



# ANNUAL REPORT 2019-2020



WAYSIDE  
CHAPEL



# Contents



## Creating community with no ‘us and them’

Wayside Chapel has been providing unconditional love, care and support for people on and around the streets of Sydney since 1964. Each year, thousands of people visit Wayside’s two centres in Kings Cross and Bondi Beach to access essential health, welfare, social and recreational services. Wayside Chapel is well known for its Community Service Centres, dedicated Aboriginal Space, Wellness Program and The Wingspan Project – a youth employment pathway. Wayside’s social enterprises include the op shops, and the Heart Cafe in Bondi Beach. More recently, Wayside has expanded its care beyond its buildings with new outreach teams delivering support to people on the streets, as well as to people who are house-bound, but still in of need of connection.

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# Governor’s Foreword

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



Wayside Chapel has faced one of its biggest challenges this year, as have other charities, organisations and communities around the world. As a global community, the COVID-19 pandemic made the whole world reflect on what is important – the health, safety and wellbeing of each person and those at risk, who live without homes or a safe place to be.

This is my second year as Governor of New South Wales and Patron of Wayside Chapel. In July, I was able to get a first-hand account from Jon as to how Wayside Chapel has continued to operate and serve the community throughout this pandemic.

I commend the frontline staff of Wayside Chapel for their resilience during this challenging and confronting time. It was due to their commitment to delivering emergency care through community service centre-based programs, as well as expanded outreach programs, that the people who needed it most were delivered vital assistance, love and access to the essentials they needed through the crisis.

I would also like to highlight the Department of Communities and Justice, with whom Wayside Chapel have collaborated closely during this period, to secure temporary accommodation for many rough sleepers. Indeed, this is just one example of many working partnerships with other organisations that aim to build capacity and achieve better outcomes for people with complex needs.

Finally, I want to express my deep gratitude to those members of the community who have embraced Wayside Chapel and enabled this important work to continue, not just through the pandemic, but throughout the last financial year. Whether it was walking in the ‘Long Walk Home’ fundraising event from Parramatta to Kings Cross, attending the Christmas Day Street Party, tuning into their first virtual live crowdfunding event or making a contribution to ‘Donate a Plate’, the impact of community support cannot be underestimated. Your generosity has allowed Wayside Chapel to continue to support people who are struggling through crisis.

Like each of us, I look forward to the time when the pandemic will be behind us. For now, our community can give thanks that we have Wayside Chapel.



# Chair's Report

## Ian Martin AM



It has become almost trite to describe 2019-20 as a year like no other, at least for a century, and also as a year of two parts. But frankly, both expressions describe the year perfectly.

The first half of this period followed the pattern of the two or three years before it, with a sluggish but still growing economy. Social marginalisation and homelessness continued to increase, resulting in a steady rise in Wayside Chapel's visitor numbers and an increased demand and need, for our services. Notably, this year saw our youth employment program, The Wingspan Project, along with Heart Cafe in Bondi, our social enterprise linked to that program, both prove themselves as innovative and constructive initiatives in dealing with the intricate issues faced by many socially marginalised young people.

In the second part of this period all hell seemed to break loose, first with the advent of the terrible bushfires over much of our country, followed by the dramatic onset and persistence of the COVID-19 pandemic.

The impact on Wayside Chapel's visitors, volunteers, staff, and supporters was equally dramatic. The need for our services spiked as the pandemic and associated lockdown took hold, and the economic impact made its mark.

At the same time, our operating model, with its reliance on a large team of dedicated volunteers marshalled by highly committed staff members, primarily operating out of our premises in Kings Cross and Bondi, suddenly became inoperable. To make matters worse our flow of donations slowed dramatically, thankfully only temporarily, as no doubt everyone paused to assess their own financial circumstances.

I'm very proud of the fact that in these very trying times, Wayside Chapel, deemed an essential frontline service, once again proved its resilience and ability to step up in challenging

times and did so particularly when many other NGOs were unfortunately forced to significantly curtail their activities and, in some cases, close.

Pastor and CEO Jon Owen and his leadership team very quickly pivoted Wayside's modus operandi to focus more on outreach activities, including offering telephone support to connect with vulnerable people isolated at home and unable to visit our centres. New outreach teams delivered care packs and emergency essentials by foot and van, and most importantly, engaged with vulnerable people experiencing homelessness on the streets, as well as those isolated in their homes or in temporary accommodation.

At the time of writing we are now working through the design of each of our programs in light of the pandemic, bearing in mind that both social distancing and the ongoing economic and social consequences will almost certainly be with us for some time.

In terms of our financials I am pleased to report that despite the drama we were able to cover our costs, thanks to the generous support of our donors who stepped up in these difficult circumstances, and further assisted by the Federal Government's JobKeeper program. This was an extraordinarily pleasing result given that our Heart Cafe social enterprise, our op shops, our major fundraising events and corporate volunteering activities, all historically a significant source of income, were forced to curtail significantly. Further detail on Wayside's finances are on page 22-23.

My strong view is that with the ongoing support of our donors, Wayside is in excellent shape to meet what will inevitably be an increasing demand for our services in the foreseeable future. Jon Owen is well settled into the role of Pastor and CEO, and our leadership team has been significantly strengthened over the last few years as we have grown and our operations become more complex.

For my part, it is with a tinge of sadness that I have decided to retire as Chair at the end of November 2020 after a very full and fulfilling 15 years in the role.

