



Parramatta
Mission



uniting
church
in Australia,
Synod of NSW & ACT

A Year of Change

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Who we are

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.

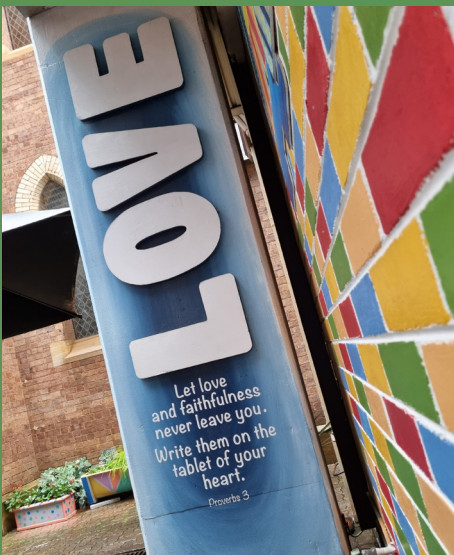
OUR VALUES

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.



Mission Council Report

Parramatta Mission's vision is "a community transforming lives". We remind ourselves that this vision has a dual aspect. We seek to transform the lives of others, particularly the vulnerable and disadvantaged in the community, and we are open to transformation of our own lives and that of our church community.

Last year's annual review spoke of the "season of change" being experienced by Parramatta Mission. A comprehensive financial and missional review of the future directions of the Mission had been undertaken and the outcome of the review was an endorsement to shift the future focus of the Mission to the delivery of services in the City of Parramatta LGA, including Westmead.

While Parramatta Mission had built a professional and nationally recognised platform of care and clinical support across its network of services, concerns were growing as to the long-term sustainability of our operations and whether outcomes for the vulnerable and disadvantaged people we served might be optimised elsewhere within the Uniting Church.

As reported last year, an assessment of the Mission's services and financial capacity by an independent Review Steering Committee validated the future directions earlier discerned by the congregations, and brought a decision by the Mission's Board and Church Council in June 2020 to divest most of Parramatta Mission's services. This discernment also involved a need to make changes in the life of the congregations, including by reducing the size of the ministry team.

These decisions found expression in the current reporting year. Rev Dr Manas Ghosh (Leigh Memorial, Parramatta) and Rev Christine Bayliss Kelly (Westmead) concluded their placements on 30 September 2020, and we thank them for their dedicated service. In October 2020, Rev Keith Hamilton proceeded to take a period of extended leave to work on his PhD thesis, which I am confident will make a substantial contribution to the body of learning on parish missions of the Church. After 13 years of passionate and transformative service as Senior Minister/CEO of Parramatta Mission, Keith's placement concluded

on 28 February 2021. In Keith's absence on leave, Mark Newton, formerly Director of Operations, was appointed to the role of Acting CEO and continued in this role following Keith's departure.

Rev Dr Amelia Koh Butler continued in ministry, but with a substantial part of her time refocussed from her role as chaplain to Western Sydney University to the Mission's congregations. Amelia was instrumental in adapting the congregations to online zoom worship as a result of the COVID-19 pandemic, which has challenged us all in so many ways. Amelia concluded her ministry with the Mission on 28 February 2021, after accepting a call to Eastwood Uniting Church. Eastwood is fortunate to have secured such a caring, compassionate and learned minister of the Word, and its musical society will receive a remarkable boost. Pastor Sarah Bishop continued her wonderful work as chaplain at the Children's Hospital at Westmead.

30 June 2021 brought the loss of the supply ministry of Rev Dr Clive Pearson and the resignation as ministers in association of Clive, and his wife Rev Mary Pearson, after many valuable years of service at Parramatta Mission. They will both be missed. That said, while Clive has always been gracious after each inevitable All Blacks victory, we will now not have occasion to cringe quite so often on this account.

30 June was also the date when most of the Mission's community service operations were transferred to Uniting. While the change was a source of grieving for us, we are confident that this step will best promote development of this vital transformative ministry. The transfer was a necessarily complex arrangement that included the redeployment of about 360 staff and the resolution of many transitional issues. The due diligence process, quite properly applied by Uniting, demonstrated the soundness of the way the Mission's services had been administered. The results of an independent quality audit were received almost simultaneously with the transfer. The auditors were strongly positive and spoke of the rare and immensely valuable, client centred, culture that had been built up in the Mission's services.

*Shifting the
future focus of the
Mission to the
delivery of services
in the City of
Parramatta*

It is a tribute to Mark Newton and the executive team (most of whom will remain with the Mission for a transitional period) that the transfer went so smoothly. Mark has subsequently been appointed as Executive General Manager of the Mission. Governance oversight was provided by an Implementation Board under the very capable leadership of Chairperson, Paul Linossier.

