



# Annual Report 2012





# 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



# Governance

The Launceston City Mission Incorporated (Inc.) is a legal entity with a Constitution that states what are the overall mission and objectives of the organisation. It also sets out the rules for how persons become members and how Board members are elected by the members and what is the extent of their legal limitations, accountability and responsibility to act on behalf of the organisation in achieving its mission.

The Board acts in trusteeship for Launceston City Mission Inc.'s members. As such the Board will at all times recognise the trust placed in it by the members and their requirements and expectations of the Board for Launceston City Mission Inc.

The Launceston City Mission Inc. Board adopts the Policy Governance® model created by Dr. John Carver which is designed to empower boards of directors to fulfil their obligation of accountability for the organisations they govern. The model enables the Board to focus on the larger issues, to delegate with clarity, to control management's job without interfering, to rigorously evaluate the accomplishment of the organisation; overall to truly lead its organisation.

The Board's role on behalf of its members, and stakeholders is to ensure that Launceston City Mission Inc. achieves its mission ends, strategic goals and objectives and, in doing so, meet all the legal and moral responsibilities and requirements accompanying 'best practice' Corporate Governance.

Launceston City Mission Inc.'s stakeholders include its clients, funding providers and staff.

As noted, the role of the Board is to represent Launceston City Mission Inc.'s members in achieving optimum organisational performance. Accordingly the Board provides the link between Launceston City Mission Inc. and subsequent interests of the members, staff and other stakeholders.

1. To facilitate this, the Board develops, monitors and reviews board-level policies which provide direction and boundaries for both its own and the Chief Executive Officer's functions. The Board has developed the following policies:
  - *Strategic Ends policies*; describing the outcomes the Board want to be achieved by the Mission. Strategic Ends policies define the benefit provided, beneficiaries and the cost or worth of the benefit.
  - *Board Process policies*; describing the way the Board carries out its governing role.

- *Board/Chief Executive Officer Linkage policies*; defining the nature of the inter-relationship between the Board and the Chief Executive Officer.

- *Chief Executive Officer Limitations policies*; limiting the Chief Executive Officer's freedom to use means unacceptable to the Board in the achievement of the Strategic Ends policies.

2. The Board appoints the Chief Executive Officer.
3. The Board monitor's the Chief Executive Officer's performance against Strategic Ends and Chief Executive Officer Limitations policies.

By evaluation, the Launceston City Mission Inc. Board seeks to answer the question, "Have our expectations been met?" The Board, having clarified its expectations, can assess performance in that light.

# 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 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

As a member of the Uniting Church, worshipping at Trinity, Juanita holds a number of executive positions. As Mission and Outreach Convenor with the Church she encourages gifts of food and other needs from the congregation for City Mission on a regular weekly basis. This she has done over many years.

Juanita holds a coordinating position with the Uniting Care Annual Pancake Day fundraiser in Launceston.

Her volunteer involvement with the Launceston City Mission stretches over 30 years. Juanita has been a member of the Mission's Auxiliary for most of that time, holding the position of president for 25 years.

She was also the first woman appointed to the Board of Directors, consequently serving as Board Chairperson and is currently Deputy Chair.

She assists with various outreach functions, and pastoral care whenever the opportunity arises.

Juanita is married to David, who has always supported her interests and in recent years has also become a volunteer.



Mrs Elaine Bushby

## Director and Board Secretary

Elaine Bushby is currently holding the position of Board Secretary and has done so 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 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.

# Board



Mr Tim Holder

**Director**

Tim Holder is the Executive General Manager of Tasmanian Broadcasters whom operate ten 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. He is the NRM North Representative at NRM State Council and also a Director at Northern Tasmanian Tourism (RTO).



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 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.



Mr Royce Aldred

Royce graduated with a degree in Environmental Technology from UTAS in 1998 and is currently the Launceston Manager for Engineering and Environmental Consultancy, SEMF. He acts in the role of National Manager – Environment when required also.

Royce currently serves on the Business Ministries Board at the Door of Hope Christian Church, is the Northern Chair for Engineers Australia and is the Tasmanian representative on the National Committee of Engineering Technologists.

Royce is currently undertaking the Company Directors course through the Australian Institute of Management.





During the year Board members Keith Treasure, Laurie Kellet and Tony Walsh retired after many years of faithful service. Special thanks to three of them and we will always value their contribution to the role of governance within the organisation. >>



Keith Treasure

## Mr Peter Freak

Peter has broad business and financial experience having been in the Banking and Finance industry for 28 years. He has worked in many roles and geographies in South Australia, Northern Territory and Tasmania, with roles in business and retail banking, credit and training for two of the Big 4 financial institutions. He is currently responsible for Westpac's Commercial and AgriBusiness banking network covering Tasmania, which incorporates a team of experienced bankers covering four outlets.

Peter is married, with two teenage girls, and outside of work enjoys golf and bushwalking. He is a member of the Anglican Synod, and is currently teaching Sunday School at St John's Launceston.



Laurie Kellet



Tony Walsh

# Management Team



Stephen Brown

**Chief Executive Officer**

Stephen has tertiary qualifications in accounting and business management and is a Fellow of the Institute of Chartered Accounts in Australia and the Australian Institute of Company Directors.

Stephen's career experience has demonstrated his ability to understand business operations and financial management, and develop and manage the implementation of excellent strategic outcomes for both for profit and not for profit organisations.

Stephen is a Hope Partner at Door of Hope Christian Church.



Ian Hingston

**Administration Manager**

Ian is a Fellow of the Institute of Public Accountants. He joined the City Mission in 2008 after working for 23 years in the civil construction, earth moving, transport and forestry industries. He serves as deacon in his local Baptist church.



Brian Roach

**Community Relations  
and Fundraising Manager**

Brian had over 30 years' experience in sales and marketing prior to coming to the Mission in 2008. He is a member of the Fundraising Institute of Australia and enjoys being a worship leader and musician at his local Baptist church. Since moving into his position he has obtained qualifications through the F.I.A. (Fundraising Skills 1) along with Certificates in Public Relations and Events Management.





Louise Cowan

**Retail Operations Manager**

Louise has an Associate Diploma in Community Services and holds a Certificate IV in Frontline Management. She has held her current position for eleven years but has worked for the mission for twenty years. She is involved with the Seventh Day Adventist Church in Launceston.



Ray Green

**Client Services Manager North**

Ray has a Diploma in Community Service Coordination and has had extensive experience in Youth and Outreach work. His twelve years' experience working in housing services within the City Mission serves him well in his current position. Ray and his wife coordinate a missions training course called "Perspectives on the World Christian Movement" on a state and national level.



Maryann Midson

**Community Development Manager**

Maryann took on her current role after being PA to the CEO for eight years here at the Mission. She has a Certificate IV in Business, enjoys keeping fit and is involved as a facilitator for Careforce Life Keys at the Door of Hope Christian Church.

# Management Team



Michele Ryan

**Chaplain**

As one of our chaplains Michele is well known throughout the organisation. She has a long list of qualifications and experience that equips her to counsel, mentor and train both Mission workers and clients alike. Michele is actively involved with the Door of Hope Christian Church.



Peter Vandenberg

**Chaplain**

Peter is a qualified nurse and worked in that field for twelve years until he discovered a passion for working with troubled people on the streets. He has worked for the Mission for 29 years doing mainly outreach and chaplaincy work. He is a valued, long standing member of the team and also pastors the CRC Church in Ravenswood.



Matthew Cross

**Client Services Manager North West**

Before Matt joined the City Mission he worked in community services with the aged at various nursing homes. He commenced at Serenity House as a drug and alcohol support worker in 2004, became the team leader in 2006 and Serenity House supervisor in 2009. In 2011 he was appointed Drug and Alcohol Services Manager. Matt holds a Diploma in Community Services (Alcohol and other Drug) along with a Diploma in Community Service Coordination.

# Chairman's Report

The last twelve months have seen tremendous changes in the administration of the Mission and I give thanks to God for His guiding hand in this process.

Albert van Zetten left the Mission late last year after a long and distinguished time of service first as a Board Member and then as CEO. During his tenure, Albert was the driving force at the Mission and the catalyst for many innovative programs and income generating activities which will have a continuing influence on the Mission for many years.

During the year our General Manager of Client Services, Stuart Smith, took on the role of Acting CEO. I would like to take this opportunity of thanking Stuart for taking on extra duties and the manner in which he continued all of the Mission's programs in close collaboration with and support of the management team.

Stuart has been appointed the CEO of a housing program based in Hobart. A celebration of Stuart's considerable contribution to the Mission was recently held at Missiondale where the Board, staff and clients were able to say thank you and well done to Stuart and to wish him well in his new role.

