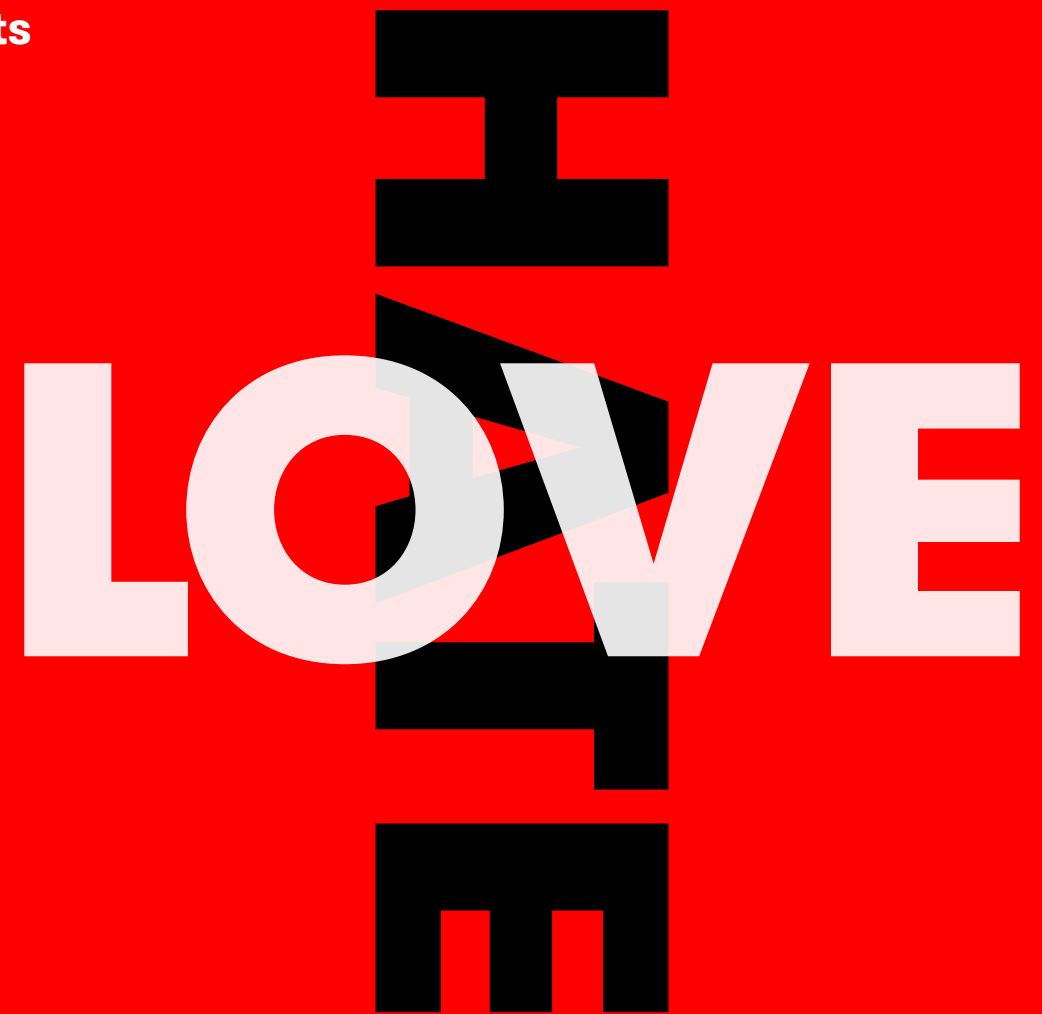


# ANNUAL REPORT 2021-2022



**WAYSIDE  
CHAPEL**



Creating community  
with no ‘us and them’

Wayside Chapel has provided unconditional love, care and support to the most marginalised people on and around the streets of Sydney since 1964. Our mission is to create a community with no ‘us and them’, and address underlying issues of inequality, wellbeing, and loneliness. From our centres in Kings Cross and Bondi and through outreach teams, we offer a range of support services that place dignity, respect, and love at the heart of what we do.

