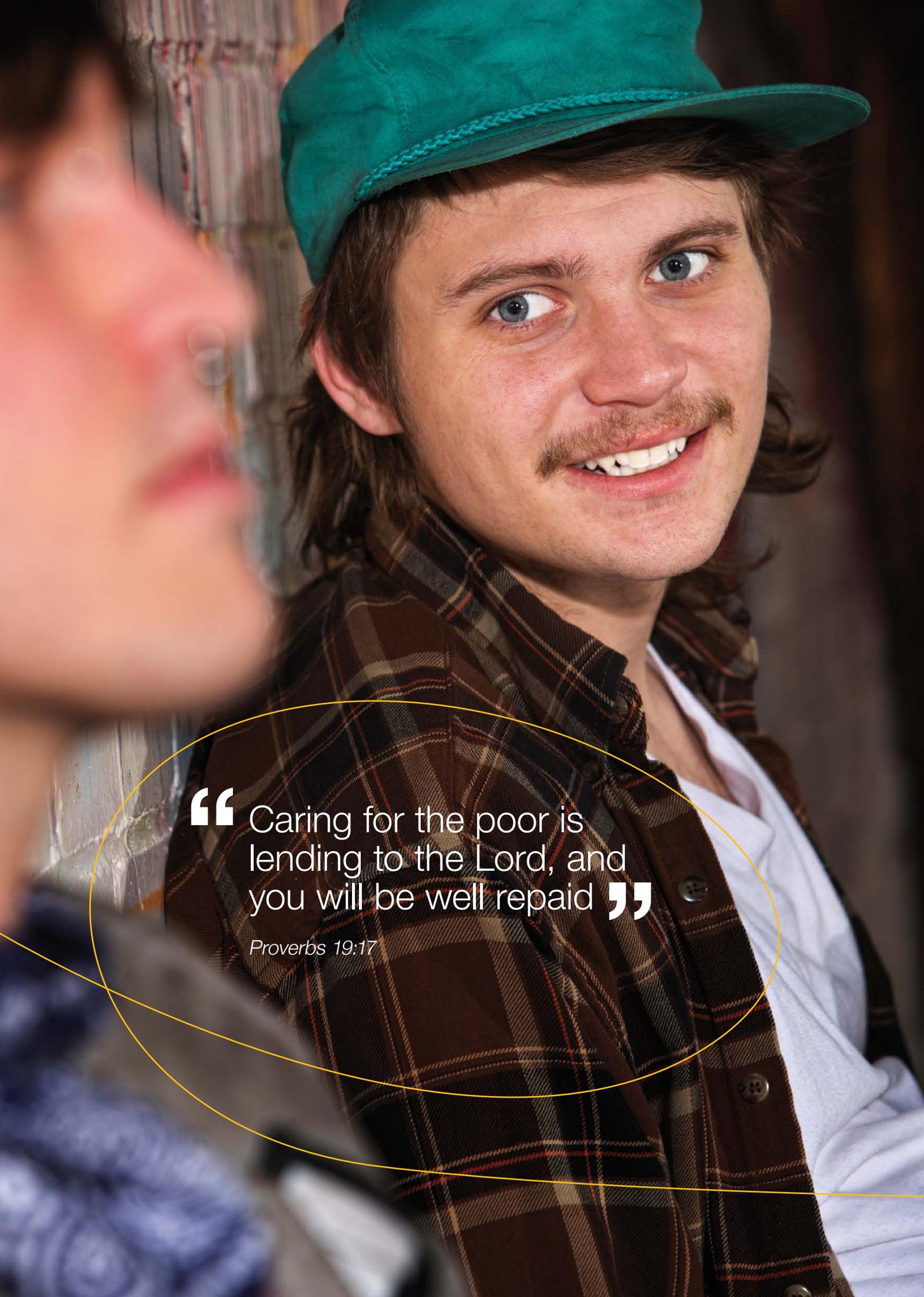




ANNUAL
REPORT
2013



“ Caring for the poor is
lending to the Lord, and
you will be well repaid ”

Proverbs 19:17

For 160 years the Launceston City Mission has been a guide to the lost, a provider for the poor and a friend to the lonely; doing it all in Jesus' name.

Our services to the community have provided a helping hand to thousands who have stumbled on their life journey, providing a way forward and a brighter future.

Our Vision is to grow, prosper and focus on our core services and become the leader in transforming lives of those in our community.

Our Mission is "Caring and sharing in Jesus' name".

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

Our founding purpose was established at a meeting held on 5th January, 1854. Minutes of that meeting record "This meeting, believing that a large number of inhabitants of this town are living in the neglect of religious ordinances, and considers that this fact is a loud call for additional exertions on the part of the Christian public; that an attempt should therefore be made to establish an institution similar to the London City Mission".

Our current constitution states our purpose as, "To make known and extend the knowledge of the Gospel of the Lord Jesus Christ among the people of Launceston and Northern Tasmania, especially the materially and emotionally distressed without reference to denominations or other distinctions".

Our values

FAITH	We trust in God who provides us with purpose, meaning and direction.
	We have confidence that actions rooted in good character will yield the best outcome, even when we cannot see how.
JUSTICE	We take personal responsibility to uphold what is pure, right and true.
COMPASSION	We invest whatever is necessary to heal the hurts of others.
GENEROSITY	We carefully manage our resources so we can freely give to those in need.
VIRTUE	We strive for moral excellence as we consistently do what is right.
DEPENDABILITY	We fulfil what we consent to do, even if it means unexpected sacrifice.
ENTHUSIASM	We express joy in our work as we give it our best effort.



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Disclaimer: Some names and minor details have changed in testimonial stories in this document to protect the privacy of the individual.

Chairman & CEO's Report

Launceston City Mission has completed another year of significant challenge as we experienced both increased demand from the community for assistance across a wide spectrum of needs and a reduction in funds generated from donations. We had to trust implicitly again in the providence of God as He blessed new social enterprise endeavours and we received capital funding support through the Tasmanian Community Foundation.

Our walk within the organisation is continually by faith and trust in a provider who loves us more than we can imagine and particularly those less fortunate than ourselves who we have the privilege of serving through City Mission.

This CEO/Chairman's Report is a joint effort this year and we want to initially thank other members of the Board and Management Team who have made such a significant contribution in the development of the new Strategic Plan for 2013-17.

Likewise the ongoing commitment of the Board to the governance of the organisation and Management to the implementation of the various business and operational plans has enabled us to make significant steps forward as an organisation during 2012/13.

Strategic & Business Goals 2012/13

Following the completion of the Strategic Plan for 2013-2017 at the end of 2012 we have begun the initial implementation of some of the major strategic actions under each of our four pathways:

● **Excel in Community Service delivery**

The key achievement in the plan was the move of the Crisis Centre to Newnham and integration with our operations at Orana House. This significant project resulted in better client outcomes, much improved conditions for staff and improved sustainability of operations.

● **Grow our social enterprise**

A key achievement here was the commencement of the E-Waste Tasmania social enterprise to provide a State-wide recycling service for televisions and computers. This coincided perfectly with the end of the analogue TV signal in Tasmania so the staff employed in the eight new positions created there are very busy. This was a difficult decision as we had to close the workshop men's shed to provide the project infrastructure. However to see a number of long term unemployed workers find their first permanent job in such difficult economic times has been gratifying.

Special thanks also to Vos Construction for their assistance to refurbish our smaller warehouse at Youngtown providing a vastly improved workspace for our dedicated warehouse workers.

● **Build recognition and engagement**

We have a number of strategic actions to undertake in this area in the 2013/14 year however we have maintained a Mission Connect program with our Community Relations and Fundraising Manager and many other leaders within the organisation participating regularly in local church worship programs to share the Gospel and raise awareness of the work of the Mission.

We are developing our Marketing & Communication Plan with the valuable assistance of Mr Tony Hart, Clemenger.

● **Good Governance**

The Board has developed Terms of Reference for revamped Board Committees to bring a particular focus to Audit & Risk, Governance & Personnel and Social Enterprise strategic actions.

Further "Character First" Training was conducted this year by an external facilitator to again increase our leaders' awareness and expertise in implementing this program which highlights to all workers how to develop and practice character traits in the workplace based on a Christian ethos.

The extent of Prayer within the organisation remains a predominant spiritual and strategic goal and the management team continues to meet twice weekly for corporate prayer to bring our needs to God our Father. Alpha Courses are offered at our Missiondale and Orana House residential facilities for any clients seeking to learn more about Christianity.

Financial Goals

As indicated at the start of this report 2012/13 was a challenging year financially and in particular our social operations faced increased competition as national retailers adopted different pricing strategies that compete with second-hand goods pricing levels. Despite this, the response from our leaders to try new approaches, and generate new revenue streams from new ventures, resulted in social enterprise revenues growing by 3%. Overall the Mission generated a modest Surplus for the Year however this was an improvement of almost \$275k on the previous financial year. As the Board and Management reflect on this result, having witnessed the early financial performance, we can only conclude that we serve a gracious God.

Volunteers

One of the omissions from financial reports is the contribution from volunteers because this contribution is relatively "free" to our organisation. We again participated in the Launceston City Council Volunteer Recognition Awards and were amazed at the length of volunteer support provided by some of our workers. The simple fact is we could not achieve the community service and Kingdom outcomes we do without this critical contribution. Thank you.

Board of Directors

The Board wants to express their great gratitude for the contribution by Mr James McKee to the Board over the past few years during a time of great change. James' wisdom and guidance was always appreciated. James resigned at the October 2012 meeting.

We were very pleased to welcome four new Directors during the 2012/13 financial year - all filling casual vacancies that existed on the Board. Mr Peter Freak was appointed in July 2012 and subsequently appointed Treasurer in December 2012. The Rt Rev Ross Nicholson (St John's Anglican Church) and Mr Guy Barnett accepted nominations and both were appointed at the October 2012 meeting. Finally Mr Tony Demeijer was appointed at the June 2013 meeting. Each of these Directors (who will be known to many) was nominated after an assessment of their skills and experience against the documented character, experience and skills requirements of the Board.

The Chairman and CEO are highly appreciative of the efforts of each of our Board Members who undertake these roles on a volunteer basis bringing significant skills, abilities and wisdom that guide decisions of the CEO and significantly mitigate the inherent risk of our operations at Launceston City Mission.

At City Mission we will never lose sight of the motivation for Caring & Sharing for Others which is sourced from the Lord Jesus Christ. It's in His Name we do all that we do, not for any accolades other than to see a person's life improved, a widow helped, an addict healed, a prisoner visited, a grieving child consoled, a hungry person fed, a cold family made warm again – time to get out and do it all again!



Michael Walsh
Chairman



Stephen Brown
Chief Executive Officer



FAQs about City Mission

Who owns City Mission?

The City Mission is owned by the community it serves. It is operated as a not-for-profit, non – denominational Christian organisation with a board of volunteer directors overseeing the governance and direction of the organisation. Its business is conducted through the leadership of a Chief Executive Officer and a small team of area managers. The work is carried out with the help of over 800 workers most of whom are volunteers. Membership is open to members of the community who wish to secure voting rights at general meetings.

Is City Mission a Church organisation?

No. The City Mission has no official links with any denomination of the Christian church. However its chief motivation is to spread the good news of God's love and the life transforming power that can be found through a personal relationship with Him, through His son, Jesus Christ. It is through the work of the City Mission that many churches and other organisations in Northern Tasmania extend their hand of charity to people in the community that need our help and care. We are spreading God's love in practical ways.