Rest assured it has been a long-planned transition and I am delighted to be passing the baton to Graham Rich who has been a board member since 2013 and also, for the last two years, the Chair of our Nomination and Governance Committee. Graham is passionate about Wayside and I am sure he will seamlessly step into the role. Cassandra Michie is also stepping into the new role of Deputy Chair. Both Graham and Cassandra are capably supported by a very able board and management team led by Jon Owen.

I will continue to be actively and enthusiastically involved with Wayside, and will do so in my new capacity as a volunteer rather than a board member.

As always, I extend heartfelt thanks to the entire Wayside community: our visitors, volunteers, staff, donors, and other supporters for your untiring commitment, and also to my fellow board members for their support.

I also especially want to thank Rev. Graham Long and Pastor Jon Owen. It has been an absolute privilege to work with both. Graham was, in many ways, the magnet that attracted me to the Wayside 15 years ago at a time when the organisation was in dire straits and seemed unlikely to survive. We developed a unique and close partnership which, for me, was an absolute privilege and highlight, and I am delighted this close connection has continued to be my experience with Jon Owen at the helm. Both have captured me with their enthusiasm and commitment to supporting the people who are most vulnerable in our community. As I retire as Chair, I am heartened by the belief that Wayside Chapel is in a strong position and well placed to face the challenges ahead.

"Tonight was the second time we saw Jenny\*. She was so appreciative of what we were doing for her. She said that the food tasted so much better knowing that it came with connection. She also says she has been feeling so isolated and lonely and this has been such a remedy to these challenging times. We really felt that she just needed a conversation more than the offering. Many of our visitors say the same thing to us: Wayside is our family."

Outreach team



\*Name changed for privacy



“To me, Wayside is family. It’s community. It’s a place that, you know, I can come and have a laugh and share my sense of humour. It’s a beautiful place where when you walk in you know that you are loved, that you are valued and honoured.”

Josh Peachey (pictured)  
Visitor



# Pastor and CEO’s Report

Jon Owen



I suspect many chief executives will be opening their annual reports with similar phrases as they reflect on the past 12 months. I look back in utter amazement and pride at the way our teams have been able to adapt and completely restructure the delivery of our programs in response to the COVID-19 pandemic.

During this year, as many services closed down around us, Wayside Chapel did the opposite. As an essential frontline service, our motto was to choose “Love Over Fear.” Courage isn’t about ignoring the facts; it’s about knowing the risks and choosing to act anyway while putting all necessary health precautions in place to keep people safe.

The results speak for themselves. In the first three months of the pandemic we delivered 17,210 instances of support to people seeking our help, with 688 new people coming to Wayside in need of assistance. Let’s take a moment to take that in. I am so proud that we were ready and able to respond to the demand for support. A special call-out to all of our donors and supporters who gave to our emergency COVID-19 appeal, enabling us to deliver the vital care and necessities to keep people safe and well during this crisis.

Of the many achievements that you will read in this report I could not be prouder of the fact that at the time of writing this, there are still no known recorded cases of

COVID-19 amongst our visitors - society’s most vulnerable. Keeping people safe and keeping them connected has been the challenge of our times, and we have risen to this challenge. Throughout our history we have always done our best work on the frontline through times of crisis, from the heroin crisis to the AIDS epidemic, and now to coronavirus.

Even before the pandemic, Wayside Chapel’s focus this year was to ‘look outwards’ to expand our partnerships, and our care to deliver Wayside support to our community, rather than focusing solely on place-based activities. This became even more crucial during COVID-19 and lockdown. During that time, our reworked programs focused on delivering emergency care beyond our building, and regularly saw 65% of our frontline staff hitting the streets as well as visiting people all over Sydney who were isolated in their homes or temporary accommodation. We have been able to partner more effectively with government and other agencies to support many rough sleepers to move off the streets and into hotels, and then into longer-term accommodation. We were also excited by the announcement of NSW Government’s ‘Together Home’ Project aiming to provide long-term sustainable housing solutions and support for people experiencing homelessness, with MP Gareth Ward, Minister for Families, Communities

and Disability Services leading the charge. I am hopeful there will be big changes to come to improve the lives and wellbeing of people sleeping rough.

Employment prospects are tough for young people who are trying to get their lives back on track. The Wingspan Project, Wayside’s youth employment pathway takes at-risk young people and supports them to take control of their lives and to gain sustainable employment. The young people first learn how to work, while employed in Wayside’s social enterprises, the Heart Cafe and op shops, and then, when ready, they step out into jobs in our network of supportive mainstream businesses.

We made a significant impact this year, which couldn’t have happened without a significant level of support.

My thanks to our Board and particularly to our outgoing Chair Ian Martin AM, for the masterly way he has led us through this year - and the past 15 years - ensuring a vibrant future for Wayside Chapel.

Finally thank you to the most competent and devoted people who are our staff, volunteers, supporters and community. The joy of this journey has been, and is, that we share it together.



# Our Strategic Framework



## 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.

**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.

Volunteering at a Wayside means a great deal to me, it has become part of my life, and it has enriched my life. Each shift something magical happens when one of our visitors shares a little of their life journey. Wayside has confirmed to me, that by respecting others, caring for others, being compassionate is the most rewarding life one can have."

Elizabeth  
Volunteer





# Highlights & Achievements

## Pre-COVID (July 2019 to March 2020)

### Heart Cafe turns one

Wayside Chapel's social enterprise, Heart Cafe in Bondi Beach, turned one and celebrated a year of being the heart of the community.