The Mission took deliberate and considered steps to put a governance structure in place to support the changes it had embarked upon. In July 2020 the Parramatta Mission Council appointed the Implementation Board, to which I have referred, as a small working board possessing the necessary skills to oversee the divestment process. It was charged with overseeing the transfer of community service operations and with bringing appropriate recommendations to the Council. The members of the Community Care Network Board, that had overseen those operations under its constitution, stepped down and the members of the Implementation Board were appointed in their place. In March 2021, the Council, appreciating the Board's high level of performance, and lacking a depth of appropriate specialised expertise, also invested the Board with broader delegated responsibilities in relation finance and property, so that the Council could direct its focus to broader, strategic issues involving its core responsibilities of congregational life and ministry.

A further change on 30 June 2021 was that Ian Gray retired as Chairperson of the Mission Council after many years of skilful and dedicated service (though he will continue to be a member of the Council and of the Board and committees of the Board). The Mission is grateful for Ian's past, and ongoing, contribution to its governance. I am privileged to have taken over the role of Chairperson of the Council as from July 2021.



As we look forward, we see the green shoots of Spring beginning to appear. We have benefited from the ministry of Rev Vladimir Korotkov from October 2020 and, with effect from 1 July 2021, that of Rev Suzanne Stanton. These ministries have been part of transitional arrangements, pending an initiative developed by Presbytery inviting the congregations of the Mission to

embark upon a period of discernment and dialogue with Northmead and Centenary congregations that may lead to a collaborative ministry.

As the reporting year drew to a close, the Leigh Memorial and Westmead congregations determined to explore this prospective relationship. Since the proposal had been brought on quite quickly, the Leigh Fijian congregation wished to take more time to consider joining in this significant step. During this time of transition, a ministry team will comprise (including ministers in temporary supply ministry) Rev Niall Reid, Rev Rhonda White (each of Northmead-Centenary), and Revs Korotkov and Stanton. That ministry team between them will provide a full time equivalent of 2.7 ministers. Presbytery will seek to bring this to a full time equivalent of 3 ministers by the addition, in consultation with the Leigh Fijian congregation, of a part time minister for that congregation.

Other green shoots are emerging as part of the Mission's involvement in the Parramatta Square development. An architectural design competition has been conducted, the results of which were submitted to an independent expert jury. This is for a world class building to replace the existing Fellowship Centre, and to be known as "the Gathering Place". The aim is to provide an iconic, welcoming building with a human scale in the midst of the towering glass structures of Parramatta Square. It will celebrate the fact that the site was a gathering place for First Peoples prior to English settlement, and the place where colonial administrators met with them. It will continue to be a place for members of the Mission's congregations to meet and where they can join with members of other churches, other faiths and with the community. It will be a place consistent with theological principles developed by the congregations of the Mission to "inspire the common good".

Finally, we look forward to advancing our community services with a more local focus by reaching out to provide meals and other support to the homeless and disadvantaged at Meals Plus, and by providing hospitality including for families with children receiving treatment at the Children's Hospital at Westmead. The Leigh Fijian congregation will continue its valuable work providing meals, and a sense of belonging and hope, to the disadvantaged in Blacktown as part of the Bula Feeding Ministry. These services continue to be impacted by COVID and we pray for them, and for all our community, in this difficult time.

by God's grace
David Norris

Chairperson, Parramatta Mission Council

Implementation Board Report

Our 2020 Annual Review reported that following an external review Church Council had determined to implement a series of significant changes to reposition Parramatta Mission as "A mission of the Congregations", the core elements being 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.

The Implementation Board was formed to undertake the responsibilities of the Community Care Network Board and additionally was tasked with oversight of, and advice to Mission Council on, the implementation of all the measures agreed.

The Implementation Board met on 11 occasions during the period and worked diligently to effect the agreed changes whilst seeking to support the continuing work on the ground at 33 sites across NSW. That we were able to sustain this focus, COVID 19 and all associated complications notwithstanding, is testament to the commitment of Board members but more importantly the professionalism and meticulous work of our Executive Team.

We place on record our thanks to each of them and also our colleagues at Wesley Mission and Uniting who have journeyed with us, supporting and challenging us to ensure the best outcomes for our current and future clients, consumers and participants.

In June of 2021 right on the cusp of the divestment of our government funded services we underwent an independent Quality Accreditation Audit. The conclusion and recommendation were as follows:

"Parramatta Mission is committed to continuous improvement and can stand proud by and build on its already substantive mental health and associated services. The Assessment Team findings indicate that Parramatta Mission has met the QIC 7th edition standards'

requirements and recommends that accreditation be awarded."

Hearsay comment from the Auditors was that the program approach, change methodology and consumer focus was one of the best of its kind.

With the Easter message of 'new life' fresh in our minds, Church Council asked the Implementation Board, by way of delegation, to conduct its business and administrative responsibilities for 21/22 whilst Church Council concentrated on longer term vision, strategy and a new relationship with the Northmead-Centenary Uniting Churches.

At the heart of the Christian gospel are two great commandments, the first is to love the Lord your God with all that we are; the second which is like it, is to "Love your neighbour as yourself" (Matt 22:37-39). As community context and human need change so will the who and the how of our endeavours, but Parramatta Mission will continue to give full expression to these two imperatives as 'a community transforming lives'.

