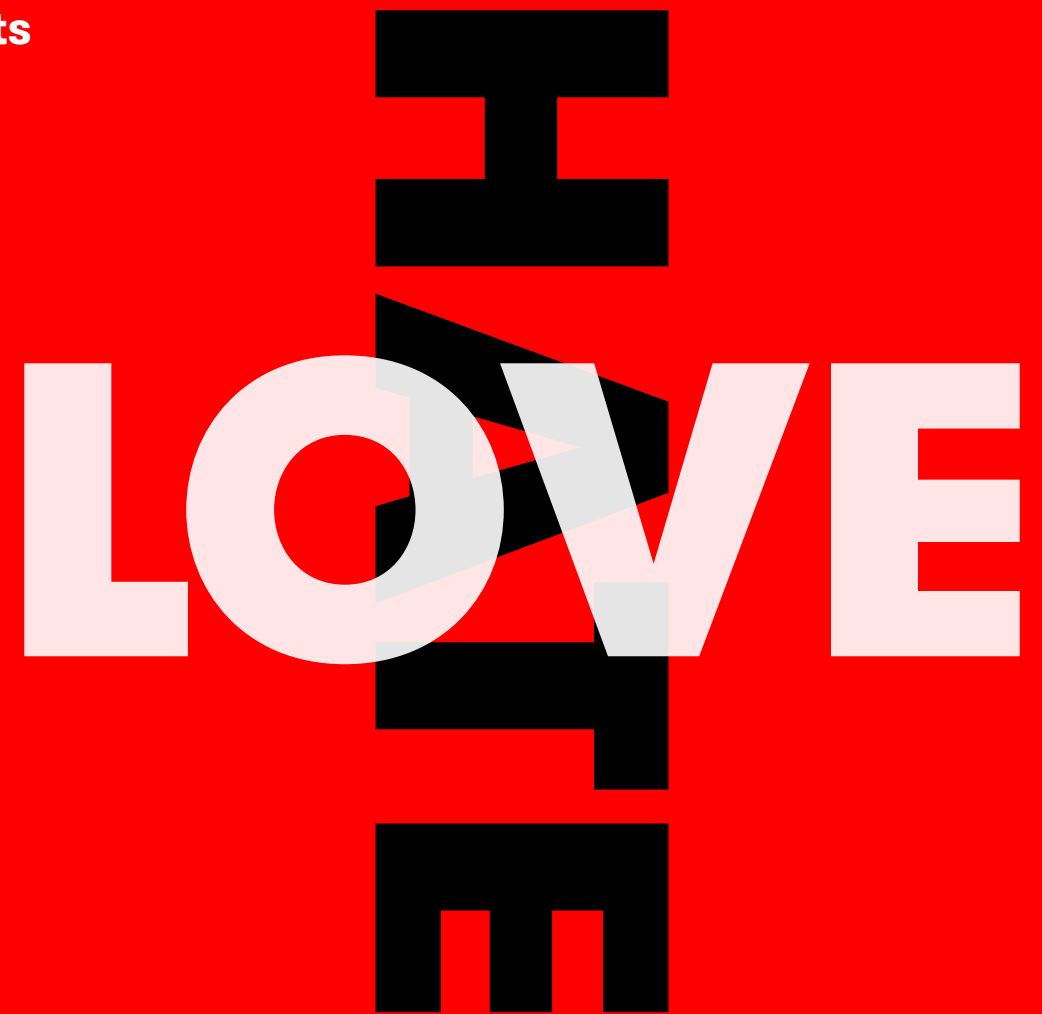


ANNUAL REPORT **2020-2021**



**WAYSIDE
CHAPEL**



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 Cultural Centre, specialised visitor support services and The Wingspan Project – a youth employment pathway. Wayside’s social enterprises include the op shops, the Heart Cafe in Bondi Beach and two community cafes. 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 housebound and greatly in need of connection.

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Governor’s Foreword

Her Excellency
the Honourable
Margaret Beazley AC QC

Governor of New South Wales



This past year has shown us the importance of community. As Patron, I commend Wayside Chapel for providing essential support to the most vulnerable, as we experience another challenging year.