### Volunteers

Our volunteers are the essence of the Wayside community. During the last year, volunteers provided over 25,000 hours of service — equivalent to \$784,000 in terms of labour. Not only do they give generously of their time, they are an enormous contributor to Wayside's vision and mission. The presence of our volunteers allows our doors to stay open and our staff to support the most vulnerable in the community. Every floor swept, every cup of tea made and every smile delivered is appreciated.

### Long Walk Home

On Friday, 29 November, over 400 people walked 28km from Parramatta to Kings Cross in the Long Walk Home. The fundraising walk put participants in the shoes of people experiencing homelessness, who walk an average of 28km a week looking for services or a safe place to sleep. Participants fundraised over \$345,000, assisted by our sponsors NRMA Insurance, PwC, and Salesforce.



### Christmas Day Street Party

The famous Christmas Day Street Party, held in Kings Cross, brought people from all walks of life to celebrate community and enjoy a Christmas lunch with all the trimmings. For the

second year running, a Christmas Day BBQ lunch was also provided by Wayside Chapel at the iconic Bondi Surf Bathers' Life Saving Club.

The community heartily supported the annual Donate a Plate campaign, raising funds for over 1,000 plates on Christmas Day and to keep our centres open throughout the Christmas and New Year period.

### Valentine's Day

Our Valentine's Day donation drive once again enjoyed strong community uptake, driven by our motto "Nothing says I love you like a clean pair of undies". Thanks to the support of our community, the Community Services Centres were stocked with a year of clean underwear and socks for people using Wayside's services.

### Side by Side

On Friday, 7 February, Wayside Chapel's Side by Side Conference took place at Charles Perkins Auditorium, the University of Sydney to address social inequality. Over 100 people attended a series of keynotes and panels, hearing from a diverse range of notable speakers including Malcolm Turnbull, his daughter Daisy Turnbull Brown, Tim Costello AO, Alex Greenwich and Amanda Tattersall.

The first Side by Side Conversation – a more intimate offshoot of the conference – took place this year featuring international speaker and social entrepreneur Magatte Wade, acclaimed journalist Emma Alberici, and Pastor and CEO of Wayside Chapel Jon Owen to discuss 'conscious capitalism'.

### Filthy Rich and Homeless

In the third and final series of SBS TV's Filthy Rich and Homeless, five high profile Australians spent ten days experiencing homelessness. Wayside Chapel's services were featured and viewers were introduced to Wayside visitors Eden and Josh to highlight the reality of life on the streets.

### Gutter Philosophy

Wayside Chapel's Pastor Emeritus and Grandfather, Rev. Graham Long, led three sessions of "Gutter Philosophy"

to answer big questions about life, the self and society based on the different philosophical teachings of Socrates, Plato, Aristotle, Bentham, Kant and Buber.

### Aboriginal Program

The Aboriginal Program welcomed two women workers this year to lead the Women's Groups. Separate Women's and Men's groups are vital for the Aboriginal community, enabling members of each group to talk about relevant issues in a culturally-sensitive way, and move towards health and healing.

### The Wingspan Project

Three graduates of the Wingspan pilot successfully gained employment in mainstream roles at Wayside, each proving themselves to be a valuable and popular member of their respective teams, and a tribute to the pilot. The relaunch of Wingspan, initially planned for June 2020, was delayed until later in the year due to COVID-19 related restrictions. This hiatus enabled Wayside to conduct a thorough evaluation of the program and its place in the organisation.

### Social Enterprise

The Wingspan Project, op shops, and low cost cafes have been brought together with the Heart Cafe within the Operations Division to create the Social Enterprise Group. Going forward all three enterprises will be part of the employment pathway of the Wingspan young people.

### Media and Ambassadors

Media coverage positioned Wayside Chapel as a thought leader with highlights including feature stories and interviews in Sydney Morning Herald and ABC TV's The Drum.

Wayside Chapel was also profiled in SBS TV's Filthy Rich and Homeless series. Ambassadors Kylie Kwong, Indira Naidoo, David Wenham and Claudia Karvan were strong advocates for Wayside Chapel in the media with features in Gourmet Traveller magazine, ABC Radio's Nightlife program, ABC TV's Anh's Brush With Fame and Channel 10's Dancing with the Stars.

## COVID-19 Pandemic (April 2020 to June 2020)

## Looking outwards to bring Wayside to the world

When COVID-19 began its spread, the world changed. In March 2020, Sydney, like thousands of cities around the world, went into isolation with many businesses and services closing. Anxieties became heightened, people began losing their jobs, and the number of homeless began to increase. Wayside Chapel remained one of a handful of places that people in crisis could turn to.

Our manifesto during this challenging time was "We can't close. We can't isolate. We must help others to survive."

How we continued to operate throughout COVID-19:

### Adapted Operating Model

- Non-essential activities were scaled back to enable all resources to be focused on the sustainable and safe provision of services at the Community Services Centres in Kings Cross and Bondi Beach, both operating on the ground floor of their respective centres.

- Centre-based access for rough sleepers was limited, with access only between 9:30am – 1pm. This enabled people in crisis to still access vital essentials such as showers, emergency clothing, and takeaway meals, as well as housing, medical care, legal and Centrelink referrals.

- Frontline teams also provided assertive phone outreach to continue support and connection for people isolated at home and thus unable to come to the centres.

- From 2pm – 9pm every weeknight, foot and van outreach teams delivered care packs and emergency meals to vulnerable people experiencing homelessness on the streets, as well as to those isolated in their homes or in temporary accommodation.