Paul Linossier
Implementation Board Chair

Parramatta
Mission is
committed to
continuous
improvement



Acting CEO Report

I am writing this report to supplement the reports from the Chair of Church Council and the Chair of the Implementation Board.

My role during 2020/21 as Acting CEO was to head up the Executive Leadership Team to ensure that "business as usual" was delivered for the benefit of clients, this during a year like no other, as the COVID-19 pandemic presented continual challenges. My other role was to lead the Transition Steering Committee to achieve the strategic transformation that had been determined by the Councils of the Church. This second task was achieved on 30 June 21 with the completion of a Transition of Services Memorandum of Understanding with Uniting.

Over the last forty years Parramatta Mission had developed a portfolio of Mental Health Services spanning across psychosocial, clinical and specialist homelessness representing primary and secondary mental healthcare. These services were commissioned and financed primarily by government funding through NSW Health, the Department of Communities & Justice, and various Primary Health Networks. Some 45 programs with a combined revenue approaching \$50 million annually.

In response to a changing landscape internally and within the mental health sector, the decision was taken to transfer oversight of the oversight of the Mission's mental health services within the Uniting Church of NSW.ACT to Uniting, where the services could achieve the benefits of scale, be positioned to enhance Uniting's existing service offering and to leverage operational synergies,


to further support the community in mental health and well-being as well as to respond to the changing government priorities.

This transition of services included the migration of approximately 360 staff working across 40 service areas along with all support requirements ranging from premises, vehicles, information technology as well as support staff, all with the intent of making the change seamless for clients and those receiving treatment and care. Parramatta Mission and Uniting continue to work together following the transfer date to ensure consistent and uninterrupted service delivery.

The success in maintaining services to clients in a seamless way during this challenging period is a tribute to our dedicated staff and volunteers. Indeed, the accreditation audit by the Quality Improvement Council against the very challenging Quality Innovation and Performance standards which took place in June 2021 concluded that there were no deficiencies identified and that best practice was identified across all facets of the services, a rare commendation.

It has been my privilege to lead the organisation in the capacity of Acting CEO during this tumultuous but profoundly successful year.

Mark Newton
Acting CEO



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Congregations

The congregations of Parramatta Mission have been at the heart of its 'life and witness' since 1821. They include the Leigh Memorial congregation, the Westmead congregation and the Leigh Fijian congregation. The Mission also includes a Korean Faith Community that worships at Leigh Memorial Church.

All the congregations and congregational groups of Parramatta Mission acknowledge the Burramattagal people of the Darug nation, the traditional custodians of the lands on which we gather and pay respect to elders past and present, and emerging leaders. With a mutual commitment to worship, witness and service – and to inspiring the common good within the Mission's values of 'grace, dignity, inclusion, faith and hope' – the congregations enjoy shared custodianship of a 200 year history and stand as enthusiastic exponents and representatives of Parramatta Mission's community presence, relevance and future direction.

During the 2020--2021 reporting period, each congregation has been required to respond pro-actively to two serious fronts of 'change' and re-alignment brought about by (a) the global COVID-19 pandemic and, (b) the re-structuring of Parramatta Mission itself, including the handover of a large number of programs to the 'Uniting' organisation and the departure of valued ministers: Rev Christine Bayliss Kelly, Rev Dr Manas Ghosh, Rev Keith Hamilton, Rev Dr Amelia Koh-Butler and Revs Clive and Mary Pearson.

Within these changes, the congregations have remained inspired by their joint role as benevolent voices in the public sphere, with evidential commitments to social advocacy, community care, cross-culturalism, evangelism and regional commitment. Due to COVID-19 restrictions instituted by the NSW Government and UC Synod NSW/ACT, both the Leigh Memorial and

Westmead churches have experienced extended periods of closure, with worship being variously conducted via 'zoom' or a 'hybrid' model involving both in-person and online options. During such periods of closure and the suspension of all in-person congregational programs/events, creative alternatives and forms of connection, communication and spiritual enrichment have been found – including via small connection groups, pre-recorded video messaging, increased pastoral care initiatives, inventive online children's/youth programming and singing options such as 'Smule.' In addition, a CCLM, or 'Combined Congregations Leaders Meeting,' commenced meeting in 2020, and has continued to steadfastly discuss, formulate and oversee a variety of important adaptations and initiatives within the life and witness of Parramatta Mission at a time of significant upheaval. As at the close of the reporting period, the PM congregations had entered into a period of discernment/exploration with the Northmead-Centenary UCA congregations towards the formation of a Parramatta 'regional' Uniting Church alliance, including a shared ministry team.

The mutual, future hopes and visions of the Parramatta Mission congregations include:

- a return to regular worship and outreach routines when COVID-19 restrictions permit;
- the maintenance of inclusive and productive communication protocols;
- the maintenance of an incarnational and supportive presence in the Parramatta LGA;
- an upgrading of congregational information online and the acquisition of improved technical capabilities for worship;
- an ongoing commitment to the exploration of new models aimed at consolidating – and growing – both membership and fresh opportunities for evangelism and outreach in the civic sphere.

The congregations enjoy shared custodianship of a 200 year history and stand as enthusiastic exponents and representatives of Parramatta Mission's community presence, relevance and future direction.

