



**WAYSIDE
CHAPEL**

2023-2024

ANNUAL

REPORT



INSIDE THIS REPORT

Governor's Foreword	4
Chair's Report	7
Pastor and CEO's Report	8
Our Values	11
A Day in the Life at Wayside	12
12 Months of Progress and Learning	14
Impact by the Numbers	21
60 Years of Wayside	22
Major Supporters	24
Financial Report	26

Acknowledgment of Country

Wayside Chapel acknowledges the Traditional Owners of the Country on which we operate; the Gadigal, Bidjigal and Birrabirragal people. For tens of thousands or years, they built community, and passed down stories and practiced culture, and we pay our respects to Elders past and present. It has been our privilege and responsibility for the last 60 years to journey with Aboriginal and Torres Strait Islander peoples from across this magnificent land in ways that promote respect, healing and community with no 'us and them'. We remain committed to 'keeping the fire burning' that reconciliation is not only a moral imperative, but also a pathway to a more equitable and just society for all Australians.

OUR COMMUNITY

ROOTS

GROUND US,

YOUR SUPPORT

LIFTS US

Message from the Governor
**Her Excellency
the Honourable
Margaret Beazley AC KC**

Governor of New South Wales



Wayside has provided unconditional love, care and support for people on and around the streets of Sydney since 1964. As Patron, I reflect on the countless lives changed by the kindness of staff, volunteers and supporters over the past 60 years.

Through economic downturns, technological change, major societal shifts and a global pandemic, Wayside has remained a steadfast presence in our community, welcoming people from all walks of life without question or judgement.

The period covered by this report has been a challenging one, with the cost-of-living crisis seeing more people than ever turn to Wayside for help with food, community connection, and wrap-around support. The pressure to meet this increasing need has been substantial, and your ability to rise to the challenge and sustain this work is remarkable.

I take this opportunity to thank each member of the Wayside community for your generosity of heart. In the toughest times,

your dedication and shared commitment to choosing love over hate continues to strengthen our city.

It is my honour to be Patron of Wayside, an organisation which has remained true to its core purpose since 1964. In seeing people not as problems to be solved but people to be met, you represent the best in all of us.





Chair's Report

SIMON PERROTT



On behalf of our board of directors, it is with great pleasure that I present the annual report for Wayside Chapel. This year is a milestone for Wayside as we celebrate our 60th year of serving our community.

I would firstly like to thank our donors, volunteers and supporters for their ongoing generosity during these difficult economic times. I also commend the passion and determination of our leadership team, and all of our staff led by our Pastor and CEO Rev Jon Owen. They tirelessly drive our mission of creating a community of acceptance with no 'us and them'. Finally, I would like to express my appreciation to my colleagues on the board who give generously of their time and expertise to support Wayside.

At Wayside there is rarely a time where it's business as usual, and this past year has been no exception. We've seen a significant surge in demand for all our programs and services, and we continue to make it our urgent priority to respond to people experiencing hardship and in need of support.

We continue to collaborate widely with other organisations within the sector to address the rising inequality in our city caused by the rapidly increasing

cost of living.

Central to our cause is maintaining a strong and empathetic frontline service to support the ever-changing needs of our visitors. We meet the thousands of people who come to Wayside every year with dedication and care.

During the year, the board has navigated an evolving landscape of governance challenges in the not-for-profit sector by further developing our risk management and WHS practices. The board has also maintained a clear objective of fiscal responsibility in the face of an increasingly challenging fundraising environment.

For the year ended on 31 March 2024, we reported a total revenue of \$14.91M, reflecting the support and trust of our generous stakeholders. Our total expenses amounted to \$17.18M despite a concerted effort to reduce spending, with Wayside coming under the same cost of living pressures as witnessed in our community. There has also been a corresponding increase in demand for our services. We have made a drawdown of \$258K from reserves, resulting in an operating deficit of \$2.01M. The financial results were further adjusted for a (non-cash) Land and Buildings Revaluation

decrease of \$2.155M of a total Land and Buildings value of \$55M.