I especially highlight the work undertaken with local and state health services to ensure that people who are homeless receive access to COVID-19 testing and vaccinations through targeted clinics, keeping people safe as well as engaged and connected.

To everyone at Wayside Chapel, and supporters, thank you. You enable frontline workers to provide help and connection to people experiencing homelessness and isolation, reminding them that far from being alone they are part of a special community — the Wayside community.



Chair's Report

Graham Rich



If you've kept in touch with Wayside Chapel over recent years you'll be familiar with Pastor and CEO Jon Owen, holding high a bright torch beaming light on the compelling vision of a community that champions "Love Over Hate". With this vision, Jon has continued to energise every team member, paid and volunteer alike, to further the work of those who have come before them over the past 50 years — most notably, Rev. Graham Long — to help build a community of no 'us and them', so that hate dissipates.

It is my privilege to offer heart-felt thanks on behalf of the Board of Directors for the invaluable work done by every team member, facilitated by every donor, in support of this goal. No words can adequately express the thanks and appreciation of the Board for every contribution made, through what has been one of the most difficult periods in Wayside Chapel's 50 plus years.

Who could have imagined that a community with no 'us and them' would have parallels with a global pandemic, a virus that shows no fear or favour?

The Wayside Chapel team responded swiftly to COVID-19 in March 2020 — and continued to do so throughout the whole of 2020 and into 2021 — by deliberately recalibrating our mantra from "Love Over Hate" to "Love Over Fear". The Board and Executive Team didn't just "pivot" — they did a "pirouette"! Every facet of Wayside's services and programs was reassessed and reconstituted. In the most trying of circumstances the team recognised that we could not continue operating as we had previously done. During the global pandemic, fear and uncertainty had become rife, as COVID-19 rattled the community to its foundations. With Wayside Chapel physically located in the Sydney suburbs of Kings Cross and Bondi Beach, the immediate consequences of the pandemic were all too apparent. In a very short time Wayside's mission and services became even more relevant, to even more people, as loneliness and dysfunction rose. Every one of us has scars from this pandemic experience — and for many, it continues to bring pain.

The unfolding pandemic situation motivated the Wayside Board and leadership team to stand up and say "This is exactly why we are here... This is exactly the time we must show, through our actions, our commitment to all members of our community. This is why we ARE an essential community service." With a large proportion of our 480 active volunteers in the vulnerable 65+ age group and thus unable to help, our paid team members have carried an enormous pressure to deliver increased support to more people.

I encourage you to read this report, highlighting the remarkable work done throughout the past year.

In many respects, 2020/2021 will go down in Wayside Chapel history as the worst of years — yet it has also been one of our best. Yes, COVID-19 brought financial and operational challenges, but together with your help we have met those challenges. Wayside has not been found wanting. We have renewed our commitment to our mission, and re-doubled our determination to make a difference to community.

In particular, very special thanks must go to Ian Martin AM who retired as chair of the Wayside Board of Directors at our Annual Meeting in December 2020, after 15 years of unstinting, invaluable service. Ian oversaw the completion of two major and distinct phases of Wayside's history. First, working with then Pastor and CEO Rev. Graham Long, Ian steered Wayside through the stabilisation of its financial and governance affairs — from a near fatal situation to the successful fundraising and rebuild of our Kings Cross facilities. Together Ian and Graham formed an exceptionally strong and successful team. In 2018 Graham stepped aside, initially to the role of Pastor Emeritus followed by his current role of Executive Minister under a two-year contract at our Bondi Beach centre. The second phase of Ian's enormous contribution to Wayside Chapel saw him establish a strong Board of independent directors with significant governance and business skills, combined with a deep passion for Wayside's mission.

During this period our Bondi Beach facilities were established, along with The Wingspan Project and associated Heart Cafe social enterprise. We are fortunate that Ian remains actively supportive of Wayside and continues to be involved in a non-governance role. I am privileged to carry on Ian's work, and to benefit from his establishment of a diverse and demanding Board whose members are determined to continue to build the legacy of those who have gone before them. Thank you, Ian.

