



ANNUAL REPORT **2018-2019**



**WAYSIDE
CHAPEL**

Contents



Creating community with no ‘us and them’

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Governor’s Foreword

**Her Excellency the Honourable
Margaret Beazley AO QC**
Governor of New South Wales



It is my absolute privilege to become the new Vice Regal Patron of Wayside Chapel and an honour to write about some highlights that this vital community organisation has achieved in the last financial year.

This past year has been a ‘year of firsts’ for Wayside Chapel. This year saw previous social worker and Assistant Pastor Jon Owen assume the role of Pastor and Chief Executive Officer of Wayside Chapel. He succeeded Rev. Graham Long, who now lovingly serves as Pastor Emeritus, a self-titled ‘grandfather’ of Wayside Chapel.

Jon, who has brought with him over 20 years of experience of living and working in some of Australia’s most disadvantaged communities, has proven to be both an inspirational and effective leader and I congratulate him on bringing such strength to the role in his first year. I have no doubt that we can expect more great things to come from Jon and from Wayside this coming year.

Much hard work also came to fruition with the opening of the new social enterprise, Heart Cafe, in Bondi Beach in November 2018. On face value the cafe serves fresh, delicious food and coffee with a focus on local and sustainable produce. Behind the scenes, the cafe aims to positively change the lives of young people facing disadvantage, by providing paid employment and education opportunities through Wayside’s innovative Wingspan Project.

The Extended Hours Program, allowing Wayside to stay open for people in need until 10.30pm every night, has also continued successfully into another year. The Twilight Program operating during these hours provides essential support, as well as social activities late into the night when many other services are closed. We are so thankful to the NSW Government for its generous funding of this program.

I congratulate Wayside Chapel on another successful year. This is a unique place of love and acceptance, free of judgement, for the most vulnerable people of Sydney. I look forward to working closely with Wayside Chapel in the year ahead and hope to bring my knowledge and deep commitment to human rights and social justice to the role.

Chair's Report

Ian Martin AM



I start my annual review this year with a huge welcome and a huge thank you: welcome to our new Patron, Her Excellency the Honourable Margaret Beazley AO QC, Governor of NSW; and thank you, farewell, and very best wishes to our former Patron, the former NSW Governor, and new Governor-General, His Excellency General the Honourable David Hurley AC DSC (Retd). It is a great honour and privilege for Wayside to have had such esteemed Australians as its Patron and we thank them both.

As well as this change, 2018-2019 was a year of other notable changes, where innovation has underpinned many of Wayside's activities. This included Jon Owen taking over as our Pastor & CEO from Rev. Graham Long, stepping up to the task commendably and successfully guiding Wayside through his first year. Also, after a well-deserved break, Rev. Graham Long returned to Wayside in a new role of Pastor Emeritus, or as he prefers to call it 'Grandfather', to provide missional support to Jon and the Wayside team.

This year also saw the retirement of long standing directors, The Hon Bob Ellicott AC and Mike Crivelli. Bob has been involved directly with Wayside since its early days and Mike joined in 2007 and played a pivotal role in fundraising for our building redevelopment and ongoing expansion of our activities. We thank them for their generous contributions in making Wayside Chapel what it is today, and we wish them well in their new endeavours.

Our activities are also constantly being buffeted by external forces of change, including a somewhat

softer economic climate, and what seems to be a harder, less tolerant and more individualistic society.

Overlaid to this economic environment is the desire, quite sensible in my view, for funders and benefactors to see a greater focus on 'outcomes' and social impact. They want to be confident that their dollars are being spent well and making a difference. At Wayside we welcome this, but also consider there are dangers in pushing this too far or being overly prescriptive. On the one hand it is imperative to ensure that programs and activities are well designed, efficiently administered and effective. But, on the other hand, in the areas of social marginalisation and mental ill-health in which Wayside mainly operates, not all outcomes are tangible and easily measurable into a dollar value.

For example, what 'value' do you put on drawing a homeless person back into the community or providing employment, training and support to a young person who may never have had any work opportunities or role models to learn from in their lives? What 'value' do you put on providing a safe space for our Aboriginal community where they can build trust and confidence in opening up and seeking the support that they have never been afforded?

The simple fact is that the value of providing support to someone to improve their life, one step at a time, cannot be equated to dollars and cents.

That said, we remain committed to constant innovation and re-appraisal of our programs and methods of delivery to achieve the best outcomes.

The Heart Cafe and The Wingspan Project are cases in point. This social enterprise cafe is designed to be self-sustaining, with all profits earned going back into an employment and education program to change the lives of young people facing disadvantage.

