

annual report
2011

Caring and sharing in Jesus' name





Based in Launceston, Tasmania, Australia, The City Mission has grown from its small beginnings in 1854 to a well-respected organisation, caring for people in the local community who are marginalised by poverty, loneliness and addiction. It now has a total workforce of well over 400 people, most of whom are volunteers who work tirelessly bringing care and compassion to those in need, in Jesus' name.

mission statement

“Caring and sharing in Jesus’ name”

Launceston City Mission seeks to provide assistance to all who have a physical, emotional, social or spiritual need, through a varied program of both social and evangelistic activities. The Mission works actively alongside churches and community groups to assist in its task of bringing friendship, care and compassion to those who feel socially isolated and spiritually out of touch with God.

our charter

To provide:

- emergency services to the needy
- outreach ministries
- counselling services
- therapy programs
- accommodation services to those in need
- support groups and programs

To ensure:

- the recruitment, training and equipping of staff and volunteers
- faithful and efficient stewardship of all that is entrusted to us
- public awareness of the Mission's work
- ongoing prayer and material support
- partnership with Christian churches, Government and other agencies.

board



Mr Michael Walsh
Director and Chair

Michael Walsh is a retired Legal Practitioner having specialised in civil litigation for over 35 years. Michael is a Lay Preacher of the Anglican Church and is also the Chair and member of various Diocesan committees, Councils and Tribunals and a Tasmanian Diocese delegate to General Synod.

Michael is the current and past Board Chair member and Chair of many not-for-profit organisations involved in social justice/social equity issues, including twelve years as a Board Member and a term as Board Chair of Anglicare. Michael is an active member of Lions and has been a member of the Lions state Cabinet for the last five years.

Michael's special areas of interest are governance and social justice/social equity issues.



Mrs Juanita Miller
Director and Deputy Chair

Juanita Miller is a member of the Uniting Church where she currently holds executive positions with serving as a Pastoral Partner. Since 1982 she has been the nominated representative for the Launceston City Mission and Australian Church Women in her church.

As well as serving as a director on the Board, Juanita has been a member of the City Mission's Women's Auxiliary for 29 years, 25 of them as President. This is a small fund raising group.

Her positions with Australian Church Women are those of Branch secretary and State secretary.

Juanita is an executive member of PR&Friends Inc., not for profit charitable organisation and a member of a fund raising committee for Uniting Care.



Mrs Elaine Bushby
Director and Board Secretary

Elaine Bushby is currently a Director on the Launceston City Mission Board, holding the position of Board Secretary since 2002. She became a Christian in her early teens and from then on has sought to live a life that demonstrates her faith in action. This included supporting her husband, Max, in his business, political and community service life, for 40 years while raising their five children, as well as being involved herself in volunteer service with several not for profit Community and Christian organisations, which included secretarial and leadership roles.

Elaine believes that the appeal of the Launceston City Mission as an area of service is that it is more than a welfare agency, as it also provides the opportunity for people to have their spiritual needs met, by forming a personal relationship with Jesus Christ.



Mr Laurie Kellett
Director and Board
Treasurer

Laurie holds a Diploma in Theology & Church Ministries. He Graduated in 1978. He has been a Bible college lecturer in Church Administration and Accounting. Incorporation/Associations Auditor since October 2002. Laurie served in the Armed forces between 1961 and 1967 in administration and accounting. He has also been employed as a company paymaster, Accounts office manager and assistant accountant. He became a Pastor in 1980 and continues in that role today. Having a heart for evangelism, Laurie fully supports the Mission's practices of "Caring and sharing in Jesus' name.



Mr Tim Holder
Director

Tim Holder is the Executive General Manager of Tasmanian Broadcasters whom operate 10 commercial radio stations across the State. Prior to this Tim was the CEO of a content and publishing business in Melbourne. Tim and his wife Jenny are also partners in Abe's Audio, a national audio production house.

Tim has served on a number of Christian boards including Prescare, WayFm and in various courts of the Presbyterian Church (Tasmania) and as an Elder in the Christian Reformed Church (Adelaide). Tim currently sits on the NRM North Board and is Treasurer.



Mr Keith Treasure
Director

Keith initially joined the City Mission in 2004 as its Youth and Outreach coordinator, overseeing the operation of Missionbeat and after school outreach. Now retired, Keith serves on the board as director and since 1997 has pastored a local church in Launceston. He maintains strong contacts with youth through his relationship with Ashley Youth Detention Centre.

board

(Continued from previous page)



Mr Anthony Walsh
Director

Anthony holds a Graduate Diploma in Architecture and is currently designing homes to suit the lower end of the consumer market which comply with or exceed the evolving higher thermal efficiency and durability standards within the Building Code of Australia. In the past he has served as Planning Officer and director of the Tamar Regional Master Planning Authority, first Station Manager of WAYFM, Christian Radio Broadcasters Inc. and as a building consultant.

Tony worships at St Johns Anglican church in Launceston. He was a lay reader there for about 20 years. Tony is married to Beverley and they have one daughter. Tony has been a member of the City Mission Board for nearly 12 years. He has learned that the Lord's will and timing is always right and he seeks to discern this in prayer when considering issues.



Mr Stephen Brown
Director

Steven is Group Chief Executive of a private company investment group that includes the national training organisation Esset Australia. He has formerly worked in public accounting, consulting and as CEO of a WA-based mutual health insurance organisation. He has been a Director since December 2010 and is a member of the Board Finance Committee and Board Remuneration Committee. He lives in Launceston and worships at the Door of Hope Christian Church..



Mr James McKee
Director

James McKee is the CEO of NRM North, an organisation which addresses natural resource issues in the region. James is also an ordained Anglican minister and is part of the St John's Launceston staff team. James has held a wide variety of board positions and is committed to boards which are strategic, useful and engaged. He brings this commitment to the City Mission board.

James has travelled to a range of countries where he has witnessed firsthand the impact of poverty. In part, this has motivated his commitment to international missions/relief/development but he believes that we have a responsibility to first to care for those around us (our neighbours in the truest biblical sense) and this is one of the key reasons he is involved on the board of City Mission.

James is married with three children. He is a graduate and member of the Australian Rural Leadership Foundation, Australian Institute of Company Directors and Australian Institute of Management.

management team



Albert van Zetten
Chief Executive
Officer &
General Manager
Commercial



Stuart Smith
General Manager
Client Services



Ian Hingston
Accountant /
Administration
Office Manager



Michele Ryan
Chaplain



Peter Vandenberg
Chaplain



Maryann Midson
Community
Development
Manager



Louise Cowan
Retail Operations
Manager



Ray Green
Housing Services
Manager

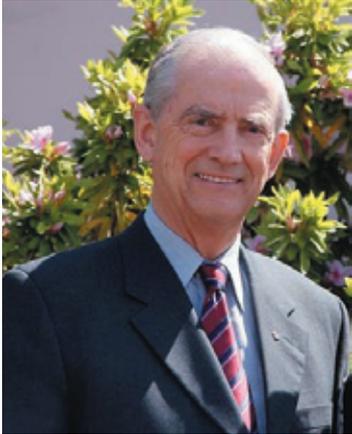


Scott Waterhouse
Youth and
Outreach Manager



Brian Roach
Community
Relations and
Fundraising
Manager

chairman's report



It is with a humble and grateful heart that I provide this report to the Annual General Meeting on the activities of The City Mission in its 156th year.

Again God has blessed the work of the Mission by providing a growth in income. This has in turn enabled an increase in the provision of services to those in need in the North and North West of our state. Sadly the need for the services provided by the Mission continues to increase but with God's continuing grace the Mission has and will use its resources to meet that need to the best of our ability.

My special thanks to our hard working Administration and Management Team led by our CEO Albert van Zetten, who managed to achieve so much. Over the last year or so our General Manager of Client Services, Stuart Smith, has undertaken an expanded role. Many thanks Stuart.

At last year's Annual General Meeting, we farewelled John Beswick who retired after two years in the Chair and over ten years on the Board. During

the year Tony Wilks also resigned after serving many years as a Board Member. I take this opportunity to thank both of them for their years of doing God's work in their service to the Mission.

