



**WAYSIDE
CHAPEL**

2022-23

ANNUAL

REPORT



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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Acknowledgment of Country

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.

A MESSAGE OF HOPE

From Rev Jon Owen

Earlier this year, I received a breathtaking reply to one of my weekly Inner Circle newsletters. A young man by the name of Tom wrote that he had turned up at Wayside Chapel, in what he called “one of my ninth or tenth clinically deceased states”. He was offered a coffee and something to eat by one of our frontline staff but what he really got is something he found hard to describe: **“It was a bit like I was suddenly visible as a human being and worthy of something.”**

What an incredible testament to the love and generosity you so warmly share with the Wayside community. We couldn’t have been there for Tom without the support of people like you. Like many of our visitors who are experiencing homelessness and social isolation, Tom also struggled with addiction. In situations of desperation and crisis like his, it’s a discipline to resist the urge to see him as a problem to be fixed. But thanks to your generosity, we were able to meet Tom where he was at, and provide the

unconditional love, care and practical support that he needed. When he walked out of Wayside that day, he told me, “What I left with, was a sense that I was in fact in the land of the living and should maybe consider continuing with this.” I wanted to share Tom’s message of hope with you, because it keeps ringing in my heart. It’s a reminder of the impact we can have when we come together to support Sydney’s most vulnerable people.

**“I CAN TELL YOU
FIRSTHAND THAT**

**THE
LOVE
IS REAL”**

- TOM, VISITOR

Message from the Governor

**Her Excellency
the Honourable
Margaret Beazley AC KC**

Governor of New South Wales



I extend warm greetings to the Wayside Chapel community. As Patron, it gives me great pleasure again to pen the foreword to this Annual Report.

For almost 60 years, Wayside Chapel has stood as a beacon of hope and compassion, offering non-judgmental support to those in need and ensuring that no-one is left by the ‘wayside’ to navigate life alone.

This past year has seen the implementation of innovative programs, including Wayside Chapel Healthcare and Wayside Chapel’s Women’s Program, new pillars in Wayside’s tireless efforts in addressing the diverse and ever-changing needs of our community.

In a world that sometimes seems divided and detached, Wayside stands as a powerful reminder of the impact that love and compassion offer: healing wounds, both physical and emotional, restoring dignity, empowering individuals, as we all

benefit from Wayside’s guiding light along a path towards a more inclusive, kinder society.

I commend the entire Wayside Chapel community – the staff, volunteers, donors, and all those who have contributed to its continuing success. Wayside’s unwavering dedication during tough times, when so many households are reaching crisis point with everyday expenses, and where the need for help is rising, exemplifies the very best of humanity.

The stories of resilience, healing, and hope contained within this Annual Report resonate with the whole community and remind us that with support, people can do more than merely survive, they can thrive.

Together, let us continue to work towards a future where every heart finds warmth, where no-one is left to bear their burdens in isolation, and where the spirit of community prevails.

Chair's Report

SIMON PERROTT



I am pleased to present to you the achievements of this eventful and rewarding year on behalf of the Board of Directors. I would like to start by acknowledging the immense generosity of our donors, the dedication of our staff and volunteers, and the energy of our leadership team under Pastor and CEO Rev Jon Owen.

This year's theme for our Annual Report, *Community is Our Destiny*, underscores the power of togetherness in combatting loneliness and social isolation, and it is your commitment that breathes life into this vision.

While the news cycle has often felt quite bleak, and the mounting pressures on everyone's lives impossible to ignore, I am inspired by the steadfast resolve of all who work at Wayside Chapel. They persevere, day in and day out, delivering exceptional services to our community, amid external pressures like a dire shortage of affordable housing and the cost-of-living crisis. The efforts of our frontline team have been unrelenting as they connect with and care for thousands of people who are lonely and in crisis.

At Wayside Chapel, we continue to drive our mission to address the root causes of inequality, disadvantage, and loneliness that plague our society. The impact of these issues continues to grow, and we have seen an almost 50% increase in the number of daily visitors this year.

