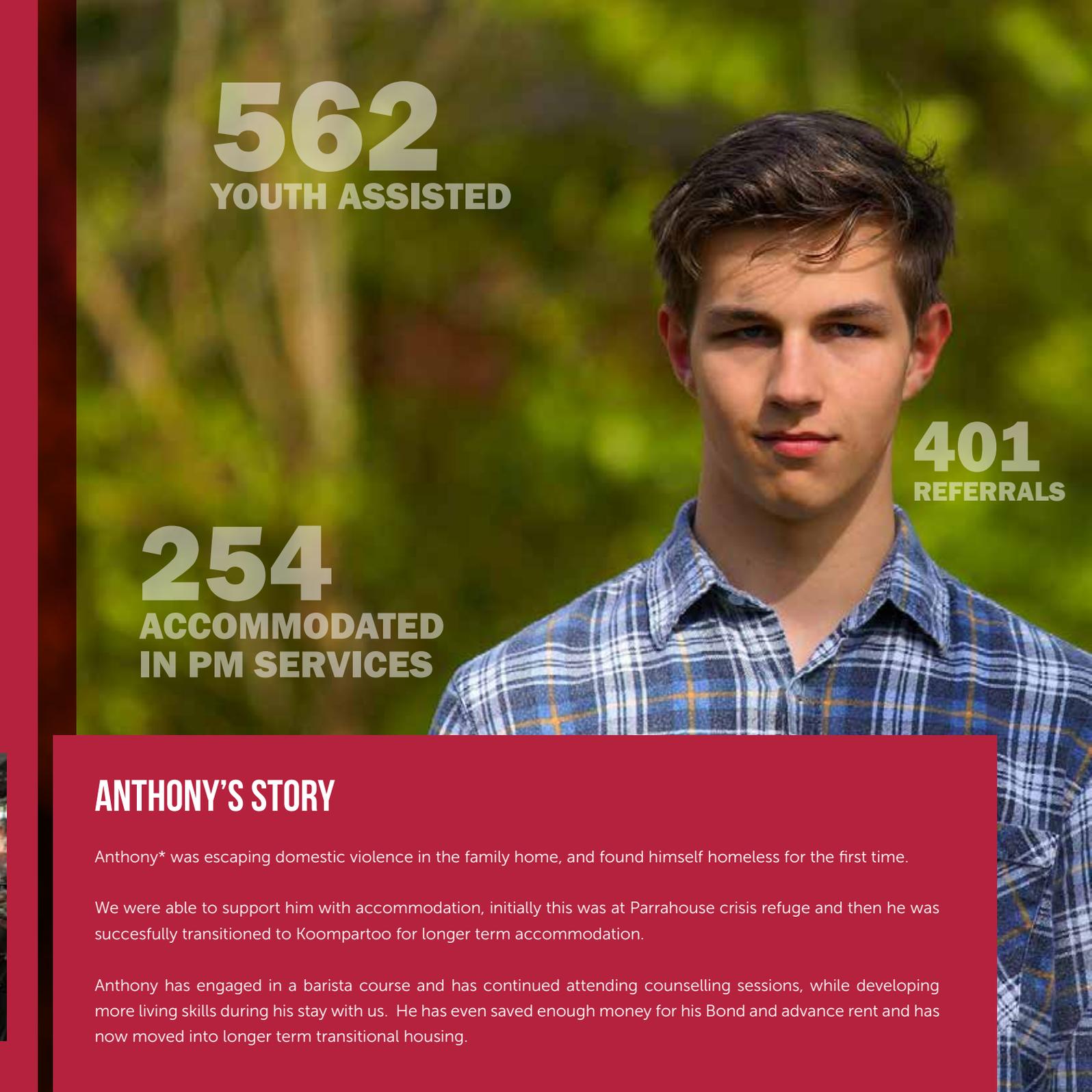
Tiffany was referred to Foundations at the end of August 2018. She was assessed and moved into Amaroo on the 10th September 2018 with a small amount of savings and no Centrelink benefit.

Whilst living with us, Tiffany was supported to obtain Centrelink benefits, linked with a job agency and met her case manager weekly to work on her goals. The client engaged in the weekly fundamental living skills program and the RIKI program.

On the 5th December 2018 Tiffany gained fulltime employment as a receptionist at a prestigious hotel. She also enrolled in and commenced a Diploma of Applied Commerce part time at Ultimo Tafe in February 2019.

With the assistance and support of Foundations, Tiffany was able to save up enough money to cover her own bond and move out. She has plans to travel in the future.





**562**  
YOUTH ASSISTED

**401**  
REFERRALS

**254**  
ACCOMMODATED  
IN PM SERVICES

## ANTHONY'S STORY

Anthony\* was escaping domestic violence in the family home, and found himself homeless for the first time.

We were able to support him with accommodation, initially this was at Parrahouse crisis refuge and then he was successfully transitioned to Koopartoo for longer term accommodation.

Anthony has engaged in a barista course and has continued attending counselling sessions, while developing more living skills during his stay with us. He has even saved enough money for his Bond and advance rent and has now moved into longer term transitional housing.

**50,000**  
episodes of support

**250**  
ASSISTED  
WITH  
PERMANENT  
HOUSING

**46,000**  
MEALS

# MEALS PLUS

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Meals Plus is a day centre in the heart Parramatta providing basic needs and support to people who are homeless or disadvantaged. Meals Plus is open for breakfast and lunch from Monday to Friday.

Services include: emergency food assistance, laundry and shower facilities, financial counselling, legal advice by visiting solicitors, housing advocacy, Centrelink outreach service and referral to accommodation services.

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.

At Christmas time in particular we recognise the significance in reaching out to people who may be feeling alone and isolated during this period. So in 2018 we decided to hold a Christmas Day lunch.