After a very detailed and rigorous selection process, Stephen Brown was appointed CEO in January. Stephen commenced duties on the 5th March 2012. Stephen is a chartered accountant and brings a wealth of finance, business and management skills to the Mission. Stephen is a committed and practicing Christian with advanced pastoral skills.

We need to be continually reminded that the dedication of the staff and volunteers makes it possible to generate funds which in turn enable our mission to provide outreach and pastoral programs to those in need in

the North and North West of our state. On behalf of our clients and those in need of our services, I thank all involved in God's work either directly or indirectly.

Following Stephen's appointment the Board commenced a review of the Mission's strategic plan. This is now well advanced. The Board's committee structure is being reviewed to make it more compatible with the governance reporting program. All Board members actively take part in the committee process by contributing their skills and talents on a regular basis. The Board is undertaking a skills audit of the Board with a view to identifying areas where additional skills at board level would be useful. Stephen's experience and skill in these areas is providing excellent leadership in this complex process.

While retail activities and income continue to bless the Mission, some programs are incurring excessive and unsustainable deficits. Because of this some hard decisions have needed to be made when formulating the Mission's budget for 2012-13.

Due to significant expenditure on new programs and buildings over recent years the Mission's capital has been considerably reduced. The Board now has a policy which requires a reinvestment target of 10% of income for the 2012-13 financial year to increase to 20% by the 2015-2016 financial year.

Over the last few years the work and complexity of issues coming to the Board has increased. I thank Board members for contributing their skills and talents and their continuing dedication to our Mission's declared commitment of "Caring and sharing in Jesus Name".



During the year Board members Keith Treasure, Laurie Kellet and Tony Walsh retired after many years of faithful service. My special thanks to all three of them and we will always value their contribution to the role of governance within the organisation.

New Board members are Royce Aldred and Peter Freak both of whom bring with them engineering, banking, finance and management skills together with a practicing Christian commitment to the Mission.

The Mission would not be able to do our God driven work without the dedication of our Management team. Over the last few years I have been privileged to be able to get to know most of them and to be involved with them in workshops that are part of the Strategic Planning process. I have been continually impressed by their dedication, talents and commitment. Thank you Management team.

Our staff and volunteers deserve special mention and thanks for their continuing hard work and service to the Mission.

**Michael Walsh**  
Board Chairman

# CEO'S Report



The 2011/12 year was one of significant change for the City Mission with the transition of leadership from former CEO Albert van Zetten to myself through a recruitment process that began in late 2011.

And I am compelled to initially thank in this report a number of people who have assisted me to be assimilated into the culture of the organisation and significantly supported me following the tragic loss of our daughter Emily in a motor vehicle accident on the day I was to attend my second interview for the role.

This traumatic event obviously delayed my arrival and I pay tribute to Mr Stuart Smith who continued on faithfully in the Acting CEO role whilst the family and I attended to the many personal and practical issues surrounding this personal loss. We all wish Stuart and his family well with his relocation to Hobart during July 2012 to take up the Executive Officer role with Launch Youth.

I also thank the Board for their prayers and sensitive support and friendship for myself during this transition. I was also appreciative of the Management team who prayed for me as often as required in our weekly prayer meetings and particularly our Chaplains Peter and Michelle with their words of encouragement from God's Word.

## Business Goals 2011

The 2011/12 year became one of consolidation for a number of objectives and services that commenced in the previous year. Progress was made in the following objectives:

- Developing connections with churches to provide pathways for our clients to spiritual activities – We have completed Alpha courses during the year and they continue. We had the

joy of seeing some clients linked to Launceston churches and taking their step of obedience to be baptised within these fellowships.

- Communication Strategy – This strategy has been documented and implemented across the organisation. It is amended to always reflect the current organisational structure of the organisation.
- Review and development of policy and procedures including Workplace Health and Safety – This policy was fully implemented during March 2012 and our communications are focusing on internal promotion of a safe workplace for all.
- Quality Management – Funding received from the Department of Health and Ageing Capacity Building Grants Program enabled significant work on the establishment of quality standards and procedures at our Missiondale service. This culminated in this service being accredited by the Australian Therapeutic Communities Association in June 2012 which is the first time this has been achieved by a Therapeutic Community based within Tasmania. We now look forward to hosting the ATCA Conference in Launceston in late August 2012.

Outstanding goals from 2011 will now be incorporated in organisation wide and individual service business plans following the completion of our Strategic Planning process (commenced in May 2012) to review, develop and document our strategic objectives for the next three years. This project is scheduled for completion during August 2012.

## Babymum Australia

Following much prayer and preparation, Babymum Australia commenced operation of the Babymum Cottage enabling the accommodation of young mums either pre or post the birth of their baby in a secure and supervised service. These accommodation services complimented the existing Outreach and Education services conducted by the Babymum leaders and volunteers. Both Launceston City Mission and Babymum Australia have deeply appreciated the support of the Launceston Girls Home Board in the expansion of services. This service remains in operation due to the dedicated support of the Babymum volunteers and as part of our strategic partnership Launceston City Mission remains committed to securing recurrent funding from Government or benevolent organisations in the north of the State to supplement the initial social enterprise activities of Babymum Australia.

## Volunteer Recognition Awards

As part of Volunteer week in May 2012, almost 100 volunteers from the Launceston City Mission received their Launceston City Council Volunteer Recognition Awards for either 200, 500, 1000 or 5000 hours or more of voluntary service to the Launceston community through the City Mission. We reiterate each year that we could not achieve what we do, nor develop the culture that we have, without the selfless service of our many volunteers who have often spent many years with us as demonstrated by the extent and breadth of recognition certificates awarded this year.

## Character First

One of the strong cultural outcomes of implementing and maintaining an internal program such as Character First is the consistent recognition of the inward values that determine outward actions of our paid and unpaid staff. Character touches everything we do. It takes character to live with integrity, build healthy relationships, and improve our work and world. This program has continued to be maintained during 2011/12 and we look forward to undertaking further training in all aspects of the program during 2012/13.

## Funding

Launceston City Mission has through God's providence and the prudent leadership of our former CEO developed a significant social enterprise operations which we will seek to again expand during the next financial year. Despite this we are also dependant on the financial support of both State and Federal governments, local churches and other private Estate Trusts and faithful donors for the sustainable operation of our community services. On any day of any year a visit to our Crisis and Transitional Housing service, Star House, Orana House, Nexus House, Serenity House or Missiondale Therapeutic Community would reveal the direct provision of service to the needy, marginalised, addicted and often homeless members of our community. The support we receive from the above stakeholders remains crucial to these ongoing services and we look forward to ongoing and new partnerships in the future.

I again reiterate my thanks in particular to the Board, Management team and all staff and volunteers for your support of the work of the Launceston City

Mission and we eagerly look forward to what God has in store for us each in the next three to five years.

Finally I finish with the last highlighted passage from my daughter Emily's bible, she was a dedicated devotee to God's Word, and it comes from Jude 1:20-21, "But you, beloved, building yourselves up on your most holy faith, praying in the Holy Spirit, keep yourselves in the love of God, waiting anxiously for the mercy of our Lord Jesus Christ to eternal life".

At City Mission we will continue to uphold our long held mission of Caring and Sharing for Others in the Name of Jesus, and commit to keep ourselves built up in our faith and in the hope of providing ongoing opportunities for staff, volunteer and clients, who don't know Christ as a personal Saviour, to experience this in their lives.

### Stephen Brown

Chief Executive Officer





# Community Development



## Family Services

Family Services has supported 3,000 families including 404 new clients over the last twelve months with food items, power, petrol, medication, Aurora and Telstra, Christmas toys, household items, clothing, prison visits, NILS loans, home visits, a listening ear and ongoing support for the many complex needs that are presented to us each and every day.

We couldn't do this without the support of FAHCSIA our funding body and members of the community who generously donate to us money, clothing, furniture and food items.

Thank you all – we couldn't make a difference in the lives of those we support without you.

## Club Monday

Our Club Monday ladies' group continues weekly, providing a program to develop, encourage, and provide interest and social interaction for them. It is good to see the way in which the members of the group care for, support, take an interest in and pray for each other. About 16 ladies attend each week.

## Children's Playhouse

The Playhouse moved into its new premises in the Child and Family Centre at Ravenswood at the beginning of 2012. The centre is now licensed for 45 children. The building is very modern with a day night theme spreading throughout the building.

The dedicated team provide care, not only to the children who attend the centre, but also to the families in many different ways.

Lyn Holmes and her team are to be congratulated on the successful relocation and development of a truly caring service to the children.



# Community Development



## Choir Of High Hopes

The Choir of High Hopes is in its fifth year and is still going strong. There is an average attendance of about 25-30 people each week for rehearsals and most are able to take part in performances around the city and beyond.