Our impact continues to be around providing long term, wrap-around support to the people who need it most. All the while, we retain a focus on our vision, mission and core values: 'love over hate', building community with no 'us and them', and genuinely meeting all our visitors in a welcoming and non-judgmental way.

Our summary financial report for 2018-2019 is presented on pages 22 and 23. Wayside experienced a rare deficit in 2018-2019 as we invested in the establishment of our new social enterprise Heart Cafe at Bondi Beach. This project was the culmination of many years of work and provides a hub for our Bondi community as we seek to create a community of no 'us or them'. Heart Cafe has also been instrumental in providing a training opportunity for young people at risk. Heart Cafe will be close to breakeven in 2019-2020.

I particularly want to thank our donors, volunteer and staff members for their on-going support and commitment as we have brought these new initiatives to life.

I also want to congratulate and thank Pastor Jon Owen for the leadership he has provided in his first year, the entire Wayside team for their inspirational dedication, and my fellow board members for their support, guidance and commitment.



"Wayside is a rare organisation that manages to connect with people at a local level, but still feels like they have a 'think big' attitude. Supporting them makes you feel like your dollar goes a long way. I love the honesty of Wayside that they don't propose to fix anything, but to stand alongside those in need."

Rob Keldoulis
Wayside Supporter



"I've been coming to Wayside for 20 years and they helped me by getting me off the streets and into temporary accommodation. They are trying to find a place where I can be permanently housed with my dog Mambo, who is my only family. It's a place where there are caring people who ask how you are, and it's nice to feel connected and receive ongoing support."

Lisa

Pastor & CEO Report

Jon Owen



Last year as the Board of Directors embarked on a search for a new Pastor and CEO, they knew that they needed to look far beyond the usual pool of candidates in a robust process to choose the right person to take Wayside Chapel into the future. As I look back on my first year in the role, I am grateful to the Board for affording me that opportunity.

For a social worker like me who had once run a refuge from a lounge room in the middle of Western Sydney, it has been quite a transition, however the principles underpinning the work remain the same. Wayside is a testament to the power of 'love over hate', and every day it bears witness to the fact that connection can defeat addiction; that community can overcome isolation and that self-hatred is no match for compassion. In such a short time I have met so many people whose lives tell that story.

This year has truly been a year of 'innovation in action' and an exciting time to be at the helm. Having a mission of creating a community with no 'us and them' demands that we develop new, diverse and innovative ways to be able to deliver and fund the services we know change people's lives. Investment in these initiatives is no longer a luxury for another day, and the funding environment is getting tighter.

Our mission actually demands innovation if it is to come to life. Through the generous support of our donors we launched our social enterprise, Heart Cafe in Bondi Beach, along with The Wingspan Project, the youth employment program operating behind the scenes. The program takes young people who face significant barriers to employment. We then provide them with educational and vocational opportunities, with all the wrap-around love, care and support needed for a better future. In the true spirit of Wayside all of the participants gain a community for life and have the opportunity to become colleagues

through paid employment in the cafe. For many of these young people no-one else provides that stability, and it is precisely what makes all the difference. The results so far have been breathtaking, with our first cohort reaching their first milestone of employment in the cafe in June, with ongoing work and TAFE education in hospitality happening in the coming months. We look forward to seeing the longer-term positive impacts on the lives of these young people and their families to come.

This year our Marketing and Fundraising team launched a new fundraising initiative seeking to diversify our income stream. Long Walk Home, a 28km fundraising walk from Parramatta to Kings Cross, was created in partnership with IAG, in honour of people experiencing homelessness. The event was a resounding success with over one hundred participants raising money for Wayside and on the back of this, entries will be extended to the general public next year.

Our Aboriginal Program continues to grow in its depth and impact. I'm constantly astounded at the work that our Aboriginal team do to provide a safe space and support to build ongoing relationships with our land's first peoples. This year their work has grown, with the addition of a men's program 'The Warrior Within' and we have re-invigorated our Reconciliation Action Group who advise us on how we can continue to be a more culturally relevant organisation.

An exhaustive and ongoing accreditation process was also completed to ensure better quality support for our visitors, as well as putting us in a better position to be able to apply for funding from a range of sources. Work continues to be done to measure the impacts we are making in people's lives. This is done with minimal disruption to our staff so they can get on with the all-important task of relationship building with someone who is a person

to be met, not a problem to be solved.

I offer thanks to all of our supporters who have given generously to our appeals, regular giving and 'Donate a Plate' campaigns. To our large, medium and small donors, love abounds. A large proportion of our funding comes from individuals and corporate partners and while it's difficult to predict such giving, it nevertheless forms a special culture at Wayside where we can focus on meeting our mission to achieve the most impact, while still exercising prudence with every dollar we spend. I also extend our thanks to the NSW Department of Communities and Justice for providing ongoing funding for our extended hours program allowing us to continue to provide a safe space, support and social activities for our people well into the night.