Wayside Chapel has come out of COVID-19 with a renewed focus on the future and a clearer picture of the emerging needs of our community. Following a full strategic review of every facet of the organisation, we are ready to ramp up our impact in a way that is fit for the new environment. I look forward to the journey ahead as we continue to bring Wayside's mission and vision to life.

With our financial year having moved to a 31 March balance date in order to assist Wayside's financial management, thanks go to our finance team and our auditors for their diligence throughout this process. I am pleased to report that for the nine-month period of July 2020 to March 2021, we reported a total revenue of \$8.73m and total expenses of \$8.60m resulting in a net surplus of \$125k. Our full financial statement can be found on page 15. Please note, that due to the shorter reporting period this Annual Report is an abridged version.

I would also like to extend our gratitude to the entire Wayside community — staff, volunteers, visitors, supporters and donors — for your on-going support and commitment, as well as to Pastor and CEO Jon Owen, the Executive team and my fellow Board Members for your leadership this year.

Again, we thank you for being part of who we are and what we seek to do — to reconnect in community and to continue to work to create a community with no 'us and them'.

Graham Rich



"Everything we do (at Wayside) is an attempt to find a way to connect with people in crisis. With connection can come powerful change"

Saskia
Staff



“What astounded me most about the outreach was the realisation of how widespread the need for our mission execution. Wayside’s work is even more relevant today and for even more people than I had ever imagined.”

Sarah Susak
Board Member

Pastor and CEO’s Report

Jon Owen



As a nation, like the rest of the world, we have been challenged by the ongoing threat of COVID-19. The lockdowns and social distancing requirements have been pivotal in our management of the pandemic but they come at a silent cost — the declining mental health of our community. The long-term effects of loneliness and isolation have begun to mount.

I am profoundly grateful for the combined efforts of our teams who have worked tirelessly to maintain contact with our community through these times. Many who look to Wayside Chapel for support know all too well the feeling of rejection and, equally, the power of being looked in the eye, acknowledged and known by name. This should never be underestimated. The power of reconnecting in community is only matched by the joy it brings, and this year we have seen ‘many happy returns’ on the faces of those who have come back into our centres as we extended our opening hours in Kings Cross and Bondi Beach.

In light of the year’s challenges, our achievements over the last nine months have been phenomenal. Our outreach teams have redefined what we mean by “frontline work”, delivering support beyond our buildings, across metropolitan Sydney to people on our streets, as well as to front doors, hotels, and public housing estates for those who found shelter.

In conjunction with local and state health services, our work now turns to ensuring that all visitors receive priority access to vaccinations. We won’t end COVID-19 until it is ended for all, especially those for whom having a home in which to isolate is not an option.

The 2020 lockdown saw many new emerging needs thrown into focus amongst our visitors. Our programs teams have used this time to adapt and respond with the development of a new Visitor Services Plan. Onsite

health clinics, wrap-around care to help transition to long-term housing, a re-designed Aboriginal Cultural Centre, a more targeted response for women experiencing domestic violence, and plans to extend our hours late into the evening are our key areas of focus for the year ahead. The Visitor Services Plan has been designed to allow us to remain agile in the face of further lockdowns, reorienting our service approach and delivery modes to provide connection and care for visitors in the context of Public Health Order restrictions. This approach has served us well in the face of the 2021 COVID outbreak in Sydney.

Grappling with physical distancing requirements, Christmas 2020 was planned with a mindset of abundance, not scarcity, as we revelled in the ‘Joy of Meeting Others’ rather than the ‘Fear of Missing Out’. Over a week-long celebration of Christmas spirit we shared the love, providing a seat at our table for many. We also offered over 400 beautiful Christmas meals for people to take away, ensuring that no-one was forgotten.