Leigh Memorial Congregation



As part of its COVID-19 management plan, the Leigh Memorial congregation instituted 'small group' pastoral support systems within the congregation and benefited from the rapid adaptation of its technologies to support zoom/hybrid worship and social interaction. The brief re-commencement of the 'Open Church' program at Leigh Memorial in early 2021 enabled the congregation to maintain a visible and calming Christian presence in the heart of a Parramatta CBD dominated by building work, widespread disruption and retail/hospitality closures. Similarly, the congregation continued to prayerfully and practically support Meals Plus and other Parramatta Mission community programs (notably women's services via hand-knitted rug donations), and to actively participate in future planning processes while preparing for fresh opportunities in the areas of witness and community engagement when lockdown conditions cease. The congregation continues to advocate for children's/young adult programming, participate in planning for the development of the Macquarie Street/'Gathering Place' site – and to support the 200th anniversary of Parramatta Mission, including via its hosting of an on-site combined celebration and the release of the anniversary book, *All Loves Excelling* in June, 2021.



Leigh Fijian Congregation



During the reporting period, Leigh Fijian has maintained a strong, motivational base within its congregational life and a commitment to regular worship, planned giving, fasting and chain prayer, and group connectivity (via zoom/ hybrid). The congregation has continued to express its commitment to community hospitality and care via the 'Bula Feeding Ministry' at Blacktown and associated outreach initiatives, plus the development of young leaders through education and hands-on experience, the pastoral care of members, and a utilisation of the core values/missional energies found within PM's 'inSpiring the Common Good' strategy. In June 2021, a contingent of Leigh Fijian and other Parramatta Mission Young Adults attended the Uniting Church National History Society 'Growing Up Uniting' Conference at the CFM, and throughout the reporting period, the congregation continued an enriching program of Bible studies, lay training and preparations for its 30th anniversary celebration in September 2021 (including the release of the congregational history, Tolu Decades – A Collection of Talanoa, and the third edition of the Adriu Rogoimuri Autobiography). Furthermore, critical technological adaptations brought about by the pandemic were well-managed by a team of members, leaders and PM ministers.



Westmead Congregation

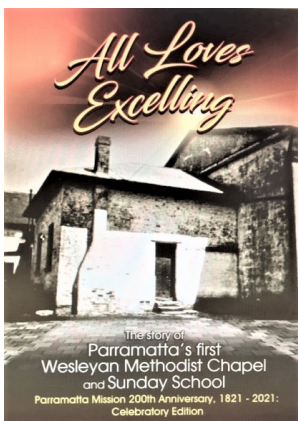


During the reporting period – and within the multiple changes brought about by both the pandemic and the re-structuring of Parramatta Mission – the Westmead congregation has maintained key programs and supports, including Bible Study, Prayer Chain, 'Angel Tree,' the 'no. 28' household, Tai Chi group, and the supply of 'Welcome Packs' and vouchers to families staying at Wesley Apartments. The 'Open Door' program briefly re-commenced, with an alternate form of the program now under consideration. Tech and inter-personal support to meet the fresh demands of zoom/hybrid worship, the unique challenge of pastoral care during lockdown and other matters associated with the time period have been enthusiastically provided by members, the leaders group, Pastor Sarah Bishop and the PM ministers. The congregation has also planned for its 30th anniversary celebration in July 2021, including the release of the anniversary book, *The Westmead Story: From Costwold to Queens*. Westmead has also continued to provide prayerful and practical support to its elderly members living alone or in nursing home care, and to the leaders, clients and staff of the Mission's Meals Plus – and the 'Keramic' café and '175' (One Hotels and Apartments) at the Westmead site.



Heritage Committee

The rich heritage of Parramatta Mission has been a subject of special interest during the July 2020–June 2021 period and a point of reflection and reassurance as a wave of change envelopes the current and future workings of our churches and communities. Characterised by the challenges and restrictions associated with the global COVID-19 pandemic, the year simultaneously involved a re-envisioning of Parramatta Mission itself. UCA and government restrictions relating to the pandemic continued to necessitate the closure of our church buildings and the continuation of an online worship, care and outreach community. Alongside the departure of ministers and additional changes to the ways in which staff, congregations and clients expressed membership and support, the period was also characterised by new safety practices and a new vocabulary for everyday life. All such changes came to represent a defining “moment” in the Mission’s history and one necessitating a flurry of record-keeping on the part of the PM Heritage Committee – including the deposit of numerous written, auditory and photographic records of the era into the Mission’s digital and hard-copy archival collections.



Similarly, the 2020–2021 period involved preparations and celebrations for Parramatta Mission’s 200th Anniversary (1821–2021) & the 30th anniversaries of the Westmead and Leigh Fijian Congregations (1991–2021). Marked from the opening of the Mission’s first Chapel (a small Wesleyan Methodist Chapel on the Macquarie Street site), which took place

on Good Friday, 1821 – the following 200 years have been characterised by dynamic growth. The first Chapel – built with convict labour on the land of traditional custodians, the Burramattagal people, was allocated by Governor Lachlan Macquarie and funded by Wesleyan missionary, Rev Walter Lawry and his Parramatta-born wife, Mary Lawry (nee Hassall). From the outset, the Chapel was open to the whole Parramatta community, including ex-convicts, and its Sunday School came to include the town’s most disadvantaged children and families. It was

from these beginnings that the ethos and direction of Parramatta Mission took shape and developed into 200 years of transformative and energetic community care and Christian witness.