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Wayside Chapel is deeply committed to working with Aboriginal and Torres Strait Islander peoples, in the true spirit of reconciliation and healing. We wish to acknowledge the traditional owners of the lands across Australia. We pay our respects to their Elders past, present and emerging, and extend that respect to all First Nations peoples.

Message from the Governor

Her Excellency  
the Honourable  
Margaret Beazley AC QC

Governor of New South Wales



The past year has perhaps been the most challenging New South Wales has faced since the start of the pandemic. And yet, despite the winds of disruption and stormy weather, an unquenchable flame of compassion has burned in the heart of Kings Cross and Bondi Beach, in a place and within a community where humanity shines brightly, and everyone is welcome - Wayside Chapel.

As Patron, I thank all at Wayside for keeping our community safe and connected during these complicated times and providing unconditional love, care and support for people on and around the streets of Sydney.

The last year has been one of significant growth for Wayside, and they are emerging from recent challenges stronger and better equipped to meet the needs of the people they serve. With a growth in their number of staff, they have been able to reach even more people who are experiencing homelessness and social isolation.

To everyone at Wayside Chapel, including the generous supporters and volunteers, I acknowledge your extraordinary contribution these past twelve months. You have shown integrity, adaptability, and resilience in your ongoing care. Thank you for creating a unique place of love and acceptance, free from judgement, for the most vulnerable people of Sydney.





# Chair's Report

## Graham Rich



The past year has been a test of resilience for us all. Amidst new COVID variants and ever-changing restrictions, the Board and leadership team devoted their energies to ensuring that Wayside Chapel could continue to serve our community as we moved in and out of lockdowns.

Isolation and loneliness are ever present risks to many members of our community, and COVID only exacerbated the problem. This Annual Report is a snapshot of how Wayside responded to lockdowns in a way that gave maximum support to our community, while at the same time protecting both our visitors and our staff.

I could not have been more honoured to have been a first-hand witness to the incredible courage, perseverance, hope and unstoppable love of the Wayside staff, volunteers and supporters who served so faithfully through the pandemic. They have proved, repeatedly, that love is greater than fear. That love has been a shining light throughout Wayside Chapel and our community. On behalf of the Board of Directors, thank you for being a part of who we are and what we seek to do.

We are enormously grateful to have received a significantly increased level of financial support during the year - and it has enabled us to come out of the pandemic positioned to make an even greater impact. We've been able to invest in much-needed Kings Cross initiatives such as transforming the already-established Mob Space into the Aboriginal Cultural Centre, which welcomes dozens of visitors each day. We are preparing to launch integrated GP-led medical care for our visitors following a successful pilot that saw a clinical nurse specialist deliver engaged healthcare services to our community. And, we have introduced a dedicated care coordinator to support Wayside visitors while in prison as well as work with people leaving prison. There are more new initiatives to come.

I am very pleased to report that despite the challenging times, for the year ended 31 March 2022, we reported a record total revenue of \$14.92m and total expenses of \$12.7m, resulting in a \$2.22m surplus. From this, an investment of \$1.35m has been made in the development of future operations, resulting in a net surplus of \$877k.

Thank you to our finance team and our auditors for their diligence - you can find a full financial statement on page 19.

During the year, the Board and leadership team conducted a major strategic review to ensure we are alive to changes we must make to keep pace with and adapt to the emerging needs of all sections of our community. The outcome of the review is being worked through and we look forward to reporting in detail next year. The full consequences of the pandemic may take several years to become evident and the Board is committed to ensuring that we continue to adapt to best serve the ever-growing numbers of visitors who rely on Wayside Chapel being there for them in all circumstances.

