



**Parramatta  
Mission**



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

Annual review 2019/2020





## OUR VISION

A COMMUNITY TRANSFORMING LIVES

## OUR MISSION

Ministry: To live out the gospel of Jesus Christ through worship, evangelism and caring for one another.

Recovery and Hope: To transform lives by building resilience and capacity in members of our community subject to mental illness and homelessness.

Hospitality: To provide a broad and inclusive range of hospitality services across the community of Western Sydney.

Sustainability: To develop strong organisational capacity through a committed workforce, broad community support and a diverse funding base, and to honour Parramatta Mission's responsibilities for economic, social and environmental sustainability.

## OUR VALUES

Grace: We seek to be gracious to our neighbour.

Inclusion: We are welcoming to all people and invite participation.

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

Faith and Hope: People's lives can be transformed by compassion and be given both meaning and hope.



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# Chairperson's Report

2019-2020 has been a strange and complex year. All of us have journeyed through this difficult time, needing to accept the reality of "letting go" and embracing the 'new normal.' All aspects of our life, community and relationships have been altered because of COVID-19, and as a result, we have found ourselves travelling through a season of significant change.

During the past year, I have been reflecting on 'seasons' through the lens of our family, church and professional lives and our relationship with God.

As part of this process, I was reminded about the following verse from Ecclesiastes 3: 1-8:

*For everything there is a season, and a time for every matter under heaven: a time to be born, and a time to die; a time to plant, and a time to pluck up what is planted; a time to kill, and a time to heal; a time to break down, and a time to build up; a time to weep, and a time to laugh; a time to mourn, and a time to dance; a time to cast away stones, and a time to gather stones together; a time to embrace, and a time to refrain from embracing...*

Reading it, I was aware of how acutely Parramatta Mission is also progressing through its own challenging and complex 'season' of transition.

## **A Season of Discernment**

In the period leading up to December 2019, the Church Council of Parramatta Mission undertook a comprehensive financial and missional review of the future directions of Parramatta Mission.

The outcome of this review was an endorsement to shift the future focus of Parramatta Mission to the delivery of services in the City of Parramatta LGA, including Westmead.

One of the key drivers for this decision was the desire to ensure that maximum resources could be deployed to support the principles of both Parramatta Mission's 'InSpiring the Common Good' strategy for the Parramatta CBD - and the burgeoning growth and ministry opportunities available in Westmead.

Parramatta Mission has built a nationally recognised platform of care and clinical support across its network of services. Careful attention was therefore given to the question of whether it had the future capacity to maintain and expand such services, in order to offer optimal support and care for some of the most vulnerable and marginalised people in our community.

It was decided that the extent to which Parramatta Mission would be able to deliver its ministry in the immediate future needed to be the subject to an independent assessment of its services and financial capacity in early 2020. This assessment would be undertaken so that informed and well considered decisions could be made.

Once complete, this assessment validated the future directions imagined by the congregations in their decisions of 2019, and sealed the decision of the Mission's Board and Church Council in June 2020 to transfer most of Parramatta Mission's services elsewhere within the vast network of care and ministry of the Uniting Church in NSW and ACT.

## **A Season of Change**

The season of change across Parramatta Mission has also extended to the life of our congregations via a decision to conclude the PM ministries of Leigh Memorial minister, Rev Dr Manas Ghosh and Westmead minister, Rev Christine Bayliss Kelly on 30 September 2020, in addition to the current supply ministry of Rev Dr Clive Pearson. After 13 years as Senior Minister/CEO of Parramatta Mission, Rev Keith Hamilton's placement is scheduled to conclude on 28 February 2021.





# Chairperson's Report

At a Board level, the members of the Community Care Network Board retired at the end of June 2020 after an extended period of providing excellent guidance, advice and governance to Parramatta Mission. Subsequently, a fresh season of governance has emerged. An Implementation Board has been established under a new Chairperson – Mr Paul Linossier – to guide the transition of the services of PM and to sculpt the remaining services in accordance with the decisions of the freshly named 'Mission Council.'

In the midst of a changed world and a changing organisation, the staff of Parramatta Mission have continued to deliver its services and ministries to a very high standard. It has been a testimony to their resilience that PM has remained so resolutely dedicated to the wellbeing of its clients, consumers and all those who connect with the Mission.

Our wonderful congregations: Leigh Memorial, Leigh Fijian and Westmead, have also been drawn together and found positive new directions during the COVID-19 lockdown and the reshaping of PM. Everyone has engaged and embraced all the challenges presented to them with grace, humility and hope – and within a grief for what has passed. Letting go is always daunting in a season of change.

## **A Season of Hope and Forgiveness**

Amid such seasons of change, all involved at Parramatta Mission need to be the 'yeast' in the bread of this challenging time – as we continue to shape our future at Parramatta Mission with patience and hope. COVID-19 has changed so many aspects of our lives, but is also creating opportunities for creative growth and the provision of hope.

We also need to be a forgiving people, especially when the scale of change and grief all around us does not always make sense. The importance of forgiveness is in fact central to our future as a church living out the Gospel through 'word and deed' in Parramatta and Westmead.

As it is, I see abundant goodwill and opportunity emerging to explore fresh expressions for Parramatta Mission – and perhaps more so because seasons of renewal and hope are not unusual within the life of Parramatta Mission.

I invited Parramatta Mission's resident historian, Dr Elizabeth de Réland, to provide some context:

*Parramatta Mission has constantly reinvented itself since 1821. First via the building of the first chapel and then by the building of two more churches with larger and larger capacities, and then in 1971 via the start of the 'Regional Mission' – and at various other points since. So, what has happened recently may be viewed as another point of reinvention, another season, albeit one that downsizes rather than the other way around. Our Wesleyan roots as a Mission are also bound by a commitment to 'word and deed' mission, so because of what is being retained within the changes, ie. the congregations, Meals Plus and Wesley Apartments – we are in fact remaining true to our core values and an historical precedent.*

I commend to you the Annual Report of Parramatta Mission for 2020, and extend my thanks to Rev Keith Hamilton, the Senior Minister/CEO of Parramatta Mission, for his leadership over the past year.

Many thanks to the Board and Church Council of Parramatta Mission who are faithfully and diligently exercising governance of the Mission in our season of transition. "And we know that for those who love God all things work together for good..." (Romans 8:28)

Best wishes,

**Ian Gray**

Chairperson of Community Care Network Board



# Senior Minister / CEO Report

## A Season of Change

The 2019- 2020 year at Parramatta Mission is the last full year as PM in its current vision and format. The vision of Parramatta Mission, a Church-Based Community Transforming Lives, was to develop services to achieve this goal across the entirety of NSW and ACT. It was a vision that began in 1971 with rev Doug Fullerton and Rev Dr Alan Walker in Paramatta Mission to NSW. Work was progressing to that end. However, in December 2019 the Church Council reformed that vision to focus on the Local Government Area of the City of Parramatta. The next financial year will see a transition to a new Parramatta Mission, and the transmission of government funded programs to another part of the Uniting Church in Australia.

There had been financial constraints, particularly in the congregations' capacity to meet the obligations with the ministry team in place. Congregation attendance has declined in recent times. The decision to refocus the vision to the City of Parramatta was also followed by a decision to reformat the pastoral team to 1.5 FTE from 1 July 2021, and a transition period from late 2020 to achieve this aim. This means that Rev Dr Manas Ghosh and Rev Christine Bayliss Kelly will leave Parramatta Mission later in 2020. Both have contributed to Parramatta Mission in creative ways. Manas developed an interfaith ministry that included Abrahamic Conferences, an interfaith annual peace service on 21 September marking the UU International Day of Peace, and an annual Interfaith peace dinner in December. Christine developed two playgroups, and strong pastoral connections with staff and guests at 175 and Wesley Apartments. I thank them both for their ministries at Parramatta Mission, and wish them God's blessing in the future.

Putting further pressure on Parramatta Mission, has been the long drawn out redevelopment plans and expenses incurred that will continue for some years. The redevelopment of 99a-119 Macquarie Street Parramatta is at the stage of lodging a third DA to Council. Discussions continue. Development expenses that so far have cost \$2million dollars continue with another 1.9 million projected for 2020-2021 financial year. Work continues towards the completion of the project over the next 3-4 years.

The building of the new Parramatta Light Rail that passes five Parramatta Mission properties will be a great boon when completed in 2023. In the meantime, the building of the new Parramatta Light Rail is causing disruption and compromising access to the PM property in Parramatta and also Westmead.

The big news of 2020 is summed up in one word: COVID-19. COVID-19 meant that all Parramatta Mission church services ceased in-person worship in March and went to Zoom. This move has provided great opportunity for creativity in worship. It has also diminished the impact of the building of the light rail and attendance street closures. Further, congregants previously unable to attend church because of infirmity, can now do so from their dining room or lounge. An unexpected positive is that previously non-attending family members are now voluntarily attending. There have been some combined services involving all three congregations. The staff moved to remote working overnight, thanks to the great prescient work by IT over some years. Our counselling services have found that the non-attendance at appointments by people living with a mental illness has decreased to almost zero as the means of virtual access alleviates the stress of travel.

2019 - 2020, a period of significant change: here are some of the highlights

- We celebrated the 40th anniversary of 175 Hotels (formerly Wesley Lodge Motel) with an onsite lunch on 30 June 2020.
- We combined Clinical, Community and Hospitality Operations under a new Director of Operations, Mark Newton, who commenced in August 2019.
- A Parramatta Mission Strategic Housing Review was undertaken by Deloitte to support decision making in relation to the future of Community Housing delivered by PM. This Housing Review recommended that PM exit the field of Community Housing and focus on the provision of services to the tenants and occupants of crisis and transitional housing.
- The Pastoral Counselling Institute (PCI) came under the Parramatta Mission umbrella and the PCI Board was dissolved.



# Senior Minister / CEO Report

- Following the decision of the Church Council to refocus on the City of Parramatta, a Review Steering Committee was appointed under the chairmanship of Paul Linossier with a financial review undertaken by Stewart Brown & Co.
- Changes made at Parramatta Mission during this financial year, including changes to the congregations, renegotiating increased funding from some community service program funders, adjustments to the fees for services of some programs, the closure of the Paramatta Mission Housing, the reorganisation of WSLARS and the increased NDIS, has seen a turnaround of the operational deficit of 2018-2019 to an operational surplus for 2019-2020 year. After an operational deficit in the 2018-2019 financial year, 2019-2020 year finished with a surplus in operations of \$1.5 million. Noting that the operational budget for the 2020-2021 financial year is forecast for a surplus.
- After many years of on-again off-again discussions with Lifeline Macarthur, Lifeline Western Sydney was transitioned to Lifeline Macarthur thus creating a larger Lifeline and eliminating management, property and regulatory issues for PM and will be better for help seekers.

Accepting and embracing change is never easy, particularly so if forced upon us. However, accepting and embracing change even when the change is imposed, such as COVID-19 restrictions, enables people to adapt better to change and become more flexible. As one wise colleague said, if there was no change, there would be no butterflies. Through all the changing scenes of life, a constant source of strength is God, revealed to us in Jesus Christ. Faith in Him enables us to embrace change and even to thrive.

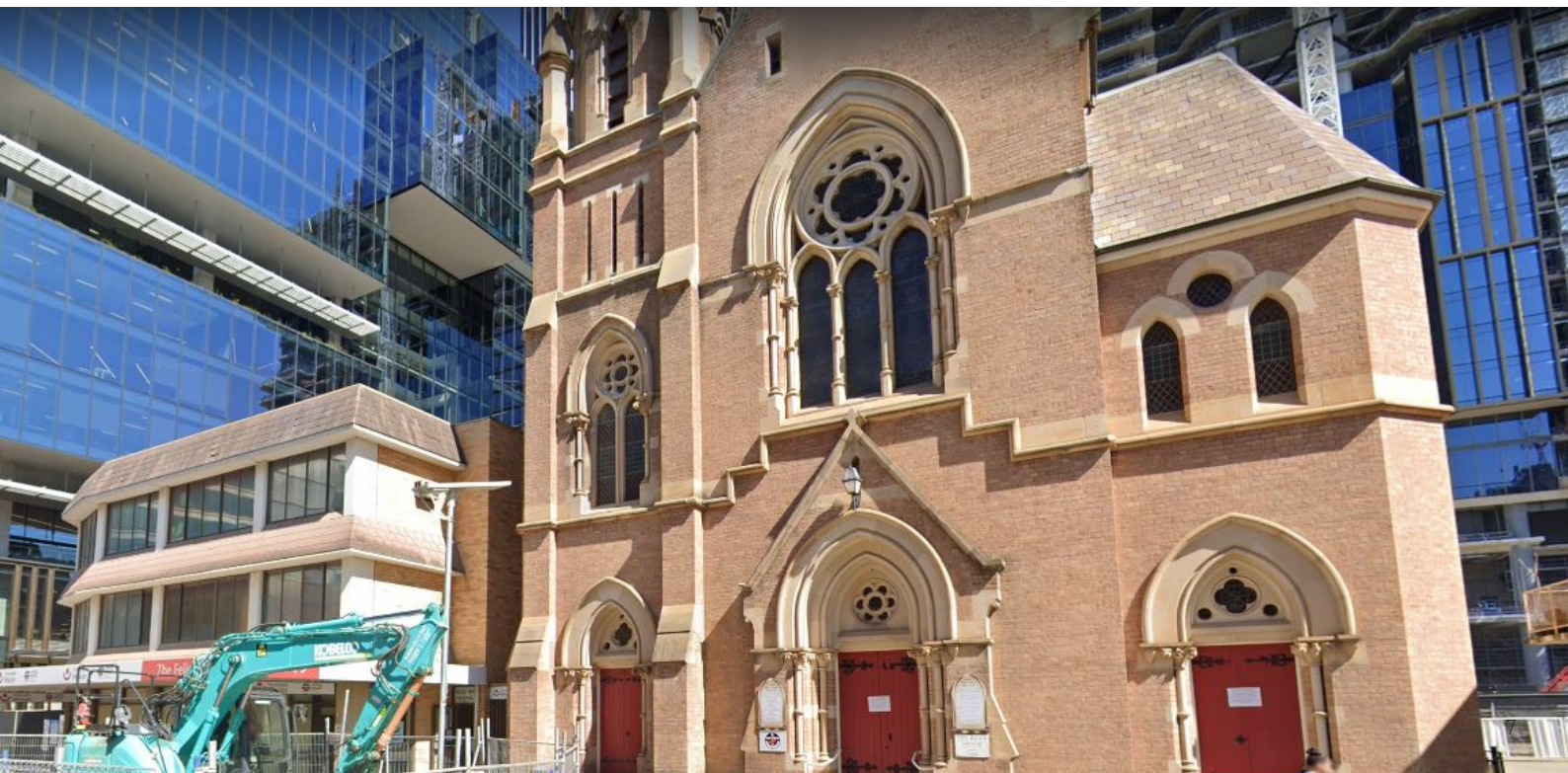
In conclusion, my placement at Parramatta Mission concludes on 28 February 2021, after 13 years. I take this opportunity to thank the members of the Church Council and Board, particularly Chairperson, Ian Gray. Thank you to the congregation members and staff. Thank you to the supporters of Parramatta Mission. Thank you to the Pastoral Team, Executive, and to my EA, Amelia. Thank you to my family and wife, Julie.