This past year, the choir has been invited to perform at nursing homes, a Fusion picnic, and at a conference for workers in the disability sector held at the Tailrace Centre. From that engagement they received an invitation to sing for the Ravenswood Neighbourhood Centre for their Christmas barbecue later in the year. They will also be singing at the Silverdome for a special children's party in November. The Choir has also performed at Life without Barriers with a full concert and at Launceston Church Grammar chapel for the students. It is a permanent fixture for them to sing at the City Baptist Christmas barbecue and carol service which is always well attended.

Despite the many issues that some of the members face, the choir seems to enable them to rise above them.

Members consider it an honour to be a part of the choir and we are very grateful for the ongoing support and respect given to this area of ministry within the City Mission.

Choir members are currently fundraising for a trip to Melbourne later in 2013, which will be a real boost to self-esteem and experience for everyone involved.

### Quotes from two choir members:

Karyn says: *"As a medical retired social worker, I truly enjoy attending CoHH. I love the joy that singing brings to me and other people."*

*I leave the City Mission with a smile on my face and with the songs going around in my head. I love the diversity of choir members, how everyone is accepted regardless of age, and social, financial, physical or mental challenges. The conductor, musicians and organisers are all inspiring!!"*

Dennis says: *"If it wasn't for singing in the choir I wouldn't get out of the house much."*

*I enjoy the variety of people and abilities. Singing helps me rise above depression."*

## Rainbows

We are grateful for the opportunity to offer Rainbows to children experiencing traumatic family circumstances – suicide, divorce, separation, bitter custody battles, multiple deaths, terminal illness, progressive moves of home and school, domestic violence, parental imprisonment, drug addiction etc.

It is a special privilege to listen to their stories, help them express their feelings and assist them as they work through the grieving process. A very satisfying occupation!

So far this year, facilitators and chaplains have been conducting Rainbows in 16 schools, working with 126 children. Additional programs are being formulated as we work through the year.





## Babymum

Signing a Memorandum of Understanding with City Mission was a significant turning point for Babymum. A partnership has been formed for three years where City Mission will offer mentoring assistance to the Babymum team, support their budget and allow them to utilise the community collateral that City Mission has with existing policies and procedures that will help define the work Babymum does within the Launceston community of Babymums and their babies.

In September 2011 Babymum secured a lease for their first Babymum Cottage. "Cottage" is deceptive because it is a mansion. This has been the fulfilment of just one aspect of the Babymum vision; to provide accommodation for the most vulnerable babymums and their babies. While it took some five months to prepare this house into a home, it is now a safe and secure place for our babymums and babies who will over the years, call "home" for as long as they need it.

Since the doors were opened in March this year we have been able to provide much needed accommodation and support to six babymums and five babies / toddlers. Our first cottage

parents resided in the cottage for the first seven months while we attended to a lot of the maintenance, security and cleaning up of the cottage. We are now looking for new cottage parents who will take the Babymum Cottage to the next level.

With the cottage atmosphere being created, there has been much activity happening in all corners of Babymum. Social media has played a huge part in bringing Babymums to us. Facebook is the place to be, a place where Babymums connect and get to know not only us but also each other. We share photos of what we are up to from our belly casts to our maternity and newborn photo shoots. At the same time it allows us to make transport arrangements to our various weekly activities and just chat to the girls.

During the last twelve months there have been a number of activities that we have been able to offer our Babymums. "MydayFriday" is a relaxed gathering for babymums and some of our team. It can be anything from just hanging out and chatting, to crafts and everything in-between. We have had a "walking group" as well as a pilot nutrition course. A big element for Babymum has been and will continue to be what we can offer by way of

photography. Many of our Babymums have commented on how special they feel when they are made to feel beautiful and worthwhile. Many beautiful memories have been created for many of our gorgeous Babymums and their bubs, memories that they will be able to look back on in years to come.

In 2011/12 Babymum was successful in receiving two grants. With thanks to the RACT we now have three birth – 18kg car seats plus three first aid kits. This has allowed us to collect Babymums and bubs and transport them to various functions. The second successful grant was from Calvary for \$5,000 which will be used to develop a nutrition course for Babymums.

The Babymum team continues to look forward to possible partnerships with the Launceston Community. Our goal is to work together in the community to provide collaborative approaches, to achieve the best possible outcomes for Babymums.





# Morton's Place



Bob and his wife Michelle have been coming to Morton's Place for many years. Recently Bob was diagnosed with an aggressive form of cancer. The way Bob has handled this news is nothing short of amazing. Despite the treatment taking its toll on Bob he remains positive about life and sees this situation as another one of life's adventures. Scott Harris (the Morton's Place Supervisor) considers it a real privilege to be able to get alongside Bob and others like him and provide care and support, through the donation of meals, along with emotional and spiritual support. Bob has expressed

how thankful he is that people like Scott are available to Care and Share in Jesus' Name and make a difference in peoples' lives.

Morton's Place receives support from a variety of different sources in the community. These include client support services offered by Centrelink Liaison officers who come in once a week to meet with clients and provide outreach support to those marginalised within our community.

City Mission also appreciates the students who come to Morton's Place during the year from Scotch Oakburn and St Patrick's Colleges who serve and get alongside our clients. We know that this means a lot to the ones they assist and helps the students develop a broader awareness of those in our community who face ongoing hardship. We applaud them for their commitment and availability year after year.

Every day we see the difference that Morton's Place makes in the lives of those who enter its doors. The atmosphere and culture of the Centre is very positive and inclusive. Many of those who serve at tables are also

clients of the Centre who draw a great deal of pride out of giving back to others in the community.

Wanting to have an even greater impact, plans are afoot to implement other opportunities that exist to bring people together with various centre based activities including a monthly breakfast with staff and clients.

Our dedicated cooks, Dale Stearns and Mary Wakefield have done an awesome job once again this year cooking some fantastic meals at Morton's Place along with catering for special events within the organisation. They have shown a great sense of commitment rising to each challenge put before them. We again would also like to thank the many volunteers who generously give of their time week in, week out, you are really appreciated.

The clients at Morton's place have been privileged over the past year to have some wonderful bands perform and we are very grateful for those within the community who donate their time to come and help build a positive and enjoyable atmosphere.



# Housing Services



## Crisis and Transitional Units

Joe came into the Crisis Unit as a sobering up client. He had entered for sobering up eight times in the previous six weeks. He said he was trying to re-establish ties with his 18 year old son and being drunk all the time was pushing his son away and he was ready to try to find stability. He stayed in the Crisis Unit for nearly two months, returning intoxicated once. He was spoken to regarding getting support or rehab for his alcohol use, but always refused.

Joe had applied for Housing and was listed as Category 2. Staff encouraged him to see a GP regarding an ongoing back condition. The doctor completed his assessment and with this recommendation, Joe was upgraded to Category 1. Due to his efforts in remaining sober and pursuing housing options, Joe was moved to an upstairs unit. During an extended stay upstairs, he returned once intoxicated and required monitoring.

Joe applied for a Disability Support Pension but was rejected on the basis of not receiving ongoing treatment for his back condition. Further assessments were scheduled in the appeal. Joe had regular contact with his son and often commented on how good it was to be able to spend time with him. He was offered a Housing Tasmania unit in Launceston four weeks after going into Category 1. Other City Mission support services were able to provide furniture, linen and kitchenware. Crisis Unit staff helped Joe move into his unit.

The day prior to moving in Joe discovered he had an outstanding bill with Aurora. It was over ten years old. A staff member was able to negotiate with Aurora a payment plan enabling Joe to move in with no delay.

Joe wrote a letter to the staff of Launceston City Mission conveying how he felt a difference had been made to his circumstances by the care and help he received throughout his stay.

We have regularly participated in the Specialist Homelessness Service's regional forum and Shelter Management Committee meetings. This has provided up to date information concerning the Support and Accommodation Assistance Review (Tasmanian government review of all homelessness and some housing services within the state) and other issues faced by the Homelessness and Housing sector. Contributions to the review and the update of the Shelter Tasmania Strategic Plan have been made which included attendance at the launch of the Tasmanian government mid-term report held in Launceston.

Representatives from City Mission also attended the Northern Regional Place of Safety Reference Group meeting. We, along with other services (Tasmanian Police, Emergency department and Alcohol and Drug Services), meet to share information and review the drug and alcohol services provided to better support our clients going through issues relating to addictions.

# Housing Services



The Character First program is an excellent tool in recognising positive traits within individuals. By recognising these in our clients, even those who aren't travelling so well, a culture of dignity for each person and respect for others can be built. Each month a different quality is focused on throughout the organisation.