With all necessary health precautions in place, we have as always remained true to our goal of helping everyone stay connected in community. This includes our much-loved volunteers who are our gold. With restrictions in place for several months we were unable to have our volunteers onsite, and it is a delight to see them back again, lighting up our buildings with their love and joy.

A few years ago we embarked on an ambitious project to support young people facing long-term disadvantage on a pathway into sustainable employment. Created as part of our youth program, we named it “The Wingspan Project”. In the last financial year, the hardworking Wingspan staff took on their second cohort of young people who inspired us all. We observed with joy the progress they made while working in our social enterprise Heart Cafe and op shops, learning professional skills while working

as part of a team. Our Wingspan staff are extraordinary people who have an incredible level of faith in young people who have fallen through too many cracks. To see this program in action is to be inspired by the young lives who have identified a path and a passion towards a brighter future.

Our fundraising and events teams had to adapt overnight to new restrictions, re-focusing their efforts and extending our mission via a series of virtual events. These included the hugely successful Long Walk Home, a mass participation virtual event (or as I like to call it, a “mighty purpose” event). The Long Walk Home saw people nation-wide walking to raise awareness and funds for those experiencing homelessness and isolation, whilst creating a sense of community through solidarity and shared passion.

Last year our theme as a leadership team was “Love over Fear”. Our courageous leadership embraced uncertainty and vulnerability, turning each member into a source of strength that enabled us to navigate the difficult times successfully. The past year has seen us transition from the leadership of Ian Martin AM to Graham Rich as Chair of the Wayside Chapel Board of Directors. I thank Ian for his years of wise and courageous leadership that has seen Wayside Chapel move from the edge of bankruptcy to a secure future. I am grateful to Graham Rich whose leadership is helping us to step boldly into that new future, as always, in the ‘Wayside way’, which is never alone, always together.

Finally, thank you to the most competent and devoted people, our staff, volunteers, supporters and community, as we continue to create a community where there is truly no ‘us and them’.

Highlights & Achievements

Reconnecting in Community (2020 – 2021)

Launch of Visitor Services Plan

During lockdown, Wayside Chapel's programs teams saw many new emerging needs thrown into focus amongst our visitors, and used this time to adapt and respond with the development of a new Visitor Services Plan. Working groups of staff were involved in assessing current models of visitor care. New primary healthcare clinics were piloted onsite in Kings Cross and Bondi, the evaluation of which will inform future clinical services at Wayside. Focus areas also included the launch of a re-designed Aboriginal Cultural Centre and the commitment to providing a more targeted response for female visitors including women experiencing domestic violence.

The Wingspan Project

A group of 16 young people joined The Wingspan Project. These young people came from diverse backgrounds but shared in similar experiences of facing significant challenges in their young lives. Despite the personal and societal barriers in their way, the young people have showed strength and determination in progressing through the three-stage program which includes employment preparation, employment at Wayside Chapel's social enterprise Heart Cafe

and op shops, and then transitions into mainstream employment.

Christian Wilkins Announced as Ambassador

Wayside Chapel announced stylist, actor, and model Christian Wilkins as our new ambassador, spearheading the official launch in September of the Wayside Chapel Online Op Shop. Christian appeared on Studio 10, was featured in Broadsheet, the Daily Telegraph, and additional publications to promote sustainable, ethical shopping, along with the services offered by Wayside. Christian is a long-term supporter of Wayside Chapel, having volunteered at our iconic Christmas Street Party, acting as a guest speaker at our Side by Side Conference addressing inequality, and appearing on Channel 10's Dancing with the Stars where he nominated Wayside Chapel as his charity of choice.

NAIDOC Week

This year, NAIDOC Week was moved to the first week of November and Wayside Chapel was able to hold a series of celebrations. NAIDOC Week started off with a smoking ceremony for visitors and staff conducted by a friend of Wayside's, Uncle Les. We enjoyed a

COVID-safe staff lunch provided by the Heart Cafe, connecting Kings Cross, Bondi and workers from home via Zoom. Yuin man Trevor Walker joined our staff huddle and educated us on local bush tucker, and we also enjoyed a Didgeridoo performance by Jaden Clarke. At the completion of NAIDOC Week all staff received Aboriginal and Torres Strait Islander flag-themed cookies.

