



# MISSION MATTERS

SUMMER EDITION



*Thank You*

City Mission is incredibly grateful for the wonderful generosity and support received for our 2023 Christmas Appeal. Thank you to our donors, appeal sponsors and supporters, including Tones Electrical, the ABC Giving Tree and The Examiner's Empty Stocking Appeal; with your help we were able to provide food, gifts and emergency relief to around 2,055 individuals and families in our community last Christmas.





## Message from the CEO, Stephen Brown

**Welcome to the Summer 2024 edition of our supporter newsletter, which provides updates and information on how you, our supporters, have helped us transform lives in local communities across North and North West Tasmania.**

As we edge our way into 2024, I look back to December 2023; while others may have been winding down City Mission was gearing up.

At that time of year, if you stand out the front of Family Services in Frederick Street, Launceston, or the Hub in Burnie you might be bowled over by the procession of people delivering children's gifts and food; our generous community delivering hope and joy to families who are really struggling.

You may have seen people outside Morton's Place, who may not have a family to share this time of year with, yet our staff and volunteers always make them feel welcome and cared for.

You would also witness a thousand acts of kindness, some huge, like the one single supporter delivering hams and turkeys for a Christmas meal, through to the small ones, like a volunteer searching amidst the mass of people to ensure someone receives an extra roast potato!

Every day we see the impact of poverty and hardship in our community; everyday we see a high demand for food, for rent support, for material goods, for accommodation and health services, and every day with the help of generous people like you, we respond to the need.

I want to thank you for your outpouring of compassion and support for people

at Christmas time, City Mission is truly blessed. With your generosity we were able to provide assistance to 2,055 individuals and families experiencing financial hardship. Just over 430 children received gifts, and many families were able to enjoy Christmas lunch with a food hamper provided through Family Services. Anyone who arrived at Family Services in Launceston or Burnie was supported.

Thank you for being the change we need to see, for it is your constant generosity that helps keep our doors wide open all year round. Because of you, our community is a place where people find hope and discover possibility.

We have also included in this newsletter an opportunity for you, our supporters, to let us know more about what interests you most and what you would like to hear more about. It would be appreciated if you could take the [survey](#) which can be completed in three minutes.

As we reach our 170th year, we look forward to continuing to care for and support people in our local community. Please enjoy reading about how you have helped City Mission transform lives.



### ***Since my hours were significantly reduced at work, I have been worried about losing our home.***

*Without City Mission my family might be living in a tent or in our car. My wife, two daughters and I not only received food and Christmas gifts, we also received rent support. It meant that Christmas time with my family would be less impacted by the stress of our financial situation and the risk of having to find somewhere else to live. Now my wife is participating in the Mission 2 a Future program to help her find work in 2024.*

***Thank you for helping us!*** Paul C.

## Thank you for helping Emergency Relief support people experiencing financial hardship

Family services in Launceston and Burnie, provides support and information for people in North and North West Tasmania who are experiencing difficulties with basic living costs. While cost of living pressures are affecting many, with your continued generosity however, we can ensure people have the best chance of receiving support when they need it.

Demand for our relief services has increased, and a lot of people have found themselves in a situation of seeking help for the first time. Data indicates that as well as more people calling our Emergency Relief service, they are also experiencing challenges of increased complexity.

There have been 4,000 appointments to seek assistance in the past year and nearly 500 of those appointments were people coming to City Mission for the first time.

***“People are feeling less in control of their circumstances and are experiencing higher levels of mental and emotional distress,” said Supervisor Family Services, Anthony Gubbin.***

Support for people accessing Family Services comes from the community, our donors, as well as State and Federal Government funding. “The generosity of the local community cannot be underestimated,” said Anthony,” a very grateful and heartfelt thanks to our wonderful donors for their continued support.”