In celebration of the 200th anniversary, the Leigh Memorial, Westmead and Leigh Fijian congregations of Parramatta Mission, and many Uniting Church, community and political representatives came together at Leigh Memorial Church on 20 June, 2021 for a worship service and luncheon. Guest preacher was Rev Simon Hansford, Moderator of the Uniting Church in Australia’s NSW/ACT Synod, and the occasion included the release of an anniversary book, *All Loves Excelling* (Celebratory Edition). Also due for release in 2021 are the 30th anniversary books of the Westmead and Leigh Fijian congregations: *The Westmead Journey: From Cotswold to Queens*, *The Boy from the Mangrove Swamp – Adriu Rogoimuri Autobiography* (English language edition) and *Tolu Decades – A Collection of Talanoa*. These publications will bring to 20, the number of heritage books produced by the Mission since 2010 – all of which are now held in UCA, local, state and national libraries.



On 27 June, 2021, another landmark worship service marking the official ‘handover’ of many Parramatta Mission programs to ‘Uniting,’ took place via ‘Zoom’ and included an acknowledgement of the relinquishing of many, historically significant Mission programs including Lifeline and Hope Hostel. Nonetheless, it was noted that the ‘Spark of Grace’ highlighted in the work and writings of late Mission superintendent Rev Dr Gloster Udy OAM, not only provides a ‘torch’ for the new custodians of such programs – but a brilliant ‘spark’ of faith for Parramatta Mission as it traverses fresh and exciting pathways into the future.



Dear Friend,

My name is Paul and I've been working as a Meals Plus Coordinator with Parramatta Mission for 5 years. Every day I wake up grateful for the work I am privileged to do.

Since Meals Plus first started almost 40 years ago, many things have changed but our core values have remained firmly cemented in our hearts and minds. Meals Plus is not just a simple meal, it's also a vital connector to services that address the needs and concerns of members of our community.

We pride ourselves on being there for the most marginalised, needy people and families in our community, each and every day.

Some people make a lasting impression. I was privileged to journey with a client through the last nine months of his life. A self-educated man of exceptional intellect, he had a love of music and, more importantly, a powerful humility. I will never forget being present with him in the hospital when he took his final breath. I still have his imprint.

The past twelve months has seen many changes to the way we deliver our services. We now maintain Covid-safe practices across our organisation and perform regular welfare checks.

Financial hardship and the stress of job loss due to the global pandemic continues to hit our community hard. We've seen an increase in demand for our services of at least 10%. With an almost total disappearance of social interaction recently, our community needs us now more than ever.

But none of this has distracted us from why we're here. It's the people we meet and the powerful difference they make.

I have been privileged to journey with some truly exceptional people, both clients and co-workers. A number are indented in my mind forever. There's nothing like seeing a smile of achievement on a client's face when they have "a win" knowing that it is *THEIR* credit, not mine.

This is what inspires my own passions to keep going. And more often than not, it's the client that does more for you than you can ever do for them.

- Paul

Meals Plus

The year 2020/2021 has been challenging for us all, including the Meals Plus service. We are proud of how our staff, volunteers and visitors have adapted and continued to provide vital services to the community, enabling it to remain open during these difficult times.

During the COVID-19 pandemic the service of Meals Plus has never been in greater demand. In fact, we have seen continual increases and face growing numbers each day as the consequences of isolation, loss of income and closure of other services. For the homeless, marginalised, isolated, disadvantaged and those who have found themselves unemployed it has been particularly hard.

Meals Plus is committed to remaining open, as an essential service to those in crisis. With restrictions introduced and changing constantly, Meals Plus adapted to the physical distancing and gathering regulations. We had to close our dining spaces but continued to provide breakfast and lunch to around 200 guests each day, as well as providing essential items, food parcels, and referrals to services to assist with housing, welfare payments, financial and legal advice.

Support from the community has been extraordinary. Many businesses forced to close during lockdowns donated their food stocks and other items so that they did not go to waste. Our volunteers continued to provide assistance in preparing and serving the takeaway meals and our guests soon became used to the new procedures including mask wearing, temperature taking and sanitising on arrival.

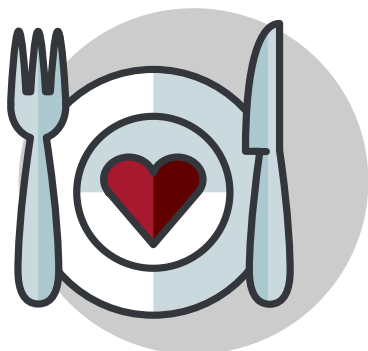
We are grateful for the dedication of our volunteers and their willingness to continue to serve our guests. This year also saw the introduction of volunteer translators in Meals Plus, enabling a better understanding of, and increased communication with our non-english speaking visitors.