With the generosity of our donors and volunteers we were able to host around 500 guests for lunch, these included those who are vulnerable, disadvantaged, homeless or facing crisis and people living with a mental illness.

We are looking forward to another, maybe even larger, lunch for Christmas 2019.



# WOMEN AND CHILDREN

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## MELISSA'S STORY

Melissa\* attended a parenting program and was feeling incompetent as a parent, and stated she was burnt out, feeling overwhelmed and unsupported at home with two children under 3.

We worked closely with Melissa working on strategies from the Positive Parenting Program. We also worked together on building up on some self-care time and having time out for herself.

By the end of the 6-week workshop Melissa stated that she felt confident with parenting and having routines in place for her two children. Melissa found the role plays and planned activities to be beneficial to use in her day to day life and gain some control over situations where she would normally feel defeated.

## SARAH'S STORY

Sarah\*, had experienced severe and ongoing domestic violence and entered our service after leaving a domestic violence refuge.

Initially, Sarah was suffering from severe depression and anxiety and had difficulty attending appointments for mental health support. After a few months of working with her, she was linked in with a psychologist and a GP who both assisted her greatly.

Sarah also attended a DV group where she met other women in similar situations as her and made a friend from this group who also became a support to her.

Through advocacy Sarah and her 2 children were given long term housing. During her time in transitional accommodation, Sarah's mental health improved significantly as she began to participate in activities and go out more often. She was able to reconnect with her child and other family members after leaving Parramatta Mission.

Sarah was thankful to the staff and service. She still checks in every so often to update us on how she is going to let us know she is doing well and now looking for work.

**THELMA BROWN COTTAGE**  
**KELLY'S COTTAGE**

A photograph of a woman with red hair and black-rimmed glasses, smiling slightly. She is holding a young child with light brown hair and blue eyes. The child is looking off to the side. The background is a plain, light-colored wall.

**90**  
**FAMILIES**  
**ACCOMMODATED**  
**INCLUDING**  
**65 CHILDREN**

**57**  
**PEOPLE ASSISTED**  
**THROUGH THE**  
**PARRAMATTA**  
**FAMILY SUPPORT**  
**PROGRAM**

in parenting support,  
behavioural management  
strategies, financial advice,  
family court support,  
housing, mental health,  
advocacy and  
parenting programs.

**61**  
**SINGLE WOMEN**  
**AND**  
**90**  
**FAMILIES**

engaged in our  
Homelessness and  
Domestic and  
Family Violence  
Program



## ROUGH SLEEPERS PROGRAM

In winter 2018, Housing New South Wales (HNSW) collaborated with Parramatta Mission under Men2Home (including our partners St Vinnies and Mission Australia) as well as Centrelink, Cumberland Drug & Alcohol Team, Parramatta Mental Health Team and Parramatta City Council for Rough Sleepers Project around Parramatta area.

Men2Home were providing Case Management, crisis accommodation as well as assisting in setting up clients new place with furniture, with financial donations from Parramatta City Council.

The project was successful with 29 clients being assessed and 19 clients accepted the long term housing.

# MEN

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22

ASSISTED WITH  
FURTHER  
ACCOMMODATION

## STEVE'S STORY

Steve\* was a client at Hope Hostel, he had been incarcerated for 16 years and came to us as a referral from Probation and Parole. We needed to work with him to introduce him back into the community.

Steve stayed for 4 months at Hope Hostel and during that time he managed to secure full time employment at a bakery, as he had a trade as a baker, before his incarceration.

He also secured long term housing and now he has reconnected with his family. Steve is grateful for his second chance at life.

443  
MEN ASSISTED

HOPE HOSTEL  
MEN2HOME  
OUTREACH



# headspace

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## ED'S STORY

Ed\* presented to headspace in mid 2018, for support around difficulties with anxiety, job instability and a background of trauma.

Ed met with a YAT (Youth Access Team) clinician and they began to work on presenting issues around stress and anxiety. When she first attended Ed was aged 18, was living in unstable accommodation without support from family, and had extreme financial strain due to employment issues. Ed and the YAT completed a medium term intervention to manage her trauma symptoms, linking her in with a caseworker for practical support, and linking her in with a financial counsellor to help address immediate financial concerns.

After receiving the wrap around support on offer, and after 20 sessions of counselling, Ed made the huge decision to move from the Penrith area into the inner west of Sydney, and began pursuing a degree in stage management. In her last session at headspace she mentioned that she was living independently, had been hired as an intern in several productions around Sydney, and had made a whole new circle of friends. At this stage she reported how thankful she was for the support from headspace, and reported that she felt like a 'different person' after her sessions here.

# headspace EARLY PSYCHOSIS

headspace Youth Early Psychosis is a new service that runs alongside headspace. It is designed for young people who have experienced their first psychotic episode or are at high risk of experiencing psychosis.

**164**  
**GROUP**  
**SESSIONS**



**2,409**  
YOUNG  
CLIENTS  
SEEN

**8,334**

**OCCASSIONS OF SERVICE**

## headspace PENRITH

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## headspace MT DRUITT

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headspace is the National Youth Mental Health Foundation providing early intervention mental health services to 12-25 year olds, along with assistance in promoting young peoples' wellbeing. This covers four core areas: mental health, physical health, work and study support and alcohol and other drug services.

Young people assisted through headspace services have access to specialised vocational and education support, drug and alcohol counselling, family and carer support, family counselling, group programs and individual assessment and early therapeutic interventions.

# LIFELINE WESTERN SYDNEY

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## BETH'S STORY

"As a Lifeline Crisis Supporter, I have often wondered about ways that I can best apply my learned skills. It wasn't until I took part in some of the collaborative activities to show my skills that I felt grateful and blessed to have had the experience from Lifeline Western Sydney.