Steps have been taken along with other centres in the Housing Services group to build the Character First program into the everyday running of the Crisis Unit. We have posters up displaying the Character First qualities in the common areas. We put out magazines for clients to read and have the quality of the month displayed in the dining rooms. Staff are encouraged to find reasons for positive comment with clients and try to instill a forward moving and self motivating way of living.

A quantity of hand knitted beanies was donated to the Crisis Unit to be given out to those experiencing the cold.

Wendy who works in Morton's Place donated a number of single doonas, which will be used in the offsite units.

A number of clients who have moved into their own accommodation have received furniture and household goods through Family Services and our Youngtown Shop. Without this help, the initial period of moving into their own place would be bleak and difficult for clients. A big hurdle for someone transitioning from homelessness into their own accommodation is the lack of possessions required to turn an empty unit into a functional place to live. There is no joy in sitting on the floor in an empty unit and a primary feeling of success can quickly become one of despair. Quite often essentials such as cutlery, a bed, a table, linen, items for cleaning, plates, cups, etc won't be owned by those moving and so this help makes a real difference to those receiving it.

Mary Wakefield has been a rock in preparing evening meals for the Crisis Unit four nights a week. There is only one type of complaint from clients surrounding the meals provided through Mary's work and David Sayer; it is generally some variation on the

theme of gaining weight or having too much to eat. The thoughtful manner in which she prepares a range of meals is appreciated by the staff and the clients who get to taste Mary's wares on a regular basis. Special mention should also go to Peter and Lini Vandenberg, one of our chaplains and his wife, for the time and effort in preparing meals every Wednesday night. While the inspired words from Peter's devotions may go sometimes without comment around the table, there have been a number of occasions where clients have pursued with staff at a later time the thoughts he brings out.





## Orana House

Linda came to stay with us through a referral from a local support service. At the time Linda had just recently left Northside and was staying at the Mental Health Recovery Centre. Linda had only recently arrived in Tasmania after being evicted from her accommodation on the mainland after an overdosing attempt. She has a long history of self harm and abuse.

During her stay at Orana House staff were able to provide Linda with safe and stable supported accommodation; helping her to develop healthy life skills while encouraging her to engage in a case plan personally suited to meet Linda's needs. As well as this staff referred her to other external services. Over the following months that Linda stayed at Orana her self-confidence grew, giving her a greater capacity to cope with life and ultimately live independently. Linda successfully moved into a place of her own here in Launceston.

Orana House has a positive professional working relationship with many other community service organisations, such as Anglicare, Centacare and other accommodation

facilities. Recently, a staff member from a local Boarding House asked if they could come through for a tour of Orana, as they had heard a lot about the place. Feedback received later was that they enjoyed the tour and our hospitality and felt "that the place had a warm feeling to it."

Staff from Drug and Alcohol Services meet with their clients at Orana as do Support workers from Anglicare, Centacare and Adult Community Mental Health.

Staff at Orana help clients move toward becoming better equipped to live independently in several ways including assisting them in areas of their lives they could improve on. This can include the area of personal hygiene, help with budgeting, anger management issues or substance abuse. Living skills such as cooking/cleaning or simply knowing how to use the washing machine are shown to the clients where these skills are lacking in their lives. Where staff are not trained or equipped to deal with client's issues they are supported and referred to appropriate services.

The structure of the House is based upon community living where clients eat together and share common areas like the lounge rooms. This encourages and

helps to develop communication and tolerance towards living with others.

Sue Ferris has recently joined the team at Orana House and often does relief on the weekends. She has proven to be a real blessing and has fitted in well.

Orana House would not function as it is today if it wasn't for the loyal services of Jodee Vella who recently offered to join the team in an afterhours support role.

### A note of thanks

Orana House Supervisor, Mark Sytsma and support staff have valued Ray Green's guiding support through what has been a difficult year for the team with many changes and some difficult circumstances.

# Housing Services

## Nexus House

Matt came to Nexus in need of accommodation due to family breakdown. He and his partner moved to Tasmania three years ago and he had work on a local farm. His partner had just separated from him after many years. He was just laid off from his seasonal work and was urgently in need of accommodation so he could organise to see his children again.

He told staff about his rough life with drugs and alcohol, anger problems and gaol terms and insisted that this life was now behind him by ten years. Emotionally, Matt was very angry and volatile, like a spring wound up as tight as it will go and with another half turn, ready to go off. This was primarily due to his ex-partner leaving him and limiting access to his children.

Over his time at Nexus Matt settled down a great deal emotionally. He was able to talk and in the process work things out and start resolving life issues in his mind.

Matt successfully initiated help from Centrelink with a Newstart allowance.

He was able to build some good relationships with new people while at Nexus with workers, volunteers at Nexus and others at a local community program.

He accessed Legal Aid and they assisted him to get access to his children. This was a much longer and more difficult process than he had ever expected. He needed his own place to secure the access to his children and other support services helped him achieve that.

He completed the Parenting Course arranged by Nexus House staff and progressed so well that he was asked to participate in the facilitator training course.



He was a very verbose person and easily talked about many things. It seemed that he processed issues in his own mind by talking to people about them. As a result his volatile emotional state reduced as things were dealt with.

Matt continues to have contact with Nexus House to receive ongoing support and encouragement.

John lived at home and had a history of severe depressive episodes with psychosis. He had been recently admitted to hospital as a result of intentional overdose. His depressive moods and suicidal ideation grew after finishing a three week casual job that he enjoyed.

When he arrived John was very nervous, quiet and unsure of himself. Our team quickly warmed to John during the interview and induction process.

During the time John was at Nexus he progressed and continued to engage with everyone in the house. He also built up his social, employment, spiritual, familial and emotional resources. He found and attained his own unit and moved into that. His "Personal Helper and Mentor" worker was a big help to him in



achieving all of this.

John built up these contacts mainly through his church involvement and developed a good friendship with another resident and keeps contact through subsequent visits. He enjoyed going to "Heaven's Kitchen" and encouraged others in bike riding and walking. Even now, months later, he still visits on a regular basis to practice his cooking skills which all enjoy.

John is a keen mountain bike rider and in addition to this he would often go for significant walks which helped him build up his physical abilities. He steadfastly stuck to his exercise regime.

He started looking out for others while he was here; a good sign of recovery. His encouragement of another resident and their common interest in bikes and bike riding was significant to both.

His reconnection with a local church was very instrumental in John's recovery and progress.

Julie was evicted from private rental and was in transient accommodated awaiting public housing. She suffered depression, anxiety and PTSD due to sexual abuse as a child. She had low ability in dealing with men and was still vulnerable to abuse when she came to

Nexus. She needed people around her for social contact.

Julie came with a plethora of medical issues that were very poorly managed and was emotionally unstable for a long time while residing at Nexus.

During this period Julie had most of her medical problems sorted out. She was on a lot of medications and they had been adjusted on numerous occasions before they eventually stabilised her well. She learned some significant ways of dealing with her anger, frustrations and feelings of inability to cope. She consistently practiced these and they were of incalculable help to her.

Julie was able to initiate contact with her son again through the family court system. This was a cause of much anxiety and grief for her but she persisted and although she does not yet have custody of her son she can now contact him and give him presents. She was a model of demonstrating the character qualities of diligence, endurance and gratefulness.

Julie's family visited often spending significant amounts of time with her. She went out to courses organised for her and really enjoyed them. By the end of her stay Julie could consistently enter into conversations, jokes and games with other clients and staff.

Julie completed a local cooking skills program. As a result of this she started to look at what she could do in the future instead of living only for the present. She started a literacy and numeracy course which, by the end of her stay at Nexus, she was attending regularly.

Julie sometimes went to church and considered herself a Christian. It was a real buzz to staff to watch and assist her try to live accordingly.



Along with professional services helping residents in specialty areas Nexus House staff receive help or are involved in the following:

- "Heaven's Kitchen" dinners are provided every Tuesday by a local church for anyone in the community who face hard times. All residents, most staff and some previous clients and friends go to these.
- Devonport LINC program help residents attain their Learners Licence and others participate in their literacy program.
- Some residents do TAFE Tasmania and Polytechnic courses.
- The Salvation Army send a staff member every fortnight to do "mindfulness training" with residents.
- Club Haven is an informal group support meeting running two days a week by Anglicare.
- Occasionally the Ulverstone Salvation Army will bring bread.
- The local shop where staff get the milk and paper each morning have given some day old salad rolls and other goodies from time to time.
- The Latrobe Lions Club bring donations of food.

- The local CWA bring clothing and other items to Nexus.

Work on phase two of the kitchen renovations including new benches, shelves and sink were completed this year including the electrical, plumbing and joinery work. These renovations were all made possible by a generous grant received from the Tas Community Fund.