KRC/Wayside Chapel COVID Clinic and Partnerships

Wayside Chapel worked closely with other local and state health services including Kirketon Rd Centre (KRC)/Wayside Chapel COVID Clinic and Partnerships, St Vincent's Homeless Health Service, and City of Sydney to ensure that the homeless population received equal access to medical care including COVID testing and vaccination. Additionally, Wayside Chapel assisted KRC with their HIV and Hepatitis C prevention program through our foot outreach program, which ensures that support is provided to those who are most marginalised, isolated and at risk, especially those dealing with homelessness.

Long Walk Home

This year saw the virtual launch of the Long Walk Home, our annual mass participation fundraising event. Over 2,400 participants across Australia walked 28km in seven days, putting themselves in the shoes of people experiencing homelessness in order to raise over \$1 million for Wayside. NRMA Insurance, PWC Australia and Salesforce were once again proud sponsors of the event. The Long Walk Home profiled Josh Peachey, Wayside Chapel's Super Team Captain who had experienced homelessness for over 20 years. Josh successfully raised over \$21,000 via his fundraising page, thanks to the support of the community.

Donate a Plate and Christmas Day

Christmas Day 2020 was very different for all. Due to the Northern Beaches COVID-19 cluster and ongoing

“Thank you for continuing your wonderful, caring and compassionate work in this most difficult of time of lockdown. Your love and commitment provide a wonderful example to many others of the impact of what a little kindness can achieve.”

Jan Ineson
Donor

restrictions we were unable to host our usual Christmas Day Street Party. We were however still able to share the Christmas spirit with people experiencing homelessness and isolation. In the lead up to Christmas we hosted community lunches, along with three COVID safe, socially-distanced, lunch sittings on Christmas Day, and over 400 additional festival takeaway meals and care-packs at Wayside Kings Cross. In Bondi we hosted a Christmas Service, along with a BBQ and bingo game at the Bondi Surf Bathers' Life Saving Club. We are grateful to our 'Donate a Plate' donors whose generosity enabled so many to enjoy a festive Christmas meal and vital support throughout the holiday period.



Wayside Chapel, Bondi Beach

In 2020 we bade farewell to Bondi Minister Rev. Graham Anson who has led the Wayside Bondi community since 2016. Graham was pivotal in establishing Wayside Chapel in Bondi, his leadership enabling our mission to flourish in new and exciting ways.

In 2021 previous Pastor and CEO and Pastor Emeritus Rev. Graham Long accepted an interim two-year placement as Minister at Bondi Beach. Introducing himself to the Bondi community, Rev. Long led three sessions of 'Gutter Philosophy', an evening of discussion in which the teachings of



ancient philosophers Socrates, Plato and Aristotle were presented along with ideas to apply their learnings to everyday life. The evening was catered for and supported by Heart Cafe.

Valentine's Day

Wayside Chapel's annual fundraising drive for Valentine's Day asked supporters to forgo meaningless gifts such as chocolates and flowers, and to instead give the gift of dignity. Funds raised gave access to life necessities, such as new underwear, to people experiencing homelessness. As a gesture of love we celebrated the day with a Valentine's Day themed community lunch for our visitors.

A Week of Mardi Gras

In the first week of March, Wayside Chapel hosted a series of events and activities in to celebrate our LGBTQIA+ community of visitors, volunteers, staff and supporters. We celebrated Wayside as a hub where everyone is welcome, and encouraged to be themselves. The week included a fashion parade, open mic event, art show, film screening, community lunch and a special talk from ACON's President Justin Koonin.

Bequest Program

This year, we officially launched a dedicated bequest program to generate sustainable funding and strengthen the long-term impact of Wayside Chapel. Like any strong community, our success over the years has relied on the kindness and compassion of our supporters. Charitable bequests have played a big part in making sure our community continues to flourish. The bequest program allows our supporters to leave a lasting legacy of love for our community. We thank our caring supporters who have let us know they have chosen to include Wayside Chapel in their Will.