I am most grateful to God who called me to ministry in a parish mission 40 years ago. I had hoped there would be more than 13 years, but I am grateful there was a first day and more than 4,000 days thereafter.

Best wishes,

**Keith Hamilton**

Senior Minister / CEO



# Parramatta Mission

## Sustainability Review

In March 2020 Church Council, the Community Care Network Board, Mission Management, Presbytery and the Synod agreed an external review was required to ensure a sustainable program of work and proper stewardship of assets. Paul Linossier was retained to support the Church Council, Board and Management undertake a program of review with a related financial evaluation exercise undertaken by Stewart Brown.

A Review Steering Committee (RSC) was established representative of key stakeholders, with Paul Linossier as the independent Chair and members Albert Olley (Synod), Ian Gray and David Norris (Church Council), Chris Grover (Community Care Network Board), John Martin (Community Care Network Board and Presbytery) and Keith Hamilton (Senior Minister & CEO). George Neale, Chair of the Church Council Audit & Risk Committee was invited to attend meetings and the meetings of the RSC were supported by Amelia Pereira.

The overall aim of the Review was to place the work and life of PM on a sustainable footing.

The approach recommended and ultimately adopted by Church Council in June 2020 is known as “A mission of the Congregations”. It requires an ongoing missional focus on the City of Parramatta, a divestment of government funded services to another UCA body, retention of Meals Plus and Wesley Apartments as missional initiatives, a viable 175 Hotel, a pastoral team of 1.5 FTE and a funded chaplaincy at the Children’s Hospital.

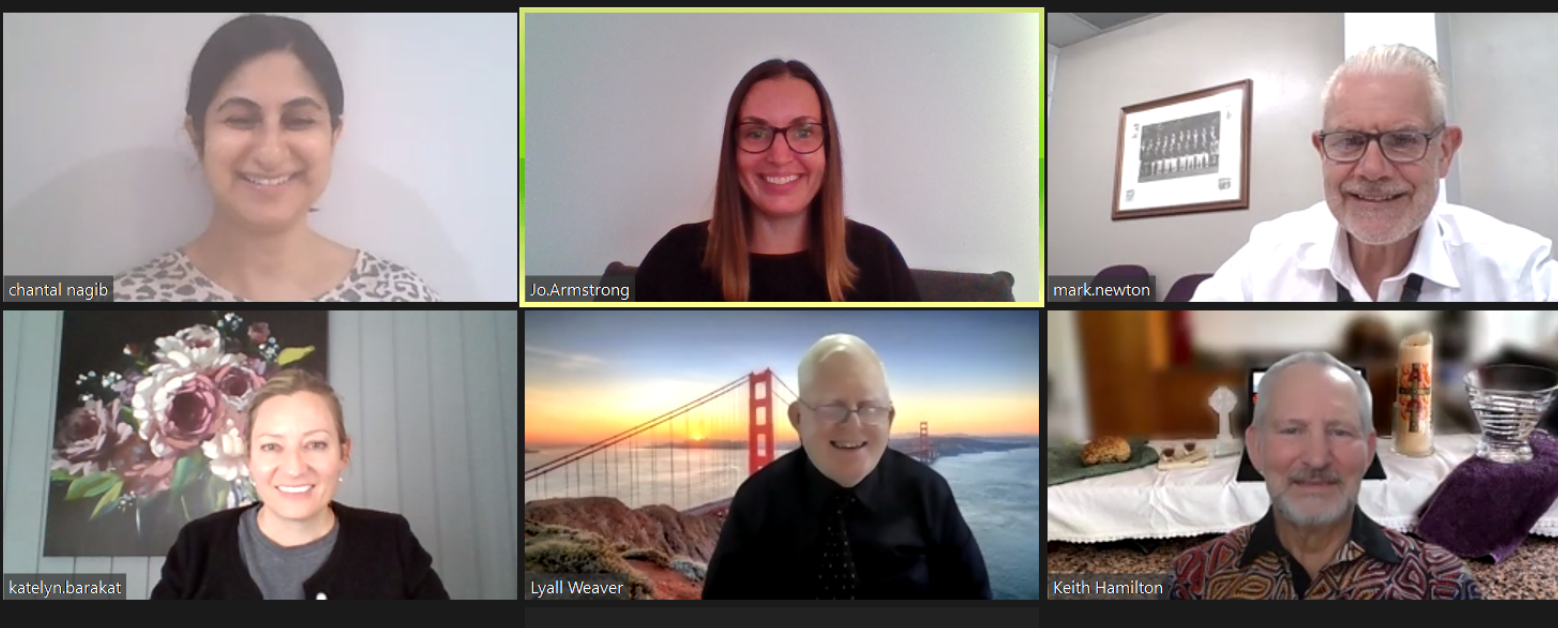
An Implementation Board has been formed to continue the responsibilities of the former Community Care Network Board for 20-21 and it also has principal responsibility to advise Mission Council on the implementation of all the measures agreed. Notwithstanding the complexity of the changes required, God willing by July 2021 our vital community services will be embedded in a strong ongoing support structure within the Uniting Church and Parramatta Mission as a ‘pilgrim people’ will discover a viable and renewed presence of ‘worship, witness and service’ as the Uniting Church in the communities of Parramatta and surrounds.

Ian Gray  
Chairperson, Church Council



# Executive Leadership Team

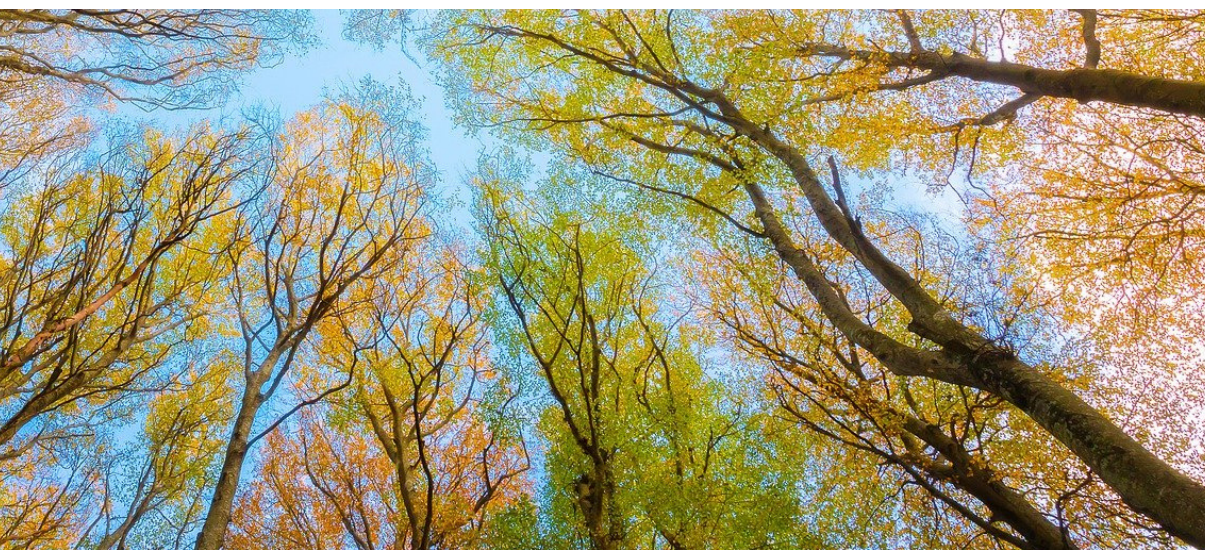
This year's picture of the Executive Leadership Team is reflective of this year we have had, as much of our work has been undertaken via Zoom! The season of change has been felt by all of us at Parramatta Mission in one way or another. The Executive Leadership Team have had a year of business as usual combined with business as unusual in light of the implementation board review as well as the COVID-19 pandemic. Parramatta Mission services are deemed essential services so there has been changes and adaptations to ensure service continuity amid the fluctuating restrictions. It is a credit to the flexibility of our workforce of staff and volunteers that operations have continued in a COVID safe manner.



The Executive Leadership Team are;

Top (left to right) Chantal Nagib, Jo Armstrong, Mark Newton

Bottom (left to right) Katelyn Barakat, Lyall Weaver, Keith Hamilton







## CONGREGATIONS





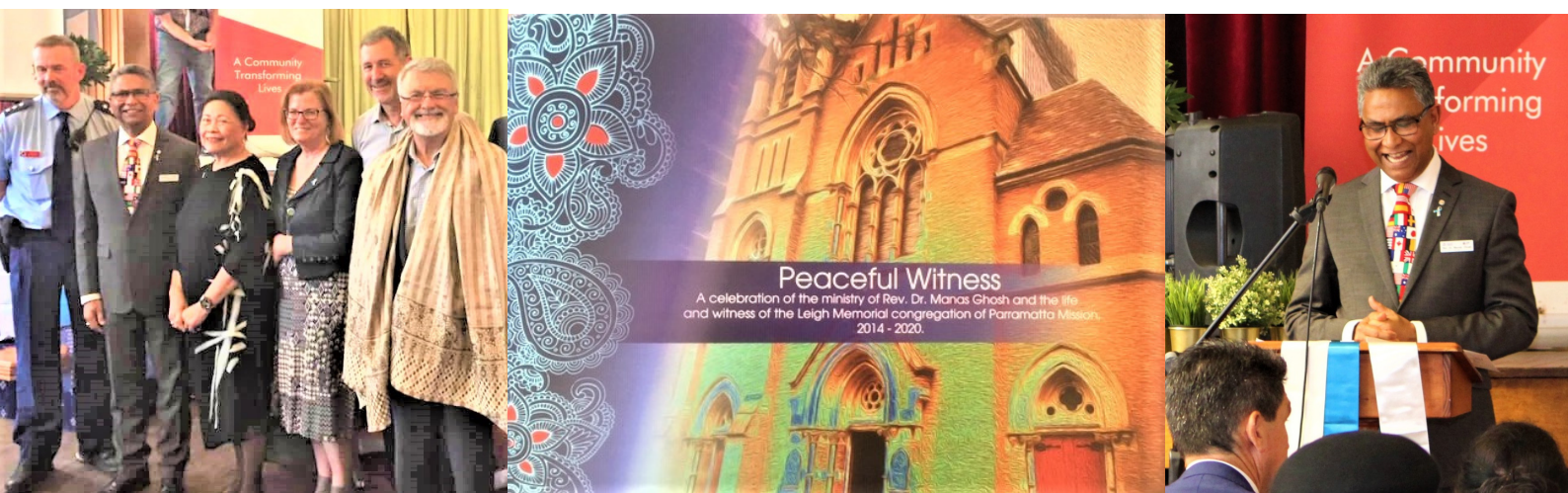
# Leigh Memorial Congregation

During the past year, the Leigh Memorial congregation has worked closely with 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 200 year heritage and our rapidly expanding contemporary environment, our congregation has sought an ever-deepening connectivity with the people of Parramatta's CBD and its surrounds – including those who are disadvantaged or among the city's multi-faith and multi-cultural families, visitors and workforce. In doing so, we have strived to represent the Mission's values of 'worship, witness and service' and to adhere to the principle of 'Inspiring the common good.' Our congregational goals have included being a cross-cultural church, a voice in the public space, and a Church expressing hospitality to all.

Within these aims, Leigh Memorial has also sought to honour the indigenous history of our site as a community 'meeting place.' To this end in 2019, the congregation commissioned an artwork by Darug Custodian Aboriginal Corporation artist, Leanne Watson, for the Leigh Memorial Church foyer. Named Buraga (a Darug word meaning 'Arise'), the artwork highlights both the site's Aboriginal history and the congregation's record of welcome, care and inclusiveness in the heart of our city. More broadly, the congregation has sought to celebrate diversity via the gifts of music and the arts, and to offer itself to others as a people of nurture, forgiveness, healing, compassion, reconciliation, love, friendship and grace.

Groups/activities of the congregation during the past year have continued to include a well-established program of inter-faith, ecumenical and community outreach. In addition to regular groups such as Couples and Friends, SPOW (Single People of Worth), Music Team, Parramatta Lanes 'Open Nights', 'Parramasala' mornings, Bible studies, Sunday School @ Leigh, Youth Group, Pot Luck Dinners and 'LEAP' (Leave Everything and Pray) – the congregation hosted inter-faith prayer vigils for the victims of terrorism in Christchurch and Sri Lanka – and the recent Australian bushfire crisis – in addition to further Abrahamic Faith Conferences, International Day of Peace Inter-faith Prayer Services and Advent Peace Dinners, with guests including UCA President, Deidre Palmer and WSU Chancellor, Peter Shergold. During the year, Leigh Memorial also participated in planning processes for the future of Parramatta Mission, including via the newly formed CCLM (Combined Congregations Leaders Meeting), assisted in fundraising for Parramatta Mission/'Meals Plus', Fellowship of the Least Coin and UnitingWorld, and participated in 'combined' services with the Leigh Fijian congregation.

Following the emergence of COVID-19 and the lockdown of Uniting Churches by Synod NSW/ACT in mid-March, 2020, the congregation formed itself into small groups, with the goal of maintaining a close schedule of contact and pastoral care throughout the crisis. During the lockdown, the congregation has participated in weekly 'Zoom' worship services and recently farewelled Minister, Rev Dr Manas Ghosh after six years with the publication of a book, *Peaceful Witness: A celebration of the ministry of Rev Dr Manas Ghosh, and of the Life and Witness of the Leigh Memorial Congregation of Parramatta Mission, 2014-2020.*



# Parramatta Mission Heritage Committee

The PM Heritage Committee's objectives remain the gathering and preservation of archival materials, the provision of assistance to churches, researchers & members of the public – and the provision of assistance and support to professional groups and individuals involved in the assessment and care of the Leigh Memorial church building. Ongoing 'conservation' priorities include the stonework and stained-glass of Leigh Memorial Church, and the maintenance of the Water Lawry Vestry Museum and archival collection.