Where does the money come from?

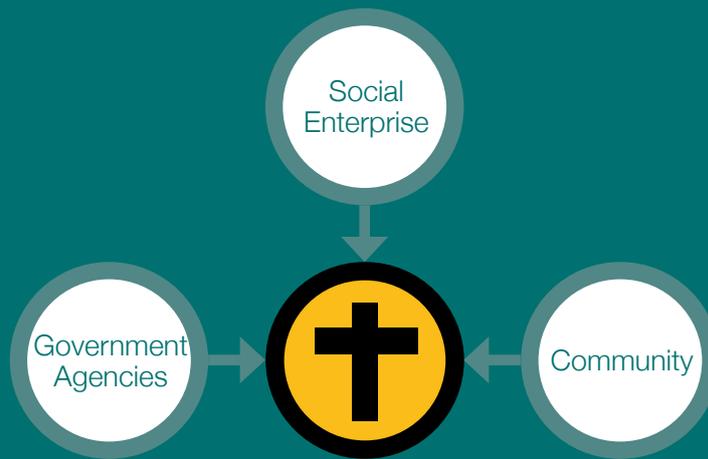
City Mission is funded from a number of different sources. Being a community organisation it relies heavily on community support. However, through its operation of responsible and community focussed social enterprises it has grown to a position where 32% of the funds required to continue and grow its reach into the community are generated internally. Funding (approximately 34% of our total revenue) is received from government agencies to assist with emergency relief, housing and drug and alcohol services. The remaining 34% is received through free will donations from caring individuals and organisations through active fundraising campaigns and client fees.

How can I be involved?

Having sufficient funds to carry on our work is always a challenge. There are several ways you can be a part of our work by being a financial partner. You may wish to make donations at any time or as part of a major fundraising campaign. Regular giving through Mission360 is a good way of ensuring that funding is always available. Many reserve a portion of their estate to us through a bequest, thereby ensuring their influence remains after they have gone. If you are part of a church or other organisation you may wish your organisation to become a sponsor or partner with us on a specific project or program. Also in-kind giving through the offering of services and materials are most welcome.

Giving of your time through volunteering is always a rewarding experience. There are many opportunities across many areas of service at the City Mission. Phone us on 6335 3000 to make enquiries.

We always appreciate your prayers. Please include us and our work in your prayers regularly. Keep in touch with us by liking us on Facebook (Launceston City Mission), regularly visiting our web site at www.citymission.org.au and ask to be included on our newsletter mailing list.



Strategic Plan 2013 – 2017

Our 10 year vision is to Grow. Prosper. Focus on our core services and become the leader in transforming lives of those in need in our community.

The Launceston City mission conducts social enterprise and other fundraising activities to enable us to provide our core client services:

- Emergency services to those in need
- Youth and Outreach services
- Chaplaincy and Counselling services
- Alcohol and Drug therapy programs
- Accommodation services to those in need
- Support groups and programs.

Pathways for the next five years.

Excel in Client Service Delivery

- Expand crisis care and supported housing
- Build sustainable business models
- Develop quality and continuum of care model
- Expand alcohol and drug therapy programs
- Grow, breadth and depth of youth and outreach services

Grow our Social Enterprise

- Remove barriers to organic growth
- Program of organic growth goals
- Explore inorganic growth opportunities
- Create employment for long term unemployed

Build recognition and Engagement

- Develop engagement model with individuals, local churches and corporate organisations
- Clear brand alignment to purpose and vision

Good Governance

- Spiritual transformation and support of more lives
- Increase financial strength and free cash flow
- Effective people and management support systems
- Accreditation of our operations

Strategic imperatives to achieve the 10 year vision

- Dependence on God
- Financial strength and free cash flow
- Partnerships with churches
- Broad and deep social enterprise
- Understanding of community needs
- Focus on core services and skills
- Clear integrated brand message
- Governance model, organisational structure and resources appropriate to achieve the vision
- Collaborate with other service providers
- Safe accredited organisation





Number of people
assisted through
hard times

3,350

Value in material
support given

\$351,000

Number of children
helped through
grief & loss

150

Families, Children & Community Development

Robert is a young fellow who attended a Rainbows group in 2013. He came in as an angry child shortly after having been informed that dad and mum have decided to split up.

Almost overnight dad became absent in his life. His trust in what he thought was a solid relationship was shattered.

He had to move to a different house and school, mum had a new friend and was pregnant, teachers found it hard to deal with his outbursts and as a result he was disciplined which increased his anger.

During one of the group sessions, his only message to the facilitator was, "I suck". Over the period of the Rainbows course the facilitator had the task to slowly but surely explain to Robert why he was so angry, why he was not to blame for his parents' problems and why families change.

Mostly, by way of interaction in a group setting, Robert came to realise that he was not alone in his situation and that other children felt the same way as he did. During the final session, Robert gave the facilitator the biggest hug and a card expressing his thankfulness for being able to talk and let his feelings out in a safe and confidential environment.

Although Robert's path towards healing will be a long process and we might see him attending one of our groups again in the future, our Rainbows facilitators are quite used to these sorts of issues and reactions from children. In fact, the problems are becoming increasingly more severe and complicated as there are so many confused children in a society where stable relationships are not the norm anymore.

Rainbows, along with its high school program companion, Spectrum, is making a difference in the lives of children who are suffering from grief and loss. So far this year facilitators have attended 17 schools and seen more than 150 children. It is our prayer that this valuable service will continue to offer an avenue for children to deal with their grief.

There are many reasons today why families do not function as they were designed; as a safe and supportive environment to love, teach, nurture and play. Family breakdown throughout the history of man has caused much heartache and social ill. Financial hardship, domestic violence, addictive behaviours and relationship breakdowns are but a few to mention.

The team in Family Services continue to give over and above in the way they support clients. They are presented with many complex issues daily which requires them to think "outside the box" for answers - this can be both challenging and rewarding at the same time.

Case workers are trained and seek to understand each family or individual's situation. Through a confidential interview process the client's needs are revealed and a solution is usually agreed upon. Not every situation can be solved with a food parcel or some helpful advice. Sometimes the client needs a series of consultations or even referrals to other professional agencies to help them find a solution to their situation.

Over the last 12 months the Family Services team have given assistance to 3350 clients with 421 of them never accessing the service before and providing \$351,000 in support. Support can be given in a number of ways: fridge items, referrals, advocacy, budgeting, counselling, home visitation, prison support, food vouchers and parcels, clothing, furniture and household goods and debt assistance with power, phone and fuel.

We are very grateful to the businesses, churches and individuals who offer their support by providing food and other items to us to be passed on to our needy clients. Banjo's donates bread several times a week, SecondBite has enabled us to provide healthier foods such as vegetables and salad items in our food parcels. We continue to be grateful to Statewide Independent Wholesalers and Swire who provide us with refrigerated and frozen goods. Conmurra Farm has

donated sausages and mince over the last 12 months. We are so thankful to the owners for their support.

The Children's Playhouse continues to provide a helping hand to families requiring child care assistance. It has been operating from its new Centre for 18 months now. Numbers have been steady but due to a very transient population in the surrounding community and parents withdrawing their children from care during school holidays to spend time with their older siblings it is at times difficult to maintain consistent levels. The Centre continues to provide some respite care for families with children who are in desperate need of childcare and are unable to pay for it.

The Rainbows program facilitators continue to provide grief and loss counselling dealing with these life issues.

The Choir of High Hopes provides those with an interest in music and singing an outlet to awaken and develop their gifts through social involvement and interaction.

Choir members are supported to become more self-confident and develop their social skills through the encouragement of other members & by participating in community events.

The Choir of High Hopes is becoming a household name in the community. As many people recently visited Latrobe at the Choc-fest celebrations, they had the opportunity to see the choir perform before a packed house. The ovation was overwhelming as the choir performed before the public. Many believe this was their best concert to date. The choir regularly performs at nursing homes and special community festivals. The weekly choir-practices have proven to be a great highlight in the program of the Mission's life.

The choir activities are coordinated by Merelyn Briton and her team of supportive helpers. They continue to raise funds towards an interstate trip to perform and do some sightseeing and visit some tourist attractions.

Youth & Outreach

Number of people who connected with us through our outreach trailer

6,000

Number of young adolescents who took part in the Care Factor program

250

Number of community events our outreach trailer attended

160

The adolescent years are never an easy ride. That's why we at City Mission place heavy emphasis in the importance of youth work. We see it as a preventative measure against the destructive forces that can haunt an adult many years after the events of his or her adolescence have passed.

In conjunction with Youth Justice, Child Protection, schools and other organisations our youth worker works as part of a team through Collaborative Case Conferences (CCC). Most of the children being mentored have had significant trauma in their life and most, come from broken and disjointed families. Gauging success as a mentor can be difficult as traumatised kids are dealing with significant social and peer related issues, therefore the mentor needs to work at sowing seeds and building on character strengths, with the belief that as the young person develops, these messages will begin to take effect and change will come as the adolescent continues to grow.

The success of the mentoring program is indicated by the amount of referrals coming from other service groups. During the past year referrals have been received from Youth Justice, Child Protection, Ravenswood Heights Primary school, Child and Adolescent Mental Health (CAMHS), Grammar Junior School, Exeter High School, Kings Meadows High School & Anglicare.

An exciting initiative this year as part of our youth outreach has been the establishment of the Kids Shed at Rocherlea. Its purpose is to empower the kids not just to cope with life but to succeed and prosper and develop this

wonderful program into something that gives back to the community it belongs to. We are thankful for the ongoing support of the Northern Suburbs Community Centre in this endeavour as well as the Launceston City Council. We now have a core group of 15 young people who attend on a regular basis.

The City Mission's outreach trailers continue to make a significant difference in their communities, operating out of seventeen regular locations in the Launceston, Devonport, Burnie, Somerset and Wynyard areas. This outreach service supports a wide cross section of the community and in addition to its regular services also partners with other organisations and community events.

Youth on Paterson continues to play an important role in equipping and training our youth for a brighter future. Our YOP Outreach support to Ashley Youth Detention Centre saw the creation of two projects. One initiative was to engage residents in producing art murals which would later be displayed at Morton's Place our day centre for the hungry, homeless and lonely.

In October last year YOP was asked by the Migrant Resource Centre to develop a bike repair program for young newly arrived migrant students. The aim was to get all participants mobile through them each rebuilding a bike for themselves. This has since expanded to selling repaired bikes through our Newnham City Mission shop to generate funds for spare parts. The program is also supported by the Tasmanian Police in Launceston who frequently donate unclaimed bikes.



Tamara is fifteen. She has been involved in the Youth Justice system since she was eleven years old and has also been absent from education system for the majority of that time. Our youth worker started mentoring Tamara in October 2010. Together, by way of a planned mentoring program, they have talked about the importance of implementing constructive life skills and character qualities into our life journey and the positive effect they can have.

So far this year Tamara has not had any criminal activity recorded against her name & she has also returned to regular attendance at High school.

Tamara still has many challenges before her but she is making a concerted effort to improve her life. When this report was written Tamara was still meeting regularly with our youth worker.