All things considered, Wayside Chapel has never been in such a strong position, and we have so many exciting challenges and opportunities ahead. The strength of our current position is a blessing that we take very, very seriously. For this, we give enormous thanks to our visitors, our staff, volunteers, leadership team, and Pastor and CEO, Rev Jon Owen, our Board, our incredible donors - individuals, trusts, corporates, governments, and estates - and you, reading this report.



**“I’d tried so many different methods of dealing with my mental health. Wingspan gave me that focus back in my life, providing so many options for me. Now when people ask who my role model would be, I say my future self.”**

**Scott**  
Wingspan participant





**“Wayside creates a very special community and meaningful relationships; these are the connections that allow light to shine through the darkness, fostering hope and growth.”**

**Theresa**  
Staff

## Pastor and CEO's Report

### Jon Owen



As we look back on the last year, there can be little room for anything other than gratitude. Through a constantly evolving environment of challenges and obstacles the 'Family of Humanity' has once again stood up and shone brightly into what have been the darkest days many of us have lived through.

While 2020/2021 was all about locking down, the last year has been more about keeping a close eye on the public health trends in anticipation of how best to protect our community, in the absence of direction from government. As wave after wave of infection swept through our city, our team of frontline workers remained steadfast in their response. What an amazing accomplishment of will and tireless commitment – words which are synonymous with 'love'. Love that is served up every day for those on our streets or perilously close to them.

We are now in a place where we can say with confidence, that while we move into an unknown future, we do so together, as a community infused with resilience, passion and hope – with the strength to overcome any challenges that we encounter.

Even in the most difficult times, we have achievements to celebrate. Over the past few years, the Aboriginal-led and run part of Wayside Chapel has spent time reflecting on the legacy of the elders who established 'Mob Space' and dreaming of new ways to create an even greater impact on the lives of our First Nations visitors. In April we opened the Aboriginal Cultural Centre, a place of welcoming, culture, safety, and many warm cups of tea. There are days where from the moment we open the doors to the moment we close, we're supporting people who have faced trauma, disconnection and challenges to survive. Yet amongst this, there is always hope for the people we are accompanying on their journey to healing through cultural connection.

Significant work has also gone into how we can extend support more effectively through a pandemic to our visitors. This led to the opening of vaccine clinics in Kings Cross and Bondi, as well as having frontline workers hitting the streets and getting in our vans to deliver care and connection to people who were experiencing loneliness and isolation during the lockdowns.

One of the key factors in healthcare is the least spoken about, love, and the bonds of connection that you build and relationships that are created. This enables people to have less fear and anxiety about accessing health services. I'm so proud of the way our teams continued to be a beacon of love and hope during those trying times.

Our commitment to extending our presence has led to the creation of an exciting new role. Working with myself and the General Manager, the Director of Ministry will help build our vibrant congregations, ensuring that all locations have the right care and attention, as we seek innovative ways to make our centres places of joy and celebration – from lives marked by loneliness to lives led in community.

My thanks to our Board for the passion and dedication they have shown, leading us through this time, and ensuring a vibrant future for Wayside.

Finally, thank you to the most competent and devoted people who are our staff, volunteers, supporters and community. You showed an unwavering commitment towards helping people in need and you're at the heart of who we are and the work we do. The joy of this journey has been, and is, that we share it together.



Our Impact

# The Year by Numbers

Between April 2021 and March 2022, the volunteers, staff, and supporters of Wayside Chapel have been there to provide love, care and unconditional support to Sydney’s most vulnerable people.

At our safe, welcoming Community Service Centres in Bondi and Kings Cross, and in collaboration with our local support network, we have helped people find crisis and permanent accommodation, eat a hearty meal when they’re hungry, address drug and alcohol dependency, escape family violence, and have a sense of certainty during the ongoing upheaval of the pandemic.