Another challenge faced by Meals Plus this past year has been the ongoing and extensive construction all around. Although an inconvenience at times, we look forward to the future of a new city centre for Parramatta and our place within it.

The transition to a smaller and more locally focussed Parramatta Mission will bring an opportunity for Meals Plus moving forward, refining our meals service and broadening the offering of our "plus" services. We look

forward to further deepening connections and partnering with the community to benefit our guests and journey towards a better future for all who seek assistance.





TAKEAWAY MEALS

Serving takeaway meals for breakfast and lunch Monday to Friday. Averaging 50 breakfast and 140 lunch.

FOOD PARCELS AND ESSENTIAL ITEMS AND DELIVERIES

During the afternoon food parcels and essential items are available to visitors. We have also been delivering to those who may be isolating, have mobility issues, or are concerned about coming to Meals Plus at during lockdowns

VACCINATIONS

We provided flu shots to 45 individuals and over 250 COVID vaccinations on site.



WELFARE SUPPORT

Support from Financial Advisors, Legal Aid, Housing, Centrelink and Men2Home continue, although this is now provided as a phone service.



SOCIAL CONNECTION

Meals Plus is providing a call back / check in service for vulnerable members of our community. Checking in on people to ensure they are safe and well and providing anything they may need whilst isolating.



One Hotels and Apartments

175

Whilst many hotels in Sydney closed their doors, or only opened for quarantine purposes for those returning from overseas, 175 One Hotels & Apartments continued to stay open throughout 2020/2021 for those that needed us most – the healthcare professionals, families who had a loved one involved in a terrible accident or for those requiring an urgent and often lifesaving 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 the terribly difficult and unprecedented times everyone continued to face throughout the year.

Despite the continued opening and closing of State borders and the various COVID Outbreaks, especially Christmas/NYE of December 2020 with the Northern Beaches & Berala lockdown along with the ongoing Public Health Orders, throughout the last financial year 175 Hotel welcomed 17,862 guests and sold 9,511 rooms. There were some wonderful months early in 2021 where we experienced as close to the pre-pandemic days as possible. Elective surgery returned and there was plenty of pent-up demand, Rugby league matches returned to Western Sydney Stadium, the hotel's conference centre started to be booked out weekly hosting meetings & events with catered functions from our newly opened Ceramic Café. There were many nights the hotel was near full occupancy

until of course the Delta strain hit Sydney's shores in late June...that story will be in next year's Annual review.

There was an overwhelming positive response of thanks from our guests for remaining open 24/7. The 175 Hotel team continued to turn up to work each day, whilst always being extra cautious to ensure they remain COVID safe for their colleagues and guests. This epitomises our promise of providing genuine, caring, 'Hospitality with Heart'.

I would like to sincerely thank all those guests that stayed with us throughout the year, by staying at 175 your support has then assisted Parramatta Mission to continue to provide assistance to the most vulnerable and disadvantaged in our communities. These include people who are homeless, at risk of homelessness, facing crisis and people living with mental illness. A very special thank you to the wonderful hospitality team at 175 & Wesley Apartments for their dedication, commitment, and genuine care provided to our guests each and every day.



Brianna
Australia

Reviewed: 30 August 2020

Amazing! Outstanding.

Standard Double or Twin Room

1 night - August 2020

Family

The staff were beautiful, so much help! Lovely people. Would recommend to anyone I know. I just couldn't believe how nice everyone was to us.

10

Dear Cameron & the 175 Team

From the moment we checked in on 29 Nov, till the time we vacated some 70 days later, we always found yourself and all the staff to be so friendly and helpful.

Just wanted to let you know how much you're appreciated.

You all go that extra mile to make sure your guests are comfortable and well taken care of. We had to extend our stay a few times and we were made to feel like part of the family.

We can't thank you enough for the concern and compassion shown to us during our stay, it was such a stressful time & a rollercoaster of emotions. Take care, see you again soon.

Kind Regards Lyn & Tom

To Cameron & staff at 175,

Just wanted to say thank you for all your kindness & support. You have made a very difficult time a little easier

To Cameron & all the staff at 175,

Thank you for everything you have done for me during my stay, and the kindness you have shown during my recovery

Mark & Donna

Dear Cameron and the 175 team,
We would like to express our sincere thanks to all of you for looking after us and for all the extra little things you have done during our stay here.

They have made a massive difference during a very stressful time.

Kind Regards,
Adam, Greg & Toni

A 4 months ago on Google

5/5

Really wonderful and caring staff. Great spot if one needs to stay long term to be close to Westmead Hospital as it's directly across the street. The staff went out of their way to make sure I was comfortable, and they offer special rates for visitors to the hospital. Some rooms have kitchenettes, there's coin laundry on site and a cute cafe right next door. It's a bonus that the proceeds from the hotel go towards supporting important local initiatives by the Parramatta Mission so all for a good cause! Can't recommend highly enough.