Number of Homeless
people we gave
somewhere to live

327

Number of homeless
people we had to
turn away

493

Homelessness

In Tasmania there are around 1,600 homeless people. Over 70% of them are under 45 years old, nearly 60% of them are males and 40% are either sleeping rough or living in supported accommodation facilities such as those that City Mission provide in Launceston and Latrobe. There are many reasons why people become homeless.

The biggest one is simply not being able to find somewhere to live that is within their affordable budget. Early in 2013 the crisis accommodation facility based in the city relocated its services to Orana House in Newnham. This has been a major achievement as it has meant a smoother transition of clients from crisis to longer term supported accommodation in one facility. Orana also now houses our Place of Safety and sobering up services. This move was supported by Housing Tasmania and Alcohol and Drug Service.

There has been a noticeable difference following the relocation as we now have the opportunity to provide residents who need support a place to call "home" without the time restraints that were previously required. This has meant a considerable change in the way the service delivers support. It enables us to take a part of the focus away from moving people quickly on, to helping people learn to live and grow in a positive, supportive, long term environment, while also providing crisis support of those in need.

The changes have also meant being able to successfully incorporate courses for residents with plans to develop other life building strategies for those within the facility. While the building at Frederick Street served its purpose well, the new location with its open spaces and gardens, bigger rooms and modern design provides a relaxed atmosphere with less distraction for residents. This aids them in being able to focus on working towards solutions for their concerns and issues resulting in better long term outcomes.

On the North West Coast, Nexus House started the year with a high level of occupancy. The centre closed over the Christmas period to allow on-site managers to take some much deserved leave. Complications developed in the third quarter caused by a low occupancy rate, a lack of volunteer help to maintain optimum staffing levels and lack of funding options to provide financial sustainability into the future. However in more recent times God has provided some new potential supporters and client referrals have increased over the last two months. We are working towards Nexus House being self-supporting into the future and we look forward to what God has in store for us in the year ahead.

Jimmy came to Orana via another service after a family dispute caused him to move out of the home he had shared with his mother for a number of years. He had been his mother's primary carer after taking a voluntary redundancy to look after her.

He came to Orana very anxious about his situation because this was the first time he had ever been homeless. At first he stayed in the overnight crisis room, not mixing at all with other residents or staff. The next day, a longer term room became available and Jimmy transferred into that.

Over the next few weeks Jimmy began to open up a little more with staff about his circumstance and his anxiety and depression which was so evident when he first arrived. He began to engage well with the support offered by the City Mission and he developed enough confidence in himself to prepare a resume and apply for some work. Jimmy hadn't felt capable of doing this for a number of years.

He moved into long term accommodation provided by the recent changes at Orana House. This gave him an opportunity to trial his independence with living skills such as cooking and budgeting. He was offered a unit with Housing Tasmania which he accepted and was called back for a number of interviews for work. Jimmy's hard work coupled with the safety and stability offered by Orana House in a time of need resulted in a positive outcome. He had a place to call home and he was also able to see how his life had turned around from hopelessness and fear to one full of hope, expectation and possibilities.

Drug & Alcohol

Recognising you have a problem is the first step in getting help for an addiction. No one can force another person to undergo treatment for a problem they don't believe they have.

The staff at Missiondale has helped many hundreds of people over the past sixteen years who have arrived at that point of realising they have a problem and need some help to fix it.

The Australasian Therapeutic Communities Association Symposium was held in Launceston in August 2012. The Symposium was the event where Missiondale representatives were presented with their Certification as a Therapeutic Community. This is a major breakthrough for Missiondale allowing membership into the Australian Therapeutic Communities Association, gaining national recognition and embarking on a three year project of quality improvement and development. Being a therapeutic community means that the community itself is the method of recovery. Residents are encouraged to engage in the workings and running

of the facility and to take ownership of their own recovery.

During the past year, ninety six individuals have been assisted with their addiction problems through attending Missiondale as live – in residents and completing one of the programs offered.

Work Therapy is one of the many components to the recovery program. We recognise the work of residents and staff in painting the men's quarters which took place through the year. Team work has been an important component of the successful completion of this project and the buildings are looking fantastic. Special recognition must also be given to Mr Percy Harris who has given freely many man hours to assist with various painting projects at Missiondale. As part of the Men's quarter's project he spent several days painting the roof and weather boards with his spray equipment. Through his help Percy is "giving back". His daughter was once a resident at Missiondale and as he will

tell you; Missiondale got his daughter back from a desperate situation, now he is giving back to say thank you.

Supporting Missiondale as a source of referral, sobering up and a time out centre while potential Missiondale residents await a vacancy is Serenity House situated in Sulphur Creek near Burnie.

Serenity House has increased and improved operations in recent times with Janette Jensen (formerly Team Leader) moving into the role of Supervisor. Janette has fostered a great team environment amongst the staff at Serenity House and it is encouraging to see how far it has come. They have made some changes to the referral processes allowing for clients to be allocated a bed in advance. This allows staff to send out correspondence prior to entry to ensure clients are more aware of their rights and responsibilities prior to entry. It also allows clients time to make any arrangements they need to make before coming in, thus removing barriers for people during their stay.

Up until a year ago Jason would not have believed he would be living in a therapeutic community rehabilitating from addiction related issues in his life. Like many, he thought he didn't have a problem.

Jason grew up in a caring and loving family unit. His school years were good, always busy and he had fairly clear ambitions for his future. He pursued a career in hospitality management and became successful, working around Australia and internationally....until...."I had finally hit rock bottom". Jason's life had fallen into the despair of illicit drug and alcohol addiction.

Walking in to Serenity House was one of the hardest things Jason had done in his life. He had a huge sense

of shame, insecurity and a fear of the unknown. He had no idea what to expect. He found to his surprise, "kind, caring staff, and residents just like me" he says. After three weeks at Serenity House a vacancy became available for him at Missiondale and he accepted.

"The Missiondale program has been more than I ever expected. Although becoming impatient at the beginning, I found the pace and structure of it to be one of the most important factors in my recovery. All that we have done has deepened my understanding of my addiction. The group therapy sessions enabled me to be confidentially honest, learn from like-minded individuals and identify who I really am, why I've found myself in this situation and where I am going. I've gained most from learning

the cycle of addiction, about my self-esteem and lifestyle planning."

Jason has made many changes to his life as he progressed through the program. He now takes good care of himself and manages his personal affairs with confidence and purpose. He has also rebuilt important relationships with friends and family.

Jason concludes, "I'm excited about what lies ahead and feel I've been given many tools, by many people here to live a long, healthy and fulfilling life. I had to make the initial decision to change – but if it wasn't for a supportive family, friendships and the City Mission, I may not be writing this today."

Jason's full story can be read on our website at

www.citymission.org.au/testimonials

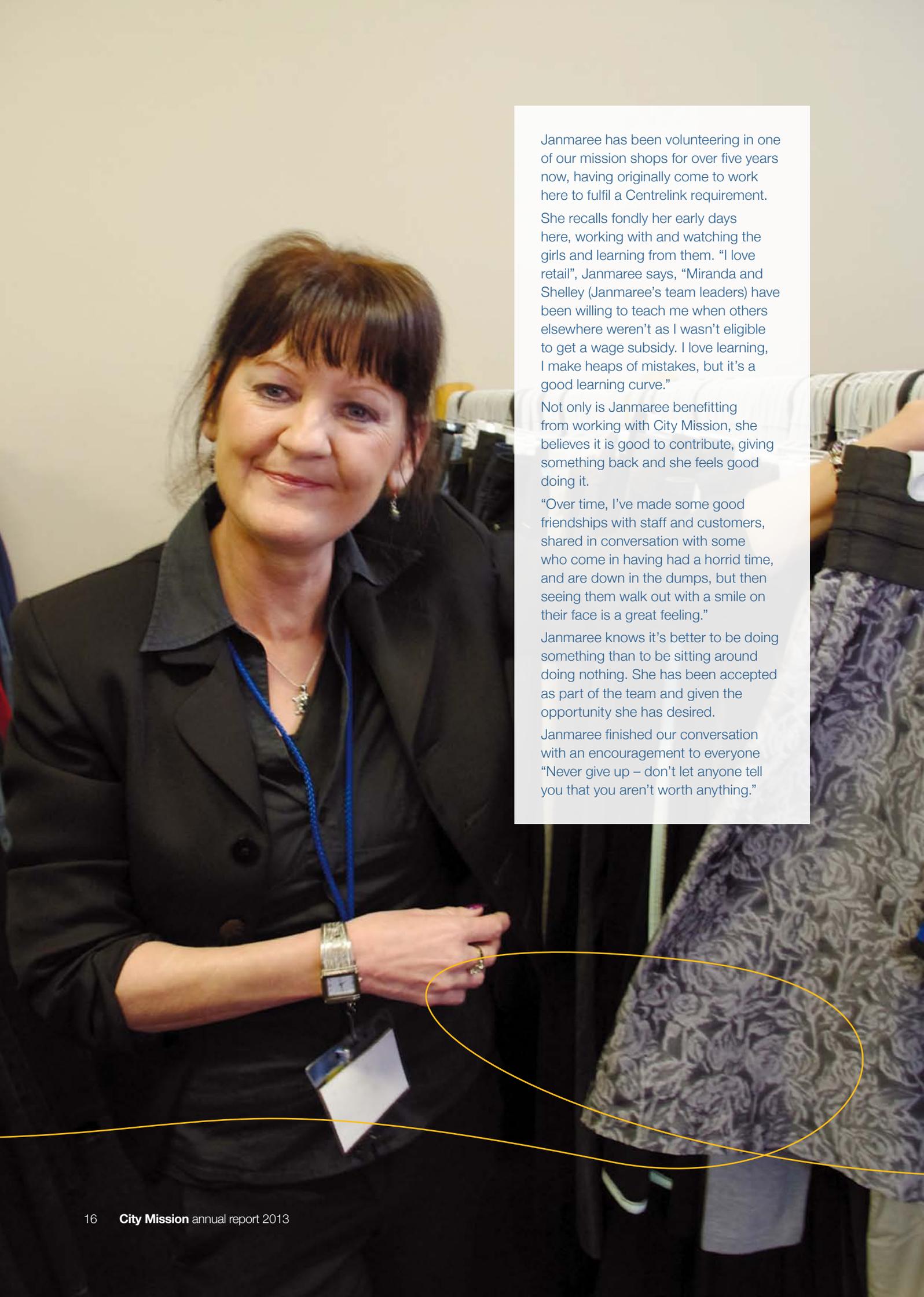


Number of addicts helped this year at Missiondale

96

Number of therapeutic rehab centres in Tasmania

1



Janmaree has been volunteering in one of our mission shops for over five years now, having originally come to work here to fulfil a Centrelink requirement.

She recalls fondly her early days here, working with and watching the girls and learning from them. "I love retail", Janmaree says, "Miranda and Shelley (Janmaree's team leaders) have been willing to teach me when others elsewhere weren't as I wasn't eligible to get a wage subsidy. I love learning, I make heaps of mistakes, but it's a good learning curve."

Not only is Janmaree benefitting from working with City Mission, she believes it is good to contribute, giving something back and she feels good doing it.

"Over time, I've made some good friendships with staff and customers, shared in conversation with some who come in having had a horrid time, and are down in the dumps, but then seeing them walk out with a smile on their face is a great feeling."

Janmaree knows it's better to be doing something than to be sitting around doing nothing. She has been accepted as part of the team and given the opportunity she has desired.