One of our former clients become a volunteer support staff member. He helps with transport when needed and regularly visits to cook and socialise with residents on weekends. He is a valuable part of our team.

It is good to have relief staff available every weekend now so that regular staff can have every weekend off.

**Mike Jopson**, our live in support worker, is invaluable in looking after the house at night and just being a great help to all our residents.



# Drug and Alcohol Services



## Missiondale

Missiondale held two Celebration Dinners, one on 11th November 2011, and the other on 18th May 2012. On both occasions approximately 100 guests enjoyed a fantastic meal prepared by the residents, musical and media items and were inspired by some of the journeys shared by graduating residents. The team work displayed by residents both before and after the dinners was good to see; everyone pitched in and supported each other. These were two successful evenings celebrating the achievements of residents and we are humbled by the courage and honesty that the residents display daily and are privileged to be journeying with them.

On 27th February 2012, seven staff and thirteen residents headed off to Weymouth for the annual Missiondale Camp. The weather was good, despite the forecasts, and much fishing, swimming, walking, relaxing, eating, and singing around the camp fire was done over the four days.

The Wilderness Program held two camps for Missiondale, one from 12th-16th September 2011, and the other from 25th-29th June 2012. Fourteen residents and one staff member took part in the camps. These programs are always a learning opportunity and the residents returned with stories of great achievements, both personally and as a team.

On 2nd August 2011 we had a visit from Magistrate Mr. Reg Marron. When we had been in Court before him with some of our residents he had mentioned on a couple of occasions that he would like to come out and visit Missiondale. We gave him a tour of the facility, giving him an overview of the program content, stages and general information relating to Missiondale.

He really wanted to meet and speak with some of our residents, so we arranged a group to chat with him. The feedback from that group was very positive, even from those who were originally quite negative of Magistrate Marron's visit, having had experiences before Magistrates in the past. He ended up staying for lunch, and left at about 1.00pm.

### **Following is a letter we received from Magistrate Marron.**

*"Dear Rob and Anne,*

*Just a short note to thank you both for taking the time to show me Missiondale. Many times when I have heard the name mentioned in court I have wondered exactly what the place was like.*

*Thanks to you I have now had that opportunity to not only see the facility but also to meet you both, and your wonderful staff and most importantly to meet your residents.*

*I must say that I was most impressed with your programs and the good work that you are doing.*

*Many times I have had people appear before me who are desperate to deal with their addiction problem. Their attempts to deal with this while remaining in the community have had mixed results and for them the only remaining option is a residential program. For some it is the only alternative to a jail term. I cannot tell you how grateful I am to be able to tell of your program and to be able to recommend that they seek your assistance and assessment for eligibility.*

*Once again, thank you, and I look forward to an opportunity to visit you at some time in the future.*

*Regards, Reg Marron*

There were three Resi/Rehab Meetings, coordinated by the Alcohol, Tobacco and other Drugs Council, held in the last twelve months. Representatives from Missiondale, the Salvation Army and Live Free Tassie met to discuss issues relevant to all three services.

On 3rd November 2011 we signed a Memorandum of Understanding with Colony 47. We had been working on the MOU for the past few months and it was good to finally put pen to paper and document the agreement over the referral process between the two agencies.

On 24th November 2011, thirty five Year 10 students and six teachers from the Launceston Christian School visited Missiondale. Staff and residents were able to share with the students about life at Missiondale and how the residents are able to deal with/overcome addiction. They then split up into three groups and had a tour of the main building and grounds. It was a very positive experience for everyone.

On 21st February 2012 Missiondale hosted the ATDC Cross Sector Bus Tour for lunch. We gave the thirty plus participants a Barbeque lunch and then took them on a tour of Missiondale, giving them details of the program and fielding questions as we went around the property.

A tour by the "Court Users" Group took place on 22nd March 2012. The Group included workers from the Magistrates Court, Police Prosecution, Legal Aid, private legal practitioners, forensic and mental health. Again, two of our residents shared their story and answered questions from the group. They shared lunch with us and we then took them on a walk around the

buildings and grounds. This was a very beneficial experience and comments from the group were positive.

On 30th April 2012 and 1st May 2012 the Australasian Therapeutic Communities Association (ATCA) conducted a Peer Review. Garth Popple from WHOS in Sydney, Toni Echaus from GoldBridge on the Gold Coast and Bec Davey from ATCA made up the Review Team. Prior to the review we compiled our Journal, which presented Missiondale "on paper" to the Peer Review Team. The team arrived on Monday, sitting in on Group Therapy, and holding a Focus Group with all residents. After lunch they met with staff asking questions focusing on "what we do" and "how we do it", and our understanding of Therapeutic Community practices. On the Tuesday morning they met with the City Mission Board, had a tour of the Youngtown Store, where residents work as part of the program, and finished with a feedback session with all staff. We have recently had confirmation of our acceptance as a member of ATCA, and are part of the organising committee for the ATCA Symposium to be held in Launceston from 27th-30th August 2012.

The annual Cricket Match between the Rotary Club of Launceston West and Missiondale was held on 23rd January 2012. It was another awesome

event, with the Rotary Club unable to defend their title. The Missiondale team came away with the win this time. The Rotary Club presented a donation to Missiondale at their annual changeover dinner. Their support is greatly appreciated and goes towards something that will benefit the residents.

On 5th March 2012, the Cape Hope group were taken on a tour of Missiondale. We talked with them about the structure of the program and how the Therapeutic Community operates. Two of our residents also shared their story with the group and answered questions about their experience at Missiondale. Proceeds from a fundraising event hosted by Cape Hope were donated to Missiondale.

On 17th April 2012 we hosted a tour of a group from the St Johns Anglican Church. They heard testimonies from two residents and had a look around Missiondale. These tours are always a pleasure to host, as our residents are able to share the change that has taken place in their lives since being at Missiondale. Since that tour St Johns have taken Missiondale to heart and we currently receive the proceeds from their monthly Women's Breakfast. They have also provided linen, bedding, towels and toiletries.

87 residents have been helped at Missiondale in the period July 2011 to June 2012.



# Drug and Alcohol Services



## Serenity House

Our Drug and Alcohol Services comprise our facilities at Missiondale, Evandale and Serenity House near Burnie. There have had some big breakthroughs in the last twelve months. The most significant achievement would have to be the certification of Missiondale as a Therapeutic Community by the Australasian Therapeutic Community Association (ATCA). This has been the culmination of several years of work by a lot of people and in particular Rob and Anne Koops and Stuart Smith.

Serenity House continues to play an important role in Drug and Alcohol Services for City Mission. Over the last twelve months we have moved more into allocating rooms to clients on our waiting list rather than just filling beds when they become empty. This has meant that we have been able to ensure our occupancy has been more stable and that we have less “down time”. The increased occupancy does make it more challenging to be able to offer effective case management services to assist our clients with issues

as they arise but we will continue to monitor this and address resource issues as they arise.

During the past year Serenity House has continued to provide Sober Up and Place of Safety beds on the North West Coast through funding provided by the Department of Health and Human Services. There are also Time Out beds provided that the City Mission fund from our own resources. The overall occupancy for the service was 78% for 2011/12. Missiondale also receives funding from the State and Federal Health Department of Health and Ageing achieving occupancy of 61% for the core facility of 28 beds. The most encouraging and humbling moments within the City Mission are when we join together to celebrate graduations and Character First achievements at the twice yearly graduation dinners at Missiondale. Business plans for 2012/13 will consider the options for increasing the occupancy however this will be managed carefully by the Community to enable the continuation of the achievement of these successes in people's lives.

There have been some significant improvements in the overall Drug and Alcohol Service in the last year and the service looks forward to the development of a new strategic plan and the initiatives that will follow from this project.

A significant change was the departure of Stuart Smith from the team in July 2012. He has lead the Drug and Alcohol team over the last ten years and we will miss him greatly. Stuart has taken on a position of Executive Officer for Launch Youth in Hobart and the Drug and Alcohol Services team wish him all the best for the future.

Following this staff change Matt Cross has relinquished the role of Drug and Alcohol Services Manager and recently was appointed Client Services Manager North West. Matt was pleased with this change as his heart has always been to grow City Mission's services on the North West Coast. Ray Green has been appointed Client Service Manager North and assumes oversight for the Therapeutic Community at Missiondale.



# Youth and Outreach



## Youth on Paterson

The client group of Youth on Paterson are youth aged 10-18 years of age who have been or will likely have contact with the Youth Justice system.

Programs delivered by Youth on Paterson have engaged over 400 young people in the past twelve months many of which also require additional 1:1 assistance in order to have their needs met.

