



**Celebrating**  
*160 years* **of caring**  
1854-2014



ANNUAL  
REPORT  
**2014**



“ Always give fully to  
the work of the Lord.  
For you know  
that your labour  
is not in vain. ”

*1 Corinthians 15:58*



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, 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

<b>FAITH</b>	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.
<b>JUSTICE</b>	We take personal responsibility to uphold what is pure, right and true.
<b>COMPASSION</b>	We invest whatever is necessary to heal the hurts of others.
<b>GENEROSITY</b>	We carefully manage our resources so we can freely give to those in need.
<b>VIRTUE</b>	We strive for moral excellence as we consistently do what is right.
<b>DEPENDABILITY</b>	We fulfil what we consent to do, even if it means unexpected sacrifice.
<b>ENTHUSIASM</b>	We express joy in our work as we give it our best effort.



## Index

Vision, Mission statement, values, founding purpose	1
Chairman & CEO's Report	2
Organisational Chart	5
Strategic Plan	6
Families, Children and Community Development	8
Morton's Place	10
Youth & Outreach	12
Homelessness	14
Drug & Alcohol	16
Our Volunteers – developing skills, enriching lives	18
Our Board, Our Management Team	20
Our People	21
Year summary of services	22
Financial Summary	23
Social Enterprise	24
Warehouse & Logistics and E-waste	26
Our Supporters	28
Auditor's Report	30
Directors' Declaration	33
Statement of Financial Position	34
Statement of Profit & Loss	35
Statement of Changes in Equity	36
Statement of Cash Flow	37
Notes to Financial Statements	38
List of Directors	46

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

During the 2014 financial year the City Mission consolidated on the reorganisation undertaken in the previous year and continued to focus on growing community service and social enterprise activities on a sustainable basis. Support from the Tasmanian Community Fund, Bruce Wall Estate Trust and Winifred Booth Trust enabled the organisation to commence and complete some greatly needed capital projects and asset replacement.

Further steps were taken in the implementation of the 2013-7 Strategic Plan. The Board and Management Team are thanked for their efforts in moving the organisation forward to achieve the goals and outcomes that underpin our continuing mission of caring and sharing for others in the Name of Jesus.

In accordance with our strategic goals the Mission successfully lodged a major submission to the Launceston City Council to operate the proposed new Launceston Waste Centre Recycling Centre & Resale Shop. Now officially appointed, preparations are well underway for the commencement of this significant new venture during the 2014/15 financial year.

As a professional organisation the Mission ensures that all submissions for government or private funding, or new social enterprise tenders, not only comply with the essential criteria, but also clarify and communicate the outcomes required to serve clients, staff and stakeholders. Furthermore, being a faith-based organisation we pray and seek His blessing on each submission knowing that His hand of providence has been on the organisation for 160 years and we want to continue to seek God's blessing and align with His purposes at all times.



## Strategic Plan Initiatives in 2013/14

We continue to implement initiatives and report progress under each of our four pathways:

### ● **Excel in Community Service delivery**

Operations at Orana House were consolidated during the year and a State Government funding boost was secured for the Missiondale Therapeutic Community. Regrettably, the retirement of the Centre Managers, coupled with inadequate funding resources, led to the closure of Nexus House and, as a consequence, has reduced the number of supported accommodation beds available on the North West coast. The Mission is now focused on projects to increase capacity by implementing a redeveloped, and more sustainable, supported accommodation model.

As a result of a detailed review of all services development of a new framework and care model for community services began late in this financial year.

### ● **Grow social enterprise**

Following a frustrating, and unsuccessful, process to secure permits to operate a shop in the Burnie municipality, City Mission retail operations have now commenced at Somerset. This site also provides office space for North West Client Services.

During May the new Launceston shop, "Mission on George", opened and specialises in offering high quality retro fashions and bric a brac.

E-Waste Tasmania traded strongly for six months before processing volumes were reduced under the national scheme. Pleasingly, improved recycling returns contributed to increased subsidisation of operational costs of the warehouse.

When operational the Launceston Recycling Centre and Resale Shop will yield significantly increased turnover and breadth of recycling operations. Importantly, it will also create further employment opportunities within City Mission.