Thank you to my predecessor, Rev. Graham Long AM, who has shown us how succession can work to its potential, and thank you to our Board whose careful governance underpins all we do. Particularly I express personal thanks to Mr Ian Martin AM, our Chair who I have worked closely with in my first year, for his time, wisdom, support and passion for Wayside which continue to make us grow from strength to strength.

Lastly, I thank our staff and volunteers for their never-ending commitment in providing consistent love and care to the people that come through our doors. The needs of the people waiting at the doorstep remain as urgent as the first day the doors opened in 1964, but the landscape in which we operate has changed considerably. No two days are the same, and they embrace this unpredictability, with the same hope and humour that makes Wayside, in Bondi Beach and Kings Cross, so unique. Our community is stronger than ever, and I'm so glad that I am able to lead our mission into the future.

Our Strategic Framework to 2020



Captured by the Awesome

What is it about?
When people are pulled out of their day-to-day routine and caught with the spark of life.

Why are we doing it?
Humanity only flourishes when we flourish together. The routine demands of life create separation and a culture of 'us and them'. As economic and social disparity increases it has never been more important to break down the barriers that divide people.

How are we going to do it?
When we engineer ways for people to pause from the routine of their life and be captured by the awesome.

What does success look like?
A moment of turning.



Prophetic Voice

What is it about?
When society is called back to first principles to recognise that we are hardwired as social beings.

Why are we doing it?
The idea that you can flourish on your own or at the expense of another is an illusion. It is up to us to name this illusion for what it is and invite people into the real world of relationships and connection. The wellbeing of one is entirely dependent on the wellbeing of all.

How are we going to do it?
When we strategically place our voice with the right audiences.

What does success look like?
A movement of feet.



Meeting and Moving

What is it about?
When we remove the barriers that separate us so people can be their real selves and when moments of connection heal us and drive us towards health occur.

Why are we doing it?
People are not problems to be solved, but through creating moments of connection and meeting people, barriers will be broken and our true and authentic selves will be revealed.

How are we going to do it?
When we position ourselves next to people, meeting them where they are and walking through to health.

What does success look like?
A moment of meeting.



Highlights & Achievements

Captured by the Awesome

Moments in the year we engaged the community

Celebration Sunday

Over 500 attendees came to an event celebrating Rev. Graham Long's 14 years as Pastor and CEO. The event was MC'd by James Valentine, with guests including Malcom and Lucy Turnbull, Wayside staff, supporters and visitors.

Christmas Day

Over 1,000 people attended Wayside Chapel for our annual Christmas Day celebrations. Festivities included a Christmas service, followed by a street party and lunch in Kings Cross. For the first time, a Christmas service, free lunch and entertainment were also offered in Bondi Beach at the Bondi Surf Lifesaving Club.

Donate a Plate

Our 'Donate a Plate' campaign provided 1,000 meals for our Christmas Day lunch to feed our community, and the funds to ensure ongoing support throughout the entire Christmas / New Year period. Many of the guests experiencing homelessness were able to enjoy Christmas Lunch, thanks to our generous donors.



Heart Cafe Opened

Heart Cafe, Bondi's first social enterprise cafe, opened in Bondi Beach serving 'real food, great coffee, with love'. Since its launch in November 2018 the cafe has attracted multiple positive media reviews and a loyal customer base.

Long Walk Home

Wayside partnered with IAG to host its first ever Long Walk Home fundraising event, with over 100 participants walking 28km from Parramatta to Kings Cross in honour of people experiencing homelessness. The event will extend to the general public next year.

TFN Event

Wayside partnered with The Funding Network and the Macquarie Group to bring to life Wayside's first live crowdfunding event. The event successfully raised donations for three of Wayside's program areas - Twilight, The Wingspan Project and our Community Service Centres.

Australian Story

The ABC TV documentary Australian Story 'Leading the Way' episode aired in August. It told the story of Rev. Graham Long and his 14 years leading Wayside Chapel, and followed the 'passing of the torch' to Jon Owen, as our new Pastor and CEO.

"I cannot begin to understand being homeless, or without family. Wayside Chapel inspires me every day, and I hope that even my small contribution makes a difference."

Alison Annett
Wayside Donor



Prophetic Voice

Moments in the year we worked towards creating a more fair and equitable society

Winter Appeal 2018

Our Winter Appeal 2018 was successful in reaching our fundraising goal and featured the story of Jim, a visitor to Bondi Community Service Centre who was able to find housing and employment with the support of Wayside.