Janmaree finished our conversation with an encouragement to everyone "Never give up – don't let anyone tell you that you aren't worth anything."

Our Volunteers – developing skills, enriching lives

At City Mission, our unpaid workers are not only volunteers, but they include Work For The Dole participants, students, people fulfilling work obligations through Community Corrections and Youth Justice, Return to Work participants and others who are fulfilling Centrelink requirements.

Currently over 500 unpaid workers contribute to our work on a regular basis in our teams throughout the mission.

We are very aware of how valuable an asset volunteers are in our organisation. Their significant contribution amounts to thousands of hours of unpaid labour and ensures that lives are enriched in many ways.

During the 2012/13 year a total of 124 Work for the Dole and 88 Community corrections participants were on placement with us. Some may have only been with us a very short time, others for the entire year.

We have become increasingly aware that many see the City Mission as an 'employer of choice' when considering where they might like to volunteer. We are seen as a favourable employer as we are extremely flexible making a placement that not only meets our staffing needs but also allows for us to meet the needs of the worker. Some of the considerations have included needing to leave to collect children from school, taking school holidays off, allowing for reading and writing limitations and intellectual or physical limitations or disabilities.

The options available give our workers a wide variety of choice; whether they want to work at something they are already skilled at or want to learn a new vocation.

It's scary returning to the work place after being long term unemployed or even never having worked before. Our friendly and caring workplace environment helps those regain their confidence, learn workplace etiquette and feel part of a team that is working for good.

It's a great privilege to witness someone who may commence with us under the Work for the Dole program who has never had employment before. This is often so because of their own limitations in confidence, self-worth or general lack of skills. We see them 'blossom' under the guidance and patience from very tolerant and understanding team leaders and co-workers. To see an individual that society would deem as 'unemployable' grasp the opportunities at the Mission and enable them to gain paid employment is a real joy!

For a workplace to be an enjoyable experience for the workers, as well as productive and meeting its goals and objectives, careful management is required and many would say it's done well at the Mission. It perhaps all comes down to a positive attitude and respect. The Character First program has definitely made a positive impact here as team leaders embrace its concepts, bettering themselves and positively impacting many others around them.

To hear many of our workers comment that the Mission is like a family to them certainly shows their sense of belonging and acceptance.

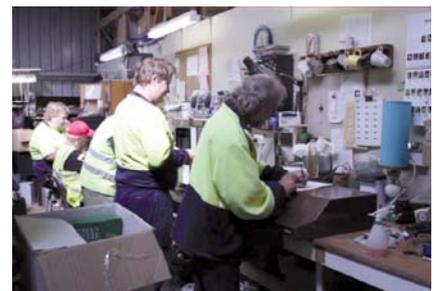


Number of volunteers
working with us

728

Work for the Dole
participants registered
with us this year

124



Our Year in Summary

During 2012/13 year

832

individuals dedicated their talents and skills to our work.

86%

or 714 of these people also volunteered their time.

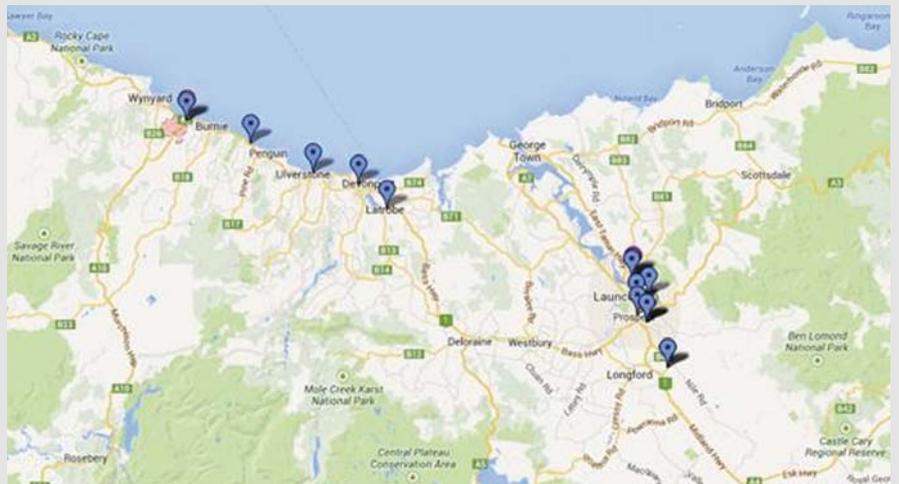
Everyday of every week of every year, the City Mission helps more than 150 people by:

- offering debt assistance, food, counselling and advocacy to those marginalised by poverty
- conducting child care services, assisting single parent and low income families
- facilitating grief and life skills programs in schools
- enabling people with low self-esteem and confidence to learn and participate in new skills
- mentoring young people back to a more stable lifestyle
- connecting with community through outreach programs, offering a hand of friendship and a listening ear
- providing shelter and support for the homeless, care for the intoxicated and guidance and a place of safety for those in crisis.
- bringing lasting solutions to the addicted
- paving pathways to more purposeful lives through volunteer opportunities.

This year

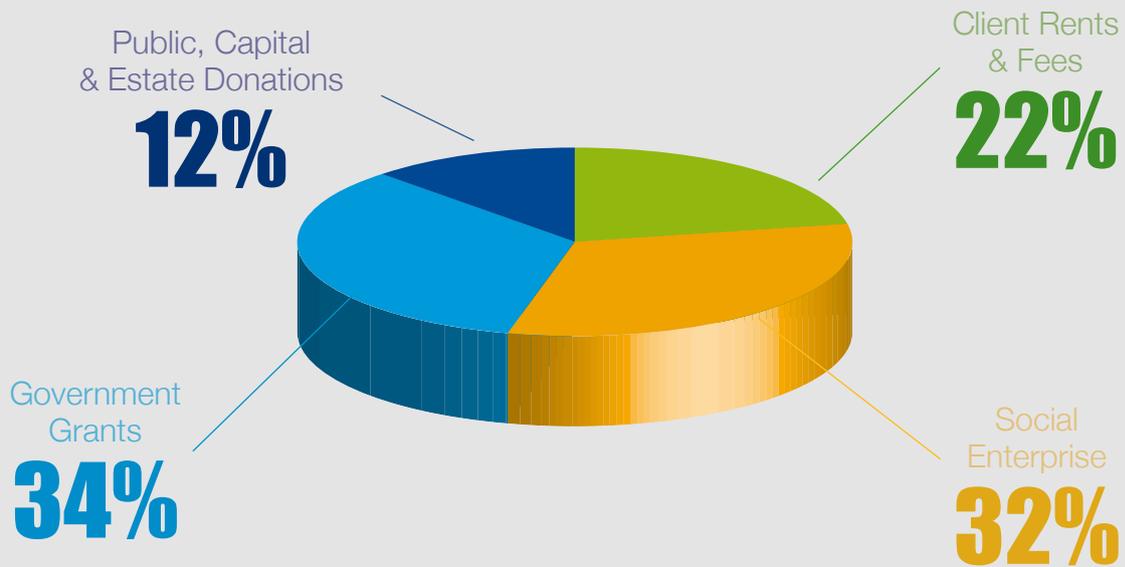
- 3,350 individuals and families were assisted through hard times
- 150 young children were helped through crises of grief or loss
- 6,000 people connected with us through outreach programs
- 327 homeless people were given a bed and a roof over their heads
- 96 people suffering from life controlling addictions were helped to find a way to freedom

Our services stretch across Northern Tasmania

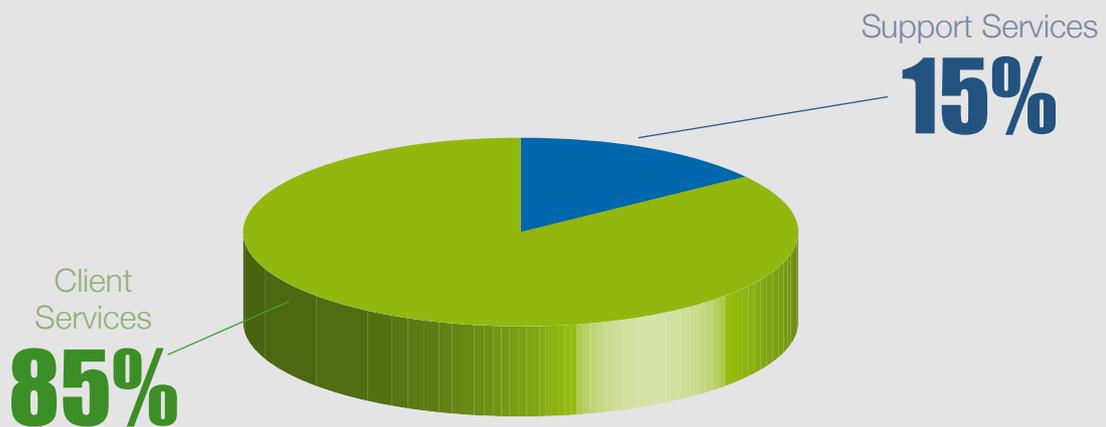


Financial Summary

Where the funds came from



Where the money was spent



Social Enterprise - Retail Operations

The 2012/13 year has proved to be a challenging one in our retail operations but we praise God that He has sustained us and provided for our needs 'against the odds'.

We have not been exempt from the downward trend that has occurred across the retail sector throughout Australia. Other charity shop managers comment that they too have faced the same challenge. We are now competing with large retail chains that are flooding the market with cheaper imported products, encroaching in what was traditionally offered through second hand and low end market outlets.

Our sales figures this year were below what we had anticipated in our budget. Consequently, expenses were reduced so that margins were maintained. This is a pleasing result in such a difficult economic climate.

Coupled with this, some personnel and structural changes have been made in our retail and warehousing areas. The changes necessitated some redundancies but created new roles and responsibilities resulting in the separation of our warehouse and retail operations. These changes have positioned the two divisions for a more efficient and productive way forward.

Change creates uncertainty and can be unsettling but our managers and staff have managed it well with as little disruption as possible. This is evidenced by the impressive staff retention rate we have.

We continue to find favour in our local communities with the support received through ongoing donations of second hand items for re-sale through our shops at a sustainable level.



Clients from our Family Services can receive items free upon recommendation.

Our new North West Coast Retail Manager, Mellissa McKenna, commenced this financial year, with years of relevant experience as a manager of charity shops interstate. She has made some positive changes in the Devonport and Ulverstone shops and we are looking forward to further growing our retail business in the North West as we anticipate the opening of a new store in the Burnie area in the very near future.

As we continue to look forward to improving the financial performance and retail services of our shops to their greatest potential, we are encouraged to know that the earned funds are channelled back into the community through the many local client services

we provide. We are now embracing aspects of social media and the opportunities that the internet can provide. We have a mailing list of active customers who receive regular emails to keep them updated on specials and promotions and our Youngtown café has a Facebook page.

Our shops are predominantly staffed by unpaid workers. We are blessed to have more than 200 who make up our retail work teams enabling us to continue this valuable enterprise. It not only provides funds for our services, but also gives great pleasure to many customers who patronise our stores on a regular basis. To those who choose to shop with us and support our work, we say thank. We hope you enjoy your experience with us as you shop and help us continue our mission of *"Caring and Sharing in Jesus' Name"*.



mission shop

**Monday - Friday
9am - 5pm
Saturday
9am - 4pm**



Welcome to Metaland
Steel Cut to Size

Parking

META

Social Enterprise - Warehouse & Logistics, E-Waste



E-Waste Tasmania processes **70 – 80** tonnes of recyclable electronic waste per month.