### ● **Build recognition and engagement**

Following a collaborative strategic planning session, involving City Mission and other faith based rehabilitation services providers, a Recovery Program Network (RPN) was established. RPN members share many common traits: they are all Christian-based organisations providing support and rehabilitation services to clients with life-controlling conditions. They all also operate with shared support from a private benefactor. By working together RPN members will achieve economies of scale and increased profile. They will also aim to access government and private funds and, where possible, develop social enterprise to generate increased and sustainable funding streams.

In May, Jo Archer was appointed to drive the RPN in her capacity as Engagement and Marketing Manager. A key part of her role will be to implement the Marketing and Communications plans developed for the City Mission and Missiondale. City Mission and the other RPN members, Pathways Tasmania and Destiny Haven, recognise the need to build their presence in the alcohol and drug sector in order to meet the growing, and increasingly complex, need for services

### ● **Good Governance**

The Character First Program aims to promote good character as the pathway to communicating City Mission's values, and continues to operate effectively across all levels of the organisation.

Our ministry goals are also listed in the Good Governance pathway and we particularly thank Tony Wilks, Michele Ryan and other staff for their ongoing leadership of the Alpha course across the organisation. North West Coast based chaplain Scott Waterhouse commenced providing chaplaincy service to Mission Australia during the year.

## Financial Performance

The Board set financial goals for the 2013/14 year in regard to return on turnover, reinvestment and improved sustainability. The significant increase in returns from social enterprises exceeded financial targets, contributed to partially rebuilding working capital reserves and, vitally, covered the increasing costs of delivering community services. By increasing long-term borrowings in addition to rearranging funding of capital development costs, City Mission's reliance on funding from working capital reserves is now reduced.

## Administration, Human Resources & Training

Significant progress in documenting processes and procedures has been made to fulfil accreditation and compliance requirements for a range of standards across all divisions. The pace of improvement in human resource policy and procedure increased significantly following the May appointment of Human Resource Manager, Bernadette Jones. The introduction of workforce development plans is progressing and will be completed during the next year. A review of the organisation's information, technology and communication requirements has been completed and an Energy Use audit is in progress.

# Chairman & CEO's Report continued

## Volunteers

Significant improvements to volunteer recruitment and management systems have been achieved and will remain a priority as the Mission prepares for the increase in work-for-the-dole participation that will result from Federal Government Budget initiatives. Without the invaluable contribution of committed volunteers providing support to paid workers, the City Mission would be unable to function. It is vital, therefore, to remain committed to developing meaningful volunteer opportunities for persons of all ages who give so generously of their time on a one-off basis or as regular members of the City Mission team.

## Board of Directors

It is important to acknowledge that Directors are also volunteers committed to providing the sound governance and strategic direction that will secure the future of the City Mission. In addition to attending board and committee meetings, Directors support numerous events throughout the year and exercise influence in attracting resources.

We thank each Director personally and make special mention of Mr Peter Freak who provided great guidance as Treasurer. It was with regret that Peter's resignation was accepted as he takes up a new management role with the St Vincent de Paul Society. Directors and staff wish Peter, Leslie and the family well as we continue to support them in prayer as part of the City Mission family.

We also thank My Guy Barnett for his valuable service as a Director and congratulate him on his election as State Parliamentary Member for Lyons and on his subsequent appointment as Parliamentary Secretary to the Premier.

## Summary

While the consolidation achieved this financial year provides a solid base on which to focus and expand the provision of core community services, there remains much to achieve in implementing the strategic plan and responding to a changing environment. There is an increasing demand for services and assistance. The City Mission remains focussed on maximising efficiencies and improving returns from social enterprises in order to fulfil the core aim of providing improved client outcomes. It is important to note the creation of new employment roles within the social enterprises and to acknowledge that there will be further increases when the Recycling Centre and Resale Shop commence operation.

At the time of writing this report we are in preparation for the 160th Anniversary Dinner celebration during July 2014 and we marvel at God's goodness and provision. Thank you Lord for all that you've done, thank you for the persons that have been helped, comforted, visited and healed through City Mission in your Name. We give You the honour and glory!