Our year has been marked by significant milestones in alignment with our strategic goals. We have launched two major new programs: Wayside Chapel Healthcare and Wayside Chapel Women's Program. Both programs are a major commitment for Wayside and are already making

a difference in expanding our reach and deepening our impact, ensuring visitors can access culturally safe and trauma-informed care.

This year was not without its trials. The closure of the Heart Cafe and the employment pathways program was undoubtedly a poignant moment for everyone at Wayside, as well as our loyal customers who enjoyed the Heart Cafe for four years. This decision, though challenging, was based on sound governance principles and responsible business practices. We are reliant on the generosity of our donors for support, and we must continue to be vigilant in allocating our scarce resources. The adaptability and genuine care of our organisation and its people was remarkable during this time, as we supported our affected staff with opportunities for redeployment, career workshops and external employee assistance. Further, we connected our young people with alternative pathways as we improve our partnerships and reach with other service providers. The wellbeing of our team remains at the forefront of our efforts, and we will continue to invest in their growth and welfare.

For the year ended on 31 March 2023, we reported a total revenue of \$14.1M, reflecting the support and trust of our generous stakeholders. Our total expenses amounted to \$17.8M, with a focus on nurturing our most valuable asset - our staff. In particular, staff expenses increased with the opening of our Healthcare and Women's Programs and investment in our team to enable a greater reach of Wayside to our community.

We have made a drawdown of \$1.3M from reserves, resulting in a net deficit of \$2.4M. While Wayside has returned to a modest operating surplus in the first quarter of 2023/24, the fundraising environment remains very challenging generally across the not-for-profit sector. Our balance sheet and cash reserves remain strong, and the Board is acutely conscious of the need to monitor the financial position of the organisation as the year progresses.

Looking forward, when operating conditions allow, we are eager to pursue exciting new initiatives including our proposed long-term expansion to new sites, the launch of our 'Stories from the Wayside' podcast, expanded offerings by the Community Engagement team, and preparations for our 60th anniversary in 2024. Each endeavour is designed to maximise connection in an increasingly fragmented society, as we work to build belonging and community among our visitors.

I would like to thank our generous supporters, staff and volunteers for your contributions this year. I appeal to each one of you to continue your involvement with Wayside Chapel and to remain a part of this extraordinary community where love, care, and connection are at the heart of everything we do. Your time, skills, and financial contributions are invaluable to our mission.

Thank you.

Simon Perrott





Pastor and CEO's Report

JON OWEN



As I look back at another year by the Wayside, I want to express my heartfelt gratitude. Please know that my words come from the deepest truth of our interconnectedness.

Emerging from the shadow of COVID-19, this year was characterised by resilience, innovation, and an unyielding spirit of community. It has been a year filled with highs and lows, challenges, and triumphs, and I want to share my appreciation to all of you for creating a haven for those seeking love, care, and acceptance.

Our Community Service Centres in Kings Cross and Bondi rejuvenated their operations, welcoming our community back into vibrant spaces. From enriching social activities to care coordination tailored to individual needs, your contributions have ensured that we serve our visitors with wrap-around support.

Our After Hours Hub, which re-opened this year, has already proved its mettle, extending a hand of companionship to those with nowhere else to go in the evening. Our new initiatives, Wayside Chapel Healthcare and Wayside Chapel Women's Program, have been a testament to the power of listening and

understanding, offering solace to those who have felt unheard and forgotten.

Yet, amidst the joy and accomplishments, we have also faced tough decisions and moments of uncertainty. The closure of the Heart Cafe and our employment pathways program weighed heavily on all of us, but it is in these moments of vulnerability that we find our greatest strength, drawing on the power of love and empathy to lift each other up. The success of our Long Walk Home event, which engaged nearly 1,000 participants, the explosion of joy at our Christmas Day Street Party, and the breathtaking unveiling of "The Wings of our Angels" memorial sculpture in our rooftop garden, reinvigorated our collective spirit, reminding us of the love and generosity that binds our community.