E-Waste Tasmania is a new social enterprise creating new employment for **5** full time and **4** casual staff.

Launceston City Mission has continued its great tradition of caring and sharing in Jesus name through its services to the community and through the support of its social enterprises.

The warehouse operation based at our Youngtown site has seen a number of changes over the past year, one being the appointment of a new manager, Greg Howell.

Greg believes in and practices a strong work ethic; Empowering staff to increase their abilities, to ask questions and make suggestions and believe they will be backed by their leadership on decision making. This results in more confident staff. With this approach comes more volunteers, work for the dole participants and staff feeling valued and hopefully moving on from the Mission with better prospects for their futures.

Through the generosity of the Bruce Wall Estate Trust, and Vos Construction the Book and Bric-a-Brac warehouse staff now have a new lined and temperature controlled area to work in. These staff have endured the coldest and the hottest conditions for many years. There are still areas to complete before all the staff will have the same basic comforts. However the staff are very grateful for the improved and safer area.

The Mission always looks at its capacity to continue providing and growing its social enterprise services in Northern Tasmania. The opportunity to turn a cost into a return has led to the Mission opening Tasmania's first E-Waste processing facility in March 2013. Redundant and end of life televisions and computers are processed at the Youngtown facility

Tasmania



providing Tasmania with a solution to the gross volumes of E-Waste ending up in land fill. The program is run in conjunction with The National E-Waste Alliance which commits to supporting this business in areas of training, compliance to environmental and industry standards and productivity.

This new venture has again enabled City Mission to achieve funding objectives and subsidise services otherwise provided by the Government and provides employment to the disadvantaged in the community.

Presently the E-Waste facility provides employment for 5 full time staff and 4 casual staff and processes 70-80 tonnes of product per month. Opportunities for the employees to learn new skill sets have been invaluable to the individuals and the Mission. Truck driving experience,

fork lift licencing and operations, press operation, communication and integration skills are just some of the great outcomes for all parties involved.

The personnel employed within E-Waste Tasmania have been long term unemployed or have a history that makes employment a challenge for them. However, through the Missions core values of transforming lives in our community showing justice, compassion and generosity has given the employees opportunity to be valued members of the Mission and their communities.

We are most grateful to The Tasmanian Community Fund who were able to assist us in the setting up the E-Waste facility. Their contribution of capital directly contributed to the creation of new jobs. The Hon. Brian Wightman MP opened the facility in May 2013.

Launceston City Missions warehousing and E-Waste facility will always strive to uphold our core values and endeavour to enrich people's lives in any way possible through making every endeavour to fulfil our mission of "Caring and sharing in Jesus' name".

Our People

The City Mission could not have the impact it does in our community without the hard work and dedication of our 700 plus volunteers. The volunteers work alongside our paid workers to create effective teams throughout the organisation.

With a large work force it is necessary that guidelines are set in place to ensure that fair working conditions and environments are aligned with our standards as well the workplace standards we are required to comply with. Hence our workplace policies and procedures are consistently being reviewed and revised to reflect and maintain the worker satisfaction the City Mission is well known for. Volunteers generally work because they want to, not because they have to. Therefore it is imperative that high workplace standards are maintained in order to retain our favourable retention rates.

Our Chaplains

The role of our Chaplains is an important aspect of our worker care. Our three Chaplains are available for pastoral care and counselling, supporting staff and clients with any issues or personal problems as well as hospital visits when staff or residents are hospitalised.

Prayer meetings are encouraged and usually lead by the Chaplains regularly. Every Tuesday a group of prayer warriors meet at Frederick Street between seven and nine in the morning. Other meetings occur around the Mission at different times.

Our Chaplains also jointly produce a weekly newsletter with the aim of keeping the Gospel central in our conversation and actions.

Various weekly site visits create the "glue" that holds us together generating a sense of belonging and promoting the Christian community spirit. They talk to the residents and workers, encouraging those who have an interest in understanding the scriptures.

Alpha courses are being offered at Missiondale and Orana which are supported by our Chaplains and other staff.

We also thank Mr Tony Wilks for his ongoing leadership of these courses.

Monthly outings are also being offered to the residents of Orana. Trips have been made to Mount Barrow, Ben Lomond and Myrtle Park. This is a

natural opportunity for chaplains to build relationships with the residents from which opportunities arise to share the Gospel.

The Bible school continues each Wednesday and the study is proven very helpful for the participants. The aim of the school is to build believers confidence to share their faith in Christ with others.

Our Culture

At City Mission we believe that character comes first. The Character First program is active throughout the Mission and encourages our people to build on their character strengths and develop new ones both in the workplace and in their personal lives. Having good character means having the confidence to demonstrate moral excellence evident in your life, consistently doing what is right and making choices that demonstrate confidence that actions rooted in good character will yield the best outcome. Our people are selected on character first.



Our Board

Mr Michael Walsh
Chair

Mrs Juanita Miller
Deputy Chair

Mrs Elaine Bushby
Secretary

Mr Timothy Holder
Director

Mr Royce Aldred
Director

Mr Peter Freak
Director

Rt Rev. Ross Nicholson
Director

Mr Guy Barnett
Director

Mr Tony Demeijer
Director

Our Management Team

Mr Stephen Brown
Chief Executive Officer

Mr Ian Hingston
Finance & Administration Manager

Mr Brian Roach
*Community Relations & Fundraising
Manager*

Mrs Louise Cowan
Retail Operations Manager

Mr Greg Howell
*Warehouse, Logistics &
E-Waste Tasmania Manager*

Mr Ray Green
Client Services Manager – North

Mr Matt Cross
Client Services Manager – North West

Mrs Maryann Midson
Community Development Manager

Mr Peter Vandenberg
Chaplain

Mrs Michele Ryan
Chaplain

Our Supporters

For many years the City Mission has relied upon the generosity of its supporters to continue serving the community through helping people change their circumstances and provide hope for a brighter future. We are thankful to God that, as promised, He has provided for us through the generous hearts of those givers.

During the year we received 652 donations from individuals amounting to over \$293,000. This amount excludes all the in-kind and non-cash donations we regularly receive throughout the year. Many businesses, churches, schools and other community groups help to reduce our costs by donating food and other items including services and skills.

Our supporters are many and varied; from Government bodies, estate funds and corporate foundations to individuals and small groups who want to give what they can to help our cause. It is all most helpful and appreciated.

The impact of the world financial crisis and more locally, heightened unemployment and increased costs of living have had negative effects on some of our fundraising efforts. In spite of this however, members of the community managed to show their support by giving to a number of campaigns and events throughout the year.

The Spring Food Drive is conducted in conjunction with the Lions clubs of Northern Tasmania. Over two days of collecting the drive returned over \$12,000 in food and cash donations.

Christmas is always recognised as a time of great need for families doing it tough. Our Christmas Appeal gave many organisations an opportunity to show their compassion by organising their own fundraising initiatives. We are thankful to all those who contributed in some way. The appeal raised \$68,000.

A small group of local business people have formed a foundation called "Cape Hope". Again this year the Cape Hope Foundation made a mighty contribution of \$23,000 to assist Missiondale with its project to develop a community/creative arts centre.

Our connection with the Christian community is highly valued, not only for its financial and in-kind support but also for its prayer and moral support that comes from this sector. Many local churches give regularly and are also happy to receive us into their fellowships through our Mission Connect program, providing an avenue for congregations to be well informed about how Christ is building his Kingdom through the Mission's work.

The fundraising calendar each year concludes with the second of our major appeals. The 2013 Winter Appeal incorporated a number of events to help with the fundraising efforts and further raise our public profile. The Winter Warmer Quiz Night, AFL Match Day Charity event and Beanie Day all impacted positively on what is shaping up to be a record year for this campaign.

In summary it has been a tough year for the fundraiser, however we know that God is our great provider and He will supply our needs according to His eternal will. We are thankful to Him who has provided through our loyal supporters.

We are thankful to the many who have regularly given:

ABC Giving Tree
Allan's Garden Centre
Alcohol & Drug Service
Alps & Amici
Apex Club of Ulverstone
at+m integrated marketing
Auld Kirk, Sidmouth
Banjo's
Bev's Cross Crafts
Bruce Wall Trust
Care Park
Cape Hope Foundation
Cement Australia
Centro
City Baptist Church
Clemenger
Community Support Levy
Conmurra Farm
Cycle Torque
Department of Health & Human Services
Department of Education
Department of Premier & Cabinet
Doc Signs
Dorcas Group of Christadelphian Church
FAHCSIA
Free Life Church
Harvey Norman Launceston
IGA Tasmania
LAFM
Landfall Farm Fresh
Launceston Christian School
Launceston Church Grammar School
Launceston City Council
Launceston Motor Group
Lions Club Hadspen South Esk
Lions Club of Kings Meadows
Lions Club of Riverside
Lions Club West Tamar
Lions Club Windmill Hill
Lions Club Wynyard
McDonald's Family Restaurants
Newstead Baptist Church
Northern Suburbs Community Centre
Norwood Primary School
Norwood Ladies Probus
Percy Harris
Polytechnic colleges
Profile Computing
Punchbowl Christian Centre
Reformed Christian Church, Launceston
Romaine Park Christian Centre
Rotary Club of Kings Meadows
Rotary Club of Launceston
Rotary Club Launceston West
Scotch Oakburn College
Scott Signs
SecondBite
Seventh Day Adventist Church
Southern Cross Austereo
Statewide Independent Wholesalers
St Andrews Presbyterian Church
St Johns Anglican Church
St Patricks College
Summerhill Baptist Church
Swire Cold Storage
Tasmanian Community Fund
Tasmanian Island Pork Assoc.
Tasmania Police
The Examiner Newspaper
The Vos Foundation
Trevallyn Primary School
Trinity Uniting Church
Uniting Church West Tamar Parish
UTas
WAYFM
Walker Designs
Wesley Vale Community Church
West Tamar Anglican Parish
Winifred Booth Estate

Independent Auditor's Report to the members of Launceston City Mission Inc

We have audited the accompanying financial report, being a special purpose financial report, of Launceston City Mission Inc ("the association"), which comprises the statement of financial position as at 30 June 2013, the statement of profit or loss and other comprehensive income, statement of cash flows, and the statement of changes of equity for the year then ended, notes comprising a summary of significant accounting policies and other explanatory information, and directors' declaration as set out on pages 31 to 45.

Directors' Responsibility for the Financial Report and Compliance with the Rules Relating to the Administration of Funds

The directors are responsible for the preparation and fair presentation of the financial report and the association's compliance with the rules relating to the administration of funds and have determined that the basis of preparation described in Note 1, is appropriate to meet the financial reporting requirements of the Associations Incorporation Act 1964 ("the Act") and is appropriate to meet the needs of the members. The directors' responsibility also includes such internal control as directors determine is necessary to enable the compliance with the rules relating to administration of funds and preparation and fair presentation of the financial report that is free from material misstatement, whether due to fraud or error.