The vacant Board positions have been filled by James McKee and Stephen Brown both of whom bring corporate and Christ focussed skills to the Board.

Pen pictures of the Board Members appear elsewhere in this report.

The change in the Board's role from being a Board of Management to a Board of Governance has resulted in a flow of detailed reports from the Management Team to the Board. This has given Board members a good insight into management practices and protocols. The reports have also demonstrated the high level of competence that exists within the Management Team. This is very reassuring. A review of the Missions Strategic Plan and Strategic Ends Policy will be undertaken shortly.

The incredible impact of the Mission's programs on the lives of the disadvantaged continues to amaze me. We are all honoured that we are able to use the skills and talents given to us by God to do His work in a very practical way as well as leading many to a Christ focussed life.

The work of the Mission would not be possible without the

able assistance of our army of volunteers. Thank you from those who have had their lives touched by your efforts.

Some highlights of the past year include –

- The completion of the workshop at Youngtown. This "state of the art" facility will provide a focus from community activities in the area
- The incorporation of the Youth on Paterson Program into the Missions services.
- The development of a relationship and strategic partnership with Babymum
- The management of Orana Home which consist of twelve single and three on site units.
- The continuing growth in income

I thank my fellow Board members for their dedication and support of the Mission safe in the knowledge that we are all striving to do His will.

Michael Walsh



CEO's report

The 20010/11 financial year has proven to be another strong year with much to give God praise for. God's provision has again been amazing and has enabled City Mission to provide vital services in His name throughout Launceston, North West Coast and across Tasmania in general.

Hands on Workshop:

One of the highlights this year has been the completion of the Hands on Workshop. This purpose-built facility will serve as the base for a general community workshop, catering for carpentry, welding and other activities. It is anticipated a number of individuals and groups will be participating in the "Men's Shed" style program will benefit from lessened social isolation, gaining mateship and a sense of belonging and being valued.

We are now in the process of developing a project plan for the redevelopment of the warehouse at Youngtown.

Youth on Paterson

Youth on Paterson is an initiative of Northern Tasmania Development (NTD) in conjunction with the Northern Safer Communities Partnership (NSCP). The primary objective of Youth on Paterson (YoP) is to maximise the opportunities for young people involved in youth justice and those at risk aged 10 -18 years, to reach their full potential and to participate positively in their community. In September 2010 it became clear that this service was in

danger of closing and given that management had been discussing options to further increase our work with youth we pursued and created an opportunity to incorporate this service within City Mission which took effect on December 1st 2010.

Babymum Australia

The purpose of Babymum AUSTRALIA is to bring a new and innovative service to Launceston. It will complement and expand on the services already working hard to make life better for young mothers and their children in Northern Tasmania and will bring new hope and a new life to some of the smallest and most vulnerable in our community. In October 2010 we approached Babymum to look at the potential of working together as we have seen this as a significant need for a number of years; the result was that we have signed a memorandum of understanding to enter into a strategic partnership. Since developing this partnership we have also entered into a partnership with a third party who is providing a property at extremely low rent to ensure we can implement this service within the community.

Business award:

In September 2010 City Mission was presented with an award from Tasmanian Chamber of Commerce for our work in the Not for Profit sector, this was the third time City Mission had been a finalist in this area but the

first time we have received this award. It was very encouraging to be recognised by the Chamber for the work City Mission does within the community.

Other Highlights include:

- The relocation of the Ravenswood shop.
- Continued staff appreciation events
- The continued growth Character first and the increased training opportunities.
- The review of Thematic Goal and implementation of a new goal.
- The start of Mission Connect a worship event focusing on connecting churches, Christians and others with the message of the gospel and the work of City Mission.

We acknowledge the financial support from both State and Federal governments and many other stakeholders that is vital to the work of City Mission and look forward to partnering with you in the future.

City Mission wouldn't be what it is without the many volunteers and community members who support us in our endeavours to and I would like to sincerely thank all those who have contributed to the achievements this report will outline remembering "Unless the Lord builds the house, its builders labour in vain. Unless the Lord watches over the city, the watchman stands guard in vain (Psalm 127:1)."

thematic goal

The Thematic goal is a single short to medium term goal that overrides all other organisational and departmental goals, bringing the whole organisation together with a single focus. It is a reflection of what is deemed to be the single, most important outcome of the organisation for the short to medium term.

Once the "thematic goal" is identified, it becomes a major

topic of every staff meeting. The key building blocks required to make it happen are the subject areas.

The model is this:

- A thematic goal
- A set of defining objectives (to meet that goal)
- A set of ongoing standard operating objectives (for the regular business of the organization)
- Metrics

Thematic Goal:

"Definition: a single, qualitative focus that is shared by the entire leadership team -- and ultimately, by the entire organization -- and that applies for only a specified time period." ^{*(178)}

*numbers in brackets represent page numbers from where the quote was obtained from Patrick Lencioni's book, "Silos, Politics and Turf Wars".

GOAL FOR 2011

To glorify God in everything we do and ensure Jesus is the foundation of the Mission by "Caring and Sharing in Jesus' Name".

EVALUATE AND DEVELOP CAPACITY FOR CONTINUOUS QUALITY IMPROVEMENT.

DEFINING OBJECTIVES

Encourage spiritual growth and character development.

Develop a strategy to communicate mission statement, charter, vision, goals, objectives and core values

Evaluate and implement internal and external educational and training programs.

Evaluate and improve internal systems/capacity which creates greater efficiency in all areas.

STANDARD OPERATING OBJECTIVES

- Prayer, fasting and devotions (staff and clients)
- Character First program
- Pastoral care and support
- Be Christlike
- Develop connections with churches to promote avenues for clients to participate in spiritual activities.

- Develop an effective communication strategy.
- Promotion: Staff meetings/ PowerPoint/ Newsletter/ website/posters
- Develop induction process and orientation handbook
 - o Job Descriptions/Staff appraisals/performance review
 - o Consistent message in media
- Living... Christlike
- Ensure staff are aware of why we do what we do

- Explore options and viability of becoming a RTO
- Leadership program
- Development of community programs
- Review current Mission Impact course
- Identify training needs of all staff (paid and unpaid)

- Review and develop policy and procedures – including - OH & S, HR,
- Quality Management
- Develop a template for evaluation in all areas
- Develop and implement a communication system
- Review and develop database

client services

Caring and Sharing in Jesus' Name often means going the extra mile and there has been example after example of this in the past year. With growing needs, lowering volunteer numbers and increasing financial pressure client services has faced and continues to face many challenges. Along with these challenges we identified the need to develop services that were more proactive and preventative which resulted in key changes being made in the organisational restructure. These include Youth and Outreach being made into an area of management and appointing Scott Waterhouse as the manager. At the same time we took on Youth on Paterson a service to support, mentor and develop skills for young people. More recently we have signed a strategic partnership with Babymum Australia to develop an accommodation service to support young mums not only keep their children but develop the skills to be nurturing parents able to provide safe environments for their children.

Operationally Client Services leadership have continued to meet regularly and have started to implement a new model based on the "The Skilled Helper" by Gerald Egan. This model starts with understanding a person's story, and then looks at their preferred scenario, and what strengths and opportunities the client has at their disposal to reach or work towards their preferred scenario.

At a service delivery level: Star house reached capacity for the first time, the new Orana House has been in operation for twelve months but has faced many challenges, Crisis Unit, Family Services, and Morton's Place continue to provide effective immediate support to members of the community in need, with significant levels of increase. Morton's Place specifically has seen a number of changes and the growing environment seems positive. Drug and Alcohol services (Missiondale and Serenity House) continue to grow and provide effective support to people with high needs. These areas will be explored in more detail in other areas of this report.

I would like to take this opportunity to say that we appreciate the staff that make this all possible. The many lives that have been touched, changed or influenced would not have been possible without you, so thank you for making City Mission what it is. If you're reading this report and your thinking, "I want to make a difference in the community", contact us, because City Mission might be the place for you! As Hebrews states "Do not forget to entertain strangers, for by so doing some people have entertained angels without knowing it (Hebrews 13:2)."

Stuart Smith
General Manager
Client Services



community development

It has been a year of consolidation, looking at what services we offer, evaluating them and refining to ensure that we are delivering the best service to our clients.