During the past year, the PM Heritage Committee produced a new book: *Peaceful Witness: A celebration of the ministry of Rev Dr Manas Ghosh, and of the Life and Witness of the Leigh Memorial Congregation of Parramatta Mission, 2014–2020*. It will soon join other PM heritage books deposited with State and National libraries, and the UCA Archives office, in addition to those already digitized and made available online via the Archives Office/Camden Theological Library's 'Illuminate' historical repository. These books include *Luminous: The stained glass of Leigh Memorial Church, Parramatta* (2019) <https://illuminate.recollect.net.au/nodes/view/12949> *Kindled by a Spark of Grace: The Gloster Udy Story* (2016), <https://illuminate.recollect.net.au/nodes/view/73>

Also now available online are 'Create NSW' funded essays by Elizabeth de Reland on the lives of Mission pioneers, Samuel and Catherine Leigh and Walter and Mary Lawry and family: <https://stjohnsonline.org/bio/catherine-leigh/>  
<https://stjohnsonline.org/bio/elizabeth-lawry/>

Parramatta Mission's 2020 'Heritage Sunday' worship service via 'Zoom' saw acknowledgements of our 2020 anniversaries, including the 200th anniversary of the birth of early Mission stalwart and first Australian-born Wesleyan minister and missionary to Fiji, Rev. John Watsford, in 1820. In 2021, Parramatta Mission will celebrate the remarkable 200th anniversary of the opening of the first Wesleyan Chapel in Parramatta (the 'Lawry' Chapel) on our Macquarie Street site – and the 200th anniversary of our Sunday School.

During the past year, the PM Heritage Committee also acknowledged the passing of highly regarded Mission contributor, inaugural Heritage Committee member and long-term church history enthusiast, Mr. Richard Manton (1934–2020).



*The Mission's First Chapel 1821*



# Fijian Congregation

New Office Bearers were appointed in November 2019, including Anare Vocea to the office of vakatawa – and new leaders for youth ministry and Sunday School. Sosi Toa remained chairman. A service of commissioning was held in February 2020.

The congregation currently has two candidates in various stages of formation for ministry: Fil Kamotu and Samu Sadrata. Ofa Foiakau became a pastor during the year. The congregation also sent a good number of members to the Fijian National Conference in Adelaide at the beginning of February. Several members were elected to national office.

Rev Clive Pearson continued as our Supply Minister, with Rev Amelia Koh-Butler assisting in worship, and with Youth and Sunday School. At the end of September that supply arrangement was concluded, but Clive and Amelia continued to be active in the life and activities of the congregation. Clive and Amelia led services until members of the congregation became more familiar with leading worship on 'zoom,' and Clive initiated the practice of a member of the congregation reflecting on the gospel passage prior to the sermon. He also ensured that the vakatawa was involved in the leading of communion services.

From March, the congregation felt the impact of COVID-19. Services were held on zoom, and it was only in December that the congregation began to make their way back to church, initially through its youth fellowship and matumasumasu groups. Clive and Amelia assisted with the running of the youth fellowship online, however there has been a growing expertise among younger members re the use of digital technology.

The Fijian Congregation played a significant part in the 'home going' service of Rev Amelia's husband, Terry, early in the year. The congregation also provided support and song at the funeral of young rugby league protégé, Daniel Cama, who drowned in Lake Parramatta. Daniel had at one stage been a member of the youth fellowship.

During the year, members of the congregation suffered a number of bereavements due to the death of family members, and Mr. Niko Balavu, one of our long serving members and a former vakatawa of the Ermington church, also died.

In some cases, the effect of COVID-19 meant that innovative ways of making connections with livestreaming services back in Fiji (or elsewhere) needed to be made. The restrictions of numbers, and what was permissible, was keenly felt at this time, with the congregation being commended for the way in which it managed services on site in Sydney as well as the customary reguregu ceremonies and the 100 days.

The pastoral team had started visiting houses early last year until virus restrictions prevented it, as well as the regular meeting of our cell groups. During this time of COVID-19, the vakatawa initiated a prayer chain through the night on the first Saturday of the month.

During the year, Rev Clive led a series of Bible study groups online, including ones for Lent and Advent. Clive also led an online session called A Manual for Meetings.

The Bula Feeding Ministry continued throughout 2020 and adapted to the COVID-19 situation. Suguta Rogoimuri spoke about the work of this Ministry and the challenges presented by COVID-19 on a webinar called 'The Viral City,' held by the Centre for Faith and Public Issues. During the year, the Presbytery's First Sunday social media program recorded an evening at the Bula Feeding Ministry in Alpha Park, Bankstown.

One new venture during the reporting period was the setting up of a 10-week language class led by Dr Tarisi Vunidilo in Honolulu. It was based on language, culture and respectful conduct.

In spite of services being held at home on zoom, the congregation has been confident of meeting its quarterly contribution to Parramatta Mission. The majority of members make direct deposits.



# Westmead Congregation

Westmead congregation has undergone some changes in numbers during the past 3-4 years, with some people moving into Aged Care, or moving away from the area, and some with the inability to attend physically. However, new people have joined the congregation during this time, coming from extra Group Homes, e.g. Johnston Street, (No. 28 Group Home has been attending for some years), some people passing away and new people moving into the area. Westmead is always a fairly transient community, where people come for a certain time and move to other areas.

With an ageing population in this area, it has been sometimes hard to have enough people able to help out with the various activities, however, there has been a wonderful group of people who have given of themselves tirelessly, to keep things going. Approximately 5 years ago there were 10 leaders in the leaders meetings, however there is now just 5 leaders for Westmead, with a loyal group of people who continue to help where needed.

One instance of this is the changing of the notice board in front of the church. Ian and Sue Dillon continue to carry out this task, which especially during the Covid 19 time, has been a real outreach to the community. Karen Banfield continues as Chairperson, and the whole congregation is so thankful for Karen's wonderful leadership. In her already busy life, this means many meetings on behalf of the congregation, since Covid, leading Bible Study, leading arrangements for instruction in Zoom meetings and just keeping the congregation together.

All of the leaders - Lorna Porter, Biju Chako, Mere Vulaono, and Jan Robson, with Karen leading, are working together as a strong group, with Rev. Christine Baylis Kelly supporting and leading the way to keep the congregation working together, and worshipping together via Zoom.

The activities of the congregation prior to 2020 were Playgroup, Time Out Cafe, Open Door, Tai Chi and Bible Study.

All were set to recommence in February, 2020 after end of year break. Covid 19 stopped all of these activities happening during 2020, except for Bible Study which recommenced in February, and continued with Zoom sessions throughout the year. Rev. Christine led Bible Study up till the time of her leaving at the end of September, 2020. There were plans to make a Community Garden at Westmead however these plans have also been put on hold.

There have been so many changes to almost everything we do in church life and personal life with Covid 19 restrictions, but prayer and moral support from our brothers and sisters in Christ, and continually striving to build up relationships with the other congregations of Parramatta Mission through the Combined Congregations Leaders Meetings, and Parramatta Mission Council, keeps us looking forward to where God leads.









# Our Services

MENTAL HEALTH

SHS / HOMELESSNESS

HOSPITALITY

SUPPORT SERVICES

Our annual review this year demonstrates



Impact of our services within the community  
through good news stories from individuals



Milestones and achievements within the services



# 152,589

appointments,  
groups and outings

ASSITANCE FOR MORE THAN

# 6,000

**Youth, Adults  
& Carers**

## MENTAL HEALTH SERVICES



Parramatta Mission  
operated  
24 mental health  
services during  
2019/20 - located  
across Greater  
Western Sydney,  
Northern Sydney,  
Nepean Blue  
Mountains, the  
Central Coast and  
Hunter regions.



# C2bMe - Continuing to be Me

This wonderful new program (launched in June 2020) called “Continuing to be Me” or C2bMe, provides psychological interventions and capacity building activities to residents and staff of residential aged care facilities in the South Western Sydney region.

It is designed to reinforce identity and purpose, increase connectedness, develop hope, reduce symptomatology, and optimise functioning so that residents can continue to live with dignity.

Since commencement, there have been a number of aged care facilities interested in partnering with C2bMe. We have so far been able to partner with 10 facilities across the region to deliver services, and have seen a large demand from residents, and from staff who are interested in increasing their knowledge of mental health to best support those they provide care for.





# Community Living Supports (CLS)

## North Sydney and Central Coast

Community Living Supports (CLS) is a statewide program which supports people with a severe mental illness to live and participate in the community in the way they want to. Consumers are encouraged and supported to develop an individual goal plan (ISP) in collaboration with support workers. The goal plan will have a focus on capacity building and independence.

CLS can assist with (but not limited to): Learning new skills, Building a support network, Learning self-care skills and strategies, Building/maintaining social connections, Building routine, Support with daily living skills, Remembering appointments, Remembering medication, Travel training, Advocacy, Finding employment, Nicotine, alcohol or other drug cessation, Hospital to home transitions, Correctional facility to home transitions and Support with accessing NDIS.

### CLS North Sydney



*Roslin is a 37 year old woman who lives by herself in a crisis accommodation housing block. Roslin has had a few hospital admissions in the past year due to suicidal ideation and attempts. She has a complex mental and physical health diagnosis. Due to the combination of Roslin's mental and physical health diagnoses she experiences difficulties with remembering and learning daily living skills.*

*Roslin has been engaged with CLS since completing the suicide prevention program with CCNB, Seasons, after a hospital admission. Her current goals are about settling well into her new residence and suburb and learning daily living skills. CLS have been visiting Roslin twice a week since discharge from hospital.*

*Two of Roslin's strengths are; taking initiative, and identifying what she needs support with. Just prior to discharge she took the initiative to write a list of admin tasks she needed support to achieve when back in the community. One of these was to get her medication put into Webster-packs to act as a safety measure against overdose.*

*Roslin has been taking the initiative to keep herself safe. Furthermore, she is displaying hope for life and her future by continuing to achieve her life admin tasks and learning and practicing daily living skills with CLS.*

CLS North Sydney remained open through the COVID -19 shut down. The service was able to continue to offer our consumers support through this uncertain time. Face to face visits and our medication monitoring were also able to continue. CLS staff supported consumers to the early shopping hours making sure they didn't go without items such as toilet paper and food items. Our staff packed food parcels and delivered to the consumers that were isolated at home. Consumers were also supported to access and navigate the tele health services so GP visits could go ahead.



# CLS Central Coast

*Alby is a 26 year old indigenous transgender male, who was referred to CLS program by The Whole Family Team, CCLHD. Alby commenced with the CLS program on the 5th February 2020.*

*He has been diagnosed with Personality Disorder, Complex PTSD, Depression and Anxiety. Alby was reluctant to engage with CLS program initially, he met with both his Case Manager and keyworker and then agreed to engage more frequently. Alby identified the goals that he would like to work on which included; following a routine at home with his daily household chores, budgeting and cooking. He and his keyworker discussed preparing various meals ahead of time and freezing them. Alby was able to identify that by doing this, he would save time and money.*

*With a young son at home, CLS engaged FaCS workers who were able to fund daycare for Alby's son, as well as providing safety baby gates for the home. Alby was extremely happy with the outcome of the meeting.*

*Alby attended a CLS tennis outing and participated in playing and engaged well with staff and other consumers that were in attendance. He identified afterwards that he felt good within himself having a short break away from his son, enjoying the physical activity getting out into the fresh air away from his usual home environment. Alby has expressed interest in attending more social activities with CLS on a weekly basis, identifying that he felt that his stress and anxiety levels had decreased on the day of coming out with CLS. Alby has also been supported in the home by CLS staff, mainly to prompt him to complete his daily chores. To date, he has made positive progress by maintaining cleanliness of his lounge room, dining area and kitchen. Prior to Alby being referred to the CLS program, he would self-isolate and not be motivated to maintain his home.*

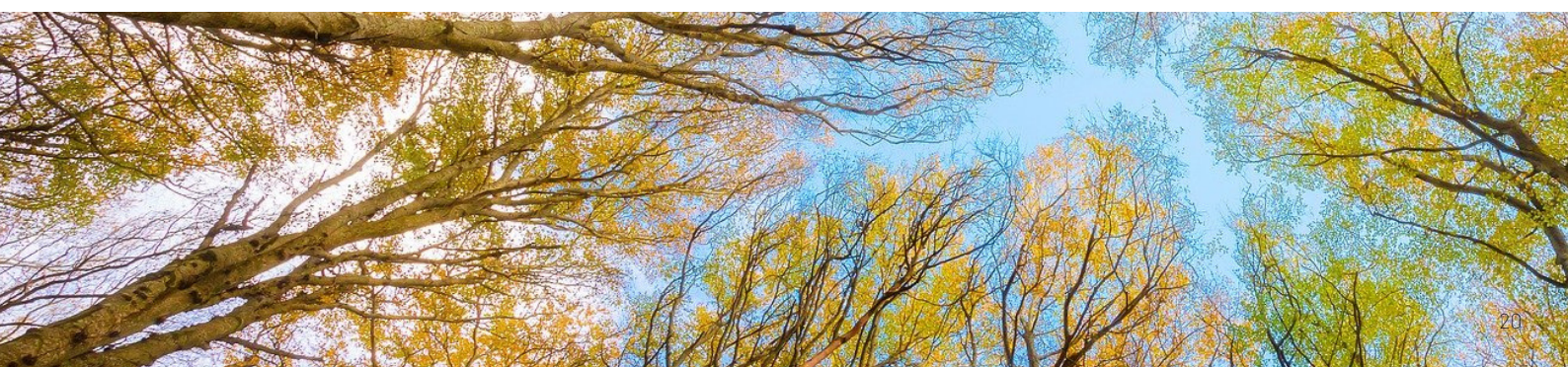
*CLS staff have maintained weekly telephone contact with Alby. He has enrolled his son in daycare, has been walking daily, with his son in the pram and is pleased with the positive impact of this on his mental health. He recently received a back pay from Centrelink and paid off all his debt, he now wants to purchase joggers for himself of which he has waited a long time to do.*

*Alby continues to work with CLS to maintain a good routine and practice self care to improve his mental health.*



CLS CC encourage our clients to remain physically active, therefore we include gym groups, yoga groups, BBQ's, movie's, tennis, bowling, swimming and much more. We also acknowledge the need for alternate recovery methods and have identified our clients like Art therapy. We have commenced this program which has been very successful, and a great accomplishment for our clients.