Auditor's Responsibility

Our responsibility is to express an opinion on the financial report and the association's compliance with the rules relating to the administration of funds based on our audit. We conducted our audit in accordance with Australian Auditing Standards. Those standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance whether the financial report is free from material misstatement and whether the association has complied with the rules relating to the administration of funds.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report and the operation of compliance procedures relating to the administration of funds. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the financial report and non-compliance relating to the administration of funds, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's compliance with the rules relating to the administration of funds and preparation and fair presentation of the financial report in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of

accounting policies used and the reasonableness of accounting estimates made by the directors, as well as evaluating the overall presentation of the financial report.

Inherent Limitations

Because of the inherent limitations of any compliance procedure, it is possible that fraud, error or non-compliance with the Act may occur and not be detected. An audit is not designed to detect all weaknesses in the association's compliance with the Act as it is not performed continuously throughout the period and the tests performed are on a sample basis.

Any projection of the evaluation of the compliance procedures to future periods is subject to the risk that the procedures may become inadequate because of changes in conditions, or that the degree of compliance with them may deteriorate.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Basis for Qualified Opinion

Donations and other fund raising activities are a significant source of revenue for Launceston City Mission Inc. Launceston City Mission Inc has determined that it is impracticable to establish control over the collection of donations and funds from other fund raising activities prior to entry into its financial records. Accordingly, as the evidence available to us regarding revenue from these sources was limited, our audit procedures with respect to donations and other fund raising activities had to be restricted to the amounts recorded in the financial records. We therefore are unable to express an opinion, as to whether donations and other fund raising activities Launceston City Mission Inc obtained, are complete.

Qualified Opinion

In our opinion, except for the possible effects of the matter described in the "Basis for Qualified Opinion", in all material respects:

- (a) the financial report presents fairly the financial position of Launceston City Mission Inc as at 30 June 2013 and its financial performance for the year then ended in accordance with the financial reporting requirements of the Act as described in Note 1;
- (b) Launceston City Mission Inc kept proper accounting records and other books during the period covered by the financial report; and
- (c) the rules relating to the administration of funds of the association have been complied with during the period covered by the financial report.

We have obtained all the necessary information required in connection with our audit in respect of the financial year ended 30 June 2013.

Basis of Accounting and Restriction on Distribution and Use

Without modifying our opinion, we draw attention to Note 1 to the financial report, which describes the basis of accounting. The financial report has been prepared to assist Launceston City Mission Inc to meet the financial reporting requirements of the Act. As a result, the financial report may not be suitable for another purpose. Our report is intended solely for the members and should not be distributed to or used by parties other than the members.



DELOITTE TOUCHE TOHMATSU



Steven Heryk
Partner
Chartered Accountants
Launceston, 30 August 2013

Statement of Financial Position

as at 30 June 2013

	Note	30 June 2013 \$	30 June 2012 \$
Current Assets			
Cash and cash equivalents	9	715,250	291,491
Trade and Other Receivables		196,603	99,218
Inventories		116,816	114,313
Other Assets	16	11,064	-
Total Current Assets		<u>1,039,733</u>	<u>505,022</u>
Non Current Assets			
Trade and Other Receivables		5,446	17,418
Property, plant and equipment	2	9,434,323	9,365,290
Total Non Current Assets		<u>9,439,769</u>	<u>9,382,708</u>
Total Assets		<u>10,479,502</u>	<u>9,887,730</u>
Current Liabilities			
Trade and Other Payables		520,118	228,260
Borrowings	6	86,492	37,656
Provisions	5	392,886	402,715
Deferred Revenue	7	128,947	292,242
Total Current Liabilities		<u>1,128,443</u>	<u>960,873</u>
Non Current Liabilities			
Borrowings	6	711,861	142,068
Trade and Other Payables		-	40,000
Provisions	5	9,691	121,038
Total Non Current Liabilities		<u>721,552</u>	<u>303,106</u>
Total Liabilities		<u>1,849,995</u>	<u>1,263,979</u>
Net Assets		<u>8,629,507</u>	<u>8,623,751</u>
Accumulated Funds			
Reserves		2,953,646	2,953,646
Retained earnings		5,675,861	5,670,105
Total Accumulated Funds		<u>8,629,507</u>	<u>8,623,751</u>

The accompanying notes form part of these financial statements

Statement of Profit or Loss and other comprehensive income

for the 12 months to 30 June 2013

	Notes	01-Jul-12 to 30-Jun-13 \$	01-Jul-11 to 30-Jun-12 \$
Continuing Operations Revenue			
Public donations		293,585	354,540
Social Enterprise		2,798,460	2,738,707
Hire of buildings and rentals received		449,358	402,534
Child care fees received		426,544	369,101
Program Fees		91,321	40,265
Sundry income		29,408	8,379
Government grants	3	1,754,840	1,646,205
Total Operating Revenue		<u>5,843,516</u>	<u>5,559,731</u>
Continuing Operations Expenditure			
Administration and fundraising		659,997	559,435
Community Development		83,563	123,290
Children's Playhouse		436,526	414,169
Babymum		18,768	31,408
Crisis and short term accommodation incl Orana		972,752	1,090,969
Counselling, visitation, etc		263,810	257,733
Material assistance		285,168	148,412
Missiondale Rehabilitation Program		638,491	810,330
Outreach and evangelism programs		286,747	348,629
Social Enterprise		1,758,547	1,606,181
Work for the Dole		5,351	2,001
Youth on Patterson		109,073	124,298
Star House		10,597	32,684
Latrobe Boarding House		108,246	125,634
Depreciation on fixed assets	2/4	285,967	276,083
Provision for long service leave		26,242	(12,896)
Total Operating Expenditure		<u>5,949,845</u>	<u>5,938,360</u>
Operating Deficit for year		<u>(106,329)</u>	<u>(378,629)</u>
Non-Operating Revenue			
Capital donations and estates		74,134	83,903
Interest received - non-related parties		16,505	19,540
Profit on sale of fixed assets		21,446	6,679
Total Non-Operating Revenue		<u>112,085</u>	<u>110,122</u>
Surplus (Deficit) for the Year		<u>5,756</u>	<u>(268,507)</u>
Income tax expense	1(h)	-	-
Other comprehensive income, net of tax		-	-
Total Comprehensive Income for the Year		<u>5,756</u>	<u>(268,507)</u>

The accompanying notes form part of these financial statements

Statement of Changes in Equity

for the year ending 30 June 2013

	Asset Revaluation Reserve \$	Retained Earnings \$	Total \$
Balance at 1 July 2011	2,953,646	5,938,612	8,892,258
Loss for the year	-	(268,507)	(268,507)
Other comprehensive income for the year, net of income tax	-	-	-
Total comprehensive income for the year	-	(268,507)	(268,507)
Balance at 30 June 2012	2,953,646	5,670,105	8,623,751
Profit for the Year	-	5,756	5,756
Other comprehensive income for the year, net of income tax	-	-	-
Total comprehensive income for the year	-	5,756	5,756
Balance at 30 June 2013	2,953,646	5,675,861	8,629,507

The accompanying notes form part of these financial statements

Statement of Cash Flows

for the year ending 30 June 2013

	Note	01-Jul-12 to 30-Jun-13 \$	01-Jul-11 to 30-Jun-12 \$
Cash Flows from Operating Activities			
Receipts from capital donations		74,134	83,903
Receipts from customers, donors and government		5,581,239	5,592,022
Interest received - non-related parties		16,505	19,540
Payments to suppliers and employees		(5,496,452)	(5,560,248)
Interest paid - non-related parties		(36,744)	(17,478)
Net cash generated from Operating Activities	8	<u>138,682</u>	<u>117,739</u>
Cash Flow from Investing Activities			
Proceeds on disposal of property, plant and equipment		46,671	6,680
Payments for purchase of property, plant and equipment		(354,997)	(212,120)
Net cash generated from Investing Activities		<u>(308,326)</u>	<u>(205,440)</u>
Cash Flow from Financing Activities			
Proceeds from borrowings		593,403	-
Repayment of borrowings		-	8,040
Net cash generated from Financing Activities		<u>593,403</u>	<u>8,040</u>
Net (Decrease)/Increase in Cash Held		423,759	(79,661)
Cash at the beginning of the financial year		<u>291,491</u>	<u>371,152</u>
Cash at the end of the Financial year	9	<u><u>715,250</u></u>	<u><u>291,491</u></u>

The accompanying notes form part of these financial statements

Notes to and forming part of the Financial Statements

for the 12 months ending 30 June 2013

Note: 1 Statement of Accounting Policies

Financial Report Framework

The Mission is not a reporting entity because in the opinion of the directors there are unlikely to exist users of the financial report who are unable to command the preparation of reports tailored so as to satisfy specifically all of their information needs. Accordingly this 'special purpose financial report' has been prepared to satisfy the directors' reporting requirements under the Associations Incorporation Act 1964, and the rules of the Mission.

State of Compliance

The financial report has been prepared in accordance with the disclosure requirements of Accounting Standards AASB 101 'Presentation of Financial Statements', AASB 107 'Cash Flow Statements' and AASB 108 'Accounting Policies, Changes in Accounting Estimates and Errors', and the recognition, measurement and disclosure requirements of AASB 1004 'Contributions'.

The recognition and measurement criteria of all other Accounting Standards and Interpretations have not been complied with.

Basis of Preparation

The financial report has been prepared on the basis of historical cost, except for the revaluation of certain non-current assets and financial instruments. Cost is based on the fair values of the consideration given in exchange for assets. Unless otherwise indicated, all amounts are presented in Australian dollars.

Accounting policies are selected and applied in a manner which ensures that the resulting financial information satisfies the concepts of relevance and reliability, thereby ensuring that the substance of the underlying transactions or other events is reported.

The accounting policies set out below have been applied in preparing the financial statements for the year ended 30 June 2013 and the comparative information presented in these financial statements for the 12 months ended 30 June 2012.

(a) Contributions

Contributions are recognised immediately as revenue when the Mission has the right to receive the contributions and it can be reliably measured.

The Mission has four significant sources of contributions.

- (i) Government grants and subsidies received in relation to working expenditures for welfare, employment training, boarding home and other relief activities.
- (ii) Capital donations and estates that are used for building upgrades and new assets such as Missiondale and Youngtown.
- (iii) Donated goods and services which are not recognised at fair value when received/provided as the fair value of such goods and services can not be reliably measured.
- (iv) Monetary donations are recognised as income when received.

(b) Sales and Other Revenue

Revenue from the Mission's other activities is recognised when it can be reliably measured. These activities include:

- (i) Sales of donated and other goods.
- (ii) Provision of community services.
- (iii) Disposal of assets.
- (iv) Interest on cash and cash equivalents.

(c) Cash and Cash Equivalents

This balance comprises cash on hand, cash in bank and amounts on deposit.

(d) Property, Plant and Equipment

Properties owned by the Launceston City Mission are reflected on the Statement of financial position at director's valuation as at June 2013, less, where applicable, any accumulated depreciation or amortisation. It is not a policy of the Mission to regularly revalue its properties, however, the value of the properties are reviewed annually by directors to ensure it reflects reasonable market value and is not in excess of the recoverable amount from these assets.

Plant & Equipment and Motor Vehicles are reflected on the Statement of financial position at cost less any accumulated depreciation.

Notes to and forming part of the Financial Statements for the 12 months ending 30 June 2013

(i) Depreciation

Depreciation is provided on property, plant and equipment, including freehold buildings but excluding land. Depreciation is calculated as to write off the net cost or other revalued amount of each asset over its expected useful life to its estimated residual value. The estimated useful lives, residual values and depreciation method is reviewed at the end of each annual reporting period.