Through this past year Youth on Paterson has supported several young people, helping them move successfully into tertiary studies. One outstanding young person has succeeded in completing many goals that only twelve months ago he felt were just too far out of reach. Initially he was a quiet person lacking confidence and the ability to express his needs and certainly not in a position to plan and follow a logical pathway that would meet his needs.

His connection with Youth on Paterson began when he became involved on the "Two Hands" coffee cart project following a referral from City Mission worker Dean Foley, who was a key figure in this person's life at the time.

During the four weeks of Barista training at Drysdale it became evident that this young person had many hidden skills; however several things such as short term accommodation, unemployment and a low opinion of his own abilities appeared to be holding him back from really getting involved in what life had to offer him.

Over a period of several months with ongoing support from Youth on Paterson, other services and local business providers this young person has transformed his outlook on life into achieving what he sets his mind to. To date his achievements have included obtaining Certificate II in Barista and Customer service, his Provisional driving license, Traineeship with Ritual Coffee and long term Independent accommodation. In addition, outside of our work as service providers, he was invited to join our Touch Footy team as a way of broadening his social connections and also to utilise his sporting skills which the team desperately needed.

It is these sorts of outcomes that outweigh the setbacks and challenges of youth work.

The relationship and formed partnerships with other services has continued to grow since Youth on Paterson commenced in 2007. This year has seen the discussion, development and then a partnership agreement created with "Headspace youth health service" to allow growth of our Fundamentals program for young people displaying behavioral issues or just struggling to remain in school. This agreement has seen the client group increase along with sharing our resources and costs while also broadening the network supports for participants. PCYC remain actively involved in this program allowing us to contract staff to co-facilitate sessions and provide bus and venue hire at affordable cost.

Youth on Paterson, with support from Relationships Australia, "Reconnect" program has commenced delivery of the "Care Factor" program into three high schools in Launceston. This initiative of Launceston City Council explores and develops strategies for young people to create a safe community. The success of the program to date can also be attributed

# Youth and Outreach



to support from Tasmania Police in allowing a Police Officer to attend a session and discuss rights and responsibilities within our community. These are just two examples of the wonderful working relationships that continue amongst many including Youth Justice Team, Ashley Youth Detention Centre, Studentworks as well as Learning Service North and individual schools in Northern Tasmania.

Youth on Paterson continues to actively form partnerships with other services as a way of enabling improved client support and better outcomes. Partnerships have and remain pivotal to Youth on Paterson's ability to grow. There is increasing importance to support rural communities to develop services which would extend the role of Youth on Paterson in its outreach to areas such as Meander Valley.

Youth on Paterson works directly with young people in order to explore issues and implement strategies to help youth achieve their goals. The work involves a 1:1 response for individual support as well as developing and running programs such as Fundamentals, Care Factor, Outreach, Independent living skills, music, bikes and art as ways of engaging with young people in their areas of interest.

We see these programs as forming a stepping stone to allow young people to re-engage in positive and developmental activities while increasing their networks that will provide a long term non-judgmental support mechanism. Anticipated outcomes from these programs may include problem solving skills, team work, increased communication skills as well as improved numeracy and literacy skills, all of which assist young people to raise the feeling of self esteem and being valued by others.

Recent discussions with the Ashley Youth Detention Centre (AYDC) school principal took place as a way to explore how we can support young people to feel more connected and to have some of their art work recognized by the community. Participants have been working on paintings that, once finished, will be presented and displayed at Morton's Place. Also from AYDC, as part of a national program for detention centres, using ceramics as another form of art work will see a small dining setting be presented to City Mission that has been decorated by residents attending the school in the centre.

Grants received this year have come from Launceston City Council's

successful grant application to the Tasmanian Community Fund for the Care Factor program.

Second year grant installments have been received from Department of Education under the Flexible Learning Grant as part of our application to deliver the Fundamentals program.

Several donations of approximately 20 push bikes have been received from community members following promotion of our bike program.

Scott Flanagan has supported Youth on Paterson to maintain an Outreach response to the George Town area. Scott's work over the past four years has been vital to students in the high school to maintain their link with education and in some cases has assisted students return to school following extended absenteeism. The feedback from teachers regarding student progress has been very positive and indicates that our long-term commitment has allowed students to develop a greater understanding and belief in their own capabilities to set and reach personal goals. This would not be possible without the dedicated support from Scott who keeps an honest, non-judgmental attitude to those students he helps.

## Outreach and Mentoring

Trevor was referred to us by Child Protection Services in January 2010. Our youth worker was asked to mentor and support Trevor as he made the transition from foster care to independent living. Trevor and our youth worker met every Tuesday to sit and discuss what was required to move to his own house. As well as the practicalities involved Trevor displayed significant issues related to suicidal ideation, poor self esteem and a lack of personal self belief. Trevor was

referred to appropriate services to work through these areas, the youth worker supported Trevor throughout this whole process, providing a base for him to come back to when life became confusing and difficult.

Throughout this time the transition to independent living was made. Appropriate support was given regarding the basics of shopping, budgeting, transport and other significant areas. Throughout this process the City Mission, Foster Parents and Child Protection worked together as a team to provide holistic support.

During the period of transition Trevor experienced immense anxiety related to numerous issues. At one stage Trevor's youth worker assisted him through a period at Northside (residential Mental Health Ward) at the LGH. Just being there with him was the key. Often the support was listening and just being a consistent, caring person in his life. With support over a two year period, Trevor now lives independently, works fulltime and has obtained his driver's license. Trevor once thought he would never successfully achieve these three key goals.

Trevor is now a confident young man, who has obtained a position of leadership at his work. He no longer requires the City Mission youth workers assistance and mentoring as he is now a self-sufficient adult. What a wonderful outcome for all involved.

The Youth and Outreach team has positive, strong and ongoing relationships with a number of associated services: Northern Suburbs Community Centre (NSCC), Ravenswood Neighborhood House, PCYC, Ashley Youth Detention Centre, Youth Connections, Relationships Australia, U Turn,



The Create Foundation, Youth Justice, Child Protection, RADAR, St Patrick's College, Worldview College, Launceston City Council, Newstead College and other organizations that utilise outreach. These associations assist with our connections to youth in the community.

The goal of Mentoring in particular is centered on the person achieving personal independence. Mentoring is about influence, guidance and supporting the client to achieving wholeness and independence. Our mentoring program is centered on these goals and is paramount when interacting with clients.

In relation to Outreach, the goal is to see a local community achieving self sufficiency via increased and positive communication. We support these goals and endeavor to foster and facilitate strong relationships between participants.

Acknowledgement must be made of the many groups and individuals who volunteer in this area. Cheryl Fitzallen assists regularly on the outreach trailer and even takes it out herself at times when there is no one else to do it. St Patrick's College RAMAR Students have been coming along on outreach now for five years. A group from the

college has also taken on Friday night Missionbeat once a month. This contribution to the City Mission cannot be underestimated. Many individuals, too numerous to mention here, have gained a degree of personal fulfillment through serving their community by working on the trailer and performing other voluntary tasks. Thank you to all.

The past year has seen continued development of both Outreach and Mentoring. We are reaching out in Jesus' name to more people than we ever have. We now have eight regular destinations on Outreach Trailer run (up from six) and have wonderful partnerships with other service providers. The quality of our Outreach is constantly improving, with an increased emphasis on relationship building and meaningful interaction with participants. Calls are regularly received from other organizations wishing to utilize our outreach services. This has come about through strengthened partnerships and word of mouth.

Youth mentoring has also grown this year. Over the past three years we have supported over thirty young people. The mentoring service has become more professional through strengthened links with other youth service providers.



# Youth and Outreach



## Star House

Stephen had lived at Star House for well over a year. He is perhaps the most settled young man we have had staying there. Dave and Lyn had seen him improve in many areas. His personal hygiene is far better now than when he arrived and he has learnt to cook on a regular basis. He had regular visits from friends. He also got along well with the other residents. We had the pleasure of having his grandparents here for a meal just before Christmas and they reported that his behaviour had improved markedly since being at Star House. When recently asked how his stay had helped him he said that he would not know where he would be now if it was not the help he had received from us. He also said that his stay at Star house had allowed him the space to develop positive relationships with his mother and step father once again.

It is true to say that not all stories turn out the way they have for Stephen, this said the positive relationships that Dave and Lyn Sayer (Star House – House Parents) develop with the young people

who stay at the house often remain well into the future. It is not uncommon to hear of these young people coming for tea or just dropping by for a chat.

Our involvement with Collaborative Case Conferences, run by Youth Justice, has been of great assistance to us. These conferences were held on a regular basis and included most of the people involved in trying to help and support at risk youth. These are informative meetings and are aimed at supporting those staying at Star House and are a great forum for working together to facilitate positive outcomes.