As we step into the future, I am filled with excitement and anticipation for the new initiatives that await us as we head towards our 60th anniversary. Our 'Stories from the Wayside' podcast and expanded offerings by the Community Engagement team are born from a desire to deepen our connections and amplify our impact.

Thank you to Wayside's dedicated Board of Directors for their strategic guidance. In a challenging year, your wisdom and determination has ensured the ongoing success of the organisation, and importantly greater support for the diverse community we work with.

To staff and volunteers, thank you for being an integral part of our journey. With your unwavering support, we can continue to make a profound difference in the lives of those we serve and, in the world, at large.

To our donors and supporters, thank you for being the lifeblood of Wayside. Each act of support and encouragement you provide along the way impacts not only the lives of those we serve but also shapes a stronger and more compassionate world for our collective future. All of this is us.

"I want to share my appreciation to all of you for creating a haven for those seeking love, care, and acceptance."

Rev Jon Owen
Pastor and CEO

Our Impact

The Year by Numbers

Between April 2022 and March 2023, 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 and inviting Community Service Centres in Bondi and Kings Cross, together with our local partners, we’ve been hands-on helping our community find secure housing, sharing hearty meals, taking on substance dependencies, and supporting those escaping domestic violence, as we navigated the tail end of the pandemic.



250

Visitors supported each day



70,853

Low-cost meals served*



37,917

Clothes, underwear and blankets provided



4,389

Instances of outreach support delivered by van and foot



10,122

Hot showers and toiletries provided



17

Young adults have now progressed through The Wingspan Project



23,512

Instances of care coordination



7

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

THE YEAR THAT WAS

Amidst the remnants of the pandemic, our community rallied together, breathing life back into our spaces and initiatives to ensure that our visitors continue to receive the unparalleled love, care, and support they deserve.

At Wayside Chapel, we vividly witness the power of what can be achieved when passion meets purpose, and this dynamism constantly fuels our mission.



HIGHLIGHTS & ACHIEVEMENTS



Resilience in Action

After many years of COVID-19 challenges, programs were operating at full opening hours for most of this financial year. The Kings Cross community service centre was open from 9 am to 9 pm, seven days a week, while Bondi warmly welcomed visitors from 9 am to 3 pm, Monday to Friday.

We scaled back operations temporarily in response to rising transmission rates in the community during July and August. However, our dedicated

staff and volunteers worked tirelessly to ensure our Centres could continue providing vital support. Despite the hurdles, we adapted and continued offering care coordination by appointment and takeaway meals through our Community Cafes.

Vibrant Community Spaces

Our Centres once again transformed into lively community spaces, with visitor numbers increasing steadily. Thanks to your support, our programs teams in Kings Cross and Bondi added

a variety of activities to the weekly schedule, including bingo, knitting, art, boxing, music, games, haircuts, movies, and barbeques. We also resumed external outings with visitors, providing enriching experiences like visits to art galleries, Refettorio the OzHarvest restaurant, bowling alleys, aquariums, and theatre and dance performances.

Empowering Care Coordination

As visitor numbers grew, so did the need for care coordination and crisis support. We implemented a new care coordination model across all programs, supporting our staff as they prioritise and attend to each visitor's unique needs. Implementation reviews were conducted, alongside developing updated guidelines to enhance visitor care. Our staff received essential training to ensure they could provide compassionate care and support to those who need it most.

After Hours Hub:

A Place for Connection

The first year of our re-launched After Hours Hub confirmed its significance as a vital space for connection, especially for those with nowhere else to go in the evening.

Our increasing visitor numbers reflect the growing awareness and reputation of the Program. The Hub serves not only visitors experiencing homelessness but also those who have found housing but still seek community and value their relationships with Wayside friends.



The Hub staff handles a wide range of complex visitor presentations, including individuals recently released from prison or hospital, and those with co-occurring alcohol and other drug and mental health conditions. Many presentations also involve housing assistance, from crisis accommodation to accessing longer-term housing.

Transformative Healthcare

Thanks to your significant generosity, Wayside Chapel Healthcare commenced operations on 5 January 2023, providing much-needed trauma-informed medical care to our visitor patients. Since our opening, we've diligently worked on developing and refining our practices, establishing efficient referral pathways, and fostering strong partnerships with other service providers.