- Wayside Chapel appeared on Channel 10's The Project and in The Guardian Australia, which profiled our changed operating model and expanded outreach program. The media profiles also highlighted our work with other agencies and NSW Government support for people sleeping rough transitioning into temporary accommodation.



### Temporary Accommodation

Wayside Chapel worked with the Department of Communities and Justice to assist people experiencing homelessness to move from the streets into temporary accommodation at local hotels in order to self-isolate. This had a huge impact on the health and safety of those in need.

### Heart Cafe

Heart Cafe showed itself to be the heart of the community, working closely with the Bondi Surf Bathers' Life Saving Club to provide care packs for people in need in the local community. Customers began paying Heart Cafe coffees forward to frontline workers at the Bondi COVID-19 clinic located at the Bondi Pavilion. Heart Cafe also began offering takeaway and delivery options during lockdown.

### Partnerships

- Wayside Chapel and Kirketon Road Centre (KRC), a health service, have worked side by side in Kings Cross for many years and share similar values. KRC provides accessible, inclusive healthcare and social services for all people. This year, Wayside and KRC commenced a partnership that sought to benefit the community to which both organisations offer support. Wayside contracted a KRC Nurse, collaborated on outreach and a COVID-19 testing clinic and worked together on a Needle Syringe Program for harm

minimisation. Read more about this agency partnership on page 16.

- Wayside Chapel received support from the City of Sydney Community Services Grant COVID-19 Program to coordinate food relief with the City's Food Relief Operations Group. The grant also contributed to keeping our community centre and outreach services delivering care throughout the pandemic. Our thanks go to the City of Sydney and Councillor Craig Chung for supporting our community at this critical time.

### Moving virtual

- Wayside Chapel held its first virtual live crowdfunding event, showcasing the emergency response programs provided during COVID-19 and raising significant funds for centre-based care, as well as foot and van outreach.

- Wayside Chapel's iconic op shops also moved online, promoting the easy availability of sustainable, ethical and quality fashion at affordable prices with just the click of a button.

- Sunday Service began screening live on YouTube, with Pastor Emeritus Graham Long imparting that "God works from home now too".

### Support from the community

The entire Wayside team was humbled by the community support received throughout the pandemic's challenges. This enabled Wayside to keep its doors open for those in crisis and provide vital essentials including showers, takeaway meals and care packs for the vulnerable and isolated, both for those living on the streets and in their own homes.



# Our Impact

## Pre-COVID

July 2019 to March 2020


Every person who walks through the doors of Wayside is different, and requires tailored support and assistance. Between July 2019 and February 2020 before COVID-19 hit, Wayside supported an average of 276 visitors each day.

During this period, Wayside returned dignity to the lives of visitors with 73,497 instances of practical support.

### Wayside Chapel provided:

 **13,653**  
Changes of clothes

 **12,597**  
Hot showers and toiletries

 **431**  
People received focused care coordination to assist with matters such as housing, Centrelink, primary health care and legal issues.

 **819**  
Bedding packs for sleeping rough

 **7,689**  
Instances of practical help including collecting mail and phone support

### Wayside also fostered connections over the dining table, providing:

 **2,975**  
Community meals provided

AT

 **39**  
Community lunches

AND

 **11**  
Community dinners hosted by corporate volunteering groups

 **34,714**  
Servings of food and drinks in our low-cost cafes

 **1,050**  
Mob lunch meals provided

 **35**  
Mob lunches - a free weekly lunch for visitors to connect with their Aboriginal and Torres Strait Islander Community

# Impact Snapshot

## COVID-19

April 2020 to June 2020

When COVID-19 was declared a pandemic on 11 March 2020, Wayside Chapel acted quickly to change its operations to ensure vital support was delivered to people experiencing homelessness and isolation – and to keep people safe.

Our centres remained open to provide takeaway meals, clothing, showers, medical care and help referring people into emergency accomodation.

Our outreach teams delivered care packs to people on the streets and isolated in their homes by foot and by van.



On an average day,

**226**

people accessed support from Wayside's services

Over three months, we gave

**17,210**

instances of support to people seeking help

During this time

**688**

new people came to Wayside in need of assistance.

### Because of you, Wayside Chapel has provided:



**3,288**

instances of support delivered by van and foot



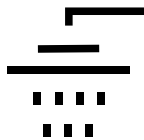
**3,081**

clothes, underwear and blankets



**15,630**

hot meals and essential groceries



**1,370**

warm showers



**1,998**

instances of care coordination



**1,986**

care packs



# Outreach

## Case study

In March 2020, COVID-19 hit Australia and many of our communities went into lockdown. At Wayside Chapel we adapted quickly: all non-essential services were stripped back so that our frontline teams could focus on delivering emergency care to people on our streets, as well as those isolated in their homes and in temporary accommodation.

New street outreach teams were mobilised on foot and by van to deliver food and care packs to the most vulnerable on our streets, as well as to the front doors and driveways of those who were house-bound and in need of care and connection. The people supported were often without family or friends, they had mental health issues and pre-existing health conditions, and many were experiencing homelessness.

Staff provided assertive phone outreach to connect with people in need unable to come to the centres in person. From 2pm – 9pm on weeknights the foot outreach team headed to the streets of Kings Cross and the surrounding inner city to visit people sleeping rough, while the van outreach team would venture further afield to visit people isolated in

their homes. For those seeking Wayside Chapel's support, being connected to a community is a vital part of staying alive. And while people greatly appreciated the care packs, meals and hygiene kits delivered to them, it was clear that what they most treasured was the connection and conversation with Wayside team members. One outreach worker said "All our visitors say the same thing to us every night: Wayside is our family."