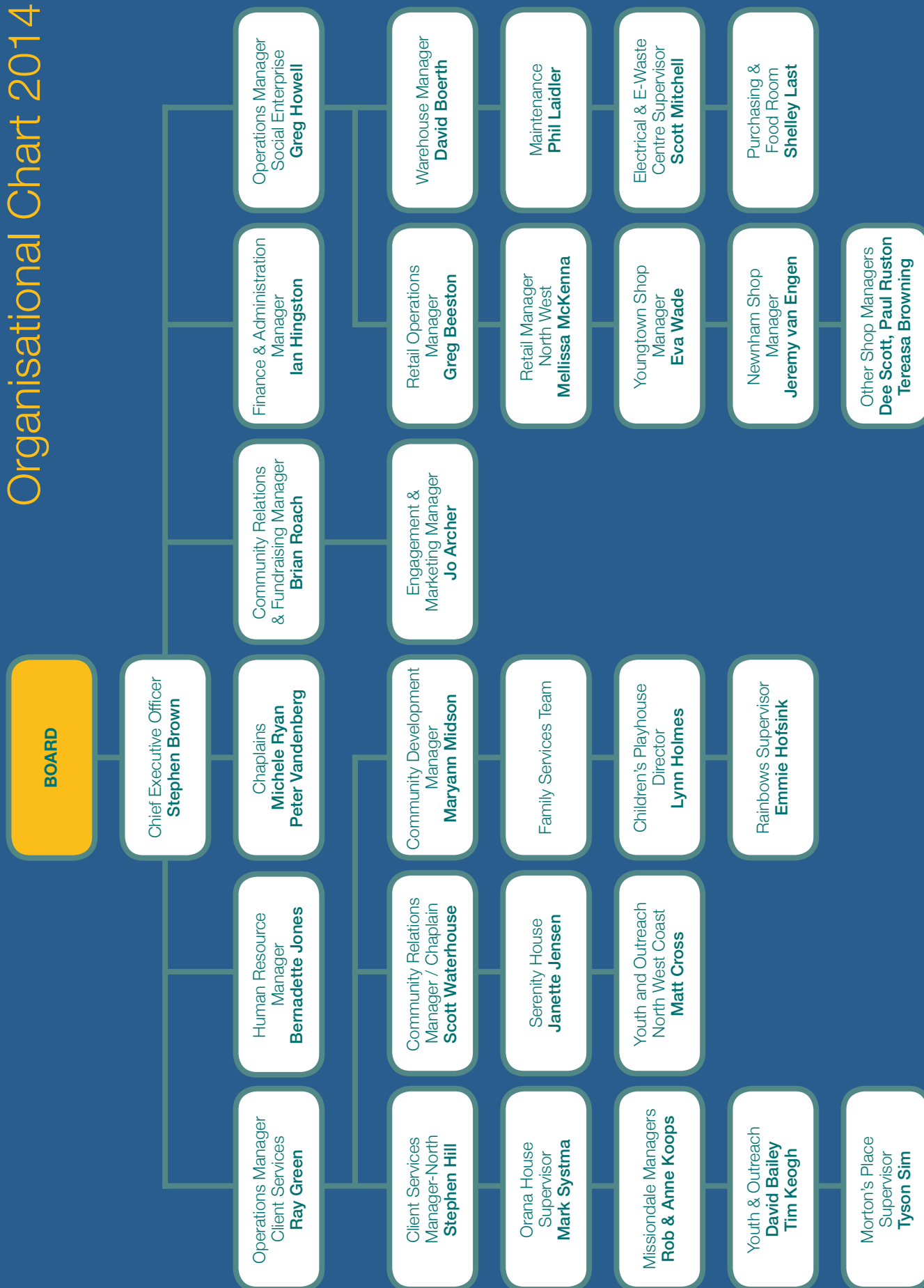


Michael Walsh  
Chairman



Stephen Brown  
Chief Executive Officer

# Organisational Chart 2014



# 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 it to provide 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