Women's Space: A Haven of Support

Our newly fitted and furnished Women's Space has become a haven of support for women facing domestic violence, homelessness, child access issues, and personal challenges. Your support has enabled our new Team Leader to work intensively with female visitors, offering crisis and care coordination support. The tangible outcomes of this program enrich and improve the lives of resilient women in our community.

Nurturing Cultural Connections Through Art

The Aboriginal Art Program provided a sanctuary where visitors could channel their emotions and culture into art, fostering self-esteem and pride. When faced with the constraints of COVID-19, we innovatively pivoted, offering online art sessions accompanied by cultural art activity kits delivered right to people's homes. Through this initiative, First Nations participants were able to share stories, connect to culture and start to heal. Participants also built deeper connections with Wayside, service providers and the wider community.



Long Walk Home

Our Long Walk Home campaign in October was a resounding success, more than doubling income and participants compared to our last pre-pandemic campaign. Despite falling short of the ambitious target, the campaign brought in \$733,034, engaging 995 participants and 7,336 donors. Adverse weather led to the cancellation of the physical event, but our resilient participants continued with the week-long virtual walk. This campaign not only raised crucial funds but also fostered a strong and supportive community, showcasing the spirit of generosity at Wayside Chapel.

A Love that Flies High

In October, a momentous occasion unfolded in our Kings Cross rooftop garden as we unveiled "The Wings of our Angels" sculpture. Crafted over two years by Joel Adler and Aunty Nancy Long, commissioned by Sculpture by the Sea, and generously funded by a donor, this breathtaking artwork honours the incredible individuals who have remembered Wayside in their Will. The sculpture's engraved feathers immortalise their names, symbolising

love, gratitude, and the enduring impact of their generosity. This special tribute brings our community together to celebrate their lives and contributions to Wayside Chapel.

A Joyous Return to Tradition

After two years of COVID-19 restrictions our Christmas Day Street Party was back in its original form! We catered for around 800 meals, with prawns a plenty, a conga line of dancing visitors, and music that played throughout our delicious three course sit-down lunch. Over 150 incredible volunteers made sure that every plate had ham and turkey with all the trimmings, and a generous helping of love.

Together in Pride

In March, Wayside jubilantly celebrated the super-sized Mardi Gras and Sydney World Pride. With a triumphant return to the Mardi Gras parade - our first since 2018 - we showcased our dazzling float, "Absolutely Everybody! A Community

with No 'Us and Them'". It was a colourful month filled with communal singing, laughter and dancing as we underscored our commitment to inclusion and visibility, and a life without loneliness. 'Love Over Hate' emerged not just as a slogan, but a resonating truth. As our winged heart glided down Oxford Street, flanked by our dancing staff, volunteers, and visitors, its potent message resonated deeply, reminding everyone that love truly matters most.



“It’s so comforting to know there is a caring community to help those in need. There’s also no greater feeling than doing something nice for someone else.”

– Steve, Volunteer



Thank you
To our major partners for their support from April 22 – March 23

CLAYTON UTZ



Thank you to our government partners for your support



Australian Government



and to our major individual donors and foundations

| | | | |
|-------------------------------|-----------------------------|-------------------------------|---|
| Gregg Foundation | Geoff Norman | Neilson Foundation | Anonymous |
| Anonymous | Rob Keldoulis | Macoun Charitable Foundation | Alexander Michael and Tony White Endowment Fund |
| John and Cath Murray | Jermyn Family Foundation | Coffey Family Foundation | Ian and Linda Martin |
| Fell Foundation | Lewis Foundation | Anonymous | Concomitance Foundation |
| Margery Clark | Ruth Armytage AM | Turnbull Foundation | Anonymous |
| Anonymous | Palghat Family | Malcolm Halstead | Simon McDonald |
| Wales Family Foundation | Anonymous | Dick and Pip Smith Foundation | David and Healthier Plaister |
| Sally Breen Family Foundation | Phillips Family Giving Fund | | |

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.