Lifeline Western Sydney has enabled me to interact and think outside the box, apply micro-skills so that those who struggle can feel heard. As a Crisis Supporter with Lifeline Western Sydney, I have improved my listening and unconditional positive regard. It is vital to be empathetic as well as non-judgemental. Letting help seekers tell their stories has at times been challenging, yet, rewarding to know that I was able to be there for that person in times of need.

The knowledge that is gained from our support team and educators has been paramount to establishing a warm and friendly atmosphere. It is because of this that I look forward to volunteering regularly.

Lifeline has taught me that it's okay to have a bad day too, we can't always be "perfect", and it is essential to remember our limitations."



**3**  
**CRISIS  
SUPPORT WORKERS  
WERE AWARDED THE  
GOLDEN WATTLE AWARD  
- FOR MORE THAN 15  
YEARS SERVICE TO  
LIFELINE**

**4,740**  
**LOGGED  
VOLUNTEER  
HOURS**



**11,135**  
CALLS ANSWERED  
THAT'S **928**  
EACH MONTH

**122**  
ACTIVE  
CRISIS SUPPORT  
VOLUNTEERS,  
AN INCREASE OF 42%  
FROM PREVIOUS YEAR

# COUNSELLING

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## SUE'S STORY

Sue was referred to Julian, our Financial Counsellor, after seeking help from a Community Legal Centre. Sue had a debt to mobile phone company that was causing her a great deal of distress.

Julian was able to work with the mobile phone company on behalf of Sue and was able to get the debt waived. Sue later wrote a note of thanks for Julian's support where she said that the impact for her was that she was able to breathe a sigh of relief and afford to resume a normal life.

**365**  
INDIVIDUAL  
CLIENTS

**2,506**  
COUNSELLING  
APPOINTMENTS

ACROSS  
GEOGRAPHICAL AREAS **4**

**GAMBLING HELP  
FINANCIAL COUNSELLING**

# LIKEMIND

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LikeMind takes a one-of-a-kind innovative service-hub approach to the integrated provision of care and support for adults who experience mental illness.

## MALCOM'S STORY

Malcom\* has been engaged with LikeMind since late 2018. He had previously been diagnosed with schizophrenia and had been homeless for over 12 months prior to engaging with LikeMind.

Malcom was referred to the Mental Health Nursing Incentive Program (MHNIP) and engaged well with the MHNIP nurse. A main focus has been improving Malcom's understanding of his mental health and reaffirming his position as an expert in his own recovery.

Through his engagement with supports Malcom has found permanent accommodation and recently moved in. Additionally, Malcom has noted significant improvements with both his mental and physical health. He reported feeling as though he has increased coping strategies and that he is well connected to the local community. Malcom will continue his recovery journey.



**LIKEMIND PROVIDED  
SUPPORT TO OVER  
1,100 INDIVIDUALS  
EXPERIENCING MENTAL  
HEALTH CONCERNS  
THROUGH 5,461  
APPOINTMENTS ACROSS  
TWO SITES AT SEVEN HILLS  
AND PENRITH.**

# MHR:CS

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Mental Health Respite: Carer Support (MHR:CS) is service for adult carers of people with mental illness, providing individualised short-term support and respite, through social and recreational activities, education and training. We may also refer carers to additional support and counselling services.

**MENTAL HEALTH RESPITE  
CARER SUPPORT  
PROVIDED OVER  
6,700 HOURS OF  
SUPPORT TO  
200 CLIENTS  
ACROSS THE WESTERN  
SYDNEY AND NEPEAN  
BLUE MOUNTAINS AREA.**





**784**  
**CARERS**  
**SUPPORTED**  
**THROUGH OVER**  
**50,000**  
**APPOINTMENTS,**  
**PHONE CALLS AND**  
**GROUPS**

# FAMILY AND CARERS

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## SUE'S STORY

A support worker met with one of our Carers recently who is suffering carer fatigue. She described her long journey with her son as being a long slow death full of grief. The beautiful kind, caring, loving son she had has been replaced with a person she doesn't know and finds it hard to like. It is a long slow painful grief.

Following a recent Family and Carers Mental Health (FCMH) Program Workshop the Carer stated: "For the first time in 27 years I honestly felt that someone understands what I have been going through."

## TORI'S STORY

"Of all the training I've attended as a carer, this carer support training has without a doubt been the most relevant, well-delivered and useful course I've attended.

In fact, I think all parents should attend this course, not just those who are carers! I can only imagine how wonderful our world would be if our adults were all well-functioning, skilled "lighthouses". The staff presented the material in a non-judgemental way that made sense to me as a carer and parent. The use of role plays and videos were immensely helpful and I have successfully applied some of the "lines" used in these role plays when speaking to my "person" when they need help. "Thank you Parramatta Mission"

CENTRAL COAST

NORTHERN SUBURBS

WESTERN SYDNEY

NEPEAN BLUE MOUNTAINS

Family and Carers Mental Health (FCMH) groups provide an opportunity for carers to network with other carers to help reduce isolation in their caring role, gain information and recourses to assist with better supporting the person they are caring for and assist with everyday skills they can use to implement healthy outcomes in their caring role.