I am pleased to report that Wayside has returned to an operating surplus in the first quarter of 2024-25, and the board and management are committed to achieving our operating break-even budget for the 2024-25 financial year. Our balance sheet and cash reserves remain strong. Wayside has also been successful in being awarded three multi-year government grants, which complements the generous support from our donors.

As we reflect on our 60th year, we are confident that the future for Wayside is bright. We will continue to invest in our teams, frontline workers and most importantly our visitors to ensure that they are always our priority.

Thank you for being part of the Wayside Chapel family and for your continued support of our mission, which has never been more relevant. Your support for our cause is truly appreciated and we are deeply grateful to our wonderful community.

Pastor and CEO's Report

JON OWEN



Looking back over the past 12 months, I am more grateful than ever for the wide-reaching community that sustains Wayside. Your unyielding belief in our no 'us and them' approach has helped us respond to a sharp increase in need for support this year.

The ongoing cost of living is affecting people already at the margins most intensely, and we have seen this in a 50% increase in the number of visits to our Bondi and Kings Cross Community Service Centres this year.

We have witnessed a dramatic increase in, women over 55 (the fastest-growing sector of people experiencing homelessness), Aboriginal community members and young people who can no longer afford to live in a city that is becoming inaccessible to large sections of the community. We've also welcomed more visitors with complex needs, including people with multiple mental health challenges, in need of crisis housing, and escaping domestic violence. The changing faces of

Wayside visitors is challenging stereotypes.

We placed a focus this year on creating spaces that answer the unique needs of our visitors. We're proud of the refurbishment of our Women's Space, which now offers a safe and welcoming environment for women from right across Sydney. Feedback from women who have accessed the space has been universally positive, with 100% of users of the space saying they have felt safe and supported. Work on Wayside's Aboriginal Mobspace also kicked off this year, co-designed with Aboriginal staff, volunteers and visitors and will continue through 2024-2025.

Also this year, we welcomed Mr Kent Crawford, who proudly served on the Wayside board for over six years, into the executive leadership team as Head of Ministries. His commitment to our mission is unwavering, and his leadership will strengthen our efforts.

During this time Wayside began celebrations of a significant milestone, turning 60. We are

determined not to rest on our laurels but to continue meeting the rising challenges faced by Sydneysiders experiencing difficult times. We strive for Wayside Chapel to be a place where everyone feels welcomed, loved and embraced as an integral part of the community for another 60 years and beyond.

As we look to the future, I am continually inspired by the kindness of our donors, the dedication of our staff and volunteers and the generosity of spirit in our visitors. The day someone lands at Wayside could often be the worst day of that person's life. I have no doubt that for some, it could have been their last.

Yet every day at the front desks and community cafes at Bondi and Kings Cross we see the light alongside the darkness. Smiles and stories exchanged, moments of solidarity and connection—this is what it looks like to place love over hate.



**“To know Wayside,
with us, are all making
a difference in this
unturned world gives
me a sense of hope
and optimism.”**

Wayside Donor



OUR VALUES

At Wayside Chapel, we're clear about what we hold dear, and we take care that our intentions, words and behaviours align with those beliefs.



BE CONNECTED

We are Bridge Builders



BE CURIOUS

We are Inquisitive Explorers



BE COURAGEOUS

We are Heart Warriors



BE COLLABORATIVE

We are Wisdom Weavers



**A DAY IN
THE LIFE AT
WAYSIDE**

This year, like every year for the past 60 years, visitors to Wayside come through our doors with stories of both heartbreak and triumph. Your generosity helps to give them the unparalleled love, care, and support they deserve.



12 MONTHS OF PROGRESS AND LEARNING

What a twelve months it's been. After years defined by constant adaptation to the pandemic, 2023-2024 offered us more room to grow into our mission, piloting new ideas and retiring others. There were great learnings and moments of joy along the way, all driven by a thriving community of visitors, volunteers, staff, and supporters.