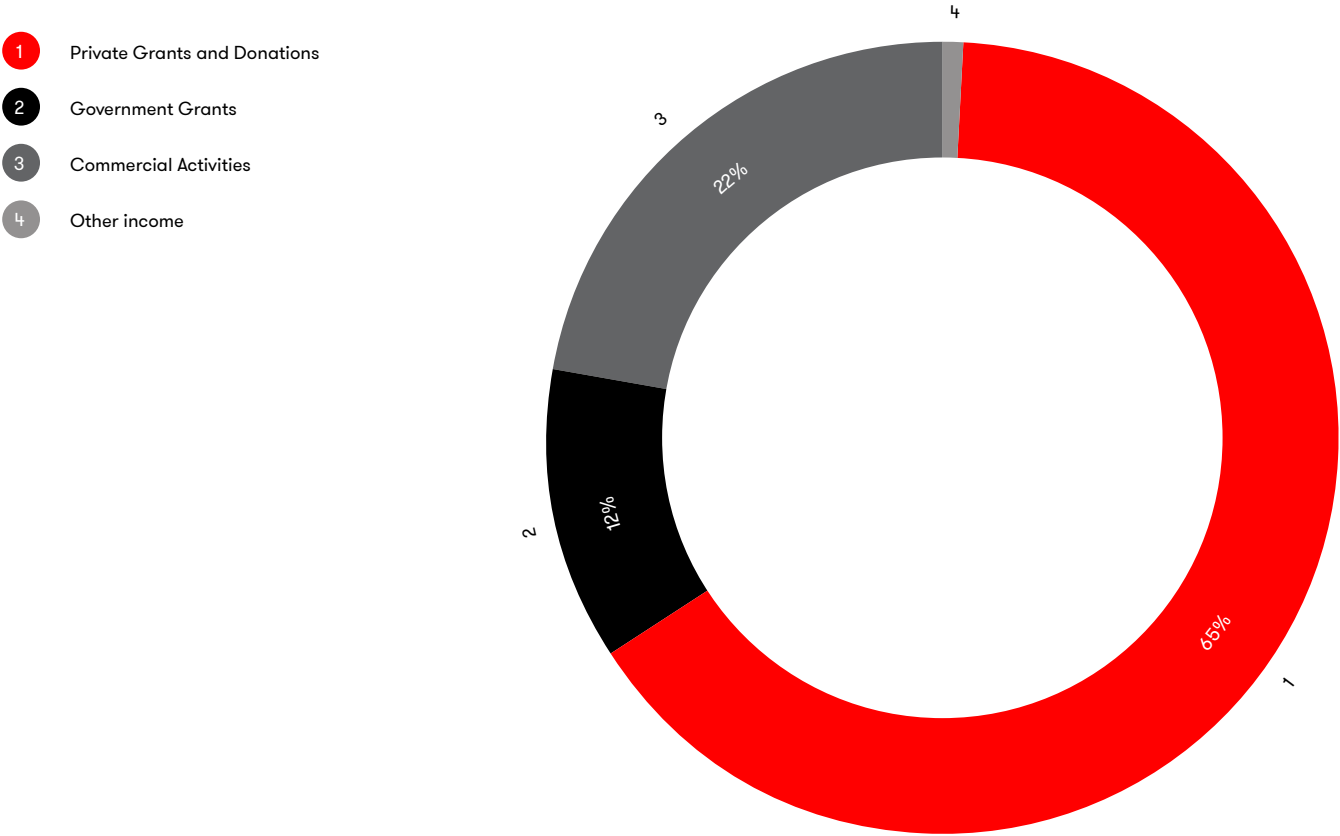
Financial Report

Your boundless love and generosity have empowered us to provide vital services and support to those facing homelessness and crisis.