One Hotels and Apartments



Wesley Apartments

Wesley Apartments remained open during 2020/2021 and continued to provide accommodation to families with children in The Children's Hospital at Westmead.

Wesley Apartments provided 1,463 nights of accommodation to families, staying in the 6 apartments. This was lower than usual but still represents a total occupancy of 66.8% across the year.

Some of the factors that continue to affect Wesley Apartments' occupancy include –

- * The stringent NSW Health restrictions preventing any visitors (extended family members, friends etc) from entering both Hospitals during the lockdown periods. (One parent rule applies at The Children's Hospital at Westmead for ages 16 and under).
- * Due to reduced demand, Ronald McDonald House (RMH) was easily able to accommodate for families who are still able to come to Westmead. Until they are back to being full Wesley Apartments will not see any of the usual overflow from RMH.
- * The absence of new arrivals from New Caledonia (via CFAT) due to international border closures continues to negatively impact Wesley Apartments occupancy.

My Dear Belinda,

I am so sorry for not sending a message any sooner but here we are.

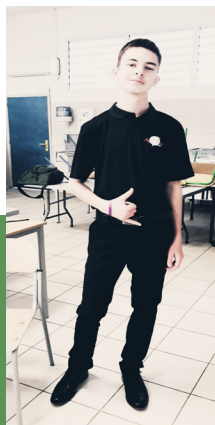
A short message to say that things are going quite well. Jeremy went back to school, he started senior high, year 10 in hospitality and cooking. Attached (below) is a photo at school.

He is happy and well! Soooo I am too!

I hope this message will find you and your family in good health and that you are managing ok the Covid 19 health issue.

We don't forget you and will never forget what you did for us,

Have a lovely day,
Nathalie and Jeremy



Fundraising

The past year has been like no other for the fundraising team and there have been significant challenges with the changing environment due to the COVID-19 pandemic.

We recognise this has also been a difficult time for many of our supporters and we are very grateful for the ongoing commitment of everyone who donates to the important work that we do. Indeed, we are part of a community transforming lives and that community includes you!

Together we can do so much more in supporting the marginalised and disadvantaged people who serve.

This season of change brings our focus increasingly on our hospitality services, especially in Meals Plus, and your support has never been more critical.

Thank you for your partnership with us.



Volunteering

Like all other areas of the organisation, 2020/2021 was certainly a challenging year in the volunteering team. The impact of COVID-19 was felt by all, as services and programs pivoted and adapted with every restriction and health advice provided. Overnight we lost almost our entire regular volunteer workforce as people cautiously self-isolated, ensuring the safety of themselves and their loved ones.

With this challenge, we found hope in those who had either lost their jobs, or had hours reduced and were looking to help others in any way they could. We found a fantastic source of people who were not only going through their own tough times, but wanted to help others. From these new connections, we were able to bring on a team of volunteer translators who have helped us communicate and establish stronger relationships with our culturally and linguistically diverse communities. This has seen the service thrive and trusting relationships grow.

All our volunteers have worked hard to ensure no one in our community goes without, and this certainly held true as we hosted our first "Festival of Christmas" in lieu of Christmas day lunch. Volunteers helped connect guests with service providers and hand out items such as essential cards, opal cards, shoes, clothing, hygiene products, gifts and much more.

We are truly lucky to have every person who has been a part of our volunteer team over the past year, whether it was for a short or long time – being a part of this season of change has had its challenges and every volunteer has offered to help in any way they can. The festival spanned over two weeks and gave Parramatta Mission the opportunity to connect with more people over a longer period of time, whilst also remaining COVID Safe.

We look forward to the year ahead and how as a team, we can transform the lives of those in our community to ensure everyone has the ability to access support and assistance as they need.



Financials

On 1 July 2021, all government funded services of Parramatta Mission (PM), including clinical, psychosocial and community services transitioned to Uniting.

The PM results for the year ended 30 June 2021 (FY21), including both continuing services and services transitioning to Uniting, are summarised as follows:

The activities continuing with PM are:

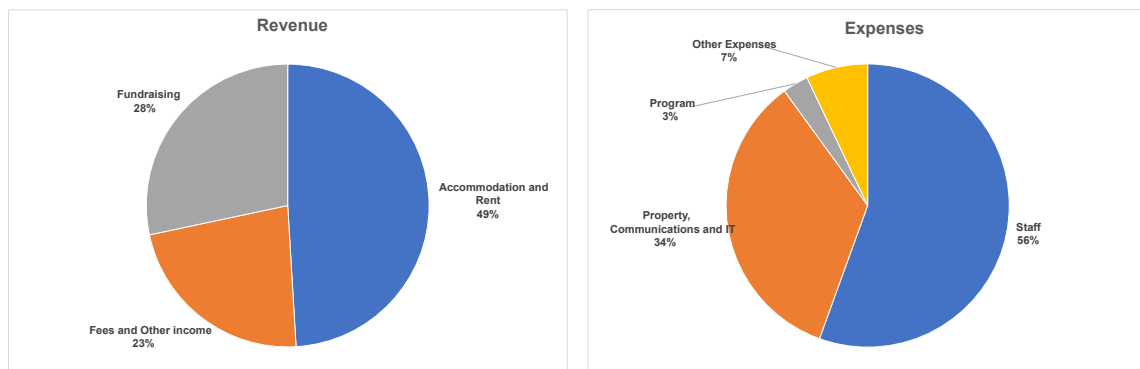
- Congregations / Pastoral
- Meals Plus
- Fundraising
- 175 Motel and Wesley Apartments
- Management of owned properties

Services transitioning to Uniting (and the related assets and liabilities) are shown separately in the table below, as are the activities continuing with PM.