Our Impact

Our Impact Stats
July 2020 – March 2021

Every person who walks through the doors of Wayside Chapel is different and requires tailored support and assistance. Between July 2020 and March 2021, Wayside supported an average of 338 visitors each day. During this period, Wayside returned dignity to the lives of visitors with 55,121 instances of practical support and connection.

	3,869 Hot showers and toiletries provided		6,031 Instances of care coordination
	4,691 Care packs/support delivered by van and foot		32,079 Low-cost meals served
	2,945 Meals and fresh fruit/veg delivered by van		829 Instances of engagement at joint Wayside/KRC COVID-19 clinic
	10,561 Clothes, underwear and blankets provided		779 People attended community education programs and lunches



“My experience at Wingspan has been incomparable to any other thing that I’ve done, it’s changed so many aspects of my life. Before I started Wingspan I hadn’t left the house for eight months, so I didn’t know what to do, I didn’t know anything about employment or even how to get a job, and now I’m out here working. It’s changed my life.”

Rena
Wingspan participant

“When your spirit feels like it’s broken and you don’t have family...Wayside is there. Wayside is like home to me.”

Allan
Visitor



Thank you
**To our major partners
for their support from
July 2020 – March 2021**



and to our major individual donors and foundations

Neilson Foundation	Stafford Capital Partners	Alexander Michael and Tony White Endowment Fund
Fred Archer Foundation	Geoff Norman	Mike and Sue Gregg
Fell Foundation	Rob Keldoulis	Wally Patterson
Jermyn Family Foundation	Turnbull Foundation	Anonymous
Graham Rich and Deirdre Keown		

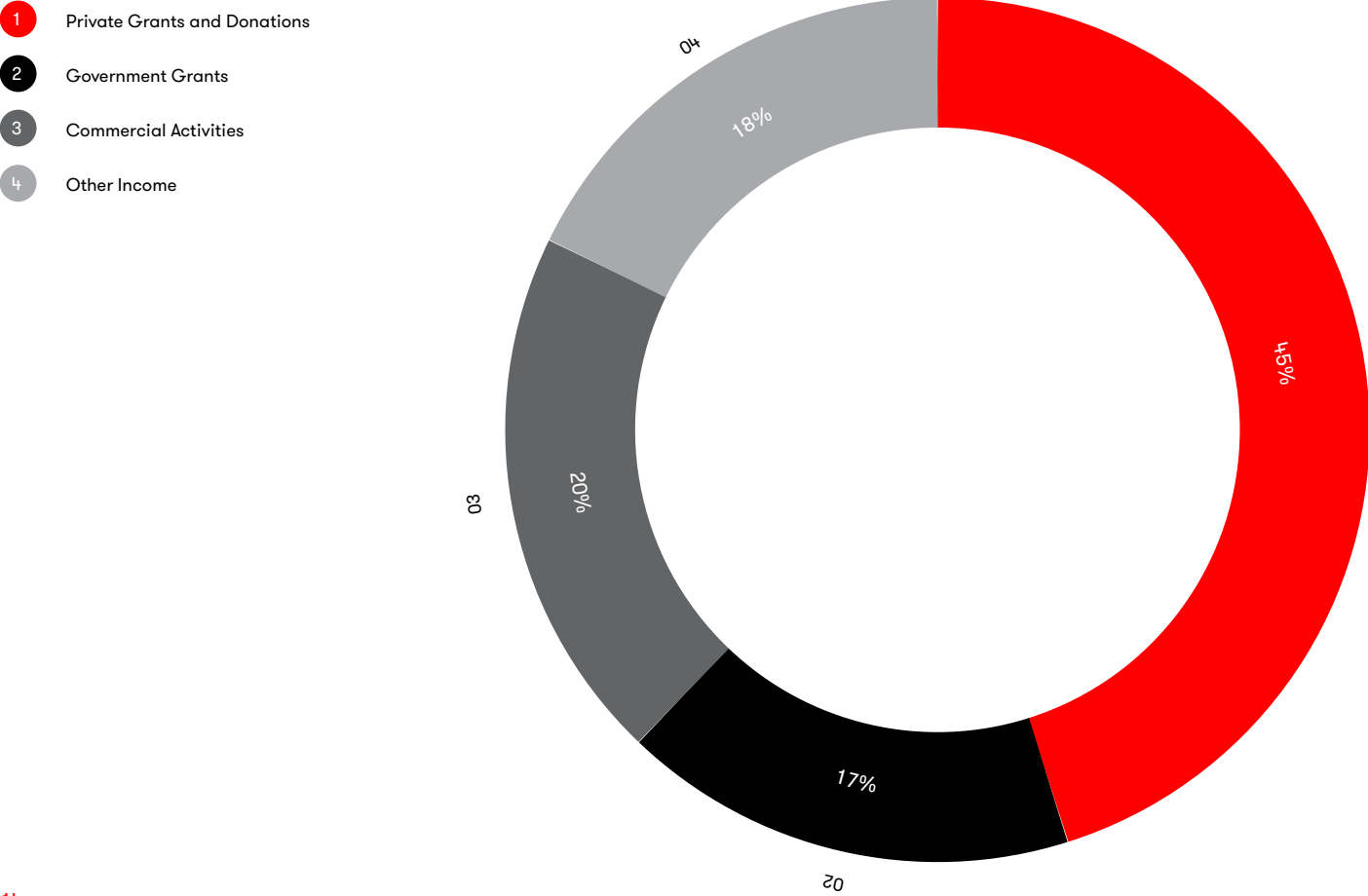
We extend our thanks to our whole community of supporters, including our monthly givers and those that have left or intend to leave a lasting legacy to Wayside Chapel in the form of a gift in their Will. Together you make our work possible.