# COMMUNITY LIVING SUPPORTS (CLS)

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## WENDAL'S STORY

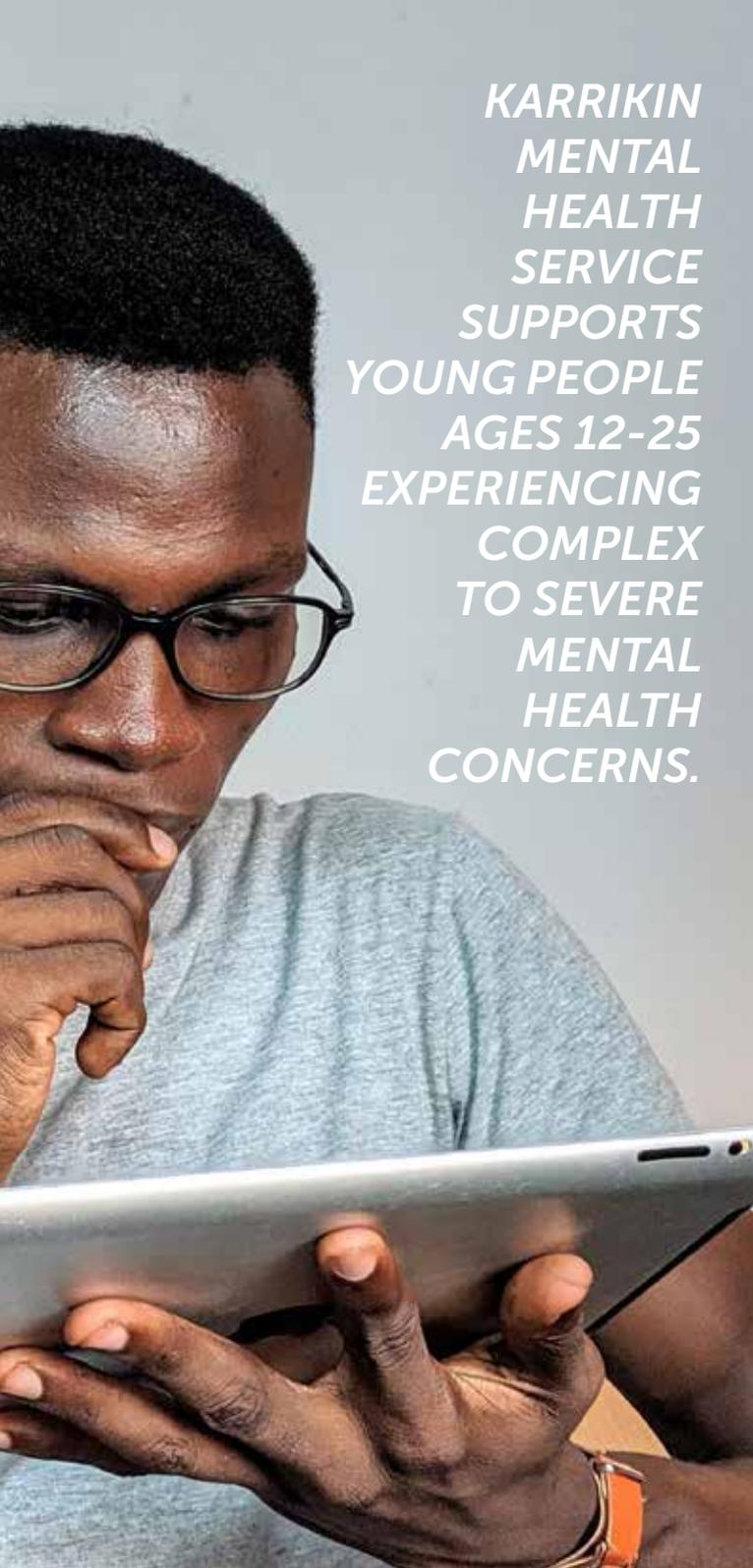
Wendal\* is a twenty-six, year old, Aboriginal male and was an inpatient at Gosford Mental Health Unit prior to being referred to the CLS program.

Wendal was homeless for many months and has a history of drug and alcohol abuse, he commenced with CLS in March 2018. CLS staff worked collaboratively with nursing staff at Gosford Mental Health Unit, social workers, case managers and Housing NSW to ensure the smooth transition, from hospital to a public housing unit.

CLS staff advocated and supported Wendal to obtain quotes and additional income from Trustee and Guardian to furnish his unit. Wendal became an active participant in CLS outings as well as the Wellness Program which commenced in 2018. He has been engaging with CLS multiple times a week and shows a new-found drive to maintain his current lifestyle.

Wendal has been a true testament to other showing that with determination and ongoing support you can in fact turn your life around.



A young man with dark skin and short hair, wearing black-rimmed glasses and a light blue t-shirt, is looking down at a tablet computer he is holding with both hands. He has a thoughtful expression, with his right hand resting near his chin. The background is a plain, light-colored wall.

**KARRIKIN  
MENTAL  
HEALTH  
SERVICE  
SUPPORTS  
YOUNG PEOPLE  
AGES 12-25  
EXPERIENCING  
COMPLEX  
TO SEVERE  
MENTAL  
HEALTH  
CONCERNS.**

# KARRIKIN

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## MIKE'S STORY

Mike\* was referred to Karrikin for mental health concerns. He worked alongside his psychiatrist and case manager well and focused on his mental health recovery. He was then referred to the Employment and Vocational Officer - Kate (Ability Options) who co locates at the Karrikin office one day a week. At the time he was also working for a before and after school care employer for 6 hours a week and was also studying I.T at university.

Mike suffered from quite severe anxiety and did not feel he could finish his Degree. Kate and Mike together worked on his resume and constructed a cover letter as he had voiced he would like to obtain either an apprenticeship or a full time job in I.T. Further sessions were spent with Mike and Kate continued to work with him regarding what was appropriate to say and not to say during an interview process.

Throughout this time his case manager in the Karrikin team continued to work hard at maintaining his self esteem, mental health and improving his overall well being with positive results.

Mike was then referred to a company that specialises in apprenticeships and government jobs for persons with a disability. Mike attended a further two interviews and was successful at acquiring a job.

Mike will commence with a full time position as an I.T helpdesk consultant. He is extremely happy and voiced a huge relief at how positive his life has become.

# HASI

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HASI (Housing and Support Initiative) provides people who have mental health issues with support so they can maintain successful tenancies and participate in the community. This support often results in improvements in their quality of life and, most importantly, assists in their recovery from mental illness.

## CLIFF'S STORY

Cliff\* is an indigenous man aged 30 years. He lives with schizophrenia and has a long history of mental illness and hospitalisations.