CLS CC has also worked cohesively with CCLHD to ensure a smoother transition from Hospital to the Community. We pride ourselves on continuing to build this relationship.





# Family and Carers Mental Health (FCMH)

The Family and Carers Mental Health Program has been funded since July 2006 by NSW Health. The aims of the program are to improve family and carer coping, to increase carers knowledge of mental illness, to enhance carers wellbeing, resilience and relationships, to assist carers in finding services to meet their needs and circumstances and to provide individual emotional support to carers

Family and Carers Mental Health Program provide three types of support;

- Community based education and training programs to families and carers of those with a mental illness.
- Individual support and advocacy services.
- Planning and infrastructure support for Mental Health Carer Support Groups.

## FCMH Western Sydney



*Martha is carer for her husband, who has been diagnosed with Schizophrenia and anxiety. Last year he had a workplace injury and hurt his shoulder.*

*Since last year her husband has had a number of hospital admissions due to physical and mental health issues. He is currently on work health compensation and he has been feeling very lonely and isolated.*

*Martha works full time and her husband wants her to stay home and keep him company, but she finds her work a respite. Martha's husband does not drive, and he is dependent on her for everything.*

*FCMH WS staff provided information to Martha about NDIS and has also linked her husband with NEAMI, so that they can support him and help him to develop psychosocial skills.*

*Martha was very happy and grateful, as she found the service very helpful at a time when she was not sure what assistance was available to her in caring for her husband whilst maintaining her own self care.*

- The FCMH program Western Sydney and FCMH program Nepean Blue Mountains provided a collaborative joint initiative event with Justice health. This event was aimed at increasing awareness for carers supporting loved ones in correctional facilities and providing them with an overview of mental health access in prisons and the utilisation of the disability support pension when hospitalised. Provided carers opportunities to connect with other carers to reduce the isolation of caring for someone in the corrections system.
- Carer Gateway Information Session from Carers NSW had really supported and assisted carers to receive Carer Directed Package. The carers were informed for different types of supports they could receive such as Domestic Assistance, Gardening, Laptop, etc.



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## FCMH Central Coast



*Terri was referred to the FCMH program through the Carers Retreat at Gosford Hospital, in the hope of developing healthy boundaries and support whilst in her caring journey. Terri cares for her 18-year-old son, who lives with ADHD and severe social anxiety.*

*Terri's son has refused all services in the past, which has had a significant impact on the entire family. She disclosed that she is in fact living with her own mental health concerns but is stable on her medication. Terri has recently applied for and commenced studying a Certificate III in computer studies, in hope of progressing her career and gaining some independence. Since commencing has identified the struggle to manage both her caring role and studies, however we have assisted with strategies which have allowed her to progress her studies.*

*Terri has worked closely with her ISW, including regular one on one support visits working on the Carers Star, identifying achievable goals to progress her in her journey. She has also maintained regular attendance to our support groups, information sessions and training that has been provided by the FCMH program. Some of the training Terri has attended is as follows; Understanding Psychosis, Navigating the MH System, Personal Boundaries, Understanding Recovery and Medications, Partners in Depression and CBT. All these training sessions have enhanced her caring role, carers journey and personal insight and growth.*

*Terri has been able to develop resilience and maintain healthy boundaries with her son while being able to take risks with her choices to Volunteer for her Church community. She has also continued to study at TAFE to obtain a Certificate III, in Aged Care, and in Feb 2020 has completed her Work placement hours at an Aged Care facility on the Central Coast.*

*Terri has made significant progress during her involvement with the FCMH program, one she should be very proud of.*

FCMH CC have been fortunate enough to provide ongoing training, information sessions and support groups for our carers.

We facilitate 3-4 groups per month on top of all training provided. This year we have provided training for MHFA, Safe Talk, Accidental Counsellor, establishing healthy boundaries, Exploring the role of a carer, AOD prevention and many more.





## FCMH Nepean Blue Mountains



*Rebecca was struggling at home with her caring role, living with her mother whom she cares for, studying university full time, as well as working casually. She was at breaking point, but with the assistance of FCMH NBM she was able to apply for and receive a house to move into and is now independently living on her own with her younger brother whilst still caring for her mother.*

*Despite this being a huge change, her first time out of home and taking on the extra role of parenting her teenage brother, Rebecca has made tremendous progress emotionally and mentally and is able to cope better overall.*

*"You just have a way of helping me put things back in order! Thank you for being so solid and providing us all with security at this time xx" Rebecca*

The FCMH Team runs many groups for carers, and this year established a Men's Carer Support Group. We approached the Activity's Officer in Bunnings in Penrith agreed to come on board bi-monthly to run an activity for the group and supply all resources. They also agreed for all those attending to receive a \$5 coffee shop voucher they could use after they completed their activity to have a refreshment onsite.

The men thoroughly enjoyed their activities and have completed activities such as a making wind chimes and making indoor/outdoor herb gardens. During COVID, we have been unable to run the activities, however the group meet at the Coffee Club by the Nepean River and have continued to have bi-monthly ZOOM catch ups.



## FCMH Western Sydney



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*Martha works full time and her husband wants her to stay home and keep him company, but she finds her work a respite. Martha's husband does not drive, and he is dependent on her for everything.*

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## FCMH Western Sydney continued

- The FCMH program Western Sydney and FCMH program Nepean Blue Mountains provided a collaborative joint initiative event with Justice health. This event was aimed at increasing awareness for carers supporting loved ones in correctional facilities and providing them with an overview of mental health access in prisons and the utilisation of the disability support pension when hospitalised. Provided carers opportunities to connect with other carers to reduce the isolation of caring for someone in the corrections system.
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## FCMH Northern Sydney



*Julie began working with her carer peer worker in March 2020. She is a carer for her adult son who lives with anxiety, depression, agoraphobia, and PTSD. She was self-referred to FCMH program 4 months ago requesting advocacy assistance for her son.*

*The type of advocacy Julie required wasn't a typical case for FCMH program as it pertained to liaison with a private insurer under whom her son was accessing services and those services were falling short of his needs and creating undue stress for both Julie and her son. Due to his agoraphobia, Julie's son was housebound and unable to undertake tasks for himself. As a consequence, he was totally reliant on Julie to carry out all tasks such as shopping, dealing with the insurer and other services in addition to provide emotional support and companionship leaving Julie with no time to look herself and her health was suffering as a result.*

*Julie's goal was to find an advocate to take over the dealings with the insurer. The support worker was able to put Julie in touch with a disability advocacy service who was willing to visit her son in his home and advocate for him directly with the insurer. As a result of this intervention, the insurer agreed to provide in home care for Julie's son, freeing her up to spend more time on herself.*

*Julie's next goal was to connect with other carers and was introduced to carer support groups within the service and this proved very beneficial for her. She then chose to connect on a social basis outside of the service with other carers she had met. Julie is now enjoying a shared interest in art with carers she has met. As her son is becoming more independent Julie has now set some personal goals towards improving her health and continues to work with the Carer Peer Worker on these.*

The highlight of the year was having over 60 carers attend our Staying Connected workshop in early March. Our greatest achievement for the year is having 317 carers benefit from the program to the point where we were no longer needed in their lives and gained independence from the program.









# HASI

HASI is designed to support individuals with a persistent and severe mental illness live independently and maintain stable housing. Supports are provided via a 'flexible hours' approach whereby consumers are provided varied levels of support determined by the individual's current needs.

Supports provided may include:

- Assistance with daily living skills including self-care, personal hygiene, cleaning, shopping, cooking and transport.
- Support provided within inpatient units to prepare for discharge and ensure a smooth transition to community living.
- Attending appointments and complying with medication requirements and other aspects of clinical care.
- Supporting in maintaining tenancies or finding suitable accommodation.
- Support participating in social, leisure and recreation opportunities.

## HASI Taree



*In October 2019 HASI Taree held a photographic exhibition. Months of preparation went in to the exhibition. It was held at the Red Dove Café at Manning United Church in Taree, and the Parramatta Mission CEO travelled up from Sydney to open the exhibition. HASI consumers and local stakeholders were invited to the official opening, and the exhibition took place of a period of a month, in conjunction with Mental Health Month.*

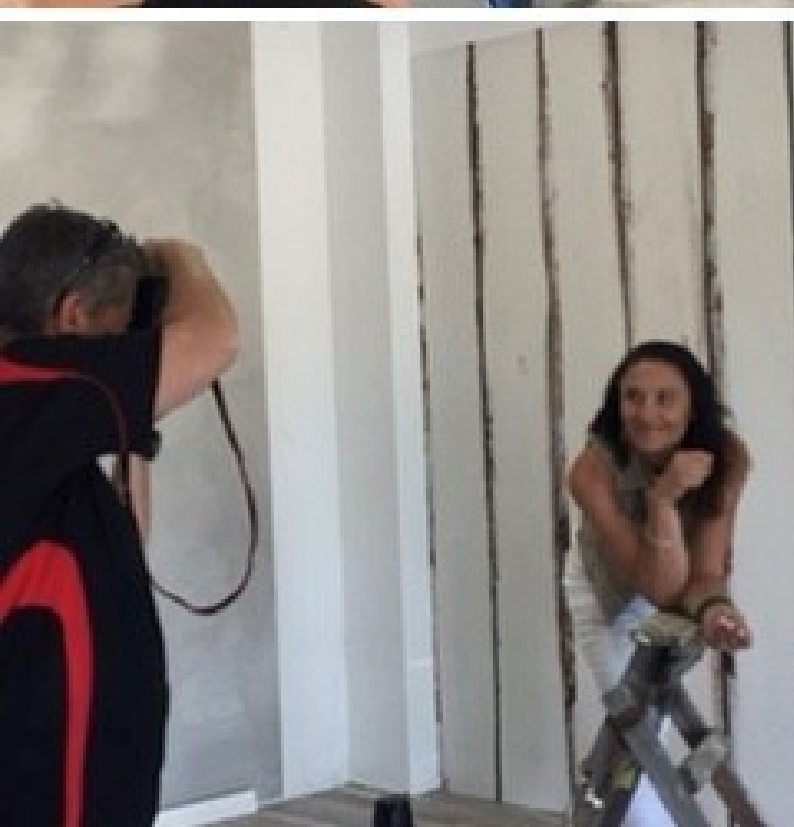
*The exhibition was a great success. For months prior to the exhibition consumers went on outings to local venues and spent time taking photos. A studio session was also arranged with a local photographer where consumers had the opportunity of having a portrait photo taken. It was a very special moment and consumers enjoyed getting dressed up for the occasion. Most had never had studio photos taken before. Prints were also given to consumers, a lot of whom gave them to family for a gift.*

*Working in collaboration with Mental Health Clinical Support, HASI Taree commenced the medication monitoring program in December 2019. This non-clinical support encourages and observes consumers taking their own medication. Consumers were carefully selected by the Community Mental Health Team, and buddied up with HASI Support Workers until consumers got to know, and were comfortable with, the new program. T*

*he program has been successful in keeping people well, and also in freeing up an already stretched Mental Health Team, which has been recognised and acknowledged by the MH Team on more than one occasion.*







# HASI Maitland

*Brandon became homeless following an eviction from a long-term private rental, he was sleeping rough for some time, displayed a decrease in mental health presentation, and although eventually going to stay with family continued to display a decline in his mental health.*



*Brandon had functioned without a lot of assistance from Mental Health, or any other services for some time. Changes in circumstances however led to him requiring additional supports to locate suitable housing. Brandon was staying with family, however the relationship was unsustainable with a number of other friends and family staying at different times, and he was relying more and more on his son for support. Brandon did not have a phone and relied on any messages being passed on from his son, making contact difficult.*

*With the combined support of the consumers case manager at HVMHS and the HASI service, a housing application was completed for Hume Housing and Brandon was placed on a priority list. Once a suitable property was found he was supported to view the property, and due to not having enough furniture or white goods, was supported to purchase additional goods, as well as apply for a No Interest Loan via The Salvation Army.*

*Since being relocated the HASI team have continued to provide regular supports in maintaining Brandon's wellness, as well as in maintaining his property. As Brandon didn't have a phone making arranging supports challenging, he has been supported by the HASI team to organise a phone through encouraging him to research alternatives and save money each week towards it. Once purchased, the HASI team along with the Case Manager ensured Brandon was offered continual support to familiarise himself with how to properly use his new phone.*

*Moving forward Brandon and his case manager have identified a number of positive goals including attaining a motor vehicle and/or motorcycle license. The team have been supporting him to first visit Service NSW to obtain information on what's required for each license, and have been organising regular visits taking along a laptop for the consumer to sit a drivers practice test online. Brandon's other care plan goals include reconnecting with family, creating positive experiences and organising employment opportunities.*

*We look forward to seeing with the support of HASI where the consumer is in another 12 months' time.*



The greatest achievement for the Maitland HASI team over the last 12 months has been our ability to overcome adversity. With all of the challenges that we have faced including the movement of long-term staff to other services and the COVID-19 pandemic the team has risen to each challenge.

Recognizing the importance and success of previous consumer supports, staff have worked hard to adapt those supports for suiting the current conditions. This included arranging Physical Health in-services with external practitioners via Zoom, social gatherings where consumers are encouraged to make their own way, wear masks and maintain 1.5m social distancing requirements, created and distributed hampers for consumers isolated during lockdowns, and added additional supports so consumers didn't feel alone or isolated since the pandemic commenced. The team has also had a greater focus on consumer goals and ensuring consumers receive consistent supports. With the COVID-19 pandemic continuing for some time in the future, I have great confidence in the teams ability to continue to meet each challenge it throws at us, and continue to promote a successful, recovery oriented service.



## HASI Charlestown



*A consumer recently had lived in a highly dangerous environment, known for violence and drug use. The consumer had a squatter living with him, and due to his high vulnerability found it difficult to have the squatter removed without putting himself in harms way. During this time, the consumer had worked with HASI program, his NDIS provider and the local mental health team to help him move into a safer and suitable unit for him. The consumer was moved to a new home in an safer environment within the Newcastle region, this has allowed the consumer to now minimize his vulnerability, be able to access his supports with HASI and NDIS more regularly and safely and be able to start to positively focus on his recovery journey.*

Starting the consumer of the month program has been a highlight during the last year. This program has been a good addition as it has shown consumers that they can be recognised for how far they can come in their recovery journeys. During this time, we have implemented the program it has been observed that consumers moods and confidence have increased when receiving this award.