Wayside Chapel remained vigilant and continued to operate in a modified way even as restrictions started to ease, ensuring that we were contributing to keeping people safe. Creating community with no 'us and them' our centres remained open for people in dire need, while outreach teams continued to take care beyond our buildings to meet people on the streets, as well as delivering care and connection to people's homes.



**"It's a privilege to help the vulnerable people who are so isolated night after night with the rest of the team. Knowing that I can be there for them, when they have no one else to turn to, is hugely important for me. I hope that I'm making a difference."**

**Anna-Jane Lark (pictured on left)**  
Foot Outreach Worker





# Partnership with Kirketon Road Centre

## Case study

The strength of our service delivery has always relied on the strength of our partnerships. Looking outwards to increase our collaboration with agencies and organisations, we aim to build capacity and more effectively meet the needs of our shared community. This year, Wayside Chapel strengthened our relationship and partnership with local Kings Cross health care service, Kirketon Road Centre (KRC). KRC, a South Eastern Sydney Local Health District service, provides high quality, non-judgemental, free and anonymous care including counselling, GP and nurse services, sexual health testing and treatment, and a Needle Syringe Program.

Key to this partnership is the provision of primary and preventative health care to many in the community, including rough sleepers, who would not normally access health care. This year, a highly qualified clinical nurse employed by KRC was contracted by Wayside Chapel, thanks to a generous donation from a private foundation. The clinical nurse delivers vital medical support to visitors from our Community Service Centres. Wayside Chapel visitors are underrepresented in the primary health care and preventative health system, (general practitioners, specialist appointments, vaccinations and check-ups) but unfortunately overrepresented in the tertiary health care hospital system. Many Wayside visitors tend to only use the hospital system in an unplanned way as a result of chronic conditions, and usually with lengthy stays. This frequently leads to numerous ongoing health problems for these already vulnerable members of society.

Wayside Chapel's visitors tend to distrust doctors and health professionals. Growing up, many had negative experiences with the health care system

as well as with other social institutions including school and police systems.

A lack of education on how and why to look after themselves can lead people to suffer from preventable or chronic health issues including diabetes, heart problems, cancer and other conditions.

With Wayside Chapel hiring and integrating the clinical nurse consultant into its existing service model, visitors' health can now be assessed directly at our Community Service Centres as well as in weekly clinics, simultaneously establishing rapport and trust. While many visitors won't trust doctors and health care institutions they trust Wayside Chapel's nurse, viewing her as another frontline worker able to fast-track serious problems and organise planned admissions to hospital to avoid future sudden, lengthy hospital stays.

Our Bondi Community Service Centre reported a recent success story: Peter\* is a heavy smoker, and drinker who accesses Wayside Chapel's services for help with housing and meals, and also as a place where he can be part of a community. Peter's poor lifestyle habits were of concern for frontline workers, and a distrust of doctors meant that he refused to have a check-up. The Bondi staff insisted that Peter allow the nurse to give him a general health check-up, which he eventually agreed to. When the nurse found a spot on his lip she recommended he see a dermatologist and helped to set up an appointment. The dermatologist identified the spot as cancerous, and together they fast-tracked Peter for surgery a week later. Peter was advised by the hospital that had his diagnosis not happened in the timely manner that it did, the cancer would have spread. Thankfully, due to early

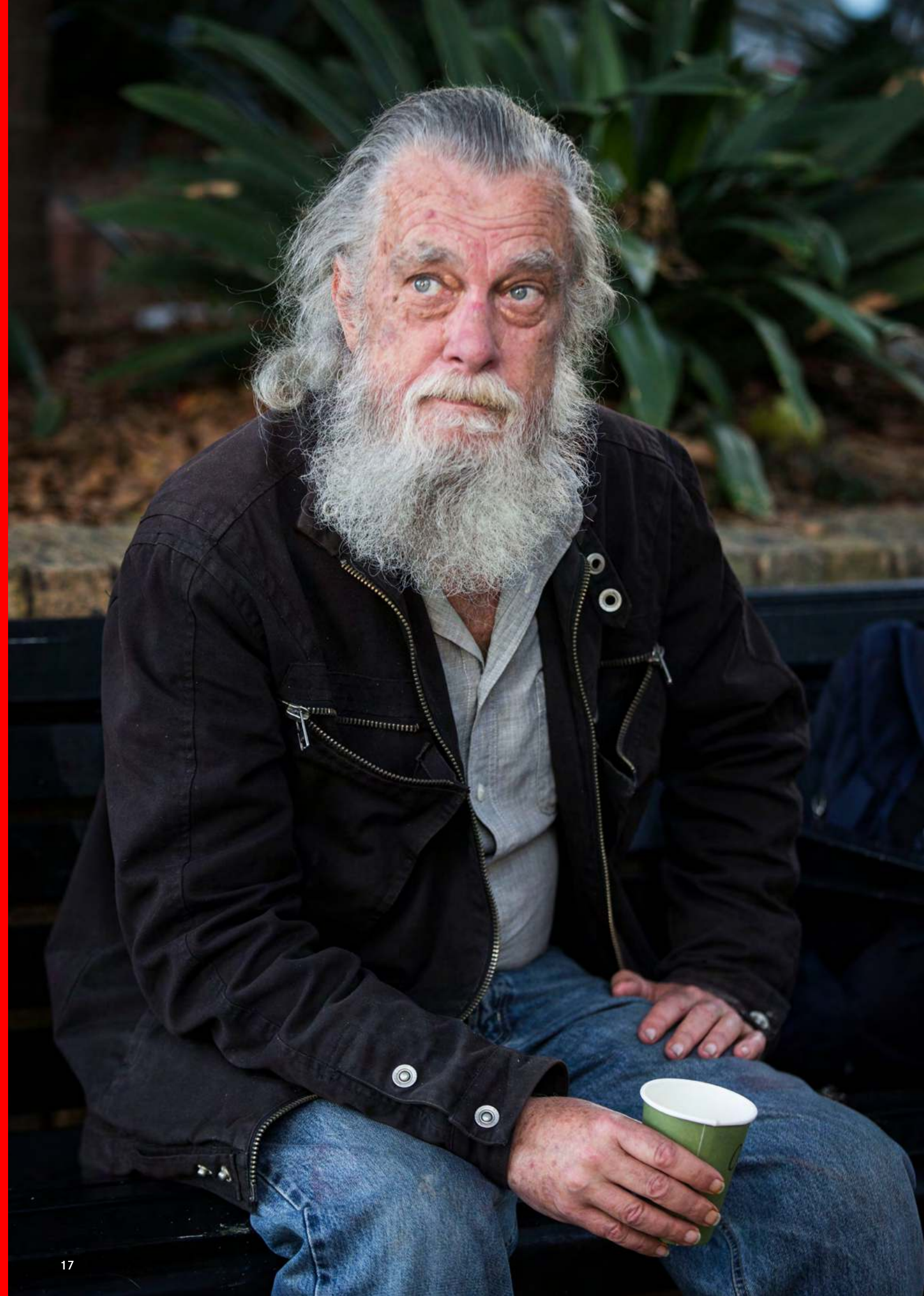
medical intervention and management Peter avoided a more severe outcome.