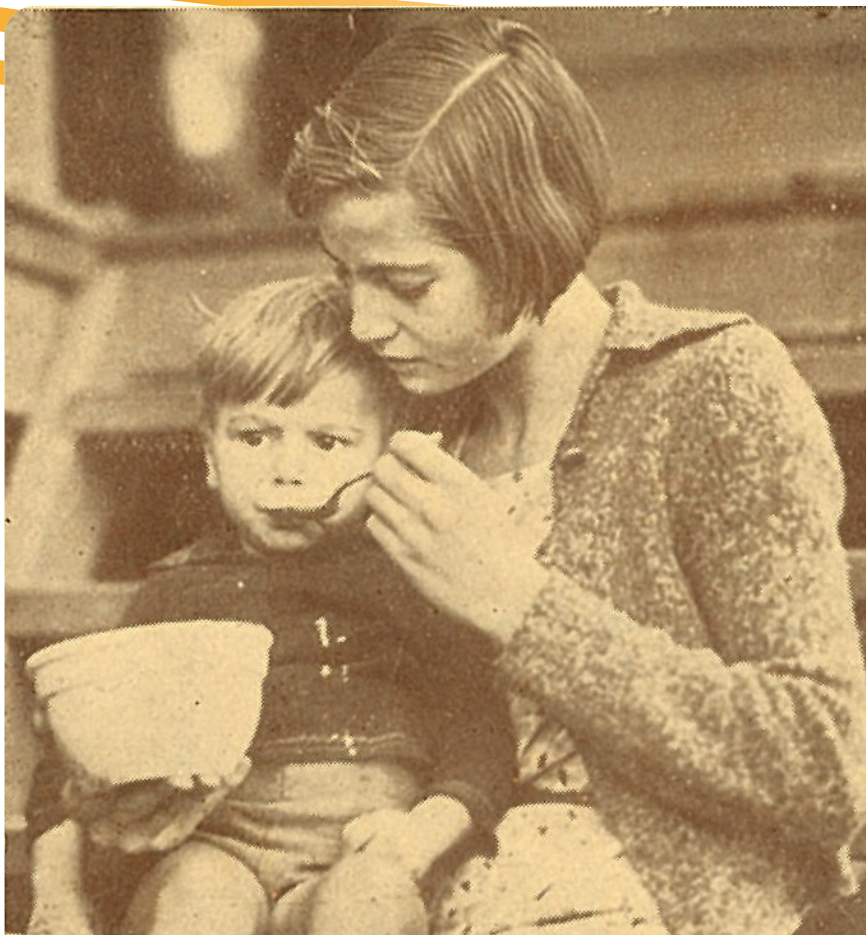


You have helped me and my family in our time of need and I am beyond grateful.  
God bless you all! Lindsay M.

A grandmother who has care of her two grand-children was really grateful when we were able to give her a Target voucher for her 10 year old grand daughter who really wanted clothes for Christmas.







*Image from City Mission Archives*

## Caring for 170 years

**City Mission has been providing care and assistance to those who are most vulnerable in our community for 170 years.**

The Launceston Town Mission was established in 1854 by way of a public meeting called by a few who believed that “a large number of inhabitants of the town are living in neglect” and considered this was a loud call for additional exertions on the part of the Christian public; “that an attempt should therefore be made to establish an institution similar to the London City Mission”. In March 1854 William Whitaker, the first Launceston Town Missionary was appointed.

Launceston City Mission has gone on from that day to become a well-known and respected organisation and has extended its work to include many programs and services to support the community, such as offering parcels of food, financial assistance, a safe place to stay for people experiencing homelessness, recovery from addiction, health care for vulnerable people in our community, emotional well-being for children, and much more.

When services were expanded to include North West Tasmania, including a larger geographic area, wider than just the City of Launceston, the name ‘City Mission’ seemed to be more inclusive. City Mission now works to transform lives in local communities in North and North West Tasmania.

With the assistance of selfless staff, dedicated volunteers, and generous donors and supporters we continue to provide a helping hand to thousands experiencing hardship; continuing to transform lives in the name of Jesus.

**This is going to be a big year for Australia’s second oldest City Mission: stay tuned for more exciting activities celebrating this special year.**

## Connecting vulnerable people with our NEW Health Service

Mission Health is a free Nurse led clinic in Wellington Street, Launceston, operating one clinic per week since March 2019. During 2022-23, operating just three hours per week Mission Health conducted over 400 consultations. Now, thanks to additional funding from Primary Health Tasmania, from the 5th February 2024 Mission Health will begin operating two sessions per day, four days per week (Monday – Thursday).

***“We still need volunteers” said General Manager Client Services, Narelle Howell, “particularly allied health clinicians like podiatrists and physios.”***

**If you would like to volunteer please email [volunteering@citymission.org.au](mailto:volunteering@citymission.org.au) for more information.**





## Morton's Place Buzzing with Festive Cheer

Just prior to Christmas, Morton's Place in Launceston celebrated the spirit of Christmas with a free Christmas lunch. The dining room was buzzing with festive cheer.

Morton's Place served 120 free lunches to local people in need, including Safe Space clients and regular visitors.

Thank you to our very kind and generous supporters for providing food, including Christmas hams and Turkey, for the free Christmas lunch at Morton's Place.

***"This wouldn't have been possible without the ongoing support of generous people and help from our fantastic volunteers who all stood up to the challenge of getting the food prepared and meals served in a timely and orderly fashion under the leadership of Chef Chaya," said Team Leader Morton's Place, Paul Burton.***



## Thank you for helping City Mission make a difference

Here's a story from City Mission Case Worker, Paula, about how your support has made all the difference to someone's life.

A woman and her daughter came into City Mission in Frederick Street Launceston, prior to Christmas needing help with food. They hadn't been to the service before and had driven from Scottsdale in the hope they could get help. Our Case Workers were booked up all day, so we asked if they could come back later in the afternoon when things were a little quieter. They returned just after 3pm and hadn't been able to get assistance anywhere else. The woman was at the counter crying, it was her daughter's birthday and she had just \$25 in her wallet and that was going to buy petrol for the drive back to Scottsdale.