Cliff was referred to HASI as part of a transition from a supported accommodation and rehabilitation facility to independent living in a private rental. Some of his goals, over the time he has been supported by HASI have included;

- Healthy eating/meal planning/shopping
- Cooking
- Medication monitoring
- Domestic assistance (cleaning/washing/tidying)
- Exercise and healthy lifestyle
- Making and keeping medical appointments
- Get license and a job

Cliff engaged well with the HASI program, however there were challenges in contacting him to confirm supports as he finds it hard to answer his phone. He would receive support each week on pay day to get his scripts from the chemist and to purchase food. Occasionally he would cook a meal with support workers. Cliff

worked initially with HASI Indigenous support workers, however he has come to know all workers, and gets on well with them all.

Cliff said he wanted to get his license, so was supported through a local indigenous service provider to attend driving lessons and sit his test. All support workers were thrilled when he passed and obtained his P's. He purchased a car, so became more independent in getting around. He said that he wanted to get a job, and he was supported in attending and passing his White Card.

Cliff is a keen artist, and was encouraged to draw a poster for the 2018 NAIDOC Poster competition. He didn't win, but was very proud of his achievement. The poster is proudly displayed on the wall in the HASI Taree office.

He also attends the wellness walks and enjoys getting back to nature. He has recently had a lot of dental work done (and some teeth removed), which was very daunting for him as he was terrified of going to the dentist. He was thankful to the support worker that sat with him and held his hand through these procedures.

Cliff is extremely well at present, and although it was challenging for support workers seeing him go through the recent period of being unwell; through some discussions and debriefing sessions, we recognise that this is part of his personal recovery journey, and will continue to walk alongside him, focussing on his strengths, holistically, and in a culturally appropriate manner.

**TAREE**  
**CHARLESTOWN**  
**MAITLAND**



**139**

**CONSUMERS  
SUPPORTED**



# PHAMS

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PHaMs (Personal Helpers and Mentors) is a psychosocial support service for people living in the community who are severely impacted by mental illness. The program has an emphasis on consumer independence and empowerment, focusing on the strengths of the consumer to achieve goals.

PHaMs is currently transitioning to the National Disability Insurance Scheme (NDIS)

## TOM'S STORY

Tom's first application for NDIS support was rejected as he was assessed as not meeting the eligibility requirements for the NDIS. Tom was extremely distressed by this outcome and stated that he did not want to have anything else to do with the NDIS and would not re-apply as he did not want to go through the stress of being found ineligible again.

The PHaMS team provided ongoing support to Tom as well understanding his fears about re-applying for the NDIS. With this ongoing support Tom agreed to have another go at applying for the NDIS and was found eligible and received a package that would provide him with greater choice and support options than he would have received without the NDIS.



**PHaMS  
PROVIDED  
4,917  
HOURS OF SUPPORT TO  
89 CLIENTS**

**NDIS**

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**WSLaRS**  
**PROVIDED GROUP BASED**  
**SUPPORT TO**  
**120 people**

## PIR

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PIR (Partners in Recovery) is a coordinated support program for adults with significant mental illness, connecting them to mental health services and providers, as well as coordinating multiple support services such as physical health, mental health, employment, housing or law.

## WSLARS/D2DL

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WSLARS / D2DL (Western Sydney Leisure and Recreation Service / Day to Day Living) provides services to those living with mental illness. It is a thriving hub of social activity consisting of both community and centre based activities and outings. The objectives of WSLARS / D2DL support programs is to focus on members goals and support needs as identified though one to one file reviews.

Parramatta Mission has passed Stage 1 of it's NDIS accreditation. The transition to become an NDIS ready provider has been a huge project that has involved the whole of the organisation to come together to review and develop new ways of working. The NDIS project team worked solidly through the year to help Parramatta Mission transform to becoming a successful provider of choice for NDIS participants. Our services have so far provided over 4,800 hours of support to 28 NDIS people with NDIS packages.