SUSTAINING HUBS OF HUMAN CONNECTION

Community Service Centres

Our Community Service Centres in Kings Cross and Bondi continue to be the beating hearts of Wayside. The centres are where visitors drop in to access hot showers, receive blankets and warm clothing, purchase delicious low cost meals, and connect with community. Our incredible team of frontline workers are there for tailored support and assistance with referrals to external services.

The centres also help to combat isolation by programming a wide range of activities such as music jams, knitting circles, art and craft classes, gardening, and boxing.

This year, special events such as the inaugural Wayside's Got Talent Show and Slam Poetry gave visitors a platform to showcase their talents while pumping up the joy. Sports fans found communion gathering to watch the Matildas in their World Cup campaign and the State of Origin rugby league series on the big screen.

"Wayside is the best example of community you could find anywhere. It's a place to find friendship and acceptance no matter how you are feeling on the day."

Michelle, visitor



MEETING A CRITICAL

NEED FOR WOMEN

Women's Program

In January 2024, Wayside's dedicated women's space celebrated one year providing care and support to all visitors who identify as women.

The women's space was opened to care for the specific concerns many of our women visitors have involving domestic violence and child care. One-on-one conversations with a dedicated care coordinator have resulted in a significant uptick in referrals to domestic violence specialist agencies and the feedback we are receiving from women's program visitors has been universally positive.

"It's like nothing I've ever experienced before. This space has helped me create a sense of belonging, identity and purpose."

Women's Program Visitor



BUILDING A STRONG NETWORK

Partnerships with other organisations

Wayside continued to operate a joint outreach service with **Kirketon Road Centre (KRC)** three nights per week this year, providing psychosocial and health related support for those sleeping rough. KRC and Wayside also collaborate through training initiatives and visitor referrals.

In January 2023 we trialled onsite healthcare at Wayside. We learned that responding to the needs of our visitors best means partnering with providers and referring care instead. In Kings Cross, this includes a GP health clinic operated by **St Vincent's Homeless Health** service. A legal clinic is operated by the **Homeless Persons Legal Centre** in both Kings Cross and Bondi. **Wesley Mission** provides

a housing clinic in Bondi. The **Woolloomooloo Integrated Services Hub (WISH)** continues to operate once a month at Wayside bringing many services together to provide coordinated service delivery to help people out of homelessness.

Re-Love continues to provide our visitors with amazing support by providing furniture to those needing items to furnish their new home.



“One of the things we try to communicate at Pathways is that it’s ok for good things to happen.”

Rohan, Pathways program coordinator

HELPING VISITORS

TAKE THE NEXT STEP

Pathways Program

This year Wayside Chapel was chosen as one of 16 organisations across Australia to have a designated Centrelink Community Partnership Specialist Officer (CPSO) on site.

Managed within the Pathways program, the specialist officer is embedded in the Wayside community at Kings Cross and Bondi helping visitors access the support that is available to them, but not necessarily within reach.

From printing forms to looking up addresses and making phone calls, the Pathways coordinator fills a critical gap for visitors who lack phones or internet access or who have some other barrier to attending a Centrelink office.

Pathways continues to offer visitors job certifications like White Cards, help enrolling in TAFE, support with immigration and visa assessments, resume writing and interview coaching.

Community Care Outreach Initiative

The Community Care initiative began operations in August 2023. The service aims to assist visitors offsite, in particular with accessing appointments with housing.

Community Care staff accompany and advocate for the visitor and transport them to the Housing office and their drop-off location afterwards. In this way we are walking beside a visitor, letting them know they are not alone.

INSPIRING EMPATHY AND COMMUNITY SERVICE

Wayfinders School Experience Program

This year saw the joyous return of the school experience program after a pause during the pandemic.