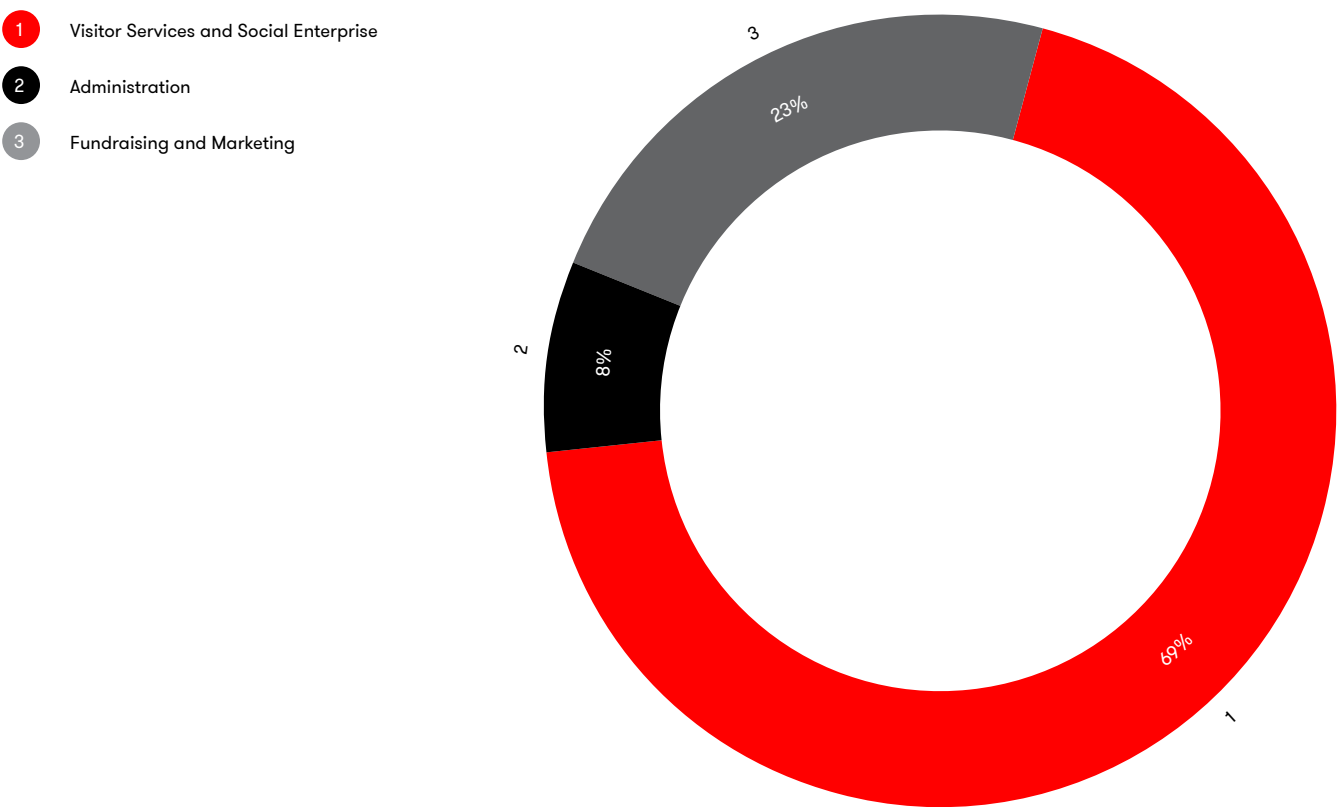
| | 12 Months | 12 Months |
|---------------------------------|---------------------|---------------------|
| Income Statement | 2022/2023 \$'000 | 2021/2022 \$'000 |
| Revenue | \$14,118 | \$14,924 |
| Expenses | \$17,844 | \$12,700 |
| (Deficit) / Surplus | (\$3,726) | \$2,224 |
| Investment in Future Operations | \$1,315 | (\$1,347) |
| Net Surplus | (\$2,411) | \$877 |

| | 31 March 2023 \$'000 | 31 March 2022 \$'000 |
|---------------|-------------------------|-------------------------|
| Balance Sheet | | |
| Assets | \$64,551 | \$68,265 |
| Liabilities | \$2,873 | \$2,861 |
| Equity | \$61,678 | \$65,404 |