Working together with KRC has enabled greater access and utility of primary and preventative health care for people who have traditionally slipped through the cracks of the system.

Other shared Wayside Chapel and KRC initiatives include the COVID-19 Testing Clinic, Foot Outreach and the shared Needle Syringe Program (NSP). A KRC worker would go on outreach with Wayside Chapel and provide syringes, while Wayside Chapel would help with housing issues including moving people into accommodation. Additionally, a Wayside Chapel staff member was enlisted to help with the COVID-19 testing clinic, engaging with KRC clients in efforts to deal with homelessness issues while KRC staff attended to clinical, health-related concerns. This collaborative approach allowed Wayside and KRC visitors to receive the required help more swiftly and effectively across several areas of need. Both organisations quickly became successfully integrated into each other's service models, with a desire from both parties for an ongoing collaboration throughout the pandemic and beyond.

**Wayside Chapel thanks Kirketon Road Centre for this partnership, allowing us to better help those people who need it most, together.**

\*Name changed for privacy





# Program Overview



All Wayside Chapel's usual programs were in operation until the COVID-19 pandemic hit Australia in March 2020. From April to June 2020, as many communities went into lockdown, all non-essential activities were stripped back to focus on the provision of emergency care and outreach via phone, on foot and by van, with opening hours limited at the Community Service Centres for people in dire need.

## **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 intense care coordination. Kings Cross CSC also collaborates with other agencies to provide support including weekly health and legal clinics for people navigating the welfare system. Staff facilitate a monthly Housing Hub, an inter-agency "one-stop shop" providing assistance with overcoming barriers to accessing housing support as well as running support groups and providing post-crisis support.

## **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 live in social housing. The CSC provides a safe place for people to access practical assistance as well as basic necessities

such as a warm shower, emergency clothing, a meal from the low-cost cafe, phone charging and more. A social activities calendar contains structured activities facilitating peer engagement and connection to community. Trust is built gradually, leading to more access to offer intense support including care coordination, assessment, care planning and referral, and engagement with medical and legal supports.

## **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, bringing together our Aboriginal community for a meal and conversation as well as the opportunity for our visitors to access the other attending agencies that offer integrated services such as legal, medical, housing and more.

## **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 healthy food is served with love, we begin to see the

beautiful contribution that chefs and front of house staff make to our visitors' lives. Some staff members are paid while many others are volunteers, all working together to deliver low-cost meals that nourish and support and create a calm and happy environment for patrons of our low-cost cafes. The service style differs between our Bondi and Kings Cross cafes, with Bondi offering 'a la carte' dining with table service and Kings Cross providing cafeteria-style dining where people can mix and match protein and vegetables. All meals provide visitors with the dignity of choice.

Wayside Chapel's cafes closed during the COVID-19 lockdown but continued to provide takeaway meals from outside the premises, with visitors encouraged to physically distance and remain safe.

## **Wellness Program**

The Wellness Program offered visitors a wide range of social activities that are both therapeutic and rehabilitative. The objective of the activities was varied, ranging from general life-skills and personal budgeting, to interpersonal communication and employment skills. Formerly the Day-to-Day Living Program, Wellness Program continues to offer the same space in Kings Cross, but continuing with the same mindset of helping visitors experiencing social isolation and issues surrounding homelessness.

## **Twilight Program**

Funded by the Department of Communities and Justice (formerly FACS), the Twilight Program was extended to remain open year round until 10.30pm, seven days per week including public holidays. The program promotes a creative and welcoming space where people can engage in social activities, enjoy a delicious meal, get a hot shower and change of clothes, and speak with a support worker. They can also seek accommodation assistance at a time of night when people frequently feel the most vulnerable on the streets.