**167**  
Visitors supported each day



**19,735**  
Clothes, underwear and blankets provided



**5,034**  
Hot showers and toiletries provided



**12,766**  
Instances of care coordination



**40,607**  
Low-cost meals served\*



**2,055**  
Instances of outreach support delivered by van and foot



**4,810**  
COVID-19 vaccines administered\*



**36**  
Young adults have now progressed through The Wingspan Project



**28**  
Young adults have now been employed within Wayside's social enterprises

\* Meals served in July and September were free takeaway meals  
\* Administered by KRC & ASPEN clinics and supported by Wayside staff

“Some days, I would feel isolated and helpless. I didn’t have any family support, so Wayside would help me out with food and emergency clothes. There’d always be somebody there who cared, who would listen to me and make sure I was safe.”

Lisa  
Visitor





## The Year That Was

Many things were put on hold during the lockdowns in the last year, but not the work of Wayside Chapel.

Across the organisation, staff worked tirelessly to adapt our services to ensure that we could continue to deliver the love, care and support we offer Sydney's most vulnerable people.

As we hopefully make our way towards the end of this pandemic, we won't forget what is possible to achieve when our energy is matched by our commitment to improve – and these forces are always present at Wayside Chapel.





# Highlights & Achievements

## Opening of the Aboriginal Cultural Centre

In April we opened the Aboriginal Cultural Centre, a program set-up to provide trauma-informed, healing-centred care to our First Nations people. Providing a culturally safe space to dozens of daily visitors, people are invited to connect with staff, volunteers and one another over a cuppa and a meal. Cultural connection is fostered through activities, like art with Aunty Nancy. The program also provides culturally informed care-coordination.

## Sydney locks down

As hundreds of thousands of people in the eastern suburbs of Sydney went into lockdown on 25 June, 2021, Wayside was forced to once again move towards a different model of care. During this time of great uncertainty, staff were redeployed to an expanded foot outreach service, with two teams supporting people on the streets five nights a week.

Van outreach continued and was tailored to providing wellbeing checks for existing visitors living in social housing or other accommodation.

Our Community Service Centres remained open for people in crisis, with scaled back offerings and shorter hours to keep people safe. Our team at the community cafes transitioned to provide take-away meals and food packs.



## Vaccine clinics at Kings Cross & Bondi

Mobile clinics were initially run by the Kirketon Road Centre (KRC) onsite at Kings Cross and Bondi, ensuring as many vulnerable people as possible had access to the COVID-19 vaccine and testing. We introduced a vaccination support worker to provide harm minimisation advice and assist visitors with accessing vaccinations both onsite and at local vaccination hubs which were open multiple times a week. By October, Aspen Medical were providing weekly onsite COVID-19 vaccination programs in our Kings Cross and Bondi Community Services Centres.

## Long Walk Home

Due to COVID-19 restrictions Long Walk Home went virtual for the first time, allowing participants to complete the walk on a path of their choosing over seven days. The community fundraiser proved to be a huge success, with more than 2000 participants completing their 28kms over seven days. For the first time, the event attracted international supporters from India to the US, New Zealand to Hong Kong all stepping up for Wayside and raising \$1 million dollars in the process.

**“Wayside doesn’t see standing still as an option. Challenges, however big, are met with fresh thinking on what will serve our community best. Vaccine clinics, the outreach program and virtual Long Walk Home are just a few ideas to come out in tough times.”**

**Sangeeta**  
Board Member



## Prison support

In October we introduced a dedicated care coordinator to both support Wayside visitors while in prison as well as work with people leaving prison, helping them to re-establish their lives ‘on the outside’.

## Graduates spread their wings

Despite the challenges posed by the Sydney lockdowns, the Wingspan Project continued to support young adults experiencing disadvantage.

There are now 36 young adults who have engaged in the three-stage program of holistic support, personal and professional development, training certificates, on-the-job learning, and paid work opportunities. Wingspan participants in stage 2 of the project work across Wayside’s social enterprises, including Heart Cafe, Op Shops and Community Cafes, before transitioning into stage 3; mainstream employment. So far 10 young adults have secured mainstream employment and 5 have re-engaged in higher education.