It was a great privilege to be at the Tasmanian Chamber of Commerce and Industry's Business Excellence Awards dinner where the Mission won the "Not for Profit" award. It is a real credit to those staff and volunteers who give so much. It has also been a rewarding exercise just to look back over the year and see how much we have achieved and the changes that have taken place.

Family Services

Each day we learn something new from working with staff and clients. In Family Services we are continually learning about the character qualities of tolerance, thriftiness, alertness, cautiousness and discernment, it is a real pleasure to be part of a team who are on a journey of discovery for themselves and the clients we see.

Challenges have occurred when a client shops around and receives support in various ways all on the same day. It shows how much in need some of these clients are.

The year has been full on – most days are booked with double appointments and people walking in off

the street for assistance. Increase in Aurora costs has caused many clients to either go without food or have their power disconnected.

The introduction of "care plans" has proved to be a way of helping clients past their immediate crises and look as to how they can put preventatives in place for the future.

We have seen the introduction of "Woman to Woman", a Careforce Program designed for women by Alan and Helen Myer. The ten week course covers the following topics: The Arena of Healing, Functional and Dysfunctional Family Dynamics, Coping Strategies of the Child and Adult, Denial and Anger, Rebuilding after Grief and Loss, The Influence of Shame, Overcoming Co-dependency, Sexuality and Intimacy, Forgiveness – Letting Go and Stepping into the Future. The course was full in a matter of days

Tasmania saw a number of people move here as a consequence of the floods in Queensland and Victoria. These clients came with nothing and were in need of not only physical but also emotional support as they have walked away with nothing.

We supported 12 families who relocated from the two states – many arriving with a suitcase and not much else. This put a strain on the amount of furniture and household goods that we had available.

A number of applications for assistance for furniture and household goods has been from supporting mothers moving from the mainland states following a breakdown in their relationship. Many are escaping acute domestic violence. In all cases the families have arrived with only a suitcase of personal belongings.



NILS

No Interest Loan program – The staff from Family Services attended training enabling us to be able to offer this program to clients for the purchase of household goods. Clients are able to buy white goods – one item at a time and repay this over a period of 13 months. When they have successfully paid off an item they are then able to purchase another item or they can choose to bank the same amount of money per fortnight over a 12 months period and receive dollar for dollar up to the value of \$500 through a program called

Saver Plus sponsored by the ANZ bank.

The NILS program is a community funded program through Tasmanian Community Fund and other organisations. Less than 2% of the applicants fail to repay their loan. They are then unable to borrow again.

Client Story 1

In July last year a couple we have been working with for a few months were told that they have a Housing Dept house to move into today.

This couple had been living in their car for more than 4 months. He had been to prison and was finding it hard to get work, his wife suffers from deep depression, and together they were doing it really tough. Anglicare accommodated them in a hostel for a night, the next morning their car window had been smashed and some of their belongings stolen.

They were so excited at the prospect of moving into a house, we were able to support them over the following weeks with a listening ear, an encouraging word, food, the occasional meal in Morton's Place and help with some medication costs for the wife.

They are so grateful for the assistance we were able to give to them, the husband offered to drive a vehicle (truck) any time we need him in appreciation of our support of them.

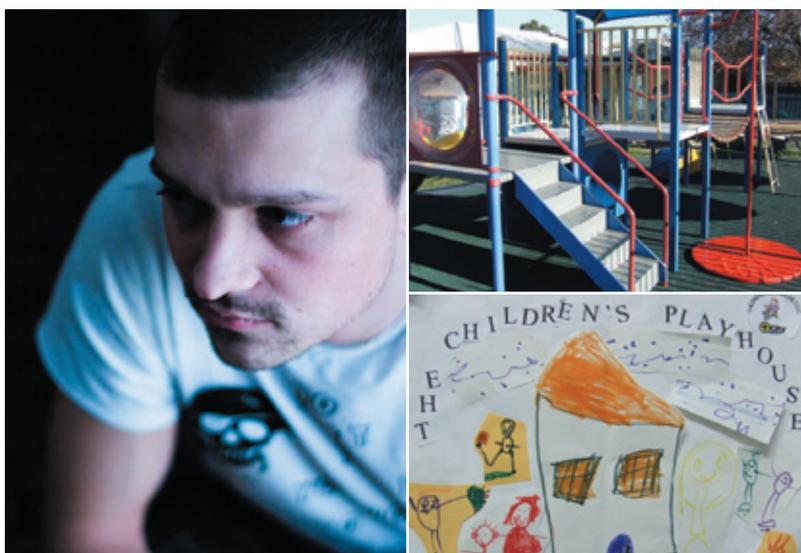
Prison Support

Each month we provide a bus service to Risdon Prison and Hayes Farm Prison for family members to stay connected with their loved ones. The families that visit don't have any other means of visiting so for many of them they only get the opportunity once a month.

The support workers offer a listening ear to the passengers and reassurance that they are important. Some of our passengers have been visiting for more than ten years and a couple of the mothers are wondering whether they will still be alive when their sons are released.

Children's Playhouse

On March 22 in Ravenswood (near the Ravenswood Neighbourhood House) in recognition that the foundations and slabs have been laid for the Child and Family Centre, a celebration was held. This is a milestone. The celebration at Ravenswood was a great realisation that the Child and Family Centre is actually on its way. Approx 100 people gathered to celebrate the laying of the foundations with each family being given a bulb to plant and nurture over the next few months and then bringing them back to plant at the opening of the centre. The Child and Family Centre is scheduled to open at the end of September.



community development

Babymum

In October we began discussions with “Babymum Australia” as to how we may work together.

Babymum Australia is an organisation, just beginning in Launceston, with a vision to walk alongside expectant and parenting young women who are homeless, in need of intensive support, or whose babies are deemed to be at risk. Our goal for these mums is to help them create safe, stable, nurturing families where they can reach their full potential, and to reduce the need for protective intervention and out of home care, particularly for the babies born to young mothers who have been in care themselves.

On the 1st July we signed a Memorandum of Understanding to partner with Babymum Australia, we look forward to what this is going to mean for both organisations and how God is going to use us in the lives of young women and their babies.

Babymum luncheon – On Friday 6 May, Babymum held a luncheon to celebrate Mother’s Day at the Tailrace Centre for the young mums they are currently working with. For the girls who have already had their baby they were given a framed photo of them and their baby. For those who are waiting for the birth of their baby they were given a frame and the photo

will be added after the baby has arrived.

Babymum dedication – On Sunday 8th May, during the service at New Directions Church Sharon O’Neill prayed for the Babymum team and dedicated the service giving God the authority to work with this ministry as young girl’s lives are touched and changed.



City Mission Singers

The singers have been performing for 11 years and sing a mixture of Christian and secular songs. The aim is not only to bring the gospel to the elderly, incapacitated and those who are associated with community groups, but also for the enjoyment and therapeutic value that comes from music, poetry and comedy. The group perform in Scottsdale, Launceston, Deloraine, Legana, George Town and all the areas in between.

Client Story 2

One of our counsellors had the opportunity to sit with a young lady and share her story. Earlier this year she had to leave her work due to sexual harassment, this also led to the breakdown of a long term relationship with her boyfriend.

Not long after that a friend wrapped his ute around a tree killing himself. She was the one to tell her boyfriend and as can sometime happen he blamed her and tried to run her down. About the same time she discovered that she was pregnant. On telling her boyfriend he said that he wasn’t ready to be a father and wanted nothing to do with a baby. Through all the stress she lost the baby.

The counsellor was able to support her and helped out with an overdue Aurora account (who were threatening disconnection) and a food voucher. She was also encouraged to see a doctor for some anti-depressants and then come back and tell her story again so that some strategies and further support could be offered.



Client Story 3

Recently one of our long term clients (over 15 years) asked for a referral to another agency as she didn't feel that we were helping her as she thought she should be. After a few weeks she asked to be referred back to us, as she thought they were helping her even less.

Initially, the manager said, "no", knowing the frustration she had caused the workers through not making appointments and unreasonable demands. After consultation with the workers in relation to developing a "care plan" for the client outlining strategies, goals and outcomes she changed her mind with the thought that if we couldn't help, which other agency could?