Valentine's Day

Our Valentine's Day 'Nothing says "I love you" like a clean pair of undies' campaign successfully raised money to supply a years' worth of clean underwear and socks for people experiencing homelessness.

Jon at TedX

Jon Owen spoke at TedX Bligh Street about 'The Benefits of Living Lower, Slower and Weaker'. To date his talk has attracted over 8,000 views on YouTube (and rising).

Side by Side 2018

In its second year, Side by Side brought together parents and their kids to discuss and address issues of social inequality. Guests included Cameron Daddo, Skye Leckie and Wayside Ambassador Indira Naidoo from SBS TV's 'Filthy Rich and Homeless' series.

UTS Hybrid Enterprise Guide

In partnership with UTS, Wayside Chapel launched the 'Guide to

Managing Hybrid Enterprises', using experience and knowledge from our social enterprise Heart Cafe.

Meeting and Moving

Moments in the year we encouraged health and healing for the people we help

The Wingspan Project

The Wingspan Project, Wayside's new employment and education program for young people facing disadvantage was launched in conjunction with Heart Cafe. Participants began with a six-month employment readiness program with six participants then completing their first phase of employment in June in the Heart Cafe, setting them up with a career in hospitality.

NAIDOC Week 2018

The annual NAIDOC Week Mob Lunch was celebrated at Rushcutters Bay Park based on the theme of 'Because of Her, We Can' with ambassador Elizabeth Wymarra delivering an empowering speech about what it means to be an Aboriginal woman.

Extended Hours

Wayside Chapel continued its extended hours operations, providing much-needed support to people until 10.30pm every night, seven days per week. Because of extended hours, there was an increase in visitors engaging in Twilight activities and care-coordination.

Trauma Informed Care

All frontline workers have received additional training for trauma informed care to ensure that our visitors receive the best support possible.

Clinical Governance Framework

Wayside Chapel began the process of creating a Clinical Governance Framework and Advisory Committee to monitor and improve the quality of healthcare and wrap-around support to ensure continuity of all services delivered across Wayside.

Cross Collaboration

In Kings Cross, our Community Service Centre and Day to Day Living programs are embracing cross-collaboration by co-facilitating two support groups - 'SMART Recovery', a goals-orientated group for recovery and behaviour, and 'Buried in Treasure' for managing compulsive collecting.

Accreditation

Wayside has maintained accreditation by Australian Service Excellence Standards and has added third party verification against NSW Disability Services Standards and NDIS Quality and Safeguards registration.

Our People

There are 140 staff members and over 600 active volunteers across our Kings Cross and Bondi locations.



Our Impact

Wayside Chapel provides essential practical support to visitors in Kings Cross and Bondi.

In an average week, Wayside Chapel sees over 1,115 individual visitors and provides over 1,346 instances of individual support.

This support will see our staff and volunteers touching the lives of over 160 people per day.

In an average week, Wayside Chapel provides:



In an average week, Wayside Chapel in Kings Cross and Bondi provides 1,815 meals from our low-cost cafes. This includes:



“I get great pleasure from assisting our Wayside visitors. A hot shower, a warm towel and a change of clothing on a cold Kings Cross morning works wonders for the body, the soul and the mind and brings a smile in return.”

Martin Skipper
Wayside Volunteer



Program Overview



Community Service Centre – Bondi Beach

The Community Service Centre (CSC) in Bondi Beach is a place for locals, some of whom are sleeping rough, while others are living in social housing. It provides a safe place for people to access practical assistance, as well basic necessities like a warm shower, emergency clothing, a meal from the low-cost cafe, phone charging and more. There is also a social activities calendar, which contains structured activities facilitating peer engagement and connection to community. Trust is built gradually, leading to more access to intense support over time including care coordination, assessment, care planning and referral, and engagement with medical and legal supports.

Community Service Centre – Kings Cross

The Community Service Centre (CSC) in Kings Cross is the larger and more fast-paced of Wayside Chapel’s drop-in centres. It provides a range of supports to people with high and complex needs ranging from basic needs through to intensive care coordination. Kings Cross CSC also collaborates with other agencies to provide support to people navigating the welfare system including weekly health and legal clinics. Staff facilitate a monthly Housing Hub, an inter-agency 'one-stop-shop' to assist people in overcoming barriers to accessing housing support and also run support groups and provide post crisis support.

Aboriginal Program

The Aboriginal and Torres Strait Islander community are brought together through culturally sensitive drop-in and appropriate activities and programs. Visitors are supported through pathways of education, employment and training through care coordination, advocacy and outreach. This year, the Aboriginal Program began weekly outings and culturally specific men’s and women’s groups. The largest event every week is the Mob Lunch, which brings together our Aboriginal community for a meal and conversation, as well as a chance for our visitors to access the other attending agencies who offer integrated services such as legal, medical, housing and more.