All Star House clients so far have come from dysfunctional home environments. We provide a mainly functional home and family environment where they can feel safe and stable. We encourage them to look after themselves in regard to their space and washing and to take part in the normal family chores. We encourage the boys to cook on a regular basis and include them in family events that take place at the house and elsewhere when possible.

The Rotary Club arranged for and supervised the construction of the new recreation centre. This included a group from the Skills Institute students who laid the concrete base for the centre and driveway alterations.

The City Mission would also like to thank the Tasmanian Community Fund for their donation of over \$6,000 for the recreation centre which provided residents and those in their lives a therapeutic independent space to relax, get fit, and meet with family and mentors. The recreation centre now gets used on a daily basis by the residents who have expressed sincere appreciation for the funding provided. The residents are keen to get out and make the most of this new area and have a great sense of pride in looking after what has been so graciously given to them.

Acknowledgement must be given to Dean Foley who has worked with the boys as a mentor. He has faithfully maintained good relationships with most of them even after leaving Star House.

Acknowledgement must be given to Jared Stocks and Alex Chee who have provided relief when David and Lyn have been away. Both have developed good relationships with the boys at Star House.

Luke Jordan and Alex Chee have also spent time with the boys on an almost weekly basis over the past few months in both a befriending and mentoring capacity. This has been beneficial for all the boys and we are thankful for their efforts.

Dave and Lyn have been at Star House since it began and have had many ups and downs. They believe it was God's calling for them and despite the roller coaster ride it has been particularly fulfilling for both of them.

# Chaplaincy



Our Chaplains have both had the privilege of walking among hundreds of people, both clients and staff from all walks of life caring, sharing, comforting, encouraging, challenging, teaching, laughing, crying and just 'being' All of this in the name of Jesus!

They have taught through the Biblical School of Evangelism and Alpha, helping people to get to know God and deepening their biblical understanding. On Tuesdays, the Gospel Hour is offered in Morton's Place with music and messages of hope.

They have walked with people through their struggles so that they knew God cared.

Visiting the physically and mentally unwell means that the corridors of the hospital are familiar territory. Often, when visiting one person others are discovered who also need to talk.

Visits to the jail and corresponding with inmates as needed is also a part of the work.

A vital part of our work is caring for our staff, both paid and unpaid. Regular visits are made by the Chaplains to all

sites of the Mission connecting with, listening to, caring for, supporting and comforting members of our staff as needed.

Visits made to Missiondale, Nexus House and Orana House can include devotions, Character First and pastoral care for both staff and residents. Peter and his wife, Lini also connect with

the Crisis Unit clients as they provide a weekly meal, devotions and build relationships with the men.

The weekly newsletter, 'Rolling Stone Alley' is written and distributed throughout the Mission. In it are articles about Character First, some jokes and also spiritual food including the challenge of the Gospel message. Some personal testimonies have also been very effective in outreach.

Each Tuesday morning from 7.00am - 9.00am, we continue to hold our Prayer Meeting, the engine room of the Mission. Staff and clients come and go as they are able. This has allowed opportunity for personal prayer as well as corporately storming heaven to see lives changed, bondages broken and hope found. The meeting is open to all. Please consider joining us in the Chapel to really make a difference in our community. You can come for some or all of the time – just come!

The outcome of powerful prayer is shown in the outcome of changed lives. This is why we Care and Share in Jesus' Name.



# Community Relations and Fundraising



158 years ago the Launceston Town Mission began its work of bringing hope to the people of Launceston in need of material, emotional and spiritual assistance with one person and a very tight budget. Today, the Launceston City Mission continues its role of bringing hope but with 500 workers, a budget exceeding \$5,000,000 and a God that provides every need to ensure His work goes on amongst the poor and the lost in Northern Tasmania.

It's through the connections City Mission has with so many of our committed donors and supporters that we are able to advance God's work and see lives changed for the better.

With economic conditions pressing against us our two major appeals during the period, Winter and Christmas, resulted in smaller than anticipated results. Numbers of donations rose slightly with more people using convenient electronic transactions through our web site and direct transfers. The average value of donations however, reduced. We were very grateful for the help the Launceston Tornadoes Basketball team gave us in promoting the 2011 Winter Appeal. The team conducted a charity match and were involved with helping to produce our television commercial for the campaign. The Motors Foundation contributed \$8,000 to the appeal through donating \$2.00 for every private vehicle serviced for the duration of winter.

In September the "Spring Food Drive" was a success for its fourth year, raising over \$11,000 in food and cash donations over the two days of the drive. The Riverside Lions Club again did a mighty job in bringing together the



Lions clubs of Launceston to man the collection stations in major shopping locations.

Late in 2011 "Mission360" began. This planned giving program will enable the Mission to better forward plan as people commit to regular giving for a twelve month period. As membership grows through committing \$1.00 a day for a year we will be able to further enhance our facilities and services to the community.

Christmas is always a time of giving and 2011 Christmas was no exception. Even though the Christmas Appeal fell well short of our goal it wasn't for the lack of community involvement and support. Our friends at IGA ran a promotion which resulted in raising \$50,000. This was shared between five charity organisations. IGA donated \$10,000 to each in food vouchers. ABC donated \$18,000 and four van loads of toys and Christmas gifts which were donated by the public to the ABC Giving Tree. Some of our workers also enjoyed a few hours roadside, collecting on behalf of the Mission and the ABC. Harvey Norman and LAFM also displayed the Christmas spirit collecting toys and gifts to be passed on to needy families for Christmas presents.





If you drove through Five Ways at Sandhill, you could not help to notice the Walker Designs Christmas Corner. The staff and helpers put many hours into their Christmas contribution resulting in many new gifts being dropped into the City Mission collection bin along with cash donations to assist families in tough times at Christmas. A group of musicians got together and conducted a fundraising night. Donating their skills and talents, they raised \$1,000. Other supporters who conducted various fundraisers and drives were:

- Rotary Club of Kings Meadows in conjunction with Centro raised \$2,800 for the Mission at their Christmas fair.
- Riverside Lions Club donated a stack of Lions Christmas cakes.
- Launceston Church Grammar School conducted a food drive.
- Scotch Oakburn College collected Christmas gifts for children.
- Tasmanian Island Pork donated meat products for the Christmas Day celebration.
- Staff at Boags Brewery purchased new toys and donated cash to help needy families.
- St Anthony's School conducted a food drive.

As well as the above mentioned organisations we are deeply appreciative of other organisations who have worked hard to raise funds or conduct drives on our behalf throughout the year:

- UTAS business and marketing group
- Lions Clubs
- Rotary Clubs
- Momento Photography
- Various churches of all denominations
- Pedder Patter Child Care Centre
- Schools

Special mention must be made of The Examiner Newspaper who has for many years made the community aware of the Mission's ongoing needs and supported us through their Winter Relief and Empty Stocking Appeals. The Examiner, along with Southern Cross Television LAFM and WAYFM have made our job a little lighter through offering in kind support to various appeals throughout the year.

In November a charity golf day was held to aid the City Mission and St Giles in their fundraising efforts. The team at Godfrey Pembroke brought together 29 teams of four for a great day of golf, networking and fundraising. The day raised over \$4,000 which was divided between the two community organisations.

Also in November a group of local business people visited Missiondale. The result of this visit was a cocktail party organised by the group, now called Cape Hope, that raised over \$40,000 (shared evenly between St Giles and City Mission) to assist with further development of resources and services.



# Community Relations and Fundraising



The 2012 Winter Appeal started strongly on 1st June with the launch assisted by our inaugural Beanie Day. The Beanie Day concept, developed by at+m integrated marketing came from an idea of the beanie being a symbol of the warmth and friendship City Mission conveys to its clients. Beanies are also regularly worn by homeless people in an attempt to keep themselves a little warmer. The event was eagerly supported by a number of schools, church groups and businesses alike and put a \$3,000 deposit into the appeal to get it started. Beanie Day will become an annual event for the Mission to kick off our Winter Appeal and help people remember the plight of the poor and homeless in our cities.

12th August 2011 was 'go live' day for the Mission's new look web site. The new site has given us improved scope to further enhance our message to the world, giving information to those needing assistance and opportunities to get involved through various methods of support.

View it at [www.citymission.org.au](http://www.citymission.org.au).

Social Media has grown into a global giant and a "must have" for organisations who have a story to tell and an audience to reach. In January 2012 we launched our Facebook

page to assist us with making connections and keeping people up to date with current happenings around the Mission.

To increase community awareness of the services on offer we combined with other agencies this year at AGFEST. Many interested patrons talked with us about the assistance we offer to people suffering with addictions and showed interest in our work with youth and children.