The following estimated useful lives are used in the calculation of depreciation.

Buildings	40 years
Plant and equipment	3 - 13 years
Motor vehicles	7 years

(ii) Recoverable Amount

The recoverable amount is assessed on the basis of the expected net cash flows, which will be received from the assets employment and subsequent disposal. The expected net cash flows have not been discounted to their present value in determining recoverable amounts.

(e) Employee Benefits

Provision is made for benefits accruing to employees in respect of wages and salaries, annual leave and long service leave when it is probable that settlement will be required and they are capable of being measured reliably.

Contributions are made to employee superannuation funds and are charged as expenses when incurred. The Mission has no legal obligation to cover any shortfall in the funds' obligations to provide benefits to employees on retirement.

(f) Financial Instruments

Payables, receivables, borrowings and other financial instruments are taken up at cost.

(g) Leases

Leases have been classified as operating and have been accounted for accordingly.

(h) Income Tax

Launceston City Mission Inc. is exempt from income tax in accordance with Section 50 - 5 of the Australian Income Tax Assessment Act 1997. Accordingly, no provision for income tax or income tax expense appears in the financial statements.

(i) Comparative Figures

Comparative figures are, where appropriate, reclassified so as to be comparable with the figures presented for the current financial year.

(j) Good and Services Tax

Revenues, expenses and assets are recognised net of the amount of goods and services tax (GST), except where the amount of GST incurred is not recoverable from the taxation authority, it is recognised as part of the cost of acquisition of an asset or as part of expense items.

(k) Critical accounting judgements and key sources of estimation uncertainty.

In the application of the association's accounting policies, which are described above, management is required to make judgements, estimates and assumptions about carrying values of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and various other factors that are believed to be reasonable under the circumstance, the results of which form the basis of making the judgements. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised if the revision affects only that period, or in the period of the revision and future periods if the revision affects both current and future periods.

(l) Adoption of New and Revised Accounting Standards

(i) Standards and Interpretations affecting amounts reported in the current period (and/or prior periods)

The following new and revised Standards and Interpretations have been adopted in the current period and have affected the amounts reported in these financial statements. Details of other Standards and Interpretations adopted in these financial statements but that have had no effect on the amounts reported are set out below.

Notes to and forming part of the Financial Statements

for the 12 months ending 30 June 2013

Standards affecting presentation and disclosure

Amendments to AASB 101 'Presentation of Financial Statements'

The amendment (part of AASB 2011-9 'Amendments to Australian Accounting Standards Presentation of Items of Other Comprehensive Income' introduce new terminology for the statement of comprehensive income and income statement. Under the amendments to AASB 101, the statement of comprehensive income is renamed as a statement of profit or loss and other comprehensive income and the income statement is renamed as a statement of profit or loss. The amendments to AASB 101 retain the option to present profit or loss and other comprehensive income in either a single statement or in two separate but consecutive statements. However, the amendments to AASB 101 require items of other comprehensive income to be grouped into two categories in the other comprehensive income section: (a) items that will not be reclassified subsequently to profit or loss and (b) items that may be reclassified subsequently to profit or loss when specific conditions are met. Income tax on items of other comprehensive income is required to be allocated on the same basis – the amendments do not change the option to present items of other comprehensive income either before tax or net of tax. The amendments have been applied retrospectively, and hence the presentation of items of other comprehensive income has been modified to reflect the changes. Other than the above mentioned presentation changes, the application of the amendments to AASB 101 does not result in any impact on profit or loss, other comprehensive income and total comprehensive income.

Amendments to AASB 101 'Presentation of Financial Statement'

The amendments (part of AASB 2012-5 'Further Amendments to Australian Accounting Standards arising from Annual Improvements 2009-2011 Cycle) requires an entity that changes accounting policies retrospectively, or makes a retrospective restatement or reclassification to present a statement of financial position as at the beginning of the preceding period (third statement of financial position). When the retrospective application, restatement or reclassification has a material effect on the information in the third statement of financial position. The related notes to the third statement of financial position are not required to be disclosed.

Standards and Interpretations in issue not yet adopted

At the date of authorisation of the financial statements, the Standards and Interpretations listed below were in issue but not yet effective.

AASB 9 'Financial Instruments' (December 2009), AASB 2009-11 'Amendments to Australian Accounting Standards arising from AASB 9' and AASB 2012-6 'Amendments to Australian Accounting Standards – Mandatory Effective Date of AASB 8 and Transition Disclosure'

Effective for annual reporting periods beginning on or after 1 January 2015 and expected to be initially applied in the financial year ending 30 June 2016.

AASB 9 'Financial Instruments', AASB 2010-7 'Amendments to Australian Accounting Standards arising from AASB 9' (December 2010) and AASB 2012-6 'Amendments to Australian Accounting Standards Mandatory Effective Date of AASB 8 and Transition Disclosure'

Effective for annual reporting periods beginning on or after 1 January 2015 and expected to be initially applied in the financial year ending 30 June 2016.

AASB 10 'Consolidated Financial Statements' and AASB 2011-7 'Amendments to Accounting Standards arising from the consolidation of Joint Arrangements standards'

Effective for annual reporting periods beginning on or after 1 January 2013 and expected to be initially applied in the financial year ending 30 June 2014.

AASB 11 'Joint Arrangements' and AASB 2011-7 'Amendments to Australian Accounting Standards arising from the consolidation of Joint Arrangements Standards'

Effective for annual reporting periods beginning on or after 1 January 2013 and expected to be initially applied in the financial year ending 30 June 2014.

AASB 12 'Disclosure of Interests in Other Entities' and AASB 2011-7 'Amendments to Australian Accounting Standards arising from the consolidation and Joint Arrangements standards'

Effective for annual reporting periods beginning on or after 1 January 2013 and expected to be initially applied in the financial year ending 30 June 2014.

AASB 13 'Fair Value Measurement' and related AASB 2011-8 'Amendments to Australian Accounting Standards arising from AASB 13'

Notes to and forming part of the Financial Statements for the 12 months ending 30 June 2013

Effective for annual reporting periods beginning on or after 1 January 2013 and expected to be initially applied in the financial year ending 30 June 2014.

AASB 119 'Employee Benefits (2011)' and AASB 2011-10 'Amendments to Australian Accounting Standards arising from AASB 119 (2011)'

Effective for annual reporting periods beginning on or after 1 January 2013 and expected to be initially applied in the financial year ending 30 June 2014.

AASB 127 'Separate Financial Statements (2011)' and AASB 2011-7 'Amendments to Australian Accounting Standards arising from the consolidation and Joint Arrangements standards'

Effective for annual reporting periods beginning on or after 1 January 2013 and expected to be initially applied in the financial year ending 30 June 2014.

AASB 128 'Investments in Associates and Joint Ventures (2011)' and AASB 2011-7 'Amendments to Australian Accounting Standards arising from the consolidation and Joint Arrangements standards'

Effective for annual reporting periods beginning on or after 1 January 2013 and expected to be initially applied in the financial year ending 30 June 2014.

AASB 2011-4 'Amendments to Australian Accounting Standards to Remove Individual Key Management Personnel Disclosure Requirements'

Effective for annual reporting periods beginning on or after 1 January 2013 and expected to be initially applied in the financial year ending 30 June 2014.

AASB 2011-9 'Amendments to Australian Accounting Standards – Presentation of Items of Other Comprehensive Income' [AASB 1, 5, 7, 101, 112, 120, 121, 132, 133, 134, 1039 & 1049]

Effective for annual reporting periods beginning on or after 1 January 2012 and expected to be initially applied in the financial year ending 30 June 2013.

AASB 2012-2 'Amendments to Australian Accounting Standards – Disclosures – Offsetting Financial Assets and Financial Liabilities'

Effective for annual reporting periods beginning on or after 1 January 2013 and expected to be initially applied in the financial year ending 30 June 2014

AASB 2012-3

'Amendments to Australian Accounting Standards – Offsetting Financial Assets and Financial Liabilities'

Effective for annual reporting periods beginning on or after 1 January 2014 and expected to be initially applied in the financial year ending 30 June 2015

AASB 2012-5

'Amendments to Australian Accounting Standards arising from Annual Improvements 2009-2011 Cycle'

Effective for annual reporting periods beginning on or after 1 January 2013 and expected to be initially applied in the financial year ending 30 June 2014

AASB 2012-9 'Amendment to AASB 1048 arising from the Withdrawal of Australian Interpretation 1039'

Effective for annual reporting periods beginning on or after 1 January 2013 and expected to be initially applied in the financial year ending 30 June 2014

AASB 2012-10 'Amendments to Australian Accounting Standards – Transition Guidance and Other Amendments' [AASB 1, 5, 7, 8, 10, 11, 12, 13, 101, 102, 108, 112, 118, 119, 127, 128, 132, 133, 134, 137, 1023, 1038, 1039, 1049 & 2011-7 and Interpretation 12]

Effective for annual reporting periods beginning on or after 1 January 2013 and expected to be initially applied in the financial year ending 30 June 2014

AASB 2013-3 'Amendments to AASB 136 - Recoverable Amount Disclosures for Non-Financial Assets'

Effective for annual reporting periods beginning on or after 1 January 2014 and expected to be initially applied in the financial year ending 30 June 2015

AASB 2013-4 'Amendments to Australian Accounting Standards - Novation of Derivatives and Continuation of Hedge Accounting'

Effective for annual reporting periods beginning on or after 1 January 2014 and expected to be initially applied in the financial year ending 30 June 2015

AASB 2013-5 'Amendments to Australian Accounting Standards – Investment Entities'

Effective for annual reporting periods beginning on or after 1 January 2014 and expected to be initially applied in the financial year ending 30 June 2015

Notes to and forming part of the Financial Statements for the 12 months ending 30 June 2013

Interpretation 20 'Stripping Costs in the Production Phase of a Surface Mine' and related AASB 2011-12 'Amendments to Australian Accounting Standards arising from Interpretation 20' Effective for annual reporting periods beginning on or after 1 January 2013 and expected to be initially applied in the financial year ending 30 June 2014

Interpretation 21 'Levies' Effective for annual reporting periods beginning on or after 1 January 2014 and expected to be initially applied in the financial year ending 30 June 2015

None at the time of publication which are expected to have a material impact on the financial reporting of the Mission

Notes to and forming part of the Financial Statements

for the 12 months ending 30 June 2013

Note 2: Property, Plant and Equipment

	Freehold Land Valuation	Buildings Valuation	Plant & Equipment		Vehicles At Cost	Total
			At Cost	At Cost		
Gross Carrying Amount	\$	\$	\$	\$	\$	\$
Balances at 1 July 2011	1,795,000	7,206,263	908,904	810,884	810,884	10,721,051
Additions	-	25,231	93,574	97,999	97,999	216,804
Disposals	-	-	-	(35,369)	(35,369)	(35,369)
Balance at 30 June 2012	1,795,000	7,231,494	1,002,478	873,514	873,514	10,902,486
Additions	-	61,463	134,711	179,908	179,908	376,082
Disposals	-	-	-	(100,911)	(100,911)	(100,911)
Balance at 30 June 2013	1,795,000	7,292,957	1,137,189	952,511	952,511	11,177,657
Accumulated Depreciation/Amortisation and Loss						
Balances at 1 July 2011	-	(202,763)	(603,369)	(485,666)	(485,666)	(1,291,798)
Disposals	-	-	-	30,685	30,685	
Depreciation expense	-	(99,987)	(97,480)	(78,616)	(78,616)	(276,083)
Balance at 30 June 2012	-	(302,750)	(700,849)	(533,597)	(533,597)	(1,537,196)
Disposals	-	-	-	79,829	79,829	
Depreciation expense	-	(105,271)	(96,550)	(84,146)	(84,146)	(285,967)
Balance at 30 June 2013	-	(408,021)	(797,399)	(537,914)	(537,914)	(1,743,334)
Net Book Value						
As at 30 June 2012	1,795,000	6,928,744	301,629	339,917	339,917	9,365,290
As at 30 June 2013	1,795,000	6,884,936	339,790	414,597	414,597	9,434,323