Read about Wayside Chapel’s Aboriginal Program and the weekly Mob Lunches on page 16.

Low-cost cafes – Kings Cross and Bondi

Food is a key element to creating an atmosphere where people feel comfortable and welcome. Great food also provides the nutrition needed to keep our visitors well. When food that is healthy is also served with love, you can begin to see the beautiful contribution that chefs and front of house staff make to our visitor's lives. Some staff are paid, many are volunteers and together they work to deliver low cost meals that nourish, support and create a calm and happy environment for everyone who eats in our low-cost cafes in Kings Cross

and Bondi. In Bondi, there is a more ‘a la carte’ style service, where people order by table service and meals are brought to them. In Kings Cross, it’s a cafeteria style, where people can mix and match protein and vegetables. All meals provide the dignity of choice.

Day to Day Living Program

The Day to Day Living (D2DL) Program has been an important part of the fabric of Wayside Chapel for 12 years. The D2DL Program provides people living with long-term mental health issues with a safe and supportive environment. The program aims to support people experiencing social isolation, and help them increase community participation, develop confidence and new skills, accomplish personal goals, and improve their quality of life. Through a range of educational, social and recreational group-based activities, participants are encouraged to seek out their vocation, discern what ‘recovery’ means for them and focus on making their future dreams a reality by creating opportunities for themselves. In the wake of the launch of the National Disability Insurance Scheme, this activities-based program for people with mental health issues has had its funding stream discontinued. Wayside Chapel is working to develop a new activities and mental health support program for visitors and is seeking new and diverse funding sources.

“Wayside has helped me a lot. Here I meet new people, I make new friends, it got me out of hard times and I love the food!”

Jesse

Twilight Program

The Twilight Program has been extended to remain open until 10.30pm seven days per week including public holidays throughout the year, and is funded by the Department of Communities and Justice (formerly FACS). The evening program promotes a creative and welcoming space where people can engage in a weekly program of social activities, have a delicious meal, get a hot shower and change of clothes, speak with a support worker, and receive support in seeking accommodation assistance at a time of night when people can feel the most vulnerable on the streets.

Pathways Program

The Pathways Program aims to support people with significant barriers to education and employment. Maintaining income, identifying supports, writing resumes, running study clinics and providing individual supports are some of the day-to-day activities included in this program. Some of the people accessing these supports are employed within Wayside, while others are supported in other workplaces and educational institutions. The program has supported many visitors in accessing TAFE education to complete certificates and has recently helped one visitor complete their Bachelor’s degree.

The Wingspan Project

The Wingspan Project is an innovative program, designed to help young people aged 17-25 at risk of unemployment find paid work, education opportunities and ongoing support, with a view to breaking the negative cycle of youth disadvantage. Participants

in The Wingspan Project have the opportunity to work in Heart Cafe, Wayside Chapel’s social enterprise, to learn essential hospitality skills. Throughout the program, they receive ongoing, holistic support and are part of our Wayside community for life.

Read more about The Wingspan Project on page 18-19.

Heart Cafe

Wayside Chapel’s social enterprise cafe Heart Cafe opened in November 2018 in Bondi Beach and saw the first round of The Wingspan Project participants complete their first phase of employment in June. The Heart Cafe has been successful in not only providing great food and coffee, but becoming a much-loved hub for the Bondi community. Since it’s opening, the cafe has hosted many events including The Body Shop Australia’s International Women’s Day luncheon with well-known guests such as Julie Bishop and Dr Susan Carland. Heart Cafe aims to build community, whilst also providing education and work opportunities for young people at risk. Any profits from Heart Cafe are funnelled back into The Wingspan Project, to help break the cycle of youth unemployment.

Op Shops

Wayside Chapel manages two op shops in Kings Cross and North Bondi. Our Op Shops generate significant profit for Wayside, which is directed straight back into our program areas to help the most vulnerable members of our community. Patrons of Wayside’s Op Shops also know they are ‘shopping for good’ by buying second-hand, supporting the local community and minimising their

environmental footprint. The shops also sort clothing to be distributed to people in need of emergency clothing through our other programs. Our Op Shops are much more than just a source of income for Wayside, they also provide an open door where people can come for a chat, and feel comfortable in making a first step towards seeking assistance.