After many months of delays, a new promotional DVD was completed. The twenty minute video shows much of the work done at the Mission through interviews and testimonials. It has been broken up into segments which can be viewed on our web site. Many people are blown away by the extent and variety of care carried out by Mission workers after viewing the video. It has created a means of bringing the Mission to the people to see, hear and understand.

Over 40 organisations including community clubs, churches, schools and businesses have been visited by a City Mission representative to speak at a meeting or have attended an onsite tour at one of our facilities. These speaking appointments and tours have been instrumental in strengthening our

partnerships with our supporters and the general community.

Our supporters are generous people. Without them, our effectiveness in making positive changes in peoples' lives and circumstances would be severely jeopardised. If you are one of them, thank you. We are also indebted to public and private funding bodies for their assistance. Also to our volunteers who have donated immense portions of their time and most importantly, to our gracious and bounteous God who is carving the way ahead to help us achieve our mission of "caring and sharing in Jesus name".

# Launceston City Mission Auxiliary



The monthly meetings for the Auxiliary continue to take place. We meet the second Monday of each month in the Chapel at the Mission at 2.00pm and should anyone wish to join us they are most welcome.

The reason as always for the Auxiliary, is to raise funds in order to assist the Mission with projects / items of necessity that arise usually outside the intentions of the budget. For example we have in recent times purchased a motor mower deemed necessary for keeping the grounds of the Playhouse tidy. We complied with a request for a light weight machine in order to give the volunteer a most manageable motorised tool.

As we often do, we provided Family Services with a donation of \$300 at the end of the year with hopes it might cover some emergency that may arise over the festive season with clients.

We have been delighted to have an invitation to be present with a stall at each of the Staff Shopping nights held at the Youngtown Store. This has been a happy time and any amount from sales made is well appreciated. Likewise an invitation to provide a light supper at a very small charge on staff

and family movie nights has been a pleasure for us. We have complimented the occasions with a stall each time with an emphasis on the sale of plants.

The Mission held a Boot Sale at Newnham store this year and once again we were happy to accept the invitation to hold a stall for fund raising on that occasion.

The Auxiliary will give a good degree of support in a Mission Fundraising event due to take place at the end of July. In this event we will assist by supplying all that is necessary for a lovely light supper.

We are thankful for any support, we have and thank God for the fruits of our effort as we see the results put into good use in and around the Launceston City Mission.

**Juanita Miller**

President / Secretary



# Retail Operations



Throughout the year we have continued to find favour with both God and mankind as income from our retail outlets across the North have continued to grow and exceed budget. In an economic climate that is less than favourable and in which all businesses operational costs continue to rise, (including ours) we have continued to see increasing sales.

The level of public donations of goods has also risen, but so too has the amount of unsaleable goods that we have needed to dispose of or find creative ways to re-use and recycle.

We have needed to decline donations of many items that are unusable and to expand our networks of recyclers who are willing to take items we cannot use.

We have been encouraged by the willingness of so many who continue to donate their goods, their time and their expertise to ensure we can do the best we can with all that is entrusted to us for the benefit of those who need our assistance.

We must acknowledge and congratulate our many dedicated volunteers who give week in, week out and do so in such a positive manner. They are a blessing and encouragement!

## Highlights and snippets

### **Workshop Opening**

After extensive delays we officially opened our new workshop in July. Members of our workshop team repair donated furniture items to be sold or given away, as well as manufacture a range of new products.

Our first Men's Shed day was the 10th October 2011. Each Monday, the workshop is open as a Men's Shed for anyone to come along and work on their own projects while enjoying the company of others.

### **City Shop**

In October, The City Shop received a blow to business after a car was driven through the front of the shop causing structural damage and forcing closure for a number of weeks. We re-opened for business in December, having refurbished much of the shop, while giving consideration to the heritage values of the premises.

### **Newnham Shop**



The Newnham shop team held a fundraising BBQ / Sausage Sizzle in November, raising funds for BabyMum.

After such a positive experience the team then formed a planning committee and organised a car boot sale in April raising \$1,209.50 for Star House.

#### **\$10,000 Bonus**

We attended 'Robbies Confectionary' trade fair in March to check out some new products and take advantage of some great discounts on many grocery lines we carry in a number of our stores. As well as the great discounts, we won the door prize of \$10,000.

#### **Tasmanian Community Fund Grant**

We have again been blessed through the TCF with funding being approved to provide air conditioning units to our stores. The grant will enable us to fit out the Youngtown mission shop with air conditioning units.

#### **Volunteers Awards**

Approximately 100 volunteers received recognition awards from the Launceston City Council for the Hours of Service Awards during National Volunteer Week. A new award was issued to two volunteers who have exceeded 10,000 hours of volunteer service.

#### **A Footnote**

On writing this report I reviewed some reports I wrote during the last year.

Youngtown Manager, Greg Beeston wrote in his July 2011 report:

#### **Sales**

*"This year has seen the Youngtown store given a lift in the sales budget again. Looking back over the past few years we have operated as a store and warehouse operation, in a very efficient manner, producing great results for the Mission. Back in 2007 the target for this site, per week, was approx \$17,400 in sales, and we now want to reach our*

*new budget of just over \$29,000.*

*This will mean a whopping increase of 67% in sales if we achieve the target for 2011-12. After the first month of July, we are achieving this result. "Praise the Lord!"*

*The Mission is truly going strongly in growth and operations, as not too many other businesses can claim to have seen the growth we have over the past six to seven years."*

We have been truly blessed over the entire twelve month period in the Youngtown shop and across all our retail outlets, we achieved and exceeded the budget.

Praise God!

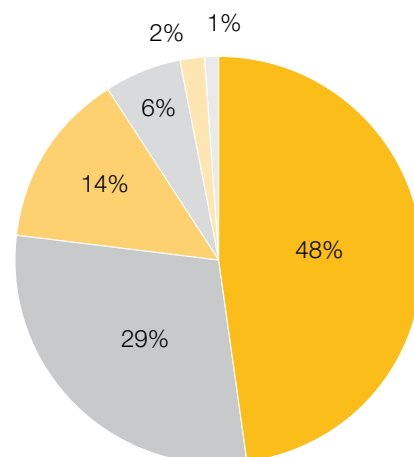




# Financial Summary

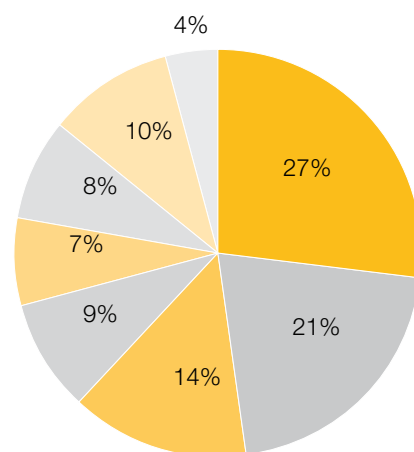
Total Income of \$5,669,853 and where it was spent in the year to 30th June 2012

Retail Operations	\$2,738,707
Government Grants	\$1,646,205
Rent, Board & Fees etc	\$811,900
Public Donations	\$354,540
Capital Donations & Estates	\$83,903
Sundry	\$34,598
	<hr/>
	\$5,669,853



Total expenditure of \$5,938,360 and where it was spent in the year to 30th June 2012

Retail Operations	\$1,608,182
Accommodation	\$1,249,287
Missiondale	\$810,330
Administration	\$559,435
Children's Playhouse	\$414,169
Outreach	\$472,927
Clients Services	\$560,843
Provision for Depreciation etc	\$263,187
	<hr/>
	\$5,938,360



## Governments Grants

Department of Health and Human Service	\$1,285,152
Department of Families, Housing, Community Services and Indigenous Affairs, Emergency Relief program	\$125,892
Department of Premier and Cabinet	\$66,800
Tasmanian Community Fund	\$43,658
Department of Education	\$65,965
Launceston City Council	\$11,437
Department of Education, Employment and Workplace Relations	\$47,301
	<hr/>
	\$1,646,205

## Capital Expenditure

Purchased New Assets	\$216,804
	<hr/>
	\$216,804

# Thank you

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 us in ways too numerous to mention.





*"Caring and sharing in Jesus' name"*

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Youngtown Tasmania 7249  
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Newnham  
67a George Town Road  
Newnham Tasmania 7248  
p: (03) 6326 2222

Ravenswood  
67 Ravenswood Road  
Ravenswood Tasmania 7250  
p: (03) 6339 6173

City  
Cnr Wellington and Frederick Streets  
Launceston Tasmania 7250  
p: (03) 6335 3000

Prospect  
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**Family Services:**

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**Collection of Donated Goods:**

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