To increase community awareness of The Wingspan Project and to encourage more young adults to get involved, the first Wingspan Open Day was held, with 26 service providers attending. This dynamic event, hosted by Wingspan staff and participants, connected us with youth services, housing services, schools targeting early school leavers, and other community programs.

## A new model of care

As many care coordinators were forced to work from home if they lived in LGAs subject to strict lockdown laws, the Care Coordination Remote Network was introduced. A single team was formed and through daily meetings, use of phone and video technology and regular case reviews, we were able to effectively manage visitor referrals for support.



## A gift of a lifetime

This year, 45 more supporters shared their decision to join Wayside Angels by leaving a gift in their Will. We are incredibly grateful for their kindness.

We were also humbled to receive our largest single bequest, with over \$1 million dollars going towards ensuring there will always be a community of no ‘us and them’.



## A week of Christmas spirit

We capped off a tough year with not one, but multiple events in the week leading up to Christmas. Among our Christmas offerings, our Aboriginal visitors celebrated with a joyous ‘mob lunch’ event.

After a rapid increase of cases of the Omicron strain in Sydney, our annual Christmas Day Street Party became a pared-back Christmas picnic. We rolled out the “green carpet” on Hughes Street, and hundreds of meals - with all the trimmings - were served by wonderful volunteers.

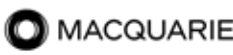
We’re grateful to our supporters who gave generously to our Donate A Plate campaign to fund our support services during the entire Christmas and New Year season.





Thank you

**To our major partners for their support from April 21 – March 22**



**Thank you to our government partners**

Australian Government	NSW Department of Communities and Justice	Central and Eastern Sydney Public Health Network	Waverley Council
NSW Government	South Eastern Sydney Local Health District	City of Sydney	
NSW Health			

**and to our major individual donors and foundations**

Freedman Foundation	Phil and Sarah Bernie	Neilson Foundation	Gray Family Foundation
Dick and Pip Smith Foundation	Susan Maple-Brown AM	Fell Foundation	John and Cath Murray
Geoff Norman	Coffey Family Foundation	Sir James McNeill Trust	Jermyn Family Foundation
Anonymous	Alexander Michael and Tony White Endowment Fund	Simon McDonald	Ian and Linda Martin
Anonymous	Paul Newfield and Olivia Kember	The Simpson Family	Turnbull Foundation
Mike and Sue Gregg	Rob Keldoulis	Anonymous	Ruth Armytage AM
Malcolm Halstead	Anonymous	Dean and Trish Gardiner	Mark Lochtenberg
Wales Family Foundation	O'Sullivan Foundation	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.



# Financial Report

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

	12 Months	*Restated 9 Months	12 Months
Income Statement	2021/2022 \$'000	2020/2021 \$'000	2019/2020 \$'000
Revenue	\$14,924	\$9,361	\$11,346
Expenses	\$14,047	\$8,602	\$11,319
Surplus	\$2,224	\$760	\$27
Investment in Future Operations	\$1,347	\$0	\$0
Net Surplus	\$877	\$760	\$27

Due to a change in Wayside Chapel’s year-end, the financial report for the prior year covered the period 1 July 2020 to 31 March 2021, the current year’s result is for 12 months from 1 April 2021 to 31 March 2022.