The manager explained to the client that she would be accepted back under the following conditions:

1. That an appointment be made ahead of time and nothing would be given to her over the counter
2. That a "care plan" be developed in consultation with her outlining her needs, the support we could offer and goals and outcomes be defined
3. That if she stepped outside the "care plan" that assistance would be withdrawn and she would need to seek another agency to give her assistance.

A couple of meetings were held with a worker, a "care plan" was developed and clearly explained to the client with her "being in the driver's seat" as to what outcomes she wanted to see and she signed off on it saying that the process was good and she now had a plan to work towards.

Rainbows

In March we employed a new worker for 2 days a week to work alongside Hilary. Here are some of her thoughts:

The two training days were insightful, informative and helpful.

I have done 4 weeks at Norwood Primary, both days with three groups. In general this has been going really well, in particular from Grade 3 and up. In Junior Primary the program seems to work better for those who can already read and write, they seem to be able to express themselves better. As I have one very young and shy boy in this group, I feel a bit inadequate and helpless at times; however I'm hoping the program still means a lot to him.

It's been an eye-opener to experience what goes on in the hearts and lives of some of the children in this town. It seems unfair at times, but I trust that God knows and controls our lives, and I consider it a privilege to try and make a difference. I already have so many stories to tell after only 4 weeks.

These children are amazing! The best thing is that they are always keen to come back and not one is keen to go back to their class after the program (but this may be for many reasons of course!).

I am excited about the future of Rainbows and my involvement with it. While I am, at times, so tempted to just let go and share the gospel with these kids (as for so many of them God would be the only loving Father they may ever know), I realise our limitations and know this would seriously compromise our presence in the schools, and therefore I pray that by just being there for these children, listening to them and showing love, that I am being used as an ambassador for His Kingdom.

We thank the many churches, businesses and the local community who generously give and enable us to care for the community on your behalf. Your support allows us to "care and share in Jesus' name" to the many who are hurting and struggling to make ends meet on a daily basis.

Maryann Midson
Community Development
Manager



drug and alcohol services

The continued development of City Mission's Drug and Alcohol Services over that last 12 months is pleasing. The continued strengthening of pathways between Serenity House, Missiondale and the Co-Morbidity Officer project is creating more effective seamless care for clients. The Drug and Alcohol Services leadership meetings have been re-evaluated and strengthened. These meetings occur each month and look at the joint areas of concerns such as assessing clients before accepting them into the service and looking for ways of streamlining our policies and procedures throughout all of City Mission Drug and Alcohol Services.

Serenity House

A key focus this year has been on the support and development of staff ensuring that with the numerous changes we continue to develop and operate as a team. There is a small team with diverse gifting and we have a real sense of God strengthening us by having such a wide range of skills and experiences to share with our clients. For each client, there always seems to be someone with a special heart for them and a unique understanding of their circumstances.

We are blessed to have an all Christian staff at the moment and that has enriched our workplace and the services we offer our clients. We have two pastors on board who cover the house and us in prayer. Staff pray for our clients and each other at staff meetings and every handover. The house feels so peaceful and the staff support, encourage and affirm each other at every opportunity.

Of particular note this year has been the addition of Sam to our staff. She came as an intern from Missiondale and now lives onsite in the upstairs flat. She has been such a joy to have on our team, bringing with her a depth of understanding and compassion that touches everyone she comes in contact with. She sets an example for all of us as she constantly tries to improve herself, the better to serve God. She personifies "caring and sharing in Jesus name"

Improved Services (I.S.M.) Building Capacity Grant

Under this reporting period City Mission Drug and Alcohol Services has endeavored to

expand and develop the capacity to extend our rehabilitation services to meet the specific needs of residents experiencing a range of mental health issues associated with their chemical dependency.

This has been achieved by attending to various training activities and sector forums and symposiums held across the state and also interstate. These forums conducted by the peak bodies, A.T.D.C. inc, (Alcohol, Tobacco, and other Drug Council of Tasmania) M.H.C.T. (Mental Health Council of Tasmania), V.A.A.D.A. (Victorian Alcohol and Drug Association), A.T.C.A (Australasian Therapeutic Communities Association).

These conference/training packages included the Nation Anxiety and Depression symposium, Tasmanian co-morbidity symposium. Australian Therapeutic Communities annual conference which maintains a strong emphasis on the various co-morbidity streams of practice. At these events we were also able to conduct site visits of major therapeutic communities in Western Australia and also Odyssey House in Victoria. These visits gave a hands-on insight into the practices employed by some significant rehabilitation Centres.

At the grass roots level, we have enjoyed a marked capacity in a T.C. setting of our capacity to administer a program to these people, and a heightened awareness within the community setting of the issues surrounding mental health and addictions (co-morbidity/dual diagnosis).

Presentations at Serenity House

| 2010/2011 period | Male | Female | Total |
|------------------|------|--------|-------|
| Place of Safety | 23 | 8 | 31 |
| Sobering Up | 22 | 11 | 33 |
| Time Out | 93 | 33 | 126 |
| Total | 138 | 52 | 190 |





We have been able to demonstrate this very effectively with the dual diagnosis capabilities in Treatment (D.D.C.A.T.) screening results we receive from our annual capacity audit. In 2008, the score of 2.15 out of a maximum 5 was achieved. Year 2 – 2.91 an increase of 15.2% and year Three (2010) a score of 3.97. An additional 21.2% increase in co-occurring disorders treatment capacity.

Several sector agency meetings are attended through-out the year, where we have the opportunity to engage with services that can assist in our capacity development. These agencies can assist with the out-sourcing of relevant services in the Mental Health Sector. Residents now have easier access to treatment pathways with psychologists, psychiatrists, mental health nurses via our G.P. service at Longford and Perth.

Missiondale is increasing its capacity to deliver a holistic treatment pathway, and to collaborate this we are developing (which is currently in draft) "Charter to Promote Mental Health and the Prevention of Mental and Behavioral Disorders", in a Residential Setting.

Keith, a member of the Missiondale Team attends to our staff at the Mental Health Week Expo. Albert Hall, Launceston.

As part of this holistic approach, we are conscious of the social inclusion factors within a community, and where possible, residents are enabled to participate in a more proactive role within this setting. The setting within the project witnesses our residents actively

involved in sector activities. The most significant of these is the Mental Health Week Expo conducted in Launceston's Albert Hall. Here the residents attend the City Mission stand and promote all the activities of the Mission to the Sector and the broader community.



Missiondale has been an exciting place to be over the last 12 months. We have been privileged to journey with some courageous people who have been making informed choices and experiencing positive changes as they have embraced their futures with optimism.

During the past 12 months we have had two open days which were both well attended by other service providers and stake holders. Staff gave an overview of our program, took people on a tour of the facility and answered questions over a "cuppa and a scone." We received the following feedback via email:

I just wanted to take the opportunity to thank you and everyone at Missiondale for inviting us to the Open Day on the 8th November 2010. The staff from the Withdrawal Unit was very impressed with both the physical surroundings of Missiondale and the obvious care and consideration given to the residents by the staff. We all certainly feel in a better position to discuss Missiondale as an option for our clients and one that we would not hesitate to recommend. On behalf of the Withdrawal Unit, please pass on our thanks to all involved.

Our relationship with the Rotary Club of West Launceston has

continued and strengthened over the last 12 months. They held one of their monthly dinners here, which was a huge success – we catered for 40+ Rotarians and then took them on a tour of our facility. On 24 January Missiondale hosted the inaugural "ashes" cricket match against the Club. We met on the village green behind the Men's Quarters where a pitch had been prepared, including Missiondale & Rotary banners. After a BBQ lunch was served, the match took place. There were lots of runs, classic catches, run outs and some close umpiring decisions, but in the end Missiondale went down by 3 runs. The bails were removed, to be played for again next year. On 5, 6 & 7 May 2011 residents supported the Rotary Club at Agfest. This has been an annual event which assists residents to get out in the community and feel like they are contributing and working as part of a team. Each day 4 residents went to work on the food vans run by the Rotary Club. They are big days, but in the end, a worthwhile experience for all involved. At their annual changeover dinner the Club presented a donation of \$750 to Missiondale in appreciation for the support offered by Missiondale to the Club with their food vans at Agfest.