# HASI Plus

**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.

The service is in Carlingford and has a capacity for 20 adults with severe and persistent mental illness with high restrictions on their functioning. HASI Plus is focused on psychosocial rehabilitation delivered through a program of activities and events designed to improve socialisation skills. HASI Plus also refers consumers to additional support services such as psychiatrists and physical health professionals.

*Zac was diagnosed with schizophrenia and was accepted into the HASI Plus service program group home at 165 from Willow Cottage Cumberland hospital the year of 2017.*

*During his first few weeks in the house, he was filled with fear, self-isolation and remained in his bedroom for most of the time, with depression, social anxiety, not engaging with his peers and above all he always had a thought of a command hallucinations of carrying a knife to stab someone whenever he walk into the kitchen to prepare food.*

*But as days and months passed by staff build up a great rapport strategy which work well, and he started opening up which was the turning point of a new page for that particular consumer. He was always compliance with his medication, became very active, engaged well with his peers and staff, engaged in activities, participated in house chores with prompting sometime.*

*He attended TAFE NSW twice a week for six months and was successful achieving a certificate III in Commercial Cooking before he was finally exited into the community. He also demonstrated that he could manage his own affairs.*

*He already has NDIS support plan in place to be visiting and assisting his with his daily basic needs.*



*Drawing by HASI Plus member*

Highlight of this year is being able to still partake in work that I love and assist consumers to navigate the community and their daily lives in these uncertain times of Covid -19. For me, this year gave many good news of consumers and their success journeys. I would say, exit of two senior male consumers and my support during their recovery journey was my greatest achievement for this year.  
HASI PLUS staff member







# headspace Primary Care Mt Druitt and Penrith

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.

This year headspace primary care completed 5,277 appointments, accepted 1,906 referrals and held 314 group sessions.



*Ameila presented to headspace with anxiety symptoms and was quite hesitant to engage at first.*

*Over a few early treatment sessions she became more comfortable and we worked on some skills together to manage her anxiety. She then felt comfortable to see one of our private practitioners using her mental health care plan and has been engaging well since then.*

*She reported she found the early treatment sessions useful in getting her comfortable with therapy and also helped her develop the confidence to reach out for help, which was something she was initially very anxious about.*

"I'd also like to say thank you so much for all your help, advice, strategies and education you've given me, and thank you for making my first headspace sessions comfortable, and an opportunity to learn so much about my mental health.

- In March 2020 the headspace programs transitioned to telehealth services due to the Covid-19 pandemic which in some cases has resulted in reduced "did not attend" rates with some young people reporting that they prefer to receive services on-line. It has also supported a reduction in wait times in some cases.
- The service has a thriving Youth Advisory Group and Friends and Family Consultation Group (called the Lighthouse Committee) who along with the headspace Community Development Team have worked on some innovative projects, including, supporting LGBTQIA+ communities via an online social.
- Networking group and Culturally and Linguistically Diverse (CALD) populations via a survey that identifies barriers to engagement (Community Development Team able to provide more information if required).
- Funding for a headspace Katoomba satellite service (after many years of advocacy and lobbying by the community) and Bushfire Relief Outreach Service in the Hawkesbury and Katoomba was achieved allowing us to support families whose lives have been devastated by bushfires.
- Our Individual Placement and Support Service (IPS) are able to demonstrate many success stories of supporting young people during the Covid-19 pandemic whether this is around study or job-seeking. This is a great outcome considering young people are the group that have been most effected during the pandemic (IPS team able to provide more information if required).



# headspace YEP

YEP (Youth Early Psychosis) was funded by the Commonwealth Government in 2013 and is an early intervention service improving the lives of young people, and their families, who are affected by psychosis. Young people with early psychosis and their families require a holistic approach to their care and this service provides support to young people in every aspect of their lives, such as education, employment and relationships. YEP is a lead agency employing mental health clinicians and contracts to other services. YEP assists young people aged 12 to 25 years, living in western Sydney, and who have experienced a psychotic episode, or are at risk of experiencing psychosis, including experience of symptoms such as: confused thinking false beliefs (delusions) hallucinations changed feeling - such as ongoing depression and changed behaviour, such as irrational anger.



*This story really highlights the positive influence telehealth can have on the young people we support and the service we are able to provide.*

*We were seeing a Amira, whose family were in Qatar, and she was studying over here. We formed a positive alliance with the LHD who also advocated to the Dept. of Home Affairs in both Australia/Qatar as both governments were reluctant to allow either party into the other country. Eventually, the Amira was granted approval to return home to Qatar.*

*Amira was still rather unwell and the idea of being in a quarantine hotel for 2 weeks was emotionally overwhelming and significantly challenging. The CCT Clinician and the MATT team agreed to remain in contact with Amira whilst she was in quarantine. Through telehealth we could connect with Amira across different countries and times zones. We were able to provide support, encouragement, positive reinforcement and contact during a time that was going to be isolating and pose a significantly impact on her mental health. With the development of telehealth and our flexible service we managed to further support a vulnerable young person and effectively help them during a challenging two-week period.*

I can't thank you enough for what you have done for our family. It's a difficult ride and knowing that someone so caring, capable and empathetic is helping you has been amazing. You have helped hold our family together in so many ways when it felt like we could have easily fallen apart under the pressure.

Successfully transitioned to working remotely offering telehealth and phone-based appointments and assessments with face-to-face appointments by exception during COVID-19 pandemic, including group support, with the roll out an online group program consisting of 10+ groups.

Successfully onboarding and implemented the new Pathways and Partnerships Coordinator role, the incumbent has since been actively providing inservices and education to service providers in the Western Sydney and Nepean communities, as well as improving pathways both into and out of headspace Early Psychosis. TAFE particularly have been very interested and proactive in prompt referral and consultation which can potentially help reduce the duration of untreated psychosis, and early intervention may prevent YP disengaging or dropping out of their studies due to mental health issues.

We were successful in recruiting to key roles in our Functional Recovery Team, including the Team Leader position and a peer support coordinator. The roll out of some fantastic clinical training including EMDR, CBT training through the BECK institute,









# Lifeline Western Sydney

Lifeline provides free, 24-hour telephone crisis support service in Australia. Volunteer crisis supporters provide suicide prevention services, mental health support and emotional assistance, not only via telephone but face-to-face and online

A strategic decision was made this financial year for Lifeline Western Sydney to join forces with Lifeline Macarthur to bring a greater focus on support of help seekers moving forwards.



Lifeline's Out of the Shadows - national suicide prevention walks held to coincide with World Suicide Prevention Day, September 10 2019. The World Health Organization estimates that over 800,000 people die by suicide each year - that's one person every 40 seconds. Up to 25 times as many again make a suicide attempt.

Lifeline Western Sydney observed World Suicide Prevention Day by hosting a community walk and providing a safe place for people to come together and reflect, while remembering the message of hope to those who are struggling with the impacts of suicide, that they are not alone.



# LikeMind Seven Hills and Penrith

**LikeMind is an adult mental health service that works in partnership with a range of community and health services in one location. LikeMind clinicians work alongside consumers to identify their support needs and then facilitate access and engagement with services across four core streams of mental health, primary care, drug and alcohol and social recovery/vocational services.**

*Jenny was referred to LikeMind to seek psychological support by LikeMind employment consortium partner Global Skills.*

*At the time of assessment Jenny presented with depressive symptoms including low mood, and low motivation in the context of long-standing mental health concerns. Additionally, Jenny was experiencing grief and emotional dysregulation due to the loss of significant family members.*

*Following her assessment with the Intake and Assessment Clinician Jenny a collaborative care plan was developed with a plan for some initial sessions with the clinician before engaging with a private practitioner to work on Jenny's identified goals to accommodate a healthy routine and lifestyle.*

*Jenny has successfully developed a healthier routine by positive activity scheduling has been consistently engaged in therapeutic intervention facilitated by the clinician. Jenny has been well engaged with support completing 5 sessions with the clinician. Jenny noted she has been able to make simple changes to her day-to-day structure which has positively impacted her mood. She enjoys spending quality time with her niece, watching TV shows, and cooking a meal together with her son regularly.*

*Jenny reported at the end of the session that she felt wonderful talking to the clinician regularly. She reported that over the years, she had engaged in conversations with many practitioners but really felt heard and listened to by the clinician. She stated "You seem to show interest when I talk, in my story, that helps me open up to you. For the first time, I spoke about my past issues without feeling judged, and I like how you helped me focus"*



LikeMind continues to support the communities of Western Sydney and Nepean Blue Mountains through a one-of-a-kind innovative service-hub approach to the integrated provision of care and support for adults who experience mental illness. LikeMind has been able to continue to deliver high quality mental health care during the COVID-19 Pandemic via the provision of telehealth services. Over the past year LikeMind has provided support to over 1000 individuals experiencing mental health concerns despite not having a physical location at Seven Hills since February due to flooding.

LikeMind successfully provided a 6 week group program via tele-health with a focus on connectedness in a time where many were isolated at home feeling anxious and alone. The six-week program ran for 1.5hrs every Tuesday morning and covered topics such as social connectedness, coping through COVID-19, psychoeducation on depression, unhelpful thinking styles, CBT model and self-care. Several practical skills were taught and reviewed each week and team building activities helped to foster a sense of connection and enjoyment.

LikeMind received a lot of positive feedback from the group participants. One participant reported they were "buzzing" for the rest of the day after the group sessions. Other comments included: "Best thing you guys have ever done at LikeMind," "It was awesome," "I felt safe". Others commented "Looking forward to the sessions," "It gave insight into my negative thoughts." Overall, there was consensus participants found great comfort in knowing they were not alone in their struggles and others could understand them. The group was an opportunity to create a safe space for others to come together and support one another.

# PM Counselling

PM delivers free confidential therapeutic counselling and financial counselling for gamblers and provision of support their friends and families in 4 geographical regions:  
Western Sydney, South Western Sydney, Northern Beaches and Central Coast

PM's Gambling Help Counselling Services provide free therapeutic and financial counselling services and supports gamblers and their families located in 4 regions listed above. The therapy is individually tailored to meet clients' specific needs including psychological education, attentive support and referrals to other wrap around services for additional supports. Our service also includes coaching aimed at facilitating clients in learning new skills and setting goals and tailored care plans to assist with goal attainment. The service conducts face-to-face, online and phone counselling flexibly to suit the needs of the clients.

To reduce gambling related harms for our community members who have been affected by problem gambling or gambling addiction. The service focuses on clients' risk factors, concerns, issues or problems and expectations from the Counselling service to help them effectively recover in step by step towards better life in the future.



*Couple, Tori and George have been receiving counselling services via video conference calls since lockdown began in March/April. They both gambled but Tori more excessively and for a much longer time than George. It was something they enjoyed doing together as a couple and with their social circle of friends. They could also see how it caused a lot of arguments in their relationship, and how it stopped them from spending their money on meaningful things – like getting their permanent residency (PR) statuses, and being able to send money overseas to help support their families.*

*They initially wanted to organise a self-exclusion, which PM's counselling services helped them with. We also discussed the role that gambling held in their relationship and I helped guide them through some communication breakdowns.*

*Several months down the track Tori and George are very happy. They are filling their lives up with other things – sports, self-development, creative pursuits. They have cut out the gambling friends in their lives and through counselling have learned more about how to set healthy boundaries for themselves, with each other, and with their friends and families. Tori has gained PR status now and they are both focusing on saving money so George's PR status can be processed.*



This year was the first time that the full complement of positions have been filled to provide full financial and gambling services within the RGF program to our communities at the Central Coast, Northern Beaches, Western and Southwestern Sydney. Our mission as Gambling and Financial Counsellors is to minimize gambling related harms to members of our communities, both to the gamblers themselves and their friends and families. This is achieved through direct contact counselling, telehealth interactions, psycho education strategies and diversion therapy.



# PSP Western Sydney

# PSP Nepean Blue Mountains

All consumers remaining in the program have been supported to test eligibility for NDIS with 48% of consumers transitioned into NDIS funded services. Over 80% of consumers who accessed the program have been supported to test eligibility for the NDIS.



COVID-19 has changed the way we engage with consumers. During the peak period in March/April/May our face to face contact was limited to essential appointments only. Staff were very creative during this period and managed to successfully maintain consumer engagement via telehealth and online group activities that ran without interruption.

## Warekila

**Warekila is an Adult Mental Health Service for people aged 18 years and over residing in the Northern Sydney and Northern Beaches area. Warekila enables people with GP diagnosed severe mental illnesses to be managed within the primary care setting by placing appropriate supports and efficiently and effectively utilising GP care.**



*"The level of care, patience and understanding of the staff and the access I (we) gained at a time where I was desperate and could not find help."*

*"I feel I have made many great strides in my journey since connecting to Warekila and in no small way, that is due to the dedication of the whole team. I have a greater sense of security knowing that my support network is stronger than ever and Warekila serves as an ongoing resource that can connect me with the right services and support that I can depend upon."*

*"The level of care, patience and understanding of the staff and the access I (we) gained at a time where I was desperate and could not find help."*

This year, the Warekila team has been able to introduce a Consultant Psychiatrist and a Clinical Nurse Consultant to the staffing profile, and are leading the way in clinical service delivery in a context where there is an absence of evidence based adult mental health services within the Australia primary care system.



# WSLARS and NDIS

As a mental health recovery-focused service, the Western Sydney Leisure And Recreation Service (WSLARS) serves as a catalyst for those living with mental health issues and isolation to gain friendship and camaraderie and become involved in the wider community. This year WSLARS transitioned to NDIS as Parramatta Mission became a registered NDIS provider.

The NDIS' focus is centred around the participant, meaning that the entire NDIS plan is designed around the participant, their needs and goals. The NDIS gives participants the opportunity to realise their dreams, while promoting independence and choice

*Participant Jody is new to our NDIS group support program. She has made good friendships with the other participants of WSLARS since joining. According to her, she started talking to participant Gary during our cooking workshop. They get along very well and found a lot of similarities and same interests. They both love watching cooking shows, love to cook at home and are always looking for new recipes. Since starting this new friendship, Jody and Gary make time on the weekends to go to each other's home to cook and eat together.*



The impact of COVID-19 pandemic has undoubtedly tested all service providers and impacted the way we provide support to our NDIS participants. To reflect the values of Parramatta Mission, our NDIS Service has committed to ensure that our participants with chronic and persistent mental health continue to receive their NDIS services. As such, we were able to provide virtual support to our NDIS participants during the height of COVID-19. Our virtual support program had helped our participants in combating social isolation and loneliness while helping them achieve their NDIS goals.