# WAREKILA

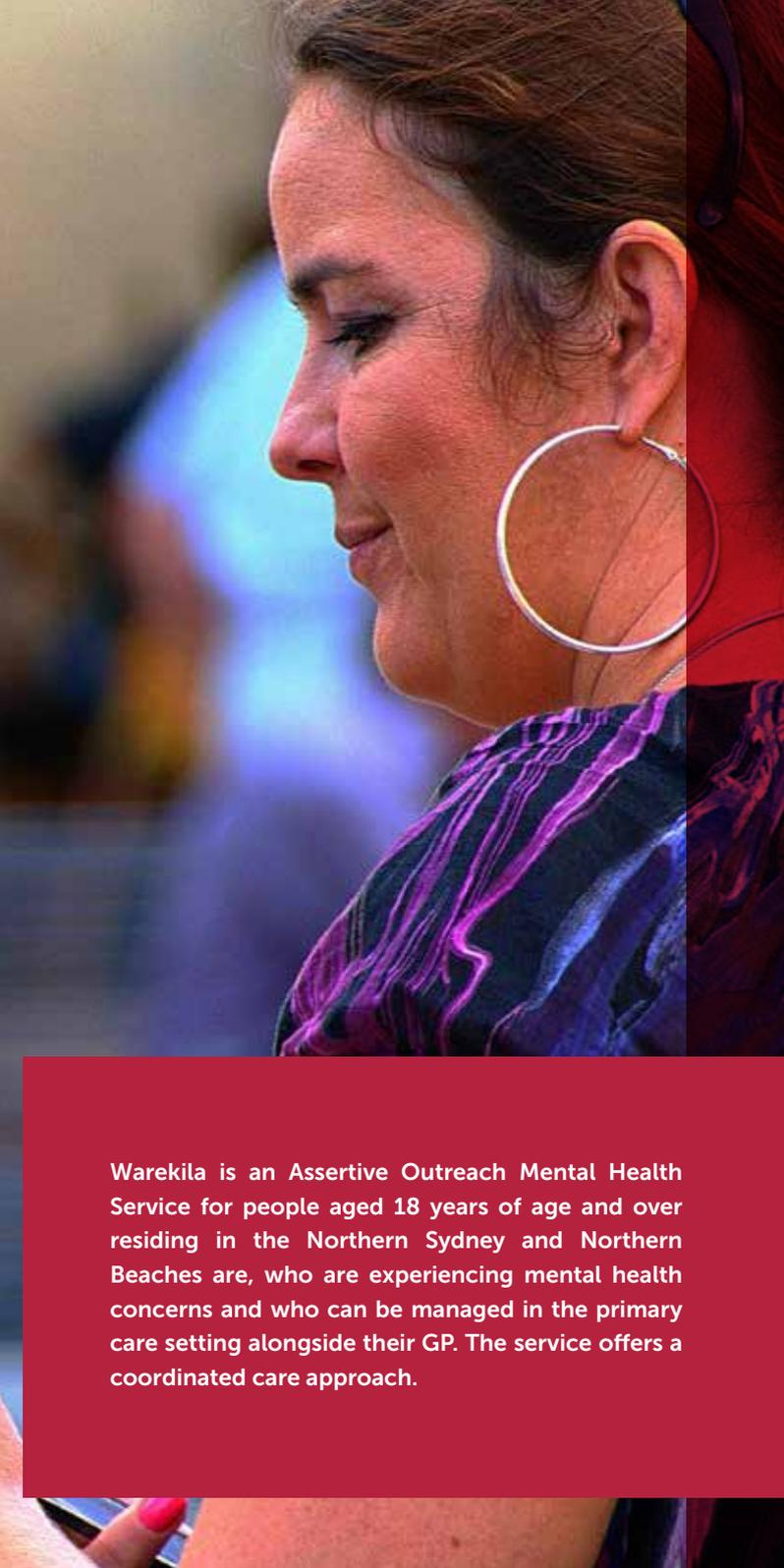
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## AMANDA'S STORY

Amanda is a 38 year old female who was referred to Warekila. She presented with a complex history of past trauma, substance misuse and living in several different foster homes when she was younger. She also had a history of depression and anxiety and often had thoughts of wanting to end her life and she reported being house bound. In addition to this, there were a number of house repairs that were required and Amanda described feeling unsure of where to begin with these. Amanda was unmotivated feeling as though she was unable to move on from her predicament causing her to feel worse.

With the assistance of the Warekila service and case manager, and her own perseverance and goal setting, Amanda has made significant changes and gain in her life. She was supported to engage legal advice to get repairs to her house completed and some financial relief with her rent. She also attended counselling and was supported to complete a Work and Development Order to pay off fines previously accumulated.

Amanda was referred through Warekila to Community Living Support and now there is a mental health support worker who visits her weekly and assists her with daily living skills. Amanda has worked considerably hard toward her recovery and is now engaged with many other services all of which are relevant in maintaining her recovery.



Warekila is an Assertive Outreach Mental Health Service for people aged 18 years of age and over residing in the Northern Sydney and Northern Beaches area, who are experiencing mental health concerns and who can be managed in the primary care setting alongside their GP. The service offers a coordinated care approach.

# HASI PLUS

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## LISA'S STORY

Lisa has been at HASI for approximately three years. She has a job, which she enjoys and works hard at.

Lisa is very independent, keeping her medication, making and attending appointments on her own and having discussions with trustee and guardian about her finances. Lisa engages in activities, both on site and off site. Her favorite being Fem Den, a safe space where female consumers come together. Activities include makeup tutorials, self-defense classes, yoga, walks and general conversations. She is always eager to participate, have a chat and help-out fellow consumers if they are in need.

Lisa also meets up with her daughter quite regularly out in the community. They go shopping and for meals together and she always comes back with another funny story to tell.