We have held two Celebration Dinners where residents are celebrated and congratulated on their achievements through the various levels of the program.

96 residents have been helped at Missiondale during July 2010 to June 2011, compared to 71 residents for the period July 2009 to June 2010

housing services

Crisis Unit

The Crisis team continues to provide an outstanding service to those most vulnerable within our community. The service has provided accommodation for 250 clients over the past year, and has succeeded in providing positive outcomes for individuals facing often the most difficult circumstances as shown in the following story.

Noel come to our service after being forced from his public housing unit. He had become the target of some bullies who would ultimately vandalise his property, harass and abuse him to the point of depression setting in. Noel had waited some time for Housing Tasmania to organise his relocation, but due to the high pressure on properties through demand, he came to our service at near breaking point.

After some time in the Crisis Unit, he became aware of debt brought about by his hasty departure from his previous unit. He addressed this debt promptly and moved into some of the Missions short term units. He engaged in a number of support programs including a program to help him overcome an ongoing substance use issue, finding fulfilment in becoming an active volunteer within the community.

After 9 months of accommodation and other assistance, and nearly being debt free, he was offered a unit by Housing Tasmania. On leaving our

service he expressed his gratitude to staff of help they had been at the critical point in his life he came to our service. He was thankful for not just a place to stay, but the support, assistance and encouragement he received. Although there were a number of setbacks through his stay, he was able to get through the hardship and emerge not just able to help himself, but he is also determined to care for others in the community, which he now enjoys doing.

We welcomed two new staff members to the Crisis Accommodation Unit team over the past year, Denise Bott and Stefan Wagner. They bring a wealth of experience and competency in the counselling and working with those struggling with substance use problems.

The Crisis Unit also provides a range of valuable services to those in need that often go unnoticed by the community at large. These include providing an after-hours information and referral service and food provision. We also hand out Swags or blankets for those unable to find appropriate accommodation, and allow homeless people to use our facilities for clothes washing and showering.



Orana House

Our newly rebuilt short to medium term boarding house in Newnham (Orana) has been in operation for over a year. This wonderful property leased from Housing Tasmania provides an attractive and well equipped home of many of those in our community needing a supportive and caring environment to overcome life's challenges as well as developing the living skills many of us take for granted. The centre continues to receive a good deal of positive feedback from service providers who often express relief once their clients are accepted into Orana. They know they will be well supported, which has been a great testament to the excellent work undertaken by Nicky and Sue Gray our Orana House Supervisors. We also receive regular words of appreciation from clients. Here are just some of the positive things clients have said:

Urgently needed for our boarding houses

Weekend relief volunteers for:

- Orana House
- Star House
- Nexus House



"I am so grateful for Orana and its staff, I don't know where I would have ended up if there hadn't been a place like this to come to."

"I feel so safe staying here, I did not realise that there was so much help that I could get."

"The staff at Orana is so welcoming and friendly."

"I am looking forward to my future after staying at Orana. I feel very optimistic on what's to come."

"The support offered to me meant that for the first time for a long while I have felt a sense of belonging, where I am loved, supported and cared for."

Orana has also welcomed two new staff members, Kelly Marshall who joined the team last November and Peter Lee who started work with us in May this year. Both of them live on site and provide after hours support to the clients which is greatly appreciated.

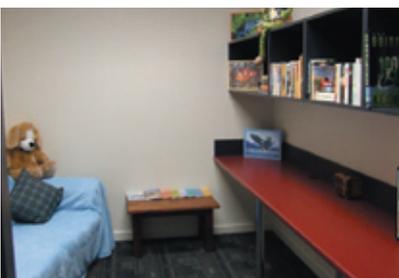
Star House

Star House provides a friendly and supportive homely environment for young people aged between 12 and 17 years of age. It gives "at risk" young people the chance and encouragement that enables them to break the cycle of offending. This service is unique in that it attempts to create, as much as possible, the same sort of warmth, love and care that they have often missed through their earlier years. It has been pleasing to see that the provision of a stable home environment has allowed those staying there continue to remain in education and employment, with all our young people actively involved in studies or work. Many of the successful outcomes achieved are a direct result of the efforts of dedicated City Mission staff, Lyn and Dave Sayer (house supervisors) and Dean Foley (youth outreach mentor). This year we were beneficiaries of support which allowed us to construct a recreation facility on site. We would also like to thank Rotary Launceston West and the Skills Institute for providing the man/lady power in building this facility along with the generous grant (\$6,250) provided by the Tasmania Community Fund which will allow us to set this up with recreational equipment.

Nexus House

This year has seen some really exciting changes in the level of those getting out and being involved in their local area. This has been brought about through a deliberate effort on the part of Noel and Dalveena the centre supervisors who value the ability that community connectedness can bring in transforming the lives of individuals. On arrival at the centre most, if not all, have little connection with employment, education or training. This has now changed, with all clients being involved in regular community events, outings and courses within their local area, creating a positive culture of involvement. This establishment of relationships and networks is not only important for their current situation but also impacts positively on their ability to maintain a good state of health and wellbeing well into the future.

Another positive outcome was the completion of stage one of kitchen renovations at Nexus House. This was made possible from funds granted through the Latrobe Council's "Emerging Needs fund".



youth & outreach services

In November 2010, City Mission brought all its Outreach and Youth work into one service area. The new 'Youth & Outreach Services', now under the management of Scott Waterhouse, incorporates many areas. Since coming on board, Scott an ex-police officer, has increased the Missions arm into the Devonport area. Scott has met this year with church leaders & coastal Police in view of extending outreaches along the Coast. An outreach support is now offered to all our centres. Scott regularly visits Missiondale, Nexus and serenity House, in view of offering and supporting clients already involved in the programs. As a result of this Scott is able to offer outreach to our clients all across the Coast, from Evandale, Golden Valley, Sheffield, and Coast centres. It is a very rewarding experience to see these people journeying on and hopefully making right decisions.

Morton's Place

In the early part of 2010, Scott supervised Morton's Place but due to an increasing work load, found the need to raise up a new supervisor. Scott Harris now supervises Morton's Place and does an incredible job. Scott is one example of how the City Mission can transform lives. He has an amazing story to tell about how he turned his life around

with God and the City Mission on his side and uses his story to encourage others.

Morton's Place has been serving the Launceston community for the past fifty years since its inception by Morton Jones. It has changed from a soup kitchen in the early days to now a 'day centre', where people from all walks of life come and share their experiences with others on the same journey, encourage each other, hear great music most days of the week (thanks to Grahame Ryan, one of our amazing volunteers). We are grateful to the many volunteers that tirelessly come in and work in the kitchen. They make a huge difference to the environment and atmosphere in the place.

Our regular cooks, Mary Wakefield & Dale Stearnes, put out the best meals in town, and for a price, we had better keep secret or else we will have all of Launceston here. Mary & Dale consistently volunteer their time and their general manner and attitude lifts all who work in the kitchen. We are asked often why we still keep Morton's Place open. The answer is simple; there are many homeless and starving, struggling people that can't wait to come in from the cold and get a meal. We provide that and more. They share with us their story, we listen to what life is like for them and offer them some guidance and choices to hopefully, improve their situation. Many

are lonely and just want someone to listen; a friend. Morton's Place is just that. Annually we would serve well over 20,000 meals. Broken down that is roughly 8,000 plus breakfasts, over 10,000 lunches and 3,050 evening meals.



Youth & Outreach

Throughout the year the Mission have worked closely with 20 young people, 16 of which in a mentoring/support capacity. The young people range from 11- 21 years of age. The mission successfully works together with Youth Justice, Child Protection, Ashley Youth Detention Centre, Mission Australia, Housing Tasmania, Star House, Launceston City Council, Exeter High School and St Patricks College as well as internal referrals. The young men are supported and mentored in areas related to education, leisure, work and general life skills and the Mission endeavours to have a positive influence over the decisions that these young men make. We also continue to work successfully in partnership with the programs that the young men are involved in.

The City Mission outreach teams continue to go out to Ravenswood, Waverley, Rocherlea, Mayfield and Dover St. This year we have also extended our outreach to the Skate Park at Royal Park. We continue our Partnerships with the Northern Suburbs Community Centre and the Ravenswood Neighbourhood House.