We have also introduced music and art therapy this year as part of our program.





# Youth Enhanced Support Service

## YESS

**YESS is a mental health outreach service for 12 – 25 year-olds who have, or are at risk of developing, a serious mental illness. We provide a service to the “missing middle” – young people who require a more intensive service than headspace Primary Care is funded to provide, but who do not meet NSW state mental health service’s criteria.**



*Throughout high school and university, I had suffered with depression for years without knowing it until a major health crisis made me start taking my health seriously.*

*I was recommended YESS Northern Sydney from a recovery service, which I struggled to attend early on due to believing it was a sign of weakness. After a few weeks though, the thing which stood out to me was how my experiences were validated without judgement or expectation.*

*Having a professional tell you that what you are going through is tough and understanding that it is not all your fault was a huge relief. Opening up about your experiences is unexpectedly powerful, especially to people who know you have struggled and have come out the other side. Being able to connect with the staff was very helpful as well. My peer worker and I are massive nerds, so we had something to talk about whenever emotions ran a bit too hot (and a regular Dungeons and Dragons group, though logistically very difficult, is amazing at connecting young people in a non-threatening environment!)*

*Having a strong support network was key as well. I had a friend that I would go and get ice cream with every week (even in winter!) and we would sit in a park or a bench and unload our feelings and insecurities onto each other. Being vulnerable to people close to you, with the proper boundaries, is important. I am also very lucky to have a group of friends who I play video games with regularly, so if I stop connecting for a while they notice and reach out to me in non-threatening and non-judgemental ways.*

*Overall, I am immensely grateful for the tremendous work these staff have done for me and many others, and I am hopeful that they can help many more.*

Previously known as Karrikin in Northern Sydney, the renamed service has increased its geographical reach, now spanning four Sydney metropolitan regions, with the commencement of YESS in South Western Sydney. Joining YESS Northern Sydney, Western Sydney and Nepean Blue Mountains, Parramatta Mission has become the largest provider for this client group in NSW. The model has been recognised locally, nationally, and internationally:



- The NSW Mental Health Commission identified YESS Northern Sydney “Karrikin” as an exemplar recovery oriented mental health service delivering early intervention.
- The YESS model of care was recognised by world renowned Orygen Youth Health (University of Melbourne) as an exemplar model, selected as one of 6 sites across Australia to participate in their “Implementation Lab”.
- We also received international recognition, hosting a contingent of psychiatrists from the Asia Pacific region. YESS Northern Sydney was a site visit held up as an example of quality community mental health care at the World Congress of Asian Psychiatry 2019.





### ELIGIBILITY CRITERIA

- 12-25
- Requiring more support than what primary mental health care can provide
- Priorities:
  - Unable or unwilling to attend centre-based appointments
  - Unable to afford private services

### KEY PRESENTING ISSUES

- Comorbidity
- Developmental trauma
- Social disadvantage



- SELF OR FAMILY REFERRAL
- PRIMARY CARE PROVIDERS
- YOUTH SERVICES
- CYMHS

### TRIAGED AT TEAM MEETING

### YOUTH ENHANCED SUPPORT SERVICE (YESS) SOUTH WESTERN SYDNEY

### STAFFING PROFILE

- 0.3 FTE consultant psychiatrist
- 3.0 FTE mental health clinicians
- 0.6 FTE peer workers

### PSYCHOLOGICAL INTERVENTIONS

- CBT, DBT, ACT, Narrative therapy

### COMPREHENSIVE, HOLISTIC ASSESSMENT

- By clinician, psychiatrist, GP and peer worker
- Joint assessments with co-located sites such as headspace and re-frame



### ACCESS TO MEDICAL CARE

- Psychiatrist as clinical lead



### FAMILY SUPPORT

- Family work
- Referrals to specialist providers

### CASE MANAGEMENT

- Delivered by interdisciplinary team

### ENHANCED ACCESS

- Evenings and weekends available by appointment
- Outreach, home visits, telehealth



### CASELOADS

- 15-20 per clinician

### GROUP PROGRAMS

- Online social and clinical groups

AVERAGE 12-MONTH DURATION OF CARE;  
AVERAGE SESSIONS ARE WEEKLY

### PARTNERSHIPS & INTEGRATION

- headspace
- Reframe
- South Western Sydney LHD



### REGULAR PROGRESS MONITORING

- Outcomes Star
- Focus on functioning, relationships, values, hopes and goals, as well as symptoms

### DISCHARGE TO GP

- +/- PRIVATE MENTAL HEALTH PROVIDER
- +/- SUPPORT SERVICES

### CAPACITY BUILDING FOR LOCAL GPs

- Ongoing dialogue during young person's care
- Information about social prescribing and community programs



### GOALS

- Individual goals set using Outcomes Star tool

**Youth  
Men  
Women  
Children  
and Families**

**822**

CRISIS,

**163**

TRANSITIONAL

AND

**113**

PERMANANT  
HOUSING  
PROVISIONS

**SHS**

(Specialist Homelessness Services)

**MORE THAN**

**5,230**

**Meals served**



# Hope Hostel

Hope Hostel provides accommodation for men aged 25 years and over who are in crisis, are homeless or at risk of homelessness. This includes those with tenancy issues. We have 24 single rooms and six crisis beds available. Hope hostel forms part of the Western Sydney Single Men's Homeless service package, funded by Family and Community Services.

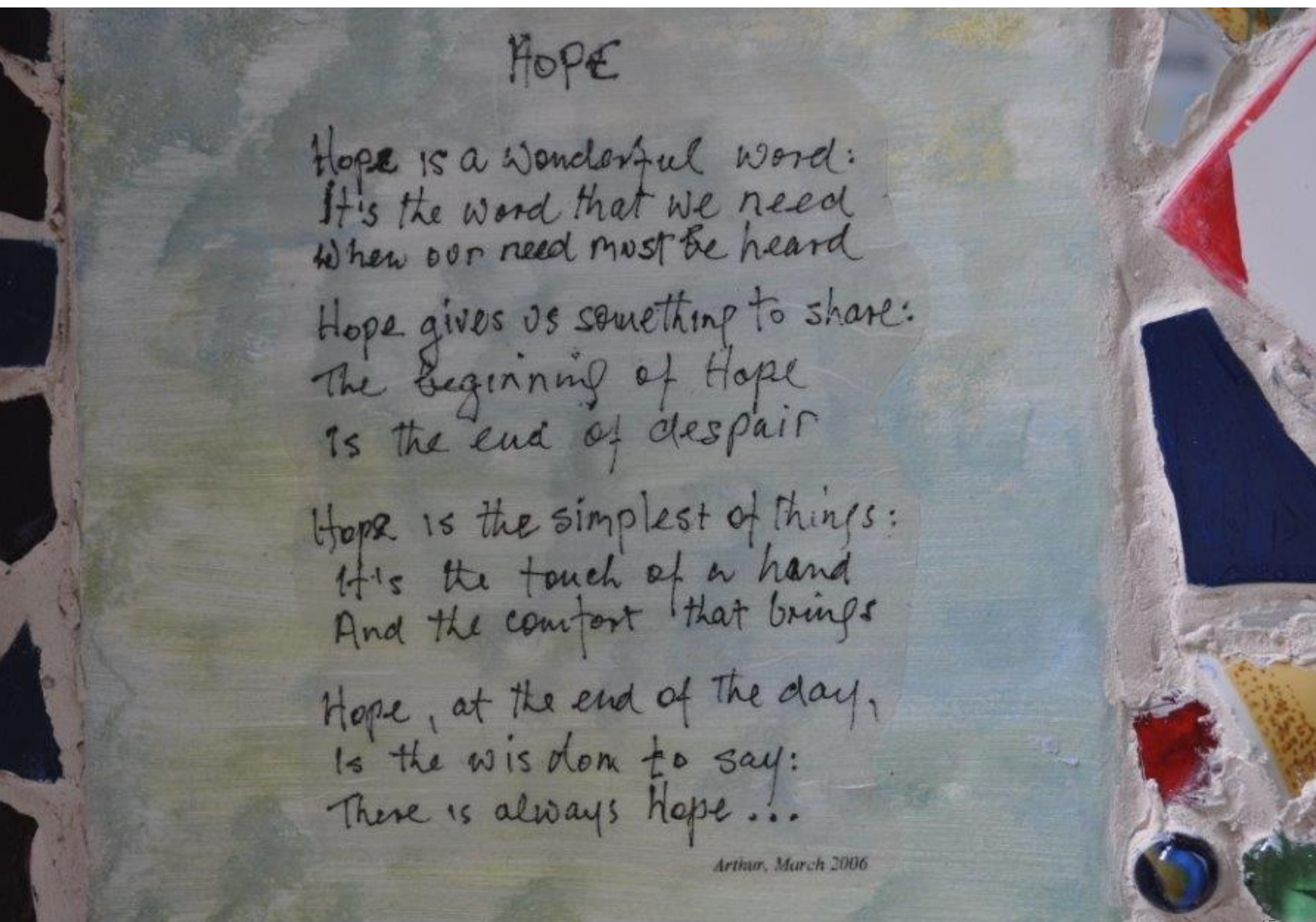
Hope Hostel Service is a supportive environment that encourages and instils hope, wellness and change.

*56 year old Lance had been rough sleeping under a bridge for over 8 months after he return from overseas and had lost contact with a key support.*

*He told us that most people just walked past him and avoided talking to him. Then one day he was provided a bed and the opportunity to stay at Hope Hostel.*

*Through ongoing support, compassion and understanding he has been able to re-establish financial assistance, connect with supporting services and eventually accessed fast-tracked housing to provide rapid re-housing.*

*He will soon make the transition from Hope Hostel to his new house.*



# Kelly's Cottage

**Kelly's Cottage provides short term supported accommodation for women aged 25 and over. Women are assisted in the transition to permanent housing and the service aims to break the cycle of homelessness through early intervention, programs and workshops.**



*Kelly's Cottage assisted Lena this year, who had experienced long term domestic violence as well as control and abuse.*

*Lena did not speak any English, had no bank account and no Centrelink income when she arrived at the service and had almost no understanding of the services available to her, or what her rights are as an individual woman in her current situation.*

*During her time with the service, Lena gained an income with the support of staff, opened a bank account, applied and received her own Medicare card, assisted in gaining a level of independence around using public transport, applied for long term housing and is currently in transitional accommodation.*

*Client has also reconnected with some of her children whom she was previously estranged from. Lena has also been linked in with a GP and other physical health supports to address some issues she was having, as well as accessing mental health support service whilst at the refuge.*

*Lena is currently doing well and thriving in a safe environment.*

"Parramatta Mission supported me in a time of crisis. I was a victim of domestic violence, feeling bewildered and shocked by my situation. I was welcomed into crisis accommodation and offered material support, empathy and assistance with the way forward."



"Parramatta Mission supported me in a time of crisis. I was a victim of domestic violence, feeling bewildered and shocked by my situation. I was welcomed into crisis accommodation and offered material support, empathy and assistance with the way forward."

"The most important thing for me is most definitely the collaborative efforts of everyone involved as I don't feel as though I could navigate all this change anywhere near as successfully on my own. Also the fact that all of these things are done without coercion or pushing, everything is at your own pace. You can talk to staff whenever you feel the need arise but if you don't want to talk then that's fine too. You can't put a price on empathy and every single member of PM staff has it by the bucketful." Client



# Meals Plus

**Meals Plus is situated in the heart Parramatta, providing basic needs and support to people who are homeless or disadvantaged. Meals Plus works to break the cycle of homelessness by providing quick solutions for people in need of emergency support. It is an entry point into Parramatta Mission's other community and mental health services. Meals Plus is open for breakfast and lunch from Monday to Friday, serving around 200 meals a day. It also provides "plus" services including emergency food assistance, laundry and shower facilities, financial counselling, legal advice by visiting solicitors, housing advocacy, Centrelink outreach service and referral to accommodation services.**



*Sam, a male in his mid 40s married with 2 kids, presented to Meals Plus earlier this year. Sam had lost his job and faced eviction for non-payment of rent.*

*He let us know that "things were not great- I have lost confidence in myself, I have let my family down- I am worthless."*

*Immediate needs were easy to assist with, Meals Plus was able to provide food and clothing for the family. But how do you help a someone rebuild sense of self-worth? Well we at the mission use the powerful values of the Mission. Calming Grace was always present when talking to Sam or his family. Inclusion was a priority with dealing with this family to provide that sense of belonging The family was always afforded dignity - their concerns and needs were heard and valued. Faith (Trust ) was actioned in our support at all times .A sense of hope to encourage Sam not to give up was maintained.*

*So, through material support and advocacy, time was gained to establish repayment plans and obtain government financial assistance.*

*As would be expected we kept a watchful eye on the children. Sam called this time "the dark days"*

*Sam found employment and the sun shines for him and his family .*

During April - June (under COVID restrictions),  
Meals Plus provided to those in need;  
660 Home deliveries  
1,460 Check-ins  
400 Essential Vouchers  
70 Mobile Phones  
400 Opal cards  
150 screenings from Liver bus with 12 clients cured  
120 Flu Vaccines  
150 kg bread per week from Second Bite  
80 kg fruit and 80 kg vegies daily from Oz harvest



The benefits to our clients are pretty much immediate. Our greatest challenge was advocacy for clients on a number of issues.- rental arrears, residency status, overdue utilities, accommodation, medical attention, and mental health care. The stigmas shadowing our clients is alive and greets our clients every day. We work hard to overcome this through education and advocacy and involving the whole community.







# SHS - Youth Services

Parramatta Mission Youth services provides outreach and advice to youth aged 12 - 24 years who may be homeless, at risk of homelessness or facing crisis. Our accommodation services provide crisis, transitional housing for young people aged 16 - 24 years and for young pregnant women and single mothers.