Wayside Gardens

Wayside Chapel is proud to have two gardens – our Rooftop Garden in Kings Cross and our vertical garden and courtyard in Bondi. In Kings Cross, high up on the roof is a 200 square metre garden filled with over 50 different varieties of organic fruit, herbs and vegetables. It has rainwater tanks, solar panels, worm farms, a compost system and bee-hives. The Bondi garden, unlike Kings Cross, is in full view of the kitchen and cafe and these three parts work in synergy with each other. The organic produce grown in our gardens is used at both low-cost cafes, new social enterprise cafe Heart Cafe and other restaurants and hotels in the area. The gardens now have a stronger focus on Indigenous plants, native saltbush, lemon myrtle and more. Both gardens showcase the work of our Community Gardener Jon Kingston, who runs horticultural therapy groups in both Kings Cross and Bondi weekly, rain, hail or shine. This year, Jon also began a regular column in the Wentworth Courier sharing tips about sustainable gardening in the inner city.

The Chapel

Wayside Chapel congregations meet every Sunday at Kings Cross and Bondi. The chapel program is much more than those weekly meetings. Pastoral care is given to people experiencing the highs and lows of life with Pastor and CEO Jon Owen, Rev. Graham Anson or Pastor Emeritus Rev. Graham Long presiding over many hospital visits, christenings, weddings and funerals throughout the year. There’s nothing quite like a Wayside funeral or memorial service, which provide dignity to our visitors who have passed. Sometimes there are just a few staff remembering an isolated individual, acknowledging and validating their life. Other times the community spills out into the street and erupts into singing and clapping as we celebrate the lives of some of Kings Cross and Bondi’s most memorable characters.



Spotlight on Aboriginal Program

Strategic Partnerships

This year there have been 6,757 instances of support provided to our Aboriginal visitors. The Wednesday Mob Lunch is a free weekly lunch where people can connect with their Aboriginal and Torres Strait Islander community and one of the most popular activities offered at Wayside. In fact, there has been approximately a 20% increase in attendance compared with last year. On average 40-60 people attend the lunch every week.

The Aboriginal Program team foster a number of strategic partnerships by inviting representatives from local health, legal, housing, family and social support services to attend. Trust is a big issue for many Aboriginal visitors and most are initially suspicious of service providers. It is generally a relaxed welcoming vibe where Aboriginal visitors can choose to access services in a way that is culturally sensitive, respectful and appropriate.

The Aboriginal Program staff managed to successfully create a safe space. Over time the staff have also developed a relationship of trust with the visitors. As result there has been a significant increase in the number of visitors feeling more confident to accept the invitation to access services and support.

This year alone, there have been more than 600 instances of referral to other service providers. Aside from achieving significant health, housing and legal outcomes for visitors, people are feeling empowered to make meaningful decisions about their life.

One such visitor, who had been sleeping rough for a number of years on an initial visit had described their drug use as 'out of control'. They felt it was a hard to talk about because they "never felt like anyone cared or that I could ask for help". As a result of an introduction at Mob Lunch the visitor signed onto the Opiate Substitute Program at Kirketon Road Centre. The visitor was able to start addressing their drug use and subsequent other issues, including housing, domestic violence, court support and trauma counselling. Importantly, the visitor was also able to receive ongoing primary health care for a chronic life-long illness. This support means that this person is managing their health and wellbeing, attending regular counselling; stating they feel that they are able to "handle life and are more in control again."



“Coming here, I can express my feelings and problems. I can speak to other Aboriginal people. It’s different to talking to non-Aboriginal people because we feel ashamed as they don’t understand and because we have been conditioned not to talk about our concerns or feelings to non-Aboriginal people.”

Mob Lunch visitor



Spotlight on The Wingspan Project

Program Update

This year, Wayside Chapel launched a new program, The Wingspan Project, at our social enterprise, Heart Cafe. This innovative program aims to create meaningful work and training opportunities for at-risk youth and change lives by breaking the cycle of intergenerational unemployment.

As part of the program young people received wrap-around support throughout the tailored program including:

Employment Readiness

Six months providing case management and personal development as well as community and cultural engagement, formal learning and work experience.

Employment at Heart Cafe

Nine months providing a supportive work environment where young people will be able to work, learn and earn. Commencement of TAFE Certificate II Hospitality.

Employment Support

Providing ongoing post program support to ensure that employment, health and wellbeing can be sustained.

Since the program started in October 2018, twelve participants successfully completed employment readiness, a further six have gone onto Employment at the Heart Cafe and two into supported employment.



Participant's Story of Change

One of The Wingspan Project participants, who wishes to remain anonymous, shared his story about how he turned his life around.

I first came across the program because I was a regular visitor at youth space in Kings Cross.

At the time I was unemployed, in temporary accommodation and, amongst other things, I was doing a lot of drugs and crime.

I had been struggling to gain employment for the most part of my life. I had fractured relationships with my family and felt disconnected from my culture and community. When I was 20 years old I was diagnosed with mental illness. I was initially interested in the program because of the opportunity to get off Centrelink, gain work experience and hopefully some qualifications.