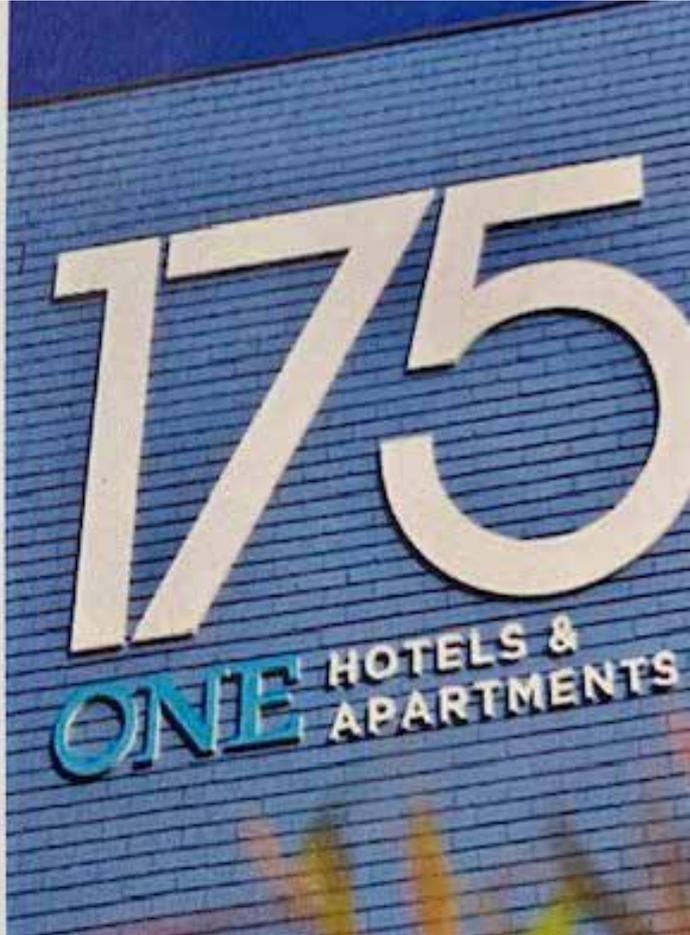
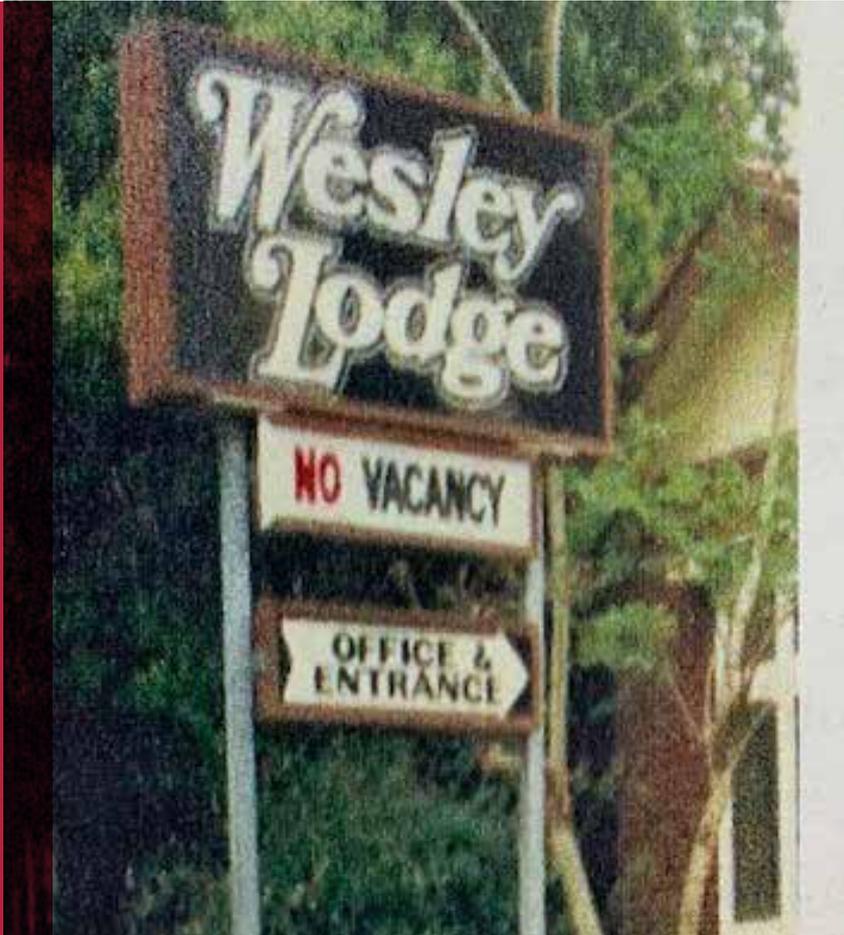
Lisa is now in the process of signing a lease for a brand-new unit out in the community!

Housing and Accommodation Support Initiative (HASI) Plus is a 24-hour supported accommodation service, designed to support adult consumers who have been discharged from long-term correctional institutions, mental health hospitals or forensic facilities to transition back into the community.



# 175

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Delivering 'Hospitality with Heart', 175 One Hotels and Apartments is a key ministry and generator of funding support to Parramatta Mission. The property is a 3½ star hotel located in the medical precinct of Westmead. At 175 there are 59 rooms comprising of Standard, Executive and Deluxe accommodating the business and leisure traveller and family members or patients attending the nearby hospitals in the precinct; Westmead Public Hospital, Westmead Private Hospital, The Skin Hospital and The Children's Hospital at Westmead.

# 175 HOTEL 24-HOUR RECEPTION AJ'S CAFE ONE GROUNDS COFFEE CART GLOSTER UDY CONFERENCE CENTRE



## CELEBRATING 40 YEARS OF 175

On June 10, 1979 The Wesley Lodge Motel was officially opened. 40 years later members of 3 congregations came together along with those connected both past and present with Parramatta Mission and Wesley Lodge/175 to celebrate the wonderful legacy of Rev. Dr. Gloster Udy "to provide a site for accommodation, comfort, prayer, food, spiritual nourishment and unconditional support to Westmead's patients, families, staff, residents and visitor's".

It was a very special day, with services at Leigh Memorial and Westmead, followed by lunch held at Westmead and many great memories were shared. Speakers included Rev. Keith Hamilton and Rev. Christine Bayliss Kelly followed by Margaret Dunn, Lisa & David Osborne and Cameron Westman, representing 40 years of dedicated and caring managers at 175. Liz de Reland spoke on behalf of the Heritage Committee and Rev. Geoff Stevenson brought greetings and congratulations from Presbytery. Also in attendance at the event were the Lord Mayor of Parramatta, Clr Andrew Wilson, and Dr. Geoff Lee, MP.



# WESLEY APARTMENTS

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An expectant Mum arrived at Wesley Apartments 2 weeks ahead of her due date, in preparation of the birth of her little baby who was going to need an operation shortly after birth.

All was going well and they were settling in well to the apartment when suddenly after being in their unit for 1 week, their little baby decided it was time to come into the world! There was no time to go to hospital as the baby decided it was her time to arrive and she was born in Unit 6 at Wesley Apartments!

An ambulance was called and the mum and baby were transferred to hospital. Both were fine and the operation planned for after the birth was performed within days of birth. We can happily report that both mum and baby went home safely after a 7 week stay at the Wesley Apartment.