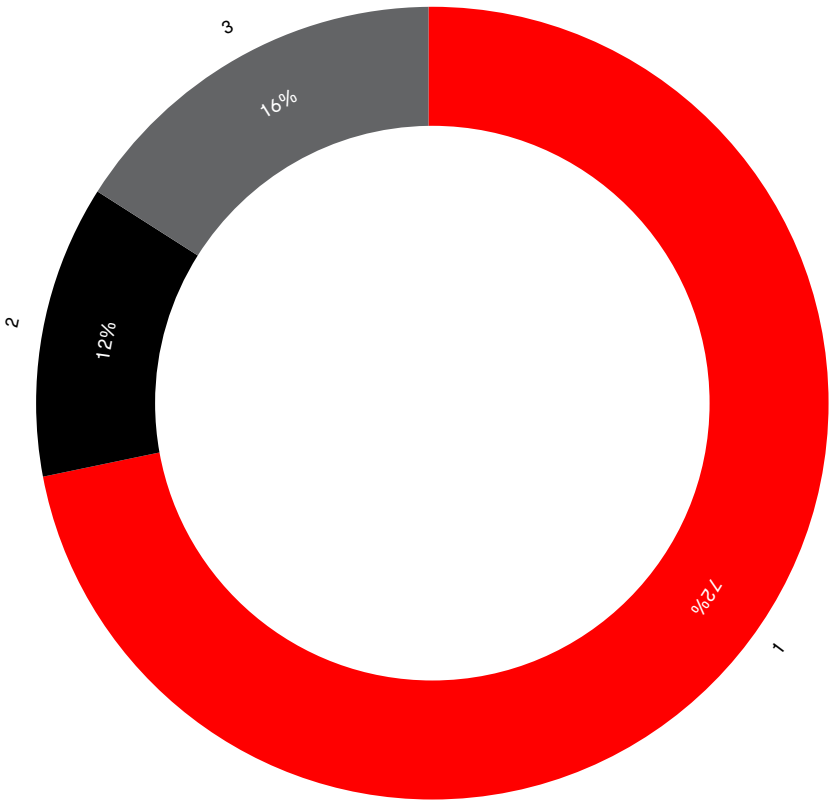
The audit review of the current financial year’s results revealed some inconsistencies in the application of accounting policies in the prior period, resulting in a restatement.

		*Restated	
Balance Sheet	2021/2022 \$'000	2020/2021 \$'000	2019/2020 \$'000
Assets	\$68,265	\$15,199	\$13,891
Liabilities	\$2,861	\$2,445	\$1,896
Equity	\$65,404	\$12,754	\$11,995

During the year ended 31 March 2022 a change in accounting policy bringing to account the land and buildings controlled by Wayside Chapel was implemented. This resulted in the recognition of a \$47M Asset Revaluation Reserve.