## **Pathways Program – Education, Employment and Supported Employees**

The Pathways Program aims to support those 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 services are employed within Wayside, while others are affiliated with alternative workplaces and educational institutions. The program has supported many visitors with accessing TAFE education to complete certificates, and has even helped one visitor complete their Bachelor's degree.

## **The Wingspan Project**

The Wingspan Project is an innovative program for at-risk youth, 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 at the Heart Cafe, Wayside Chapel's social enterprise, to learn essential hospitality skills. Throughout the program participants receive ongoing, holistic support and are part of our Wayside community for life.

## **Heart Cafe**

Our social enterprise cafe, Heart Cafe, opened in Bondi Beach in November 2018 and saw the first round of Wingspan Project participants complete their first phase of employment in June. The Heart Cafe team has succeeded in not only providing great food and coffee, but also in becoming a much-loved hub for the Bondi community. Since its opening the cafe has hosted many events, including The Body Shop Australia's International Women's Day luncheon with well-known guests including Julie Bishop and Dr Susan Carland. Heart Cafe aims to build community, whilst also providing education and work opportunities for young people at risk. Heart Cafe's profits are fed 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. Functioning as social enterprises, the op shops generate significant profit 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 as emergency clothing to people in need through our other programs. Our op shops are much more than just a source of income for Wayside, providing an open door where people can come for a chat and feel comfortable in making a first step towards seeking assistance. This year our op shops went online, offering the same eclectic, good quality clothing, shoes and accessories to our community throughout COVID-19.

## **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, with rainwater tanks, solar panels, worm farms, a compost system and bee-hives completing this agricultural achievement. The Bondi Garden, unlike Kings Cross, is in full view of the kitchen and cafe and all three parts work in synergy with one another. The organic produce grown in Bondi's gardens is used at both low-cost cafes, as well as at 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.

## **Chapel**

Wayside Chapel congregations meet every Sunday at Kings Cross and Bondi. The chapel program is much more than a weekly meeting. 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. Wayside funerals and memorial services are both unique and renowned, providing dignity to our visitors who have passed. Sometimes there are just a few staff members in attendance remembering an isolated individual. Other times the community spills out into the street erupting into singing and clapping as we celebrate the lives of some of Kings Cross and Bondi's most memorable characters.

## **Outreach**

Wayside Chapel has expanded its care beyond its building onto the streets to ensure support is provided to those who are most marginalised, isolated and at risk, especially those dealing with homelessness. New street outreach teams were mobilised from April – June 2020 during the COVID-19 lockdown to deliver food and care packs to people on the streets who were homeless, as well as to the front doors of those who are house-bound but still in need of care and connection. You can read more about the outreach program on page 14.

## **Community Education**

Wayside Chapel's School Education Program provides a unique opportunity for high school students to gain insight into the issues facing people living on and around the streets and an understanding of the ways in which Wayside provides vital support within the community. Our Corporate Group Volunteering Program also allows corporate teams to spend a day in Kings Cross learning about life on the streets and lending a helping hand via a memorable team-building experience, where participants cook and serve lovingly prepared community lunches.



## **Side by Side**

Our Side by Side series of events seeks to tackle the most critical and challenging issues that face society through thought leadership on the issue of social inequality. Wayside Chapel hosts two streams: Side by Side Conferences and Side by Side Conversations. Conferences are large scale events with multiple sessions and speakers aimed at the business, non-for-profit, government and other community sectors. Conversations are small side show events on a certain topic aimed at the broader community.



# Thank You to our major partners 2019-20



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We extend our thanks to our whole community of supporters, including our monthly givers and those that have left or intend to leave a lasting legacy to Wayside Chapel in the form of a gift in their will. Together you make our work possible.





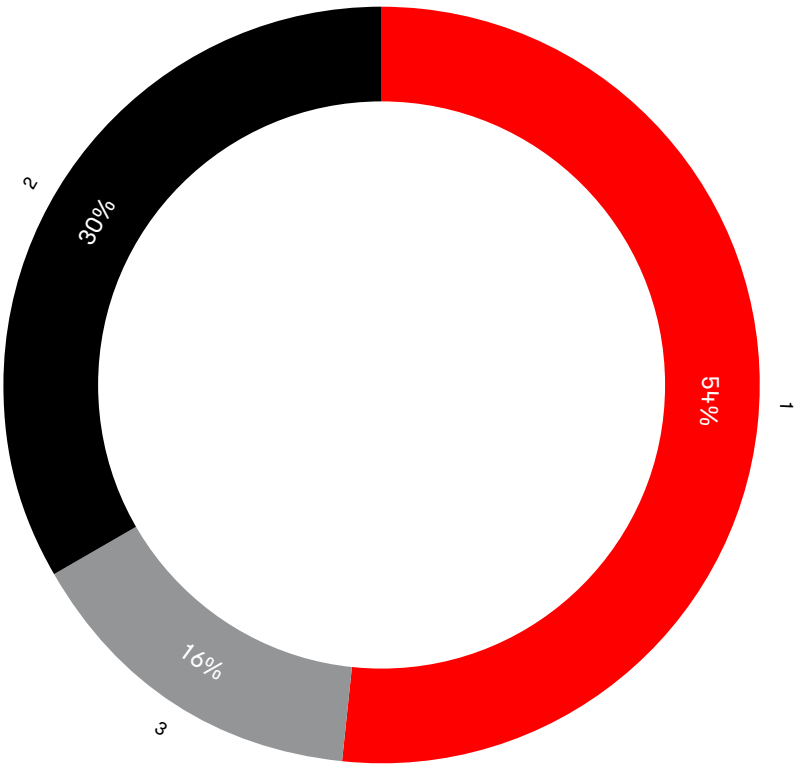
# Financial Report

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	2019-2020 \$'000	2018-2019 \$'000	2017 - 2018 \$'000
Revenue	\$11,099	\$9,419	\$8,099
Expenses	\$11,010	\$10,200	\$7,846
Net Surplus/Deficit (\$'000)	\$89	-\$781	253
Net Surplus/Deficit (%)	+8%	-8%	+3%