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	2020/2021 \$'000	2019-2020 \$'000	2018-2019 \$'000
Revenue	\$8,727	\$11,099	\$9,419
Expenses	\$8,602	\$11,010	\$10,200
Net Surplus/Deficit (\$'000)	\$125	\$89	-\$781
Net Surplus/Deficit (%)	1.43%	+0.8%	-8%

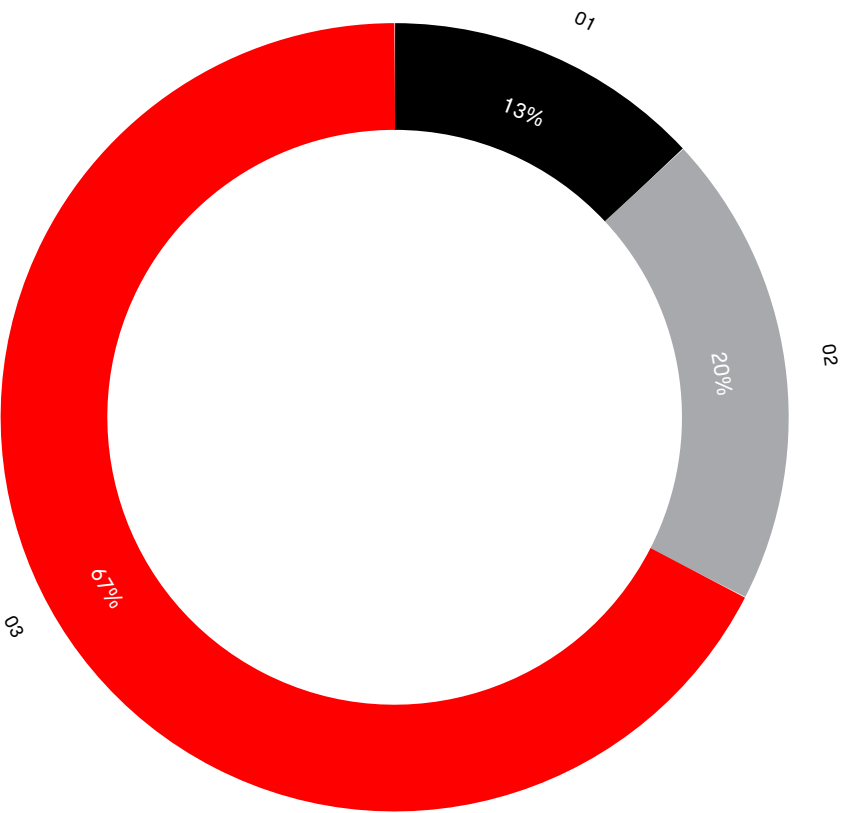
Due to a change in Wayside Chapel’s year-end, the financial report covers the 9 months from 1 Jul 2020 to 31 March 2021, with comparative figures representing the 12-month period from 1 July 2019 to 30 June 2020