Notes to and forming part of the Financial Statements

for the 12 months ending 30 June 2013

	01-Jul-12 to 30-Jun-13 \$	01-Jul-11 to 30-Jun-12 \$
Note 3: Governments Grants		
Tas Community Fund	173,909	43,658
Commonwealth Emergency Relief Program	249,138	125,892
DHHS Supported Accommodation Assistance Program	490,709	479,914
DHHS ADS National Drug Strategy Program	211,352	233,976
Dept of Premier and Cabinet Family Assistance Program	25,000	15,000
Dept of Premier and Cabinet	20,039	41,800
Launceston City Council	17,040	11,437
Dept of Justice - Industrial Relations	10,000	10,000
Dept of Health & Ageing	125,008	198,060
Dept of Health & Human Services POS North, North West	388,201	363,688
Department of Education, Employment and Workplace Relations	44,444	118,266
Calvary Health Care	-	4,514
Total Governments Grants	<u>1,754,840</u>	<u>1,646,205</u>
Note 4: Depreciation		
Depreciation - plant and equipment	96,550	97,480
- buildings	105,271	99,987
- motor vehicles	84,146	78,616
Total Depreciation	<u>285,967</u>	<u>276,083</u>

Notes to and forming part of the Financial Statements

for the 12 months ending 30 June 2013

	01-Jul-12 to 30-Jun-13 \$	01-Jul-11 to 30-Jun-12 \$
Note 5: Provisions		
Current		
Annual leave	205,497	235,062
Long service leave	187,389	69,854
Redundancies	-	97,799
	<u>392,886</u>	<u>402,715</u>
Non-current		
Long service leave	9,691	121,038
Total Provisions	<u><u>402,577</u></u>	<u><u>523,753</u></u>
Note 6: Borrowings		
Current (secured)		
B & E Ltd	86,492	37,656
Non current (secured)		
B & E Ltd	711,861	142,068
Total Borrowings	<u><u>798,353</u></u>	<u><u>179,724</u></u>
Secured by a mortgage over the Missions' freehold land and buildings at 351 Hobart Road Youngtown the current market values of which exceed the value of the mortgage.		
Note 7: Deferred Revenue		
Grant monies received in advance	<u><u>128,947</u></u>	<u><u>292,242</u></u>

Notes to and forming part of the Financial Statements

for the 12 months ending 30 June 2013

	01-Jul-12 to 30-Jun-13 \$	01-Jul-11 to 30-Jun-12 \$
Note: 8 Reconciliation of Net Cash from Operating Activities to Operating Surplus		
Net surplus/(deficit)	5,756	(268,507)
Non-cash items in the revenue and expenditure statement		
Depreciation on fixed assets	285,967	276,083
Profit on disposal of fixed assets	(21,446)	(6,679)
Movement in Balance Sheet accounts		
Trade and Other Payables	251,858	109,360
Provisions	(121,176)	89,504
Trade and Other Receivables	(96,478)	(57,670)
Inventory	(2,504)	(114,313)
Deferred Revenue	(163,295)	89,961
Cash Flows from Operating Activities	<u>138,682</u>	<u>117,739</u>

Note: 9 Reconciliation of Cash

For the purpose of the statement of cash flows, cash includes cash on hand and bank deposits at call. Cash at the beginning and the end of the financial year as shown in the statement of cash flows is reconciled to the related items in the Statement of financial position as follows:

<u>715,250</u>	<u>291,491</u>
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Note: 10 Interest Expense - Non-Related Parties

The amount of interest recognised as an expense for the year was

<u>36,745</u>	<u>17,478</u>
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Note: 11 Asset Revaluation Reserve

Balance at beginning of Financial Year	2,953,646	2,953,646
Revaluation increments during year	-	-

Balance at end of Financial Year	<u>2,953,646</u>	<u>2,953,646</u>
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The asset revaluation reserve arises on the revaluation of land and buildings. Where a revalued asset is sold that portion of the asset revaluation reserve which relates to that asset, and is effectively realised, is transferred directly to retained profits.

Notes to and forming part of the Financial Statements

for the 12 months ending 30 June 2013

01-Jul-12 to 30-Jun-13 \$	01-Jul-11 to 30-Jun-12 \$
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Note: 12 Related Party Disclosures

The directors have not received any remuneration during the year.
The directors are not entitled to any retirement benefits.

There have been no transactions with directors throughout or since the end of the financial year.

Notes: 13 Director Remuneration

The directors of Launceston City Mission during the year were:

- Michael Walsh
- Juanita Miller
- Elaine Bushby
- Tim Holder
- Royce Aldred
- Guy Barnett
- Tony Demeijer
- Peter Freak
- Ross Nicholson
- James McKee (resigned 18/10/12)

The aggregate of income paid or payable, or otherwise made available, in respect of the financial year, to all directors of the Mission, directly or indirectly, by the Mission or by any related party.

<u>0</u>	<u>0</u>
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The number of directors of the Mission whose total income falls within each successive \$10,000 band of income (commencing at \$0)

<u>9</u>	<u>9</u>
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Note: 14 Remuneration of Auditors

Auditing of financial report
Auditing of Grant Aquittals

12,500	11,500
5,260	5,260
<u>17,760</u>	<u>16,760</u>

Note: 15 Additional Information

The Mission operates solely within the Community Services Industry in Northern Tasmania.

Note 16: Other Assets

Prepayments
-Insurance
-Playhouse Rent

1,083	-
9,981	-
<u>11,064</u>	<u>-</u>

Principal Place of Business and Registered Office

46 - 48 Frederick Street
Launceston Tas 7250
Telephone (03) 6335 3000

Directors' Declaration

In the opinion of the directors of the Launceston City Mission Inc:

- a) The accompanying Statement of Profit or Loss and other Comprehensive Income is drawn up so as to give a true and fair view of the results of the Mission for the financial year ended 30 June 2013;
- b) The accompanying Statement of Financial Position is drawn up so as to give a true and fair view of the state of affairs of the Mission as at 30 June 2013;
- c) The accompanying Statement of Cash Flows is drawn up so as to give a true and fair view of the cash flows of the Mission for the year ended 30 June 2013;
- d) At the date of this statement there are reasonable grounds to believe that the Mission will be able to pay its debts as and when they fall due; and
- e) The accompanying financial statements have been made out in accordance with Australian Accounting Standards, except as noted in Note 1 to the Financial Statements.

Signed in accordance with a resolution of the directors.



J Miller, Deputy Chair



E Bushby, Secretary

Dated this 30th day of AUGUST 2013.

List of Directors

for the Financial Year ended 30 June 2013

Names	Address	Occupation
Michael Walsh Chairman	66 Henslowes Road Ulverstone Tas 7315	Solicitor
Elaine Bushby Secretary	6 Amanda Court West Launceston Tas 7250	Retired
Timothy Holder	54 Rowsphorn Road Riverside Tas 7250	Manager
Juanita Miller Vice Chair	8 Floreat Crescent Trevallyn Tas 7250	Member various charity clubs
Royce Aldred	30 Bill Grove Mowbray Tas 7248	Manager
Guy Barnett	130 Elphin Road Launceston 7250	Business Consultant
Tony Demeijer	PO Box 301 Prospect Vale 7250	Pastor
Peter Freak Treasurer	PO Box 5320 Launceston 7250	Commerical Bank Manager
Rt Rev Ross Nicholson	C/- 157 St Johns Street Launceston 7250	Minister
James McKee	PO Box 604 Launceston 7250	Resigned 18/10/2012

We confirm that the above names and residential addresses of the Board of Directors of Launceston City Mission Inc. as at 30 June 2013 has been correctly extracted from the records of the association.



Deloitte Touche Tohmatsu



Steven Hernyk

Partner

Chartered Accountants

Launceston Date: 30th day of August 2013.



→ Building a better community



ABN 77 205 956 084

Head Office:

46-48 Frederick Street
PO Box 168
Launceston Tasmania 7250
p: (03) 6335 3000
f: (03) 6334 3136
e: office@citymission.org.au
www.citymission.org.au

Mission Shops:

Youngtown
351 Hobart Road
Youngtown Tasmania 7249
p: (03) 6343 2115

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

140 Westbury Road
Prospect Tasmania 7250
p: (03) 6343 5914

Devonport

49 Don Road
Devonport Tasmania 7310
p: (03) 6423 5984

Ulverstone

Ulverstone Warehouse
Fieldings Way
Ulverstone Tasmania 7315
p: (03) 6425 4698

Missiondale:

75 Leighlands Road
Evandale Tasmania 7212
p: (03) 6391 8013
f: (03) 6391 8255
e: missiondale@citymission.org.au

Nexus House:

32 George Street
Latrobe Tasmania 7307
PO Box 414
p: (03) 6426 1191
f: (03) 6426 3090
e: nexus@citymission.org.au

Children's Playhouse:

8 Prossers Forest Road
Ravenswood Tasmania 7250
p: (03) 6336 5153
f: (03) 6339 4264
e: playhouse@citymission.org.au

Serenity House:

354 Preservation Drive
Sulphur Creek Tasmania 7316
p: (03) 6435 4654
f: (03) 6435 4661
e: serenityhouse@citymission.org.au

Orana:

156 George Town Road
Newnham Tasmania 7248
p: (03) 6326 6133
f: (03) 6326 2277
e: orana@citymission.org.au

Family Services:

p: (03) 6335 3000
f: (03) 6335 3034
e: famserc@citymission.org.au

Collection of Donated Goods:

p: (03) 6343 2115

E-Waste Tasmania:

p: (03) 6343 2115

How can you help?

- Make a donation
 - You can make a donation any time or during one of our major appeals. Log onto www.citymission.org.au and click the "donate today" button.
 - Join Mission360, a regular giving program where you can "set and forget" your monthly or quarterly pledge. Phone 6335 3000.
- Leave a legacy
 - Make arrangements with your legal advisor to leave a bequest in your will.
- Become a church or corporate partner
 - Church and Corporate partnerships open up new opportunities for your members and staff to be involved through volunteering, training and financial support.
- Run your own fundraising event
 - It's up to you what you do. Every dollar you raise will be used to support our client services.
- Volunteer
 - Everyone has something to offer. Donate your time and skills.
- Pray for us
 - We believe in the power of prayer. Please keep us on your prayer lists. Pray for our workers, our clients and for God's provision.
- Follow us
 - Our website contains lots of information and is regularly updated. www.citymission.org.au
 - Stay current by liking us on Facebook. www.facebook.com/LauncestonCityMission
 - Subscribe to our newsletter. Email: office@citymission.org.au