**Youth Hub  
Parrahouse  
Koompartoo  
Foundations  
Wiyanga**



*In January 2020, a young couple, Michael (age 20) and Cherie (age 18), were referred to the Foundations program for outreach and accommodation support. At the time, Cherie was 13 weeks pregnant.*

*The case manager at Foundations worked with both Michael and Cherie to assist moving Michael into Foundations transitional accommodation service and liaised with Wiyanga House for Cherie to be accommodated there.*

*During their accommodation stay, both case managers worked collaboratively towards Michael and Cherie's goal to live together in a private rental before the baby was born.*

*On the 13th May 2020, Michael and Cherie were approved for a rental at Auburn through Community Housing. They managed to save enough money to pay the bond and rent in advance.*

*Foundations assisted them with the furniture needed and they moved in later in May. Foundations have remained in contact with the couple, now family - they gave birth to a healthy baby girl in July.*

In August, 2019 Parramatta Mission Youth Services held PM's first ever youth services sleepout. This was to educate people about homelessness as well as raise a birthday fund for our clients to receive a gift on their birthday and Christmas. All were welcome to this event, we had a BBQ, raffles, slushy machines and clients shared their own experiences of homelessness. Approximately 25 people slept in the Meals Plus hall on the floor for the duration of the night which assisted raising a total of \$4,000 for our young people.



# Thelma Brown Cottage(TBC)

**Thelma Brown Cottage is an accommodation program for women and their children escaping domestic and family violence. It consists of eight furnished two bedroom apartments. Each apartment can accommodate women with up to five children each and additional infants. We work collaboratively with other services to help clients seek accommodation and independence in a safe environment.**

*Janine came to Thelma Brown Cottage with her 2 children after escaping a 29-year relationship. She had experienced physical, emotional, psychological and financial abuse daily. Janine came into the service feeling hopeless; she would often put herself down and discuss not having any hopes or dreams for the future.*



*After securing safe accommodation and linking Janine in with some great supports, she has completed her first short course in I.T, and a DV course which has empowered her greatly. Janine is engaging in mental health support and she is soon to receive dentures which she is excited about.*

*She, and her children, are soon to move into medium term accommodation and is so grateful for the safe place she took refuge in and in knowing someone was there to support through her journey.*

*Janine now expresses many hopes and dreams for her future and wants to help others who may have similar journeys. Watching her transformation in such a short time has been so empower for her as a DV survivor, it's been a great testimony for her children who have grown up in the household witnessing the DV and amazing to see the impact we can have in someone's life. Janine, even thou not in long term housing yet, has already experienced the best outcome and that is realising her self-worth! For the first time in decades she excited about what the future holds for her and her children.*



"The highlight this year has been working side by side with resilient humans, no matter how much these women have been through and are still going through, they are still focused on healing and working on rebuilding their lives. It has been a very humbling experience to come along side these women and support them on this journey".

TBC Staff member





# HOSPITALITY SERVICES





# Wesley Apartments

**Wesley Apartments provide accommodation to patients at Westmead Hospital and also to the families of children who are undergoing treatment at The Children's Hospital at Westmead.**



*Dear Belinda/Wesley Apartments,*

*It is hard to believe that this time last year we were staying at the apartment with our newborn baby Ben in critical condition in PICU. I'm not sure how we would have managed that stressful time as successfully without being able to stay at the apartments.*

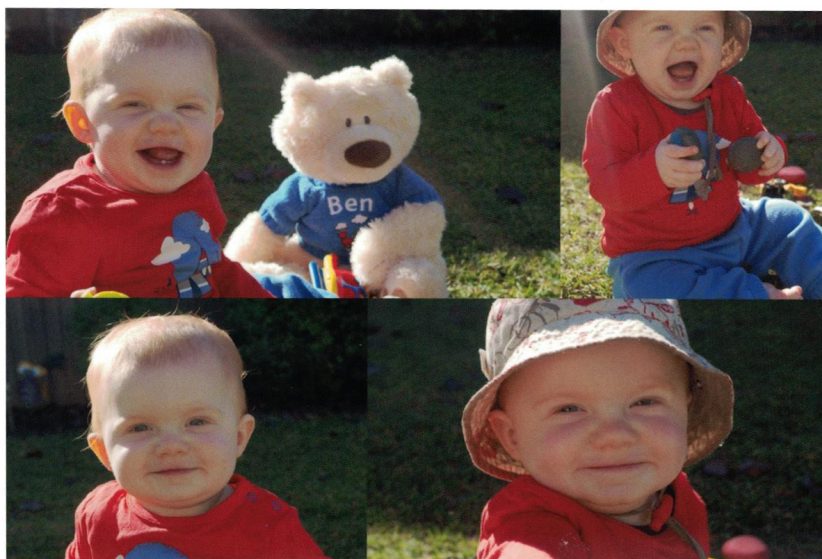
*The first few weeks we were in Sydney accommodation hopping before we got into Wesley Apartments. Willem, our other child, had to stay across the city with the grandparents before then and this was certainly not ideal. The accommodation you offer for families is amazing and we cannot thank your organisation enough for having it there for families like ours.*

*I only just learned that the apartments were set up as a result of a Narrandera family and as I grew up in Narrandera that certainly touched home. Apparently there is information at the apartments with this background (Dad saw it while he was with us there) which goes to show how much of a haze I was in at the time that I didn't see it, my focus was with Ben at the hospital.*

*I'm very pleased to say that Ben is going really well. He is growing and just celebrated his first birthday, something we thought he would never see. I have enclosed a photo for you 😊*

*Willem often asks when we are going back to live at 'our apartment' in Sydney. For him that was/is our home in Sydney across from 'Ben's hospital'. He brings up the apartment when I least expect it. Like when we have a letter to mail and he says, "There is a post box outside our apartment in Sydney. Can we post it there?".*

*For him living in Sydney was a positive experience. He had an apartment where he lived with his parents and his grandparents. There were toys downstairs to play with, a park not far away and he received toys and things from you to help pass the time for him. I will be forever grateful that you were able to create that experience for him and give him something positive. That alone was invaluable.*



*Thank you again for all that you do and all the support you provide. We are so grateful and are glad other families are getting the same opportunity. Regards The van Galen family - Emily, Marc, Willem & Ben*



Wesley Apartments provided a home away from home for 50 families in the past year. Families came from all over Australia including - ACT, Orange, Parkes, Tamworth, Dubbo, Narrabri and Batemans Bay. We saw an increase in Sydney families over this year with families from Caringbah, Bondi, Balmoral and Gympie Bay staying here. Also this year we had 4 families stay with us from New Caledonia. The average length of stay for families is just under 6 months.



175 is a 'Hotel for Purpose', owned and operated by Parramatta Mission, when you stay with us you are helping make a difference in the lives of others. The revenue from 175 One Hotels and Apartments goes directly to Parramatta Mission's community programmes – assisting those facing homelessness, hunger and supporting people of all ages battling mental health issues.



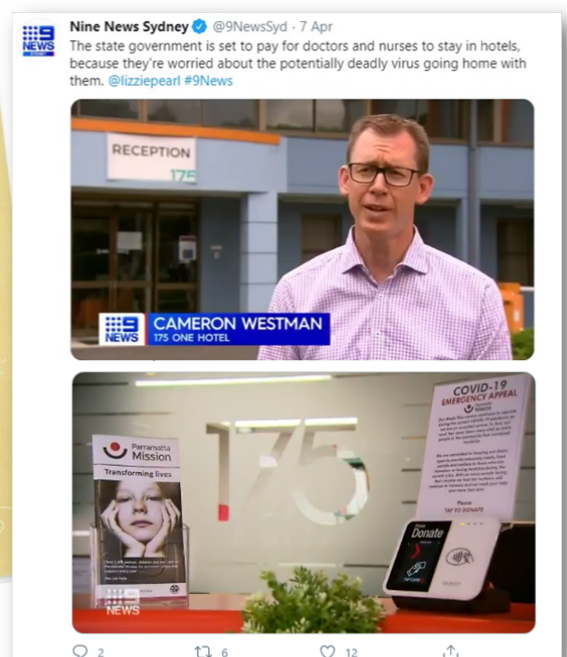
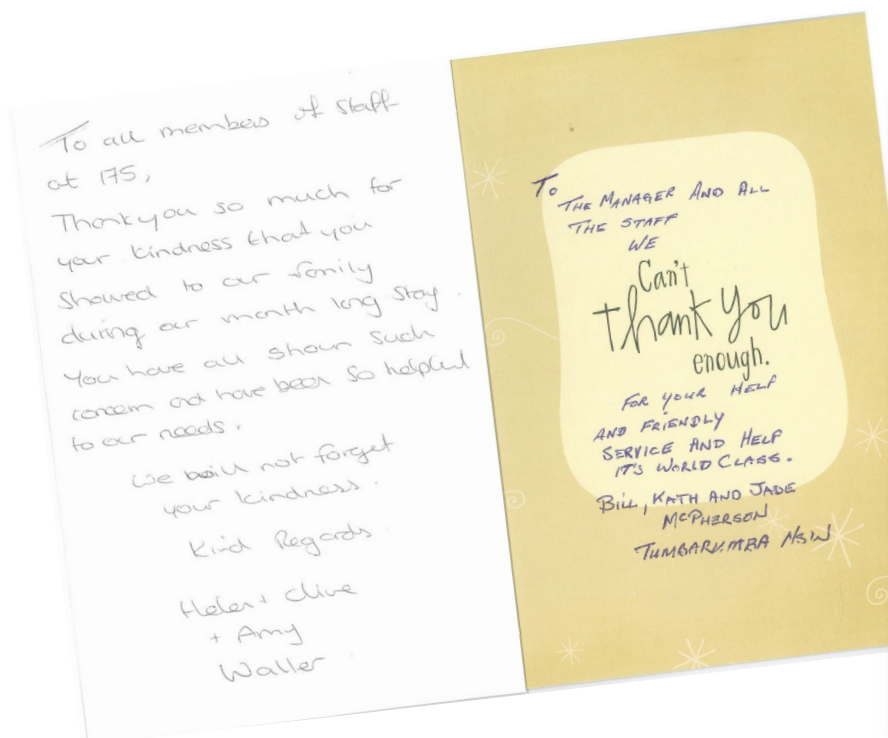
Whilst many hotels chose to close their doors, or only open for quarantine purposes for those returning from overseas, 175 One Hotels & Apartments continued to stay open for those that needed us most – healthcare professionals and families who have had a loved one involved in a terrible accident or require an urgent and often life saving operation. With our high standard of cleanliness, hygiene, and service delivery already in place we implemented several additional measures to support our guests ensuring they had a safe and comfortable experience throughout these unprecedented times.



There has been an overwhelming response of thanks from our guests for 'keeping our doors open' - from the young couple from Bathurst that stayed with us the past 3 months pre and post birth of their baby girl due to her being born with gastroschisis (a birth condition where the intestines & other organs develop outside of the baby's body), to the young lady who was airlifted in a critical condition from outside of Mudgee after a horse riding accident & her parents stayed with us the entire month of April, to the grandparents & father of two young girls who were critically injured in a car accident in a remote NSW town who needed a place to stay while the girls are in the Children's Hospital, to the 3 Doctors, 2 Nurses and 2 aged care workers who are staying with us to reduce the risk of them contracting the virus from their housemates & also reduce the risk of them taking anything home – these are just a few examples - this is who we stayed open for - this is why our staff continue to turn up to work each day, most still having to catch public transport whilst always being extra cautious to ensure they remain COVID safe for their team & guests. This is what we call 'Hospitality with Heart'.

I would like to sincerely thank our wonderful hospitality team at 175 & Wesley Apartments for the dedication, commitment, and genuine care you provide to our guests throughout these difficult times.

Warm regards,  
Cameron Westman  
General Manager - Hospitality



I'd like to thank everyone for their kindness help & happy smiles through some tough times. You helped in so many ways. The general manager you are amazing and it shows through all your beautiful reception staff to the chirpy maids. Thanks for your kindness. I hope to visit again in normal travel circumstances. Take care and keep well through this health care hard times. All the best | Kind regards Kathy x

Cameron, your generosity and genuine kindness have meant so much to us. Thank you to you and your staff. Please have a small "treat" on us (and date some home do your boys). Regards Neida & John.

# 175

ONE HOTELS & APARTMENTS

## Guest Feedback

The entire staff of 175 One Hotels & Apartments are committed to providing you with the best accommodation and service. By filling out this questionnaire, you are helping us maintain our high standards of customer satisfaction. Please use the back of this form for any additional comments and constructive criticism.

	Poor		Average		Excellent
Reservations	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input checked="" type="checkbox"/>	5 <input type="checkbox"/>
Check-in & Check-out	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input checked="" type="checkbox"/>
Friendliness	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input checked="" type="checkbox"/>
Speed & Efficiency	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input checked="" type="checkbox"/>
Bathroom cleanliness	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input checked="" type="checkbox"/>
Housekeeping	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input checked="" type="checkbox"/>
Hotel staff	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input checked="" type="checkbox"/>
Overall stay	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input checked="" type="checkbox"/>
Value for Money	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input checked="" type="checkbox"/>

How did you hear about us?

☐ Previous stay ☐ Google search

☐ Website (please list)

☒ Other Sydney Ch9 News

Name, Address and Room Number:

1  
2  
Room 203, 101, Ettalong Beach

Please return to the Front Desk. Thank You!

### ADDITIONAL COMMENTS AND SUGGESTIONS

our 4 month old son has been in hospital ICU for 5 days and we couldn't be happier with the outstanding service here.

Thankyou so much for being so accomodating to us in this difficult time.

Great cleanliness made us feel safer during this covid-19 also.

Thankyou!

very lovely staff- front desk and cleaners. (U)

Jake + Andrea McNeeking.

### ADDITIONAL COMMENTS AND SUGGESTIONS

YOU CANNOT BETTER OR IMPROVE ON NEAR PERFECTION!

RECEPTION STAFF ALWAYS SMILING!

YOU GUYS PERFORM THE HOSPITALITY ACT TO THE LETTER WITH EASE & COMFORT IN EVERY POSSIBLE MANNER.

THANK YOU & KEEP UP THE GOOD WORK!