Wayside Chapel’s School Experience Program provides a unique opportunity for high school students to gain insight into the issues facing people living on and around the streets, and the way in which Wayside provides vital support within the community. Teachers booking a school experience often talk about coming to Wayside as a student and how much they loved the experience. The program helps to build not only awareness of critical social issues but also empathy in young people, helping them find a sense of agency to make change in their own communities.

The Wayfinders School Experience program helps connect Wayside to the wider world and a younger generation.



A YEAR OF ACTION AND ENGAGEMENT LIKE NO OTHER

City2Surf

City2Surf 2023 saw 267 participants don bibs on behalf of Wayside Chapel and raise \$97,268 to provide care and support for visitors to Wayside. Among the runners were Byron, Josh and Macy who each completed a beautiful full-circle moment in life when they crossed the finish line for Wayside after facing adversity and finding support inside our doors.

“Since I ran my first City2Surf last year I have been PUMPED to do it again! Wayside means so much to me, and years ago while I was using, if you told me I would be fit and able to smash 14kms running - I would not have believed you!”

Wayside visitor



Long Walk Home

992 walkers made an incredible difference by taking part in the Long Walk Home 2023. Covering a combined 20,872 kilometres, walkers strided from Parramatta to Kings Cross or an equal distance in their own community to aid those sleeping rough. A transformative \$711k was raised from the event to make a tangible difference in the lives of those in need.

We are all deeply grateful for the effort of every person who walked, fundraised, donated, volunteered and cheered on this wonderful effort. We have made the difficult decision to pause Long Walk Home in 2024 due to rising event costs and increasing complexities of hosting a large-scale walking event. We are working hard on creating a new offering that all of Sydney can get involved in, and look forward to sharing with you soon.



The Annual Wayside Christmas Day Street Party

The Wayside Christmas Day Street Party was a highlight of the year. Music and laughter flowed, plates were piled high with Christmas roast and trimmings, and a phenomenal atmosphere of inclusion and community was created on a day that can be particularly lonely for people experiencing homelessness and isolation.



New digs for old threads

The op shops had a fantastic year which saw an increase in revenue, volunteer engagement and donations. Our op shop in Bondi moved into the former home of Heart Cafe on Gould Street. With a new street presence and overwhelmingly positive feedback from locals, the move raises awareness of Wayside in the community.

We received just under 100,000 kgs in donations across both Kings Cross and Bondi this year. Receiving a donation in the op shop is a terrific opportunity to stop and thank people for choosing to give to Wayside. The generosity of our community is never lost on us.





IMPACT BY THE NUMBERS

From April 2023-March 2024

241

average visitors supported each day

86,390

low-cost meals served

38,819

clothes, underwear and blankets distributed

10,891

hot showers and toiletries offered

43,014

instances of care coordination

100%

of women reported feeling safe and supported in the Women's Program space

7x

increase in referrals to domestic violence services

11

schools visited Wayside

286

student participants

60 YEARS STRENGTHENING OUR COMMUNITY TOGETHER

In 1964, as Kings Cross was becoming a hub for disaffected and disenfranchised people, Rev Ted Noffs set up rooms in an apartment block here on Hughes Street for people to share their concerns, voice their opinions, and find connection. It's in those rooms that Wayside Chapel was born.

2024 marks our 60th anniversary and while our Kings Cross Community Service Centre remains on Hughes Street, the love and support that flows through us from community member to community member allows us to reach ever more people. Thank you to each volunteer, staff member, donor and friend of Wayside for believing in the power of love over hate and so generously supporting our mission to create a community with no 'us and them'.



“Our colourful history is filled with moments and events when the logical response should have been to give up - but here we are still, keeping those who live on the margins of society at the centre of our love and concern.

Because Wayside is and has always been about the triumph of hope over despair, of love over hate. It's not the naïve belief that things will magically get better for people; it's the belief, learned from almost 60 years of experience, that together we have the strength to keep on caring for the most beautiful people at their worst moments, so they are not alone.”