Each week the Mission reaches out to approximately 250 - 300 children and adults during school terms. The outreach trailer, providing hot/cold drinks, soups and BBQ's is a vehicle to establishing positive, worthwhile and productive relationships with participants, we see ourselves as something that children and adults alike look forward to and we intern inadvertently have become something of an extended family to people who may not otherwise have the social supports that we ourselves take for granted. During this year our outreaches have increased and we have participated in upwards of 150 – 160 Outreaches over the year. In addition to our normal outreach we continue to be actively involved in additional outreaches such as Picnic and Play in the park, National Families week & Youth week.

Our outreaches could not run without the support and skills of our volunteers. This year we have had the assistance of Cheryl, John, Tegan, Kimberley, Ben, Sophie, Denyka, Shaun, Danette, Paul, Ezra, Natalie

and Shannen, all of whom have given their time freely and with great commitment. I am also thankfully supported by Scott Harris (Morton's Place supervisor) and manager Scott Waterhouse. We continue a successful relationship with St Patricks College and the students from the school leadership program REMAR who participate in outreach throughout the school year.

Missionbeat/ Mall Outreach

This outreach continues to go out into the Launceston



Mall on Friday nights. Nick Hutchinson and Keith Treasure continue to take their teams out and serve the community. This year we welcome on board a new team from St Patricks College and we look forward to continuing to develop this important ministry.

Youth on Paterson

Youth on Paterson (Y.o.P) was established in 2007 following a successfully grant application to the Federal Governments Crime Prevention Programme. Y.o.P. works directly with young people aged 10-18 years who are currently or highly at risk of entering the youth justice system. In December 2010 YoP came under the banner of City Mission and to date has worked successfully with over 220 young people residing in the 63 phone code area. At YoP we provide two levels of support. Firstly, to assist young people who present with various issues which may require specialist intervention and continue to support them through that process. Secondly, YoP has developed and delivered programs such as independent living, bike repairs, music and art. Additionally, with funding from Department of Education, we deliver the Fundamentals program into high schools in partnership with PCYC. This program takes students away from the school environment and engages participants in challenges that provokes a response which can be explored to create strategies which can assist students school retention. In initial partnership with Launceston Council Social Inclusion program, we have designed and delivered the job ready program Make it Work. Its aim is to provide students with an

youth & outreach services

(Continued from previous page)

understanding of the steps towards finding employment and explores areas of skills, Resumes, interview practice and work place expectations. Students are supported into work experience opportunities via their school.

Partnership creation has been vital to obtain successful outcomes as well as providing efficiency in service delivery and best practice. This is clearly shown in the outcomes provided through the Launceston Councils 2 Hands Coffee Cart as well as the mentoring support provided by YoP staff assisting young people to obtain their driving licence utilising the Wheels 4 Work vehicle. More recently following training YoP, has co facilitated the Love Bites program in Ashley Detention Centre. This program is designed to explore issues of domestic violence in relationships while providing participates with strategies that can effectively reduce the occurrence of abuse and create health and positive relationships.

Northwest Coast Outreach

Our Northwest Coast outreach is going very well, and supported by many in the Shorewell community. Two Police Officers from Burnie, S/C Ian Edwards and Constable Linda Bennett have done an incredible job by building up community support and involving the council and many other organisations in this vital outreach. Ian & Linda have secured much funding for this outreach and have been able to see bike paths laid in the park area. This outreach known as 'Kommunity Kids', can be followed on 'facebook'.

City Kitchen

City Kitchen commenced the inaugural meetings in March 2009 and served the first hot meals on June 8th 2009. We have continued to grow in leaps and bounds with a very willing list of volunteers who are always 'happy to step in' if required. Our volunteer lists include businesses, service clubs, schools and churches that are rostered on a regular week of each month, plus members of the general public who also wish to be involved in this necessary and vital service to the disadvantaged people of our area. The volunteers supply all or a part of the 5 people rostered each night.

This includes a supervisor who is in charge of the proceedings including the recording of meals consumed, temperatures and the numbers served each night.

City Kitchen is also very grateful for the support of local businesses who offer a supply of goods for cooking purposes, storage space for extras, donations of meat and vegetables plus a very generous supply of warm clothing and bedding. We are also grateful to schools who cook the food for us in training the students in their cooking classes that life is not all about food at hand, a warm bed, game machines and many more items that make their own home life such an easy place to be. Businesses related to training in food preparation are also a very necessary part of City Kitchen.



Overcomers Weight Loss Group

Early in 2004 Gaye Kellet was approached by Pastor Peter Vandenberg to start up a Weight Support group with a Christian foundation, under the banner of the Launceston City Mission. It had been a desire of hers for some years to be involved in such a group. As a Christian and an ex-Weight Watcher lecturer; within her heart was a deep desire to help people with weight problems, encouraging them to face up to issues in their lives that are root causes for the problem, then teaching them how to manage their eating problems. We believe in a holistic approach to healing of the body: our mind, our body and our spirit.

Currently the Overcomers group has 18 members on the books. The meetings are held every Monday evening at 6:15pm. They include a weigh in, fellowship/support with each other, giving out of awards, appropriate teaching and instruction to help them become "Overcomers". The group realizes the importance of encouraging one another and of being accountable to the "Overcomers" program. Joining fee is \$5:00 then a weekly fee of \$2:00.



Choir of High Hopes

The aim of the Choir is to provide an avenue for disadvantaged community members, as a result of homelessness, disability, mental health issues, social isolation, etc to develop confidence, self-worth, self esteem and peer support, consequently enhancing their social integration and inclusion within their local community.

"The Choir of High Hopes" is part of City Mission's services to provide those with an interest in music and singing an outlet to awaken and develop their gifts through social involvement and interaction in the area of music and song.

The choir meets and practises each Wednesday in the City Mission's Chapel, Frederick St Launceston, between 10-12 pm



Quiet Hour Ladies

This is probably a group of dedicated ladies that not many are aware of. They have been a great part of the Mission for many years. Led tirelessly by Gwen Viney, the ladies attend Morton's Place each Tuesday from 10.30 till 2 p.m. They end up going into the chapel to have a time of encouragement. A special thanks to Cheryl Fitzallen, who travels in the bus to pick these ladies up every Tuesday morning and then takes them home again in the afternoon.

testimonials

Bob

We first saw "Bob" in December of 2007 and at this point he was starting to show signs of damage from heavy alcohol use although no more than a lot of other clients in the same position.

It was when he was referred to us in January of '09 that we feared that he had gone to far down that road for us to ever get him back. Bob was unable to maintain the thread of a conversation, he could not make sentences that were more than a few words long, he was not eating and he was not able to understand the simplest of instructions. It was at this point that we decided that we had to keep him and help him in any way we could.

Bob was not with us for long when he fell into, what was later diagnosed as a Korsakoff's psychosis. He was taken to the Spencer clinic in Burnie where he was diagnosed with Korsakoff's syndrome. This condition is associated with large gaps in the memory, inability to take on new information and is almost always permanent. Obviously somebody in this condition was not suitable for the Missiondale Program so what do we do?

We decided that the best option for Bob was to refer him to somewhere that could help him to live as independent and active a life as possible until eventually he passed away as that was the ultimate prognosis.

Unfortunately we were unable to achieve this as there was no one in Tasmania willing to take him on. While we tried a number of options for Bob no suitable avenue was found. We tried a transitioning program with Nexus House but Bob wasn't keen to go to live at Nexus and that's when we realized that he had been with us for so long that he didn't want to leave and start again somewhere else. Finally we were forced to tell him that if he wanted to stay on with the Mission he would have to eventually go to Nexus House. Within a few days of this conversation, Bob said that he wanted to leave and go get a drink. We were gutted! Bob had been with us for a year and it was Christmas Eve!! Ultimately we had to let him go. We couldn't make him stay and there were no other options. Bob left on the 24th of December 2009 and spent Christmas with the Pokies at a hotel in Burnie.

Eventually Bob got a bed at the Burnie Lodge and although this was not ideal because he could still have a drink it was better than sleeping on the beach. Over time Bob was picked up and Case Managed by the Salvation Army Bridge Program in Burnie and he started to go along to their groups. As time went on Bob continued to improve.