Revenue by Funding Source



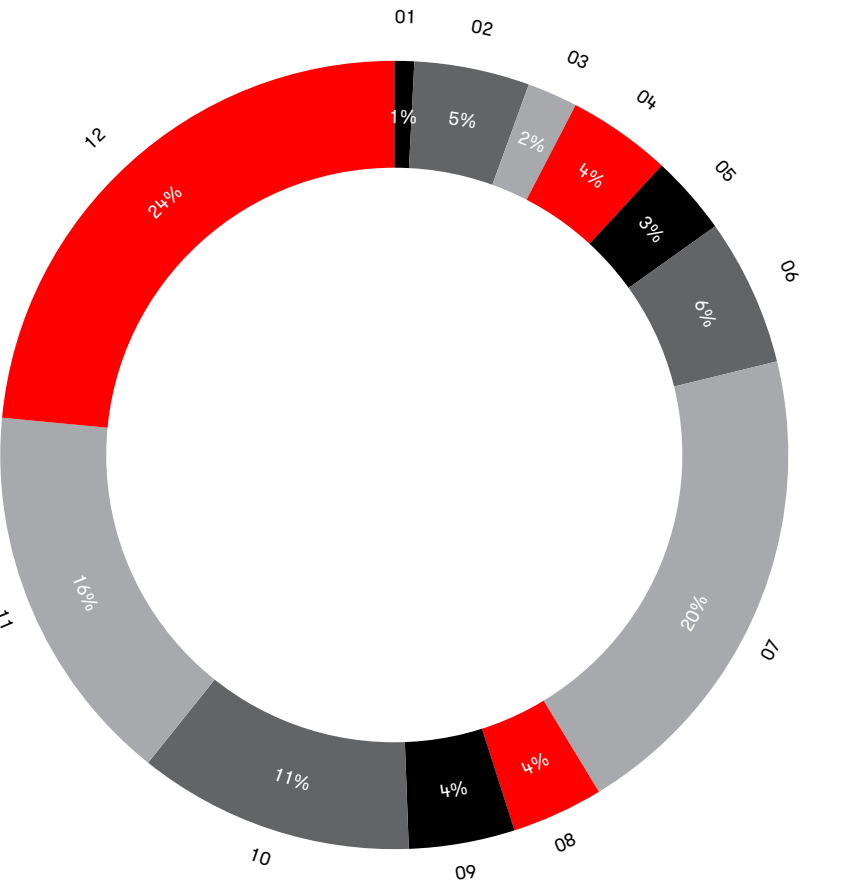
Where do Wayside’s expenses go?

- 1 Administration
- 2 Fundraising and Marketing
- 3 Visitor Services and Social Enterprise



Staff Costs by Program

- 1 Low-Cost Cafe – Bondi
- 2 Low-Cost Cafe – Kings Cross
- 3 Pastor - Bondi
- 4 Pastor - Kings Cross
- 5 Aboriginal Cultural Centre
- 6 CSC - Bondi
- 7 CSC - Kings Cross
- 8 The Wingspan Project
- 9 Programs Management
- 10 Outreach
- 11 Administration
- 12 Fundraising & Marketing





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Photos by Jessica Hromas, Samantha Martin, Brianna McNeillage Greene and Tim Pascoe.