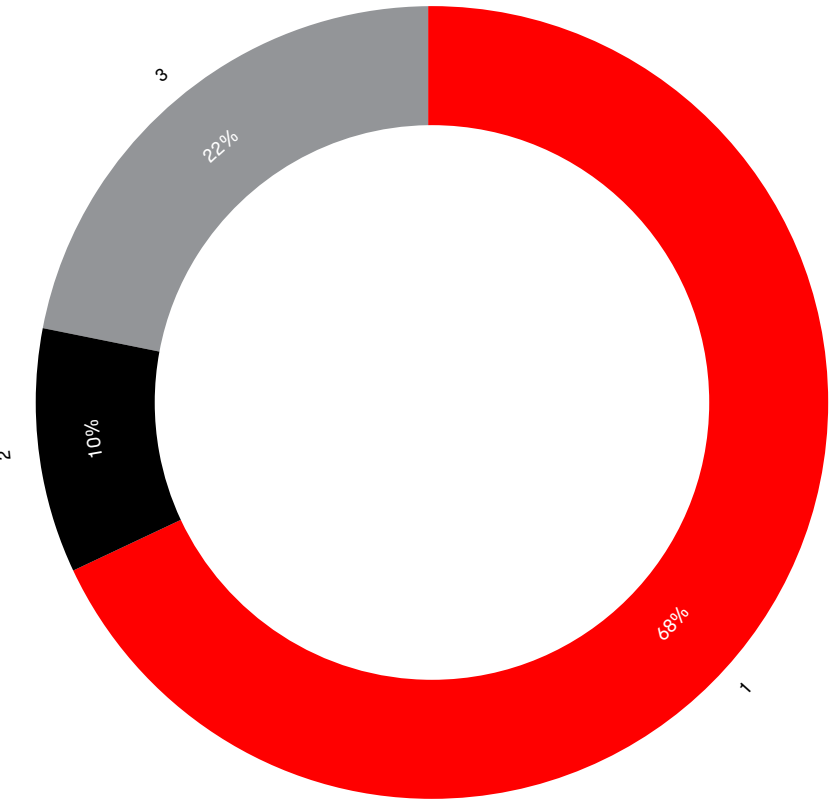
Revenue by funding source

- 1 Private Grants and Donations
- 2 Government Grants
- 3 Commercial Activities



Where do Wayside’s expenses go?