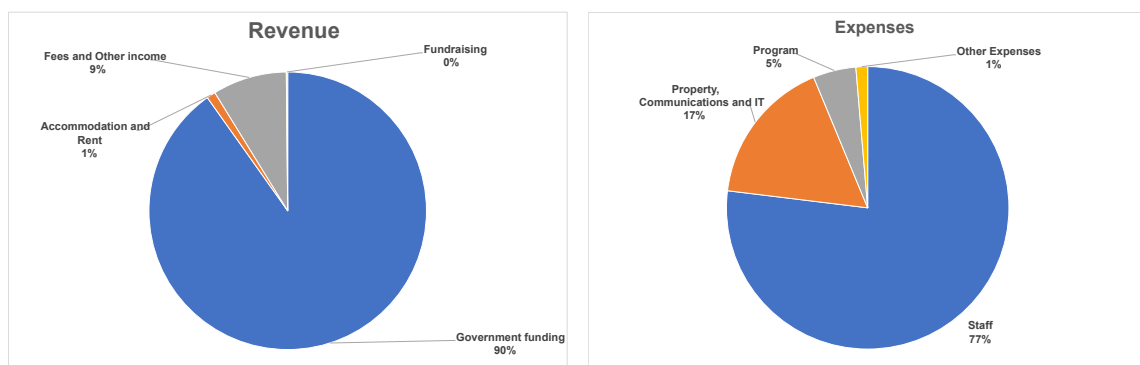
As a result, net assets of \$256,710 were transitioned to Uniting on 1 July 2021 (shown in the FY21 financial report under assets held for sale).

- Total income in FY21 of \$49.6m was up by \$3.7m (8.0%) on FY20. PM was successful in securing increased government funding in FY21. However, due to COVID accommodation income was substantially reduced in FY21.
- Total expenses in FY21 of \$48.8m were up by \$0.6m (1%) on FY20.
- \$2.4m revaluation of properties and gain on sales of assets included in the \$3.3m FY21 surplus.
- \$5.1m in loans as at 30 June 2020 were fully repaid in FY21.

PM Continuing Services



Services Transitioning to Uniting



Financials

Profit and Loss for the year ended 30 June 2021

	PM Continuing Services	Services Transitioning to Uniting	FY21 Total	FY20 Total
	\$'000	\$'000	\$'000	\$'000
Revenue				
Government funding	-	41,632	41,632	38,597
Accommodation and Rent	1,676	477	2,153	3,043
Fees and Other income	773	3,987	4,760	3,102
Fundraising	968	74	1,042	1,191
Total Revenue	3,417	46,170	49,587	45,933
Expenses				
Staff	2,662	33,820	36,482	34,050
Property, Communications and IT	1,653	7,395	9,047	10,591
Program	141	2,157	2,298	2,345
Other Expenses	338	589	927	1,211
Total Expenses	4,794	43,960	48,755	48,197
Operating Surplus / (Deficit)	(1,377)	2,210	832	(2,264)
Revaluation of properties and gain/(loss) on sale	2,359	88	2,447	11,855
Total Surplus / (Deficit)	981	2,298	3,279	9,591

Balance sheet as at 30 June 2021

	PM Continuing Services	Services Transitioning to Uniting	FY21 Total	FY20 Total
	\$'000	\$'000	\$'000	\$'000
Assets				
Cash & cash equivalents	4,846	3	4,849	9,454
Trade & other receivables	483	4,295	4,778	4,819
Prepayments & other	283	406	689	637
Financial assets	-	1,119	1,119	968
Assets held for sale	887	(257)	630	6,695
Right of use assets	-	1,421	1,421	2,349
Investment property	-	-	-	9,750
Property, plant & equipment	74,026	1,131	75,157	61,392
Total Assets	80,525	8,118	88,644	96,064
Liabilities				
Payables	3,140	-	3,140	4,358
Lease liability	-	1,520	1,520	2,766
Government funding	384	3,889	4,273	7,810
Provisions	1,447	2,710	4,157	3,712
Borrowings	-	-	-	5,143
Total Liabilities	4,971	8,119	13,090	23,789
Net Assets	75,554	(0)	75,554	72,275
Equity				
Retained earnings	22,247	1,003	23,250	19,120
Investment reserve	-	(1,003)	(1,003)	1,003
Asset revaluation reserve	53,307	-	53,307	52,152
Total Equity	75,554	-	75,554	72,275



**Parramatta
Mission**



**uniting
church**
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Synod of NSW & ACT

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