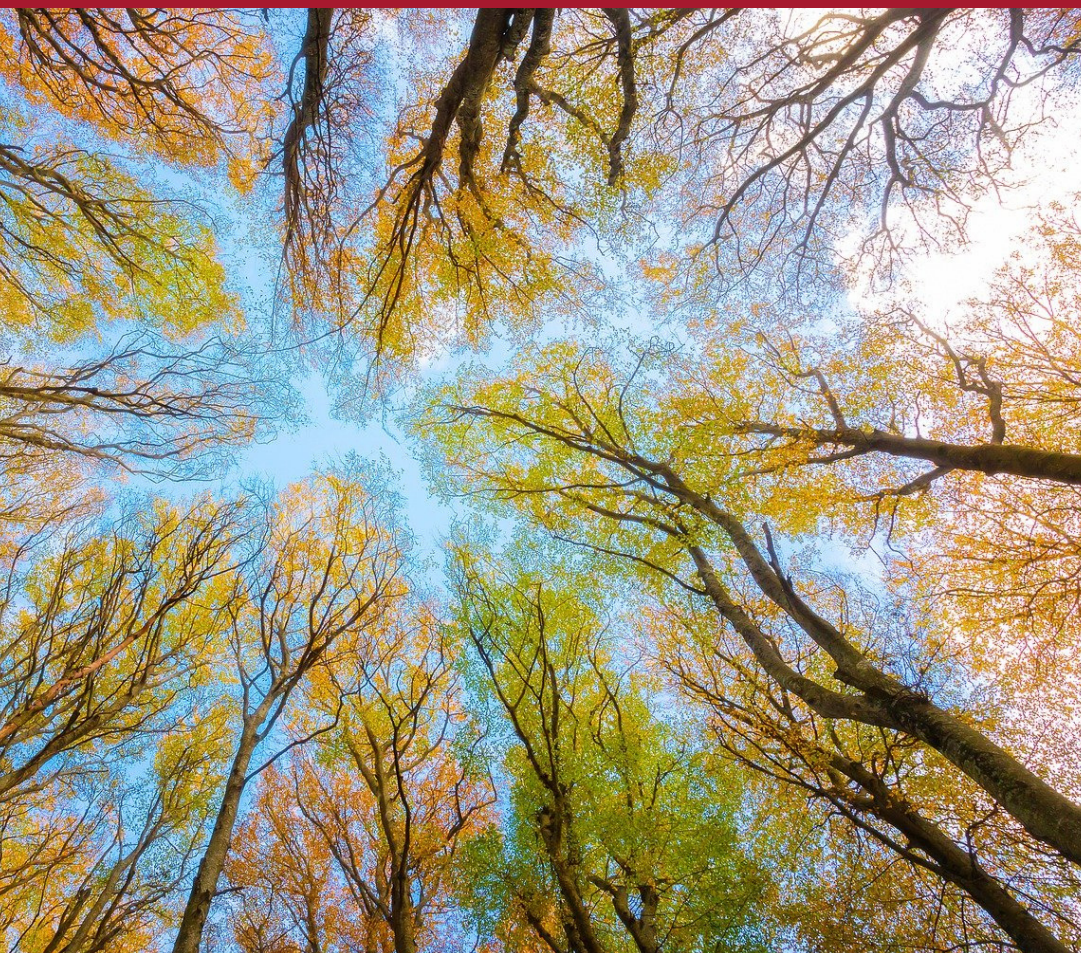
Helga Ferne  
#ferne  
29/4/20

### ADDITIONAL COMMENTS AND SUGGESTIONS

thank you for your service and for being open during this time. X's.



# SUPPORT SERVICES



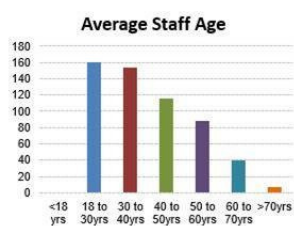




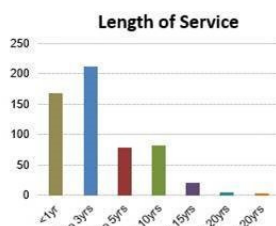
# PEOPLE AND CULTURE

2020 was another year marked by changes and agility across PM. In addition to the daily operational responsibilities of supporting our workforce, the P&C team achieved significant progress against many strategic priorities, notwithstanding the challenges of the pandemic. A new HR System was implemented, which has a fun and informative staff portal, a new Learning Management system offering many e-learning opportunities, and a new and improved process for recruitment, contracting, and onboarding of new staff. As a result of the Covid-19 environmental challenges, we switched our staff engagement day bus tours to a digital model and continued to deliver training and development sessions for both managers and staff. We also welcomed 171 new employees to Parramatta Mission, which in part is a result of new programs and internal movement.

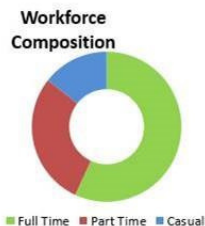
With the Covid-19 Pandemic, a key focus was to support our staff with transitioning to remote working environments and ensuring social connection while being physically distant, of which they managed exceptionally well. Our Hospitality Staff and Crisis based programs continued to operate on-site, and our deepest appreciation goes out to them for maintaining excellence in service delivery, despite the natural concerns and challenges they faced. We are now excited to be returning to the office in January 2021 and will continue to adapt and learn from this year in terms of our approach to workplace flexibility. Our employee engagement remained of paramount importance, and we are sincerely grateful to our employees for their participation in our annual engagement survey. This year we were thrilled to achieve an overall engagement score of 79%, which is our highest score to date and demonstrates the continuous commitment of our managers, and team in developing culture, and the employee experience. Looking back, we are again very proud of all the effort of our workforce in servicing those in need, and we look forward to another full and fantastic year ahead as we progress with the transition project.



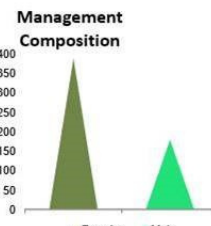
Average Staff Age		
Age Group	#	%
<18 yrs	0	0%
18 to 30yrs	160	28%
30 to 40yrs	154	27%
40 to 50yrs	115	20%
50 to 60yrs	88	16%
60 to 70yrs	40	7%
>70yrs	7	1%
<b>Total</b>	<b>564</b>	<b>100%</b>



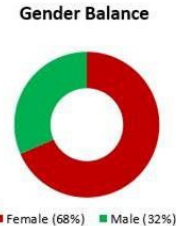
Length of Service		
Length Group	#	%
<1yr	167	30%
1 to 3yrs	212	38%
3 to 5yrs	78	14%
5 to 10yrs	81	14%
10 to 15yrs	20	4%
15 to 20yrs	4	1%
>20yrs	2	0%
<b>Total</b>	<b>564</b>	<b>100%</b>



Workforce Composition		
Employment Status	#	%
Full Time	321	57%
Part Time	162	29%
Casual	81	14%
<b>Total</b>	<b>564</b>	<b>100%</b>



Management Composition		
Gender	#	%
Female	386	68%
Male	178	32%
<b>Total</b>	<b>564</b>	<b>100%</b>



Gender Balance		
Gender	#	%
Female (68%)	386	68%
Male (32%)	178	32%
<b>Total</b>	<b>564</b>	<b>100%</b>





# FUNDRAISING, MARKETING AND VOLUNTEERING

This financial year the fundraising, marketing and volunteering team have continued to work hard to ensure that Parramatta Mission's unfunded programs have the necessary resources to operate. The work that we do is attributable to our supporters and volunteers who support us every day. Our Christmas day lunch is a great demonstration of our supporters in the community coming together with us to provide lunch and a safe place to celebrate Christmas together in 2019. A huge thanks to each and every supporter and volunteer because truly together, we are a community transforming lives.



# FINANCIALS

Revenue in 2020 of \$57.8m comprises:

- \$45.9m operating revenue - is a \$1.4m (3%) increase on 2019
- \$11.9m property gain on sales and revaluation

Expenses in 2020

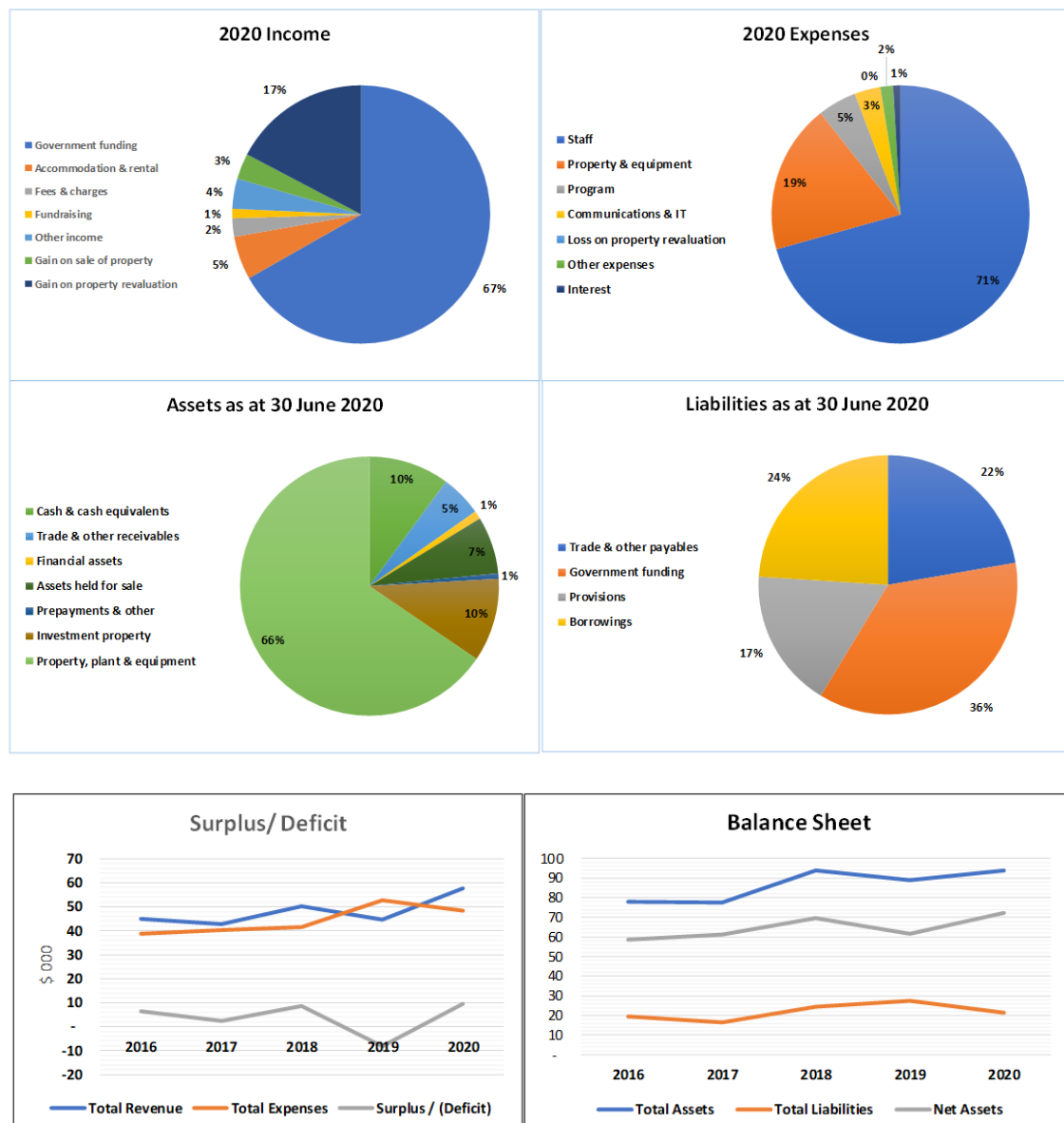
- \$48.2m was up by \$0.6m (1%) on 2019, excluding the \$5.0m loss on revaluation of property in 2019.

Overall

- \$9.6 million surplus for the 2020 year, which is a \$2.3m operating deficit after property gain on sales and revaluations are excluded.

Net Assets in 2020

- increased by \$10.6m to \$72.3m due to property revaluations. The sale of property for \$10.3m not only resulted in the \$1.9m gain but also enabled the repayment of \$5.2m in borrowings.





# FINANCIALS

	2016	2017	2018	2019	2020
	\$ m	\$ m	\$ m	\$ m	\$ m
<b>Revenue</b>					
Government funding	33.6	33.8	34.5	38.1	38.6
Accommodation & rental	3.9	3.8	3.5	4.0	3.1
Fees and charges	0.8	0.6	0.6	0.8	1.3
Fundraising	0.6	1.0	0.7	0.7	0.7
Other income	0.6	0.3	0.6	0.9	2.2
Gain on the sale of property	0.0	0.0	0.0	0.0	1.9
Gain on the revaluation of property	5.5	3.5	10.0	-	10.0
<b>Total Revenue</b>	<b>44.9</b>	<b>42.9</b>	<b>50.0</b>	<b>44.5</b>	<b>57.8</b>
<b>Expenses</b>					
Staff	28.8	28.1	28.7	34.8	34.1
Property & equipment	5.9	8.0	8.1	7.5	9.0
Program	2.1	2.2	2.0	2.1	2.3
Communications & IT	0.8	1.1	1.4	1.8	1.6
Interest	0.3	0.3	0.3	0.5	0.4
Other expenses	0.7	0.7	0.8	0.9	0.8
Loss on the revaluation of property	-	-	-	4.9	-
<b>Total Expenses</b>	<b>38.6</b>	<b>40.4</b>	<b>41.4</b>	<b>52.6</b>	<b>48.2</b>
<b>Surplus / (Deficit)</b>	<b>6.3</b>	<b>2.5</b>	<b>8.6</b>	<b>-</b>	<b>9.6</b>
<b>Assets</b>					
Cash & cash equivalents	10.2	8.9	9.6	8.4	9.5
Trade & other receivables	3.8	2.6	2.2	4.2	4.8
Prepayments & other	0.3	0.3	0.3	0.4	0.6
Financial assets	-	-	-	-	1.0
Assets held for sale	-	-	-	5.5	6.7
Investment property	5.2	5.4	6.7	6.1	9.8
Property, plant & equipment	58.5	60.4	75.2	64.5	61.4
<b>Total Assets</b>	<b>77.9</b>	<b>77.6</b>	<b>94.0</b>	<b>89.0</b>	<b>93.7</b>
<b>Liabilities</b>					
Payables	3.0	2.3	5.8	5.3	4.8
Government funding	9.4	6.4	9.0	9.5	7.8
Provisions	2.7	2.8	2.4	2.1	3.7
Borrowings	4.3	5.0	7.1	10.4	5.1
<b>Total Liabilities</b>	<b>19.4</b>	<b>16.5</b>	<b>24.3</b>	<b>27.3</b>	<b>21.4</b>
<b>Net Assets</b>	<b>58.6</b>	<b>61.1</b>	<b>69.7</b>	<b>61.7</b>	<b>72.3</b>
<b>Equity</b>					
Retained earnings	19.0	18.2	18.2	14.5	19.1





**Parramatta  
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