A couple of times Bob was sent back to us for either Place of Safety, Sober Up or Time Out, never for as long



as before but he was always open to coming in to visit us for a short stay and we never failed to be amazed at the differences in Bob. He could converse on a normal level and his memory for sports and "Home and Away" was nothing short of miraculous.

Finally about a year ago Bob decided, with help, to take the next step and apply for Missiondale. He came to us for a few weeks so we could assess his readiness and soon moved down to Evandale.

Currently Bob is back with us for a while as he had a slip up in his journey but he is due to go back at the end of this month to continue his recovery.

Bob's story shows there is always hope and we should never give up. They may not always adhere to our expectations or achieve the goals that we think they should achieve, when we expect that they should achieve them but is that about them or about us? Our task is to remain people centered and strive to help our clients to achieve the goals they have set for themselves.

chaplains report

As Mission Chaplains, Peter and Michele have had the privilege of sharing journeys with many of our staff and clients.

Believing that prayer doesn't precede the hard work of the Mission but that rather, prayer IS the hard work needed before we do anything as a Mission, the Chaplains are committed to a regular prayer time in the Chapel at Frederick St every Tuesday from 7 am until 9 am. This is open to anyone with a heart for the work of the Mission.

Along with running regular prayer meetings with staff at our Youngtown store, holding a Bible study at Frederick St, sharing devotions around Character First at various work sites, hospital and prison visits, bringing music and an evangelical message of hope each week at Morton's Place and assisting with the facilitation of Careforce Lifekeys programs, there are many opportunities to build positive, caring relationships with our staff and clients alike.

This befriending leads to the building of trust so that, when hard times hit, they have earned the right to walk alongside others bringing God's hope, comfort and wisdom.

Weekly newsletters and pamphlets promote the Gospel message and Character First as well as sharing testimonies by people who have been helped by the Mission and experienced God's love. These are great conversation starters.

Our Chaplains have walked through many grief situations with people, performed funerals, helped come to terms with the still birth of baby, assisted in resolving conflict between friends, family and colleagues, supported the tormented and mentally ill, helped some find out about their childhood in foster care and go through the process of finding out about their families of origin, performed a baby naming ceremony, ran a celebration service for the work of the Mission, supported the family and friends of a drug addict who overdosed and listened and prayed with many through the everyday struggles of life.

As they endeavour to be Christ's hands and feet to those around them, our Chaplains continue to look for opportunities to reach out, Caring and Sharing in Jesus Name."



community relations and fundraising

In the past year a large number of supporters gave something of their time, money or expertise to help the City Mission continue to transform people's lives in our local community. This support gives the City Mission the power to remain flexible and responsive to the ever increasing needs of people in despair.

Throughout the year, through three appeals, two events, bequests and other free will gifts our generous donors gave nearly \$600,000. Add to that the huge number of food donations, in kind support and hours of free labour given by our volunteers and the value skyrockets.

Bringing hope to those who need it most was the theme for our 2010 Christmas Appeal. The campaign, developed by Melissa Lubke from Creative Moo reminded people that, as Christ brought hope to the world on the first Christmas, we need to bring hope to those less fortunate than ourselves. The appeal raised \$78,000.

Two projects during the first half of 2011 have been the rebuilding of

the City Mission's web site and production of a new promotional DVD to replace our old PowerPoint presentation. The web site is now complete and due to go live as this report is being written. The DVD has experienced some delays but when completed, will be an effective tool for exposing the work of the Mission and the passion of its staff.

Keeping the community aware, both internally and externally is of major importance to the success of any organisation. To ensure that all our staff are aware of the importance of their contributions, staff orientation and facility tours have been stepped up to a monthly occurrence. Group facility tours have enlightened many people to the extent of the Mission's work. A number of service clubs have changed their meeting venue for a night and experienced a Typical "Morton's Place" meal followed by a presentation and tour of the Frederick Street facility.

We have had many opportunities to share the joys of contributing

to making someone's life better. Through speaking appointments at clubs, schools and churches we have helped people see the need and feel the love. A worship team has visited several churches leading the worship and bringing a message of hope.

In June this year a new initiative to connect with our Christian community was launched. The first Mission Connect event was held at Gateway Baptist Church in Launceston bringing Christians together to give thanks and hear from people whose lives have been transformed. An opportunity was also offered to those attending to consider their future involvement in assisting the City Mission to continue its valuable work.

An Open Day was held at Missiondale earlier this year where visitors could wander through displays, go on a tour and enjoy some fun with the kid's activities available

The financial challenges that difficult economic times bring have brought pressure on increasing numbers of families and individuals.



thankyou



This in turn puts more demand on the services we offer. We are deeply grateful to all our donors who consistently choose to support us. Without them we could do little towards giving hope to the poor, the homeless, the lonely and the addicted.

With our work expanding into areas that fall outside guidelines for government funding we need your help more than ever. Please continue to support us so we can continue caring and sharing in Jesus' name.

Brian Roach
Community Relations and
Fundraising Manager

The City Mission acknowledges and sincerely thanks every church, business, community group and individual who has seen the need and shown their compassion by generously supporting in ways too numerous to mention.

Some of the many supporters we are most grateful to have alongside and working with us are listed below.

| | |
|----------------------------------|-----------------------------------|
| ABC Radio | Motors Foundation |
| Apex | Rotary Clubs of Northern Tasmania |
| Banjos Bake Houses | Statewide Independent Wholesalers |
| Centro Centre Management | Profile Computing |
| CreativeMoo | Southern Cross Television |
| Churches of many denominations | Vos Constructions |
| The Examiner Newspaper | Walker Designs |
| Harvey Norman - Launceston | WAYFM |
| IGA Supermarkets | WIN Television |
| LAFM | Youngs Vegie Shed |
| Lions Clubs of Northern Tasmania | |



retail and operations

As we reflect upon another year, we again continue to realise the many blessings throughout our retail and operations areas. The sale of goods through our seven retail outlets continues to exceed expectations. The donations of goods continue to flow in. The volunteers who faithfully work to ensure the continued success of our operations are awesome.

Points of Interest:

Sharing the gospel

In the past 18 months over 4000 copies of the gospels have been freely taken by customers visiting one of our stores. These copies are freely provided as a ministry by a couple from Hobart who faithfully visit our stores on a regular basis to 'top up' the stands and bless those they converse with during their visits.

We also make available free copies of the DVD, 'A Question of Origins- creation or evolution', provided from a gentleman from Western Australia.

Character First

Our 'Character First' training was 'rolled out' to a wider group of our supervisors and team leaders this year and has been enthusiastically received. Seventeen team leaders from the retail and operations areas

were amongst those who participated. Its been exciting to see so many more embrace Character First and to see it become more and more of our work place culture.

Email newsletter

We are now promoting a new service that began in March; the opportunity for potential customers to receive a regular email from us to inform them of sales, promotions and news particularly from our stores. Information flyers about this are available in all our stores for customers to read and 'sign up'. Already, more than 60 customers have subscribed.

Staff function

We held our second annual staff shopping night, at the 'mission shop', Youngtown in March. Numbers were lower this year, but those who came commented that they appreciated the opportunity to shop, catch up with others from the mission and have a tour of the warehouse and new workshop facility. There were live bands on the night, a bbq and trade table organised by the Ladies Auxiliary.



Volunteers

Over 260 volunteers work throughout the retail, operations and workshop areas. Included in this number are 'work for the dole' participants, individuals completing community work orders, students, trainees, people in receipt of disability pensions including individuals with an acquired brain injury.

We receive a number of referrals from other services looking for work placements for individuals who are 'testing the waters' to see to what level they may be able to return to work. Some of the individuals come with a support worker for a period of time with the hope that over time they will be able to phase out the support worker and some will eventually seek paid employment. It's a fantastic testament to our team leaders who are willing to take on these placements, sometimes needing to make significant adjustments in the workplace to accommodate this.

An example: We have placed a new worker who is legally blind, in a wheel chair and has some other physical limitations. With a support worker to assist, he attends his volunteer work with us, to determine the level of ability he has with a view of seeking paid employment after completing a placement with us.