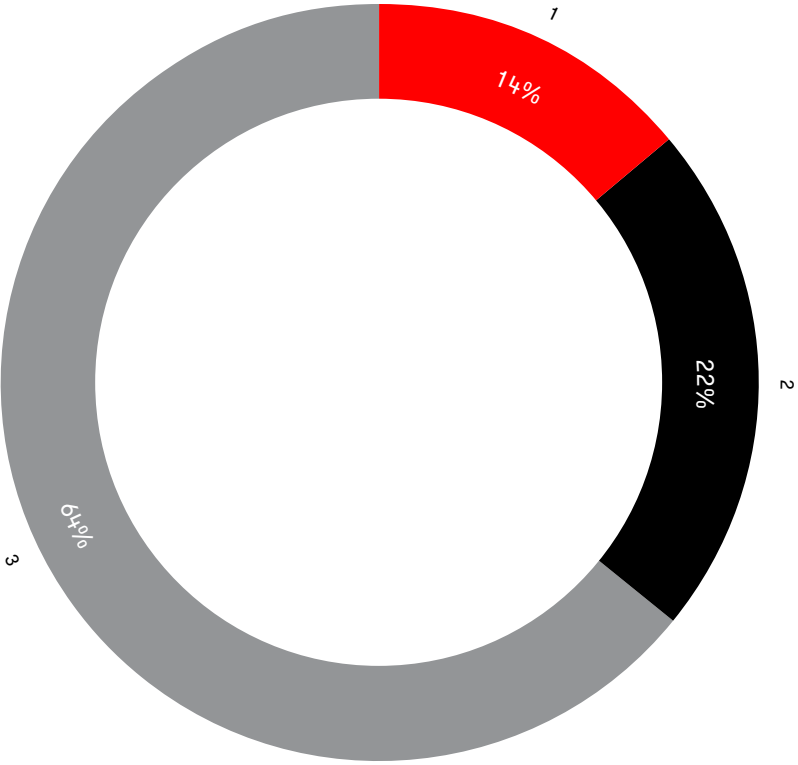
Revenue by Funding Source

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



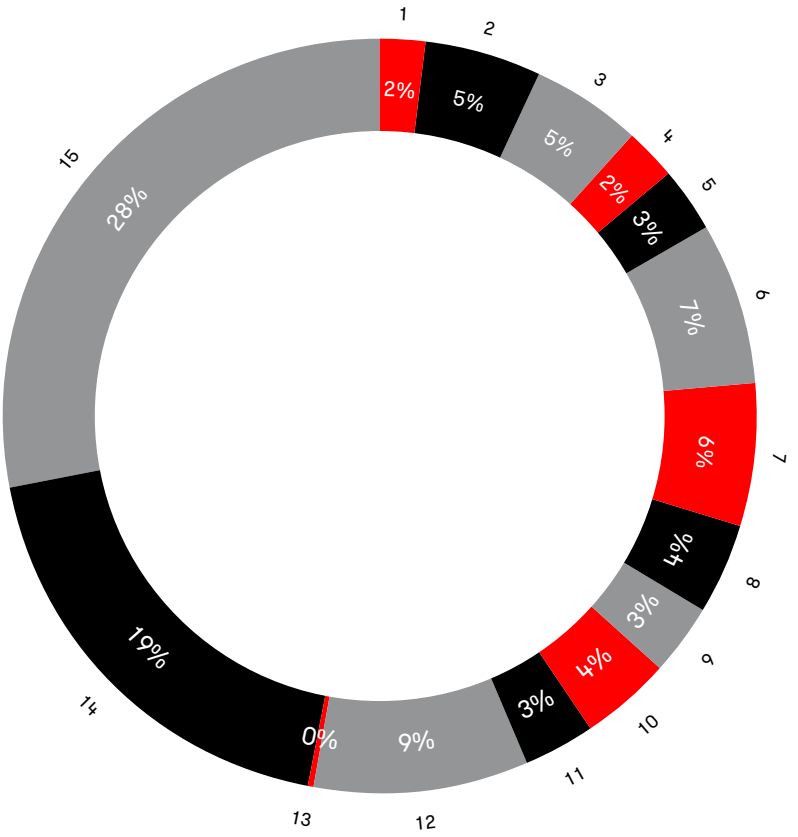
Where do Wayside’s expenses go?

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



Staff Costs by Program

- 1 Low-Cost Cafe – Bondi
- 2 Low-Cost Cafe – Kings Cross
- 3 Pastor - Bondi
- 4 Pastor - Kings Cross
- 5 Aboriginal Program
- 6 CSC - Bondi
- 7 CSC - Kings Cross
- 8 Wellness Program
- 9 Pathways Program
- 10 The Wingspan Project
- 11 Programs Management
- 12 Twilight
- 13 Vocational
- 14 Administration
- 15 Fundraising and Marketing







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