I am now working just under twenty hours a week at Heart Cafe in Bondi Beach and currently enrolled in Certificate II Hospitality at TAFE. Though, since joining the program I have gained so much more than that. For the most part, I have learnt how to make good decisions, I have got my priorities in order. I am not a kid any more. I discipline myself, it feels more rewarding.

I have taken up my dancing passion, instead of going out to clubs to do drugs

I now go out to dance and connect with music and people. I am going to the gym regularly and eating better. I am also surrounding myself with people who have a positive influence on my life; my new girlfriend is a dancer.

I have been sober now for a year and I haven't been in the psych-ward for about the same. I am managing my time, paying my rent and bills, I am no longer jumping the train and whilst I am still learning how to manage my finances, I managed to save enough money to return to country and connect with my heritage, my culture and my family; a life-long goal.

Importantly, I find getting up and out of bed is not a problem anymore because I have a purpose. I couldn't have got here without the support from the Wingspan workers and Wayside Chapel. Just knowing if things went wrong there was someone, who is qualified, to pick up the phone, offer guidance and an open mind has been so important to me. Those guys are awesome. As for me, the future is looking really good.

“I managed to save enough money to return to country and connect with my heritage, my culture and my family; a life-long goal.”



Thank You

to our major corporate supporters



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ATS Charitable Foundation

Katherine Williams Photography

and to our thousands of individual donors
all of whom together make our work possible.



“IAG employees have been volunteering with Wayside Chapel for over 20 years. We have been deeply moved by Wayside’s work in the community and have great respect for their caring and non-judgmental approach to supporting people in adversity. IAG’s purpose is to make your world a safer place – and there are few people in our community who need safety more than those experiencing homelessness.”

David Harrington
IAG Group Executive Strategy and Corporate Development

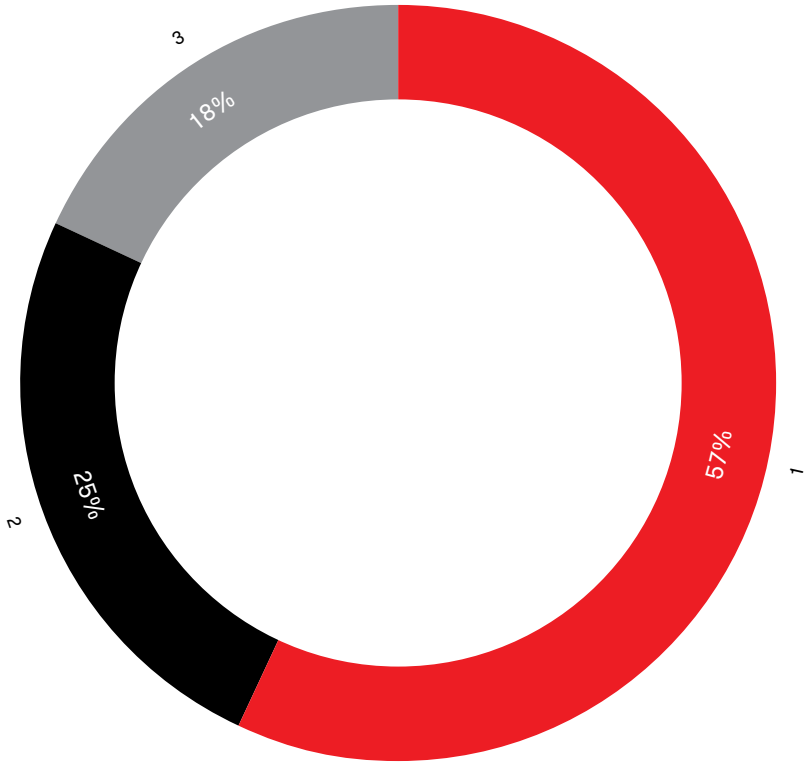
Financial Report

Through the continued generosity of our supporters, Wayside has continued to deliver social benefits to those who need it most in our community.

Income Statement	2018-2019 \$'000	2017 - 2018 \$'000	2016 - 2017 \$'000
Revenue	\$9,419	\$8,099	\$6,843
Expenses	\$10,200	\$7,846	\$6,267
Net Surplus/Deficit (\$'000)	-\$781	253	\$576
Net Surplus/Deficit (%)	-8%	+3%	+7%