Revenue by funding source

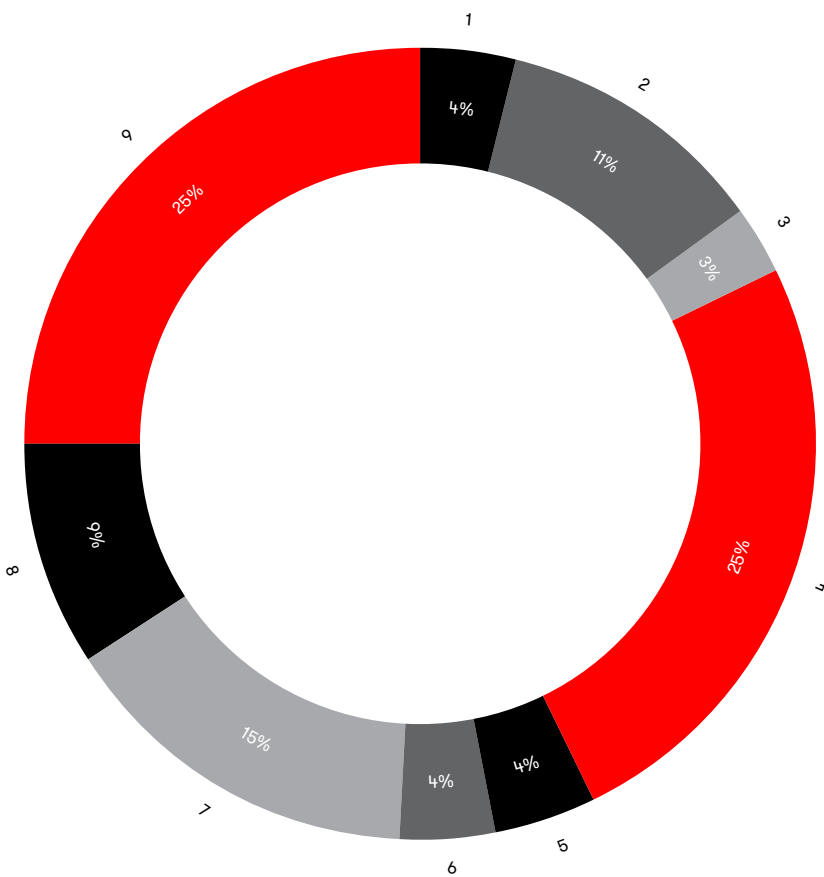


How are Wayside’s expenses allocated?



Staff costs by program

- 1 Aboriginal Cultural Centre
- 2 Community Cafes
- 3 Community Service Centre - Bondi
- 4 Community Service Centre - Kings Cross
- 5 Wingspan Youth Pathways
- 6 Pastoral Services
- 7 Fundraising, Marketing & Partnerships
- 8 Programs Management
- 9 Administration



PARTNERSHIPS

MAKE US

GREAT

We deeply appreciate the unwavering support from our Australian charity partners, local supporters and sponsors, who enable us to keep our doors open and continue to serve those most in need.

Notably:

- **ReLove Incorporated** made a difference by furnishing 77 households and enhancing our Women’s Space with over \$550,000 in donations.
- With **OzHarvest Limited** by our side, our Community Cafes thrive with fresh food, and they’ve been instrumental in providing warehouse assistance, donating substantial capital equipment for visitor supplies and op-shop sorting.
- **David Jones Food Hall, Bondi Junction**, has generously supported us with \$161,000 in quality food supplies so our chefs can create nourishing meals.
- **Bourke Street Bakery, Potts Point**, consistently delights us with \$133,000 in bakery items and fresh loaves of bread for our cafes.
- **Pacific Foods** stepped up with \$58,000 in food donations, uplifting our cafes and Christmas Street Party.
- Our friends at **Canva** keep us stocked with \$25,000 of fresh produce every week.
- **RØDE** showcased their compassion by gifting essential sleeping gear to our visitors.



The kindness and contributions of all our partners are at the heart of our success, and for that, we’re genuinely grateful.





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