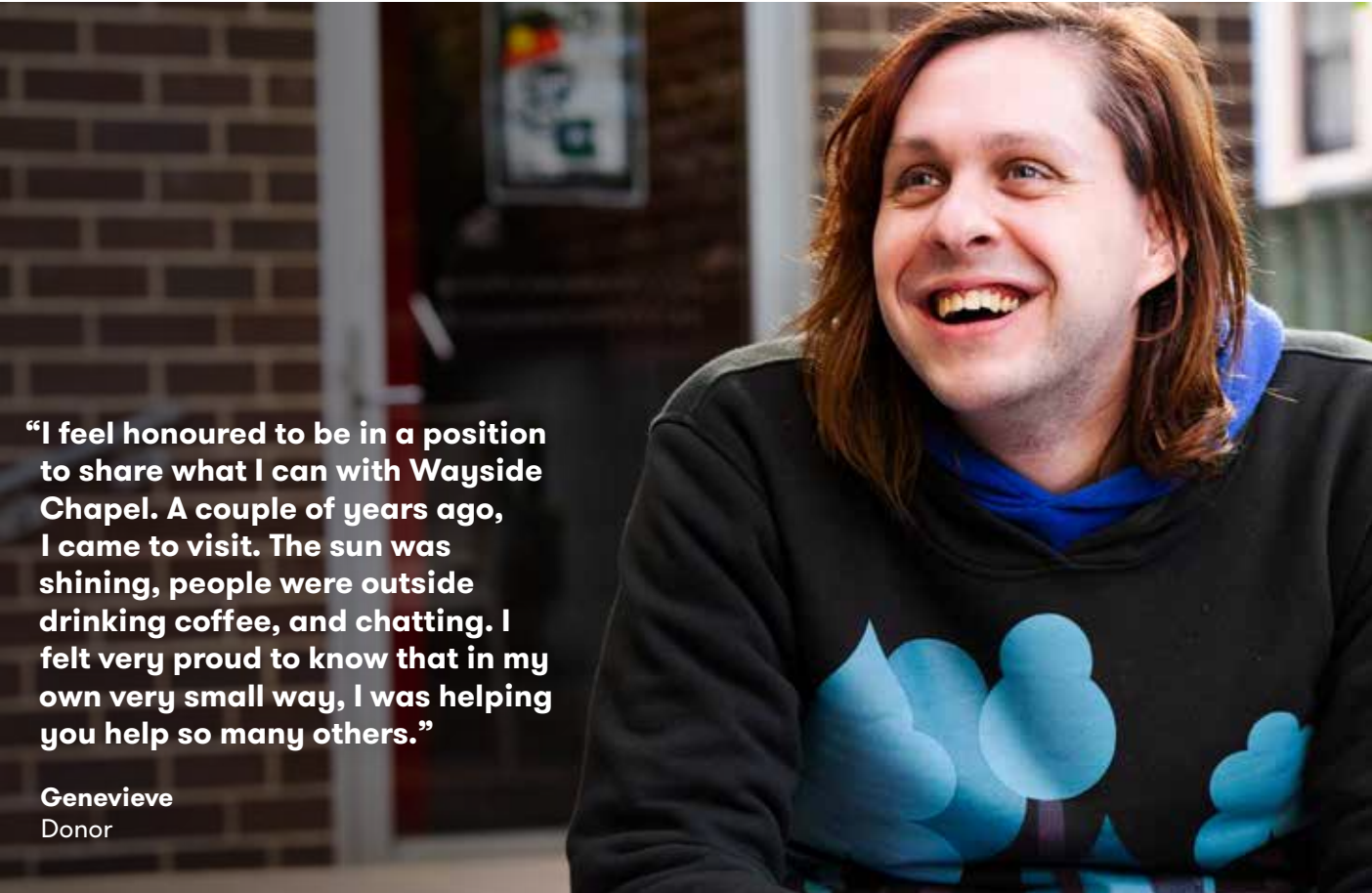
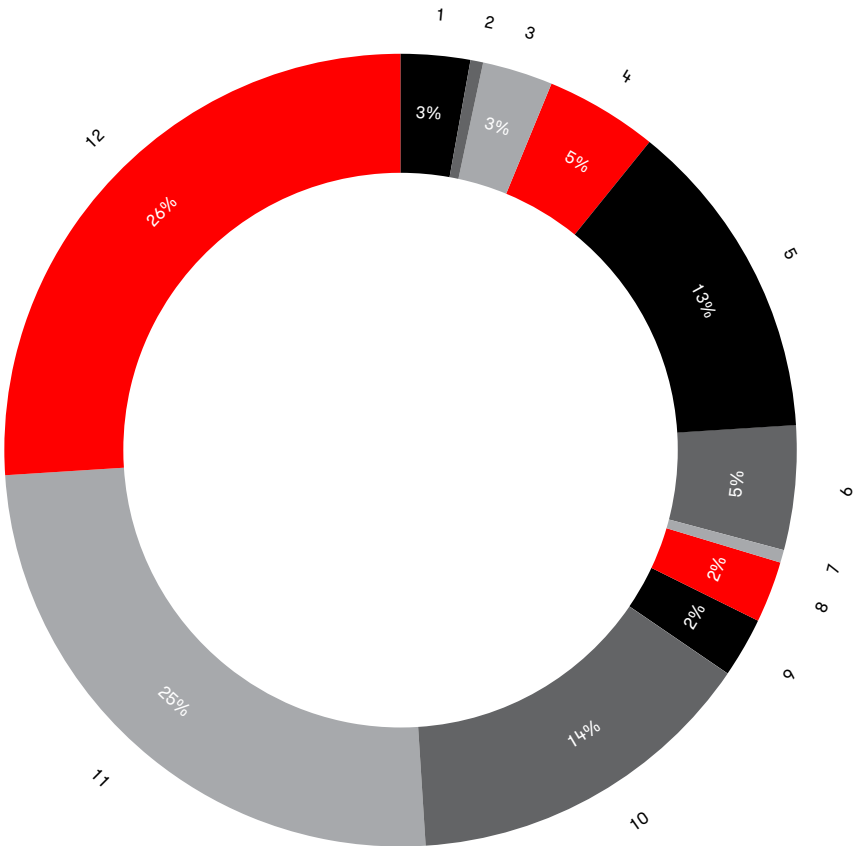
- 1 Visitor Services and Social Enterprise
- 2 Administration
- 3 Fundraising and Marketing





Staff costs by program

- 1 Community Cafe – Kings Cross
- 2 Community Cafe – Bondi
- 3 Aboriginal Cultural Centre
- 4 Community Service Centre - Bondi
- 5 Community Service Centre - Kings Cross
- 6 Wingspan - Youth
- 7 Pastor - Bondi
- 8 Pastor - Kings Cross
- 9 Outreach
- 10 Fundraising and Marketing
- 11 Programs Management
- 12 Administration







# WAYSIDE CHAPEL

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Photos by Katherine Williams.