Rev Jon Owen, Pastor and CEO



THANK YOU

We extend our deep gratitude to our 2023-2024 major supporters.



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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.



2023-2024 Financials

April 2023-March 2024

Income Statement

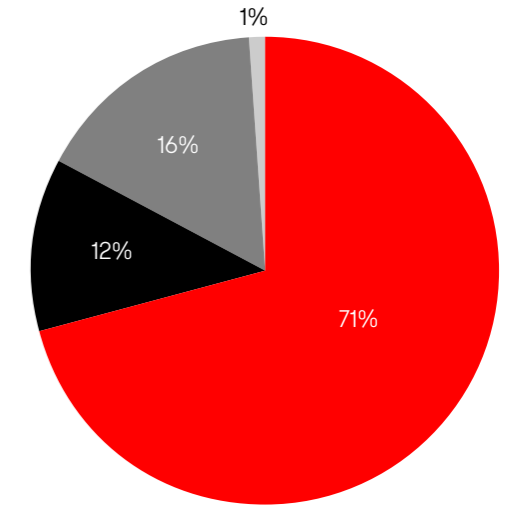
	2023/2024	2022/2023
In \$000s		
Revenue	14,909	14,118
Expenses	17,180	17,844
(Deficit)/ Surplus	(2,271)	(3,726)
Investment in future operations	258	1,315
Net (Deficit) / Surplus	(2,013)	(2,411)
Loss on Revaluation of Land and Buildings	(2,155)	
Overall (Deficit) / Surplus	(4,168)	

Balance Sheet

	31 March 2024	31 March 2023
	\$000	\$000
Assets	\$59,703	\$64,551
Liabilities	\$2,451	\$2,873
Equity	\$57,252	\$61,678

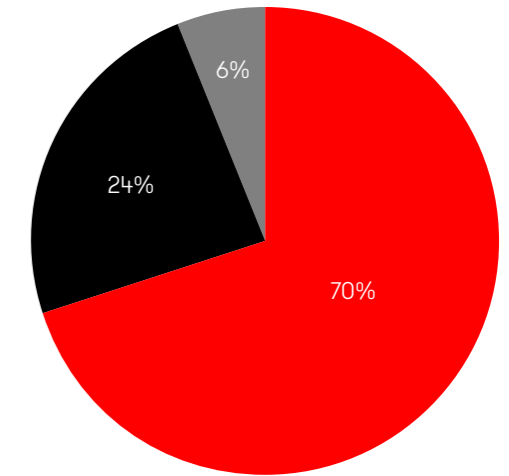
Where our funding comes from

- Private grants and donations
- Government grants
- Commercial activities
- Other income



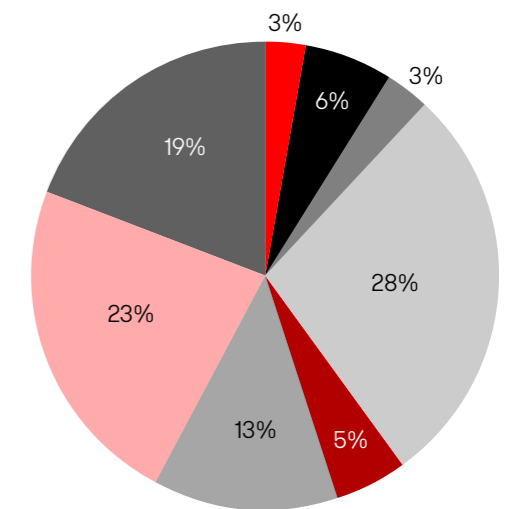
Percent of funds spent on services, governance and growth costs

- **Governance**
Administration
- **Growth**
Fundraising and marketing
- **Services**
Visitor services and social enterprise



Staff operational costs by program

- Aboriginal Centre
- Community Cafes
- Community Service Centre (Bondi)
- Community Service Centre (KX)
- Pastoral services
- Fundraising, marketing and partnerships
- Programs management
- Administration





WAYSIDE CHAPEL

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