***While all this was happening, one of our supplier representatives from Rietsema Packaging, was waiting so he could donate a ham to us. Steve got quite emotional watching all this unfold and gave the ham to the woman. By this stage, she was in tears, her daughter was in tears and so was Steve. He then opened his wallet and gave her \$100 cash and told her to make sure her daughter received a birthday present, and her family have something for Christmas and then he walked out, clearly overwhelmed with it all.***

***We then composed ourselves and helped the family with many bags of food and Christmas treats, which they were immensely grateful for. Anthony Gubbin.***





## Thanks for helping create greater well-being in our children!

**Inside Out 4 Kids** is a City Mission service which facilitates a range of early intervention programs building the emotional well-being of children. This free program is conducted in schools across North and North West Tasmania including King Island. The programs proactively meet

the needs of children struggling with worry, anxiety, grief, loss and the big emotions associated with change and everyday living.

City Mission recognises that childhood change can have a profound impact on a person's life sometimes leading to mental health issues, behavioural and developmental challenges and sometimes substance abuse.

According to a recent national survey of the mental health and well-being of Australian children and adolescents, **approximately 278,000 Australian children aged between 4 and 17 struggle with clinical symptoms of Anxiety.**

***“Having a focus on preventative education in the mental health space has a range of benefits such as improved mental or psychological wellbeing, a better quality of life, reduction in levels of depression and anxiety, reduction of stress, reduction of substance misuse as well as improvements in cognitive function” said Training and Development Coordinator Children’s Services, Kate Oliver, “reducing these factors will help build a stronger and healthier community for all.”***

In the past year more than 2,500 children across 48 schools have engaged with Inside Out 4 Kids.

Thanks to the wonderful partners and donors supporting this program; with your help we aim to increase the number of children participating in 2024.

## A marvellous service to the community

The Launceston City Community Christmas lunch offers families and individuals the opportunity to connect and build community over lunch on Christmas Day.

***“The 2023 event was a great success and we would like to take the opportunity to thank everyone involved for helping create such a magical day for more than 400 guests,” said City Mission’s Operations Manager, Community Development, Ray Green.***



“Thanks to the volunteers, The City of Launceston and event sponsors, including major sponsor IGA, all the charities involved and of course the committee for organising such a wonderful day,” said Ray.





## Transforming Lives

“We’ve had so many people get homes this week,” exclaimed City Mission Key Development Coach, Erin Ring.

Erin started working with City Mission as a Support Worker in Safe Space 3 years ago, working the night shift, and after 12 months Erin successfully applied for a pilot role, as Safe Space, Key Development Coach, funded by the Tasmanian Government.

Safe Space Launceston provides a dedicated 24/7 facility for people sleeping rough in the community. People have access to shelter, food, showers, and laundry services as well as opportunities for social interaction and can connect with support services and people like Key Development Coach, Erin.

Erin moved to Launceston from the Huon Valley in 2011 to study Education at UTAS. “When the Key Development Coach position was announced, I was excited to apply. The concept of a coach [rather than

a “case manager” or “counsellor”] was appealing to me. I love that coaching allows me to support people in practical ways that bring positive and strength building results,” said Erin.

Erin’s role is to listen to someone in crisis, then process and sort all that information into a plan that person can refer to in order to prioritise what actions need to be taken to achieve life goals. Goals can include anything from reconnecting with family, to finding stable accommodation, self-advocacy, improving life circumstances and accessing services.

“A highlight of my role is gaining someone’s trust; it’s an absolute honour seeing people succeed and witness the courage to change their lives,” said Erin, who supports and encourages people experiencing homelessness, until they can support themselves, helping them to feel safe, so they can do things on their own.

Homelessness can be caused by poverty, unemployment or by a shortage of affordable housing, or it can be triggered by family breakdown, mental illness, financial difficulty, or social isolation.

“The causes of homelessness are numerous and complex,” said Erin, “one woman came to Safe Space after experiencing an illness, she had to sell her home and had financial difficulties after paying vast medical costs, she was too unwell to work and then became homeless.”

“The best part of my role as Key Development Coach, providing encouragement and support, is when guests (people who stay at Safe Space) feel pride – when it replaces fear. Seeing them achieve their goals - this can be a very validating and empowering experience for them, it can raise a person’s sense of self-esteem, confidence and competence. Knowing they are OK, ready to take control of their own life. Seeing their lives transformed!

**In the past 12 months City Mission has helped 63 people to transition from sleeping rough to long term accommodation.**

**Erin’s role as Key Development Coach has been pivotal in achieving these results!**

Whilst City Mission welcomed and appreciates the funding received from the Tasmanian Government to pilot the Key Development Coach role, it is unfortunate that due to funding constraints, they are no longer able to continue the funding.

Erin’s role has impacted many lives, and clearly demonstrates that with the right encouragement and support people experiencing homelessness can get back on their feet.

**The essential work done by City Mission never stops, but the money we need to do it sometimes does.**

City Mission needs your help to raise \$81,000 to ensure Erin can continue doing her best to transform lives, for at least another 12 months! [Please Donate.](#)

**Help transform lives, communities and futures in the name of Jesus.**

**Thinking of leaving a gift in your will to City Mission?**

**Your support through a bequest or gift in your Will, can bring hope, and help City Mission continue to provide a way forward long into the future - for the next 170 years.**

**If you are considering leaving a gift in your Will to City Mission or would like more information, please call 03 6335 3003 for a confidential discussion.**