It can be a challenge at times finding roles that are appropriate and meaningful, but a challenge that we are determined to meet and do our best to succeed.

National Volunteers Week

This celebrated week presented us with a great opportunity to acknowledge and show appreciation to our total army of more than 400 volunteers. A good number of our volunteers were eligible to receive "Hours of Service" awards from the Launceston City Council. These were presented during the week, along with certificates of appreciation and a key ring to all our volunteers.



Thanksgiving Day

This day (May 28th) gave us a further opportunity to say 'thank you', not just to our volunteers but to all our staff. Although only a small thing, the ribbon given was well received by many.



"Hands On" Workshop

Our new workshop was officially opened on Friday, 15th July by our CEO Albert van Zetten. Approximately fifty people representing many supporting and interested groups attended the afternoon event.

The purpose built facility includes areas for carpentry, welding and other metal-work activities and spray painting. It also has a meeting room and shower and toilet facilities. The workshop was built from funds provided through our own resources, public donations and a grant from the Tasmanian Community Fund.

Also, recently we were notified that a further grant of \$30,400 has been allocated by the Tasmanian Community Fund. These funds will provide additional equipment for the workshop. Along with this The Mens Shed Association has provided a further \$5000 for the provision of equipment.



Mens Health Week

We hosted the Men's Shed 'Spanner in the Works' free health checks at our workshop in June. Thirty men attended, and of these, 25 chose to have their hearing and / or cholesterol and blood pressure checked.

Its exciting to see the opportunities in which this facility can be involved.

women's auxiliary

Each month the group of eight women continue to meet in order to plan fund raising for projects that will support some of the functions of the Mission.

We have been pleased in the past 12 months to supply a water heater for staff use in the Family Services area. This replaces an old model that had come to the end of its usefulness. Also, we have in recent months responded to the need for a pressure hose and attachments for the detailed cleaning of all Mission vehicles. This is now used and housed at Young Town.

Our Group has been available to support 2 staff and family movie evenings in the past 12 months by supplying a café style supper selection and providing a very well stocked plant and bulb stall. All items from the supper and the plant stall were sold at a small but acceptable profit to the Auxiliary. Added to this, the appearance of a plant and mixed stall was our privilege to set up at the 2011 Youngtown staff and Family Shopping evening.

As has been our custom we have found our way clear to

supply some funds to assist with any emergency that may arrive at Family Services over the Christmas New Year period.

We are most appreciative of all who partake in our annual Pie Drives which take place in winter giving a good profit to the Auxiliary and good value to the purchaser.

Look out for our Fund Raising - our means to Mission support.

Juanita Miller [President.]



donation slip

Your donation is very much appreciated. Please give as you are able. Please fill in, cut out and post together with your donation to: Launceston City Mission, PO Box 168 Launceston 7250

Contact person: _____

Company Name (if applicable): _____

Address: _____

Postcode: _____

Phone: _____

E-mail: _____

Authorised by: (please print) _____

Signature: _____

PAYMENT OPTIONS: (Please Tick) (all cheques must be made payable to 'City Mission')

Bank Transfer: Account Name:

Launceston City Mission BSB: 067 600 Account #: 28005964 Ref: Annual Report 2011

Please find my donation enclosed \$ _____

Cheque

Direct Deposit/Bank Transfer

Credit Card

VISA

MasterCard

Card Number:

Expiry Date: ____/____

Cardholder's Name: _____

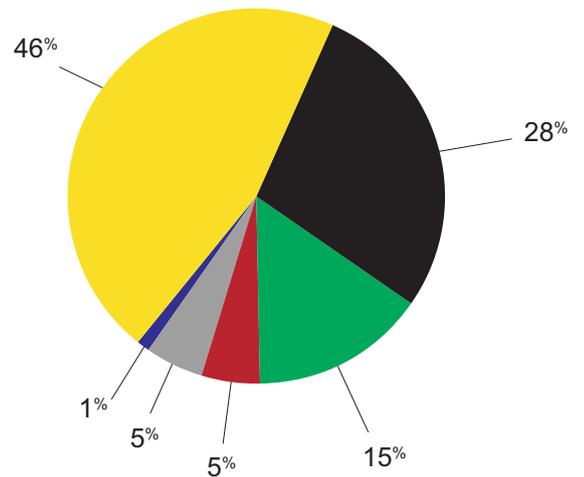
Signature: _____

financial summary

Total income

Total Income of \$5,618,055 and where it came from in 2010/11

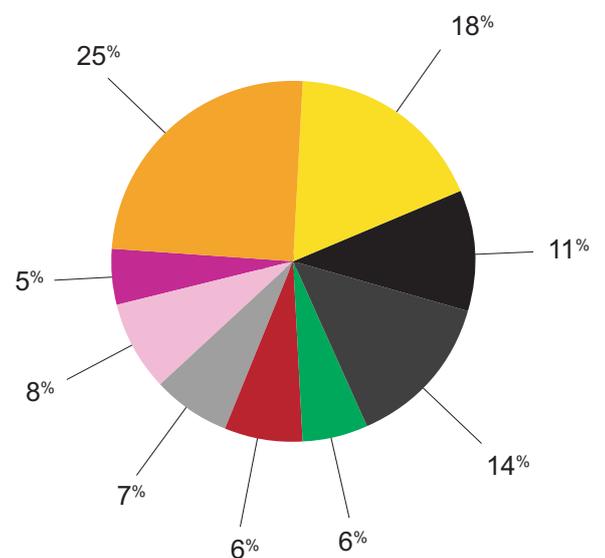
| | \$ |
|---|-----------|
| ■ Retail Operations | 2,592,519 |
| ■ Government Grants | 1,554,267 |
| ■ Rent, Board & Fees etc | 822,230 |
| ■ Public Donations | 303,538 |
| ■ Capital Donations & Estates | 286,977 |
| ■ Sundry | 58,524 |
| <hr/> | |
| Total | 5,618,055 |



Total expenditure

Total Expenditure of \$6,488,320 and where it was spent in 2010/11

| | \$ |
|--|-----------|
| ■ Retail Operations | 1,643,166 |
| ■ Accommodation | 1,184,987 |
| ■ Missiondale | 720,286 |
| ■ Purchase new assets | 901,223 |
| ■ Administration | 390,839 |
| ■ Children's Playhouse | 367,356 |
| ■ Outreach | 437,965 |
| ■ Clients Services | 505,972 |
| ■ Provision for Depreciation etc | 336,435 |
| <hr/> | |
| Total | 6,488,320 |



Head Office

46 - 48 Frederick Street
Launceston TAS 7250
PO Box 168
Launceston TAS 7250
Phone: (03) 6331 6999
Fax: (03) 6334 3136
Email: office@citymission.org.au
Website: www.citymission.org.au

Mission Shops

Youngtown

351 Hobart Road
Youngtown TAS 7249
Phone: (03) 6343 2115

City

Cnr Wellington &
Frederick Streets
Launceston TAS 7250
Phone: (03) 6331 6999

Newnham

67a George Town Road
Newnham TAS 7248
Phone: (03) 6326 2222

Prospect

140 Westbury Road
Prospect TAS 7250
Phone: (03) 6343 5914

Ravenswood

67 Ravenswood Road
Ravenswood Tas 7250
Phone: (03) 6339 6173

Devonport

49 Don Road
Devonport TAS 7310
Phone: (03) 6423 5984

Ulverstone Warehouse

Fieldings Way
Ulverstone TAS 7315
Phone: (03) 6425 4698

Missiondale

75 Leighlands Road
Evandale TAS 7212
Phone: (03) 6391 8013
Fax: (03) 6391 8255

Nexus House

32 George Street
Latrobe TAS 7307
PO Box 414
Latrobe TAS 7307
Phone: (03) 6426 1191

Children's Playhouse

Prossers Forest Road
Ravenswood TAS 7250
Phone: (03) 6339 2655

Serenity House

354 Preservation Drive
Sulphur Creek TAS 7316
Phone: (03) 6435 4654
Fax: (03) 6435 4661

Orana House

156 George Town Road
Newnham TAS 7248
Phone: (03) 6326 6133

Collection of donated goods

Phone: (03) 6343 2115