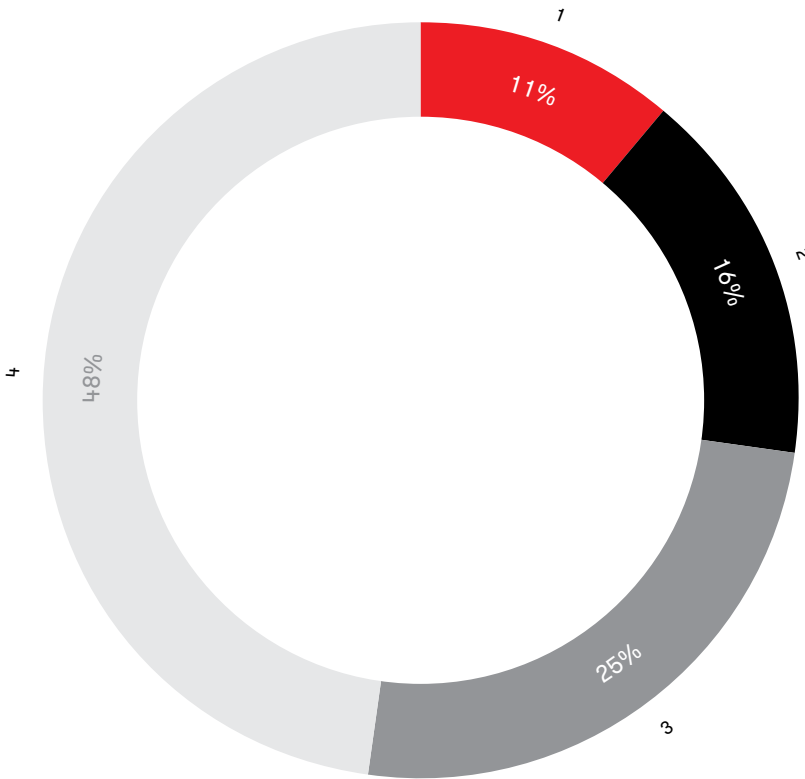
Revenue by Funding Source

- 1 Private Donations (including Grants and Foundations)
- 2 Commercial Activities
- 3 Government Grants



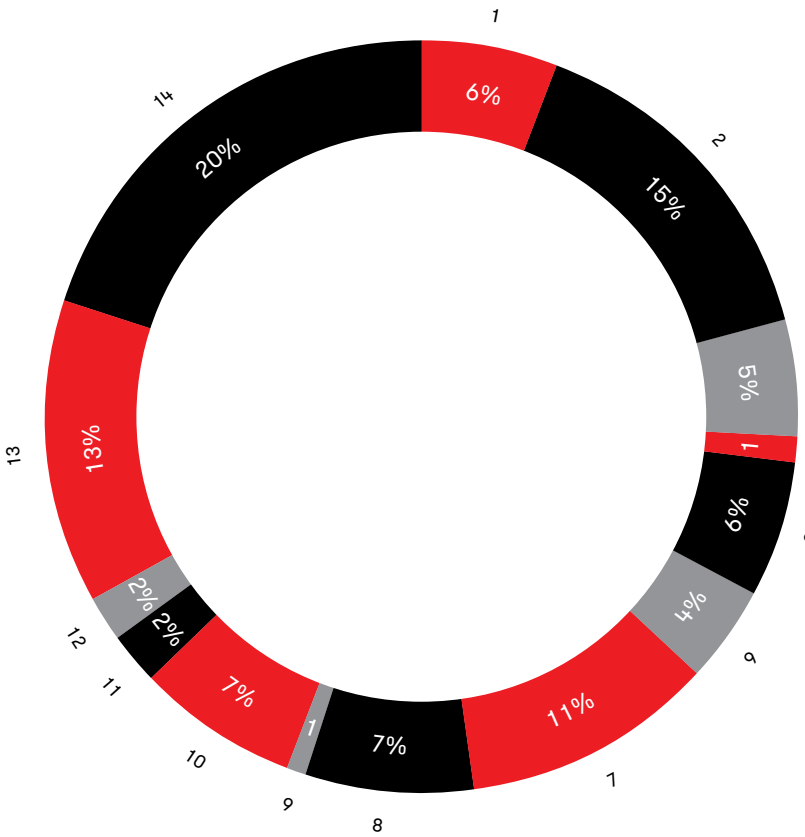
Where do Wayside’s expenses go?

- 1 Administration
- 2 Fundraising and Marketing
- 3 Social Enterprises
- 4 Programs



Staff Costs by Program

- 1 Community Service Centre – Bondi
- 2 Community Service Centre – Kings Cross
- 3 Aboriginal Program
- 4 Low-Cost Cafe – Bondi
- 5 Low-Cost Cafe – Kings Cross
- 6 Day to Day Living Program
- 7 Twilight Program
- 8 Pathways Program
- 9 The Wingspan Project
- 10 Pastoral Care
- 11 Programs Management
- 12 Vocational
- 13 Administration
- 14 Fundraising and Marketing





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