*ACCOMMODATING  
FAMILIES FROM NEW  
CALEDONIA, WESTERN  
AUSTRALIA, CANBERRA,  
SOUTH AUSTRALIA,  
QUEENSLAND, DUBBO,  
WELLINGTON, PARKES,  
TAMWORTH, PORT  
MACQUARIE AND  
MORE...*





AVERAGE STAY

52

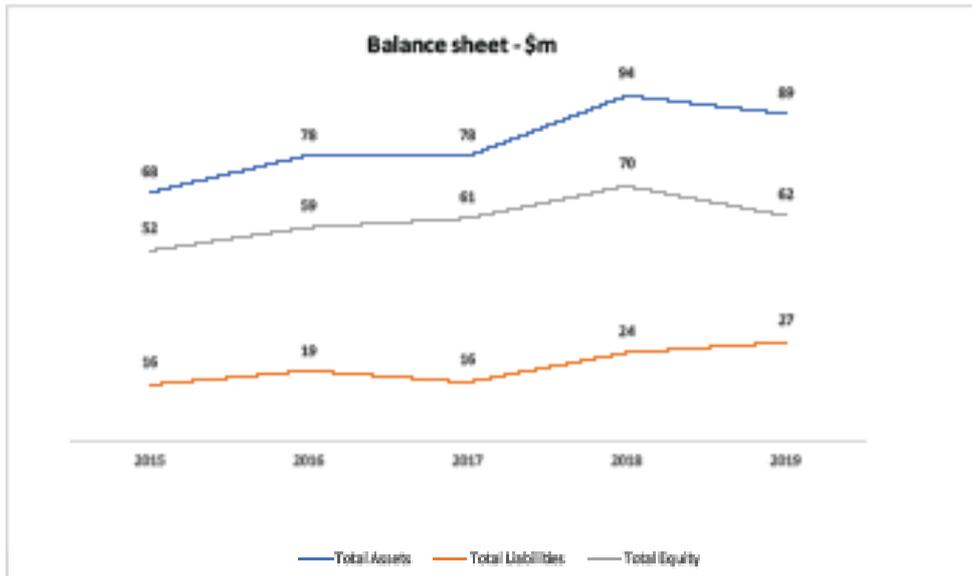
NIGHTS

38  
FAMILIES

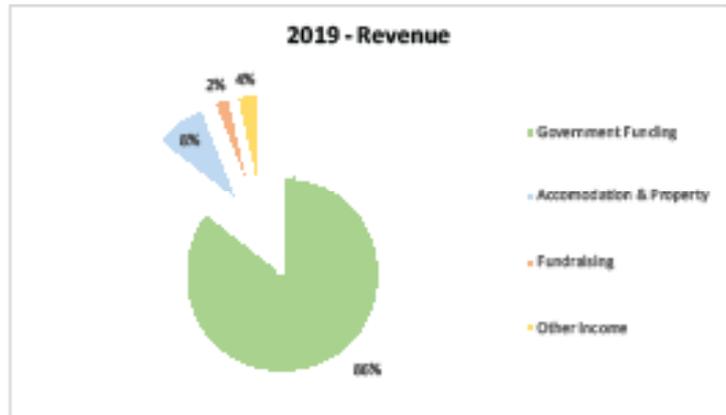
# FINANCIALS

The overall financial result for Parramatta Mission reported an increase of 7.7% in total revenue, which was largely attributed to an increase of 10% in Federal and State Government funding. Total expenditure reported an increase of 16% which was largely represented by an increase in staff to support the additional funding activity and devaluation in investment properties. The increase in total expenditure also reflected the investment Parramatta Mission are making in developing a workforce equipped to support the organisations overall growth strategies. This short term impact is expected to deliver a more sustainable future and enable Parramatta Mission to support even more of NSW most vulnerable people.

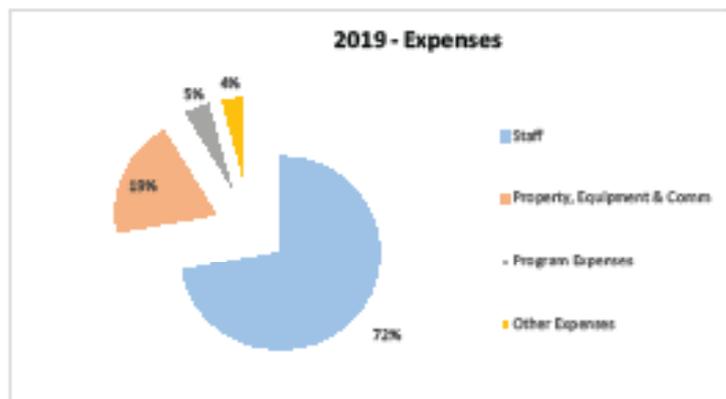
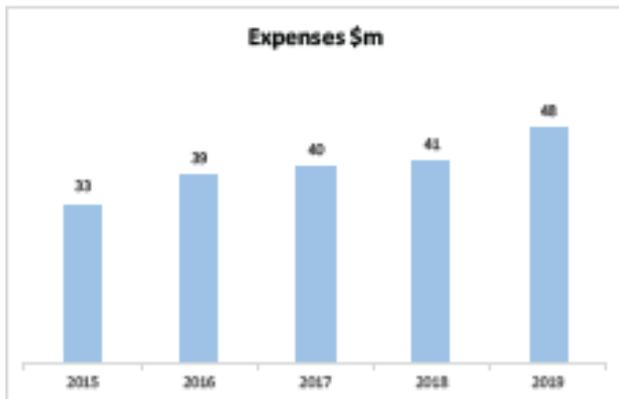
Financial Performance					
\$000	2015	2016	2017	2018	2019
Total Revenue	36,969	40,709	35,899	41,344	44,532
Total Expenditure	32,959	38,563	45,578	41,412	46,254
Operating Surplus	4,308	2,146	(\$739)	(\$968)	(\$8,722)



# REVENUE



# EXPENSES









119 Macquarie Street Parramatta NSW 2150  
[www.parramattamission.org.au](http://www.parramattamission.org.au)