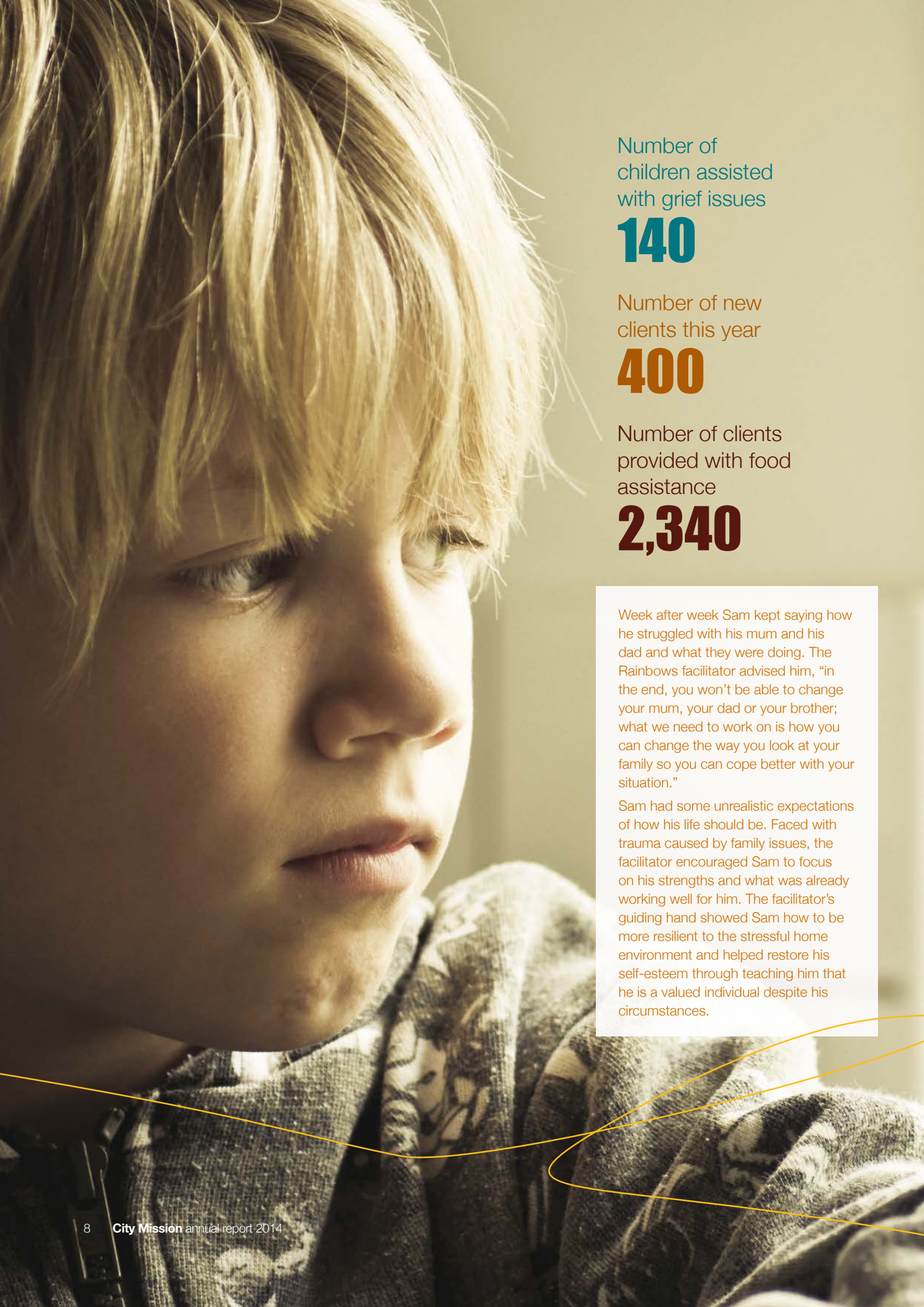
- Spiritual transformation and support of more lives
- Increase financial strength and free cash flow
- Effective people and management support systems
- Accreditation of our operations

## 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  
children assisted  
with grief issues

**140**

Number of new  
clients this year

**400**

Number of clients  
provided with food  
assistance

**2,340**

Week after week Sam kept saying how he struggled with his mum and his dad and what they were doing. The Rainbows facilitator advised him, “in the end, you won’t be able to change your mum, your dad or your brother; what we need to work on is how you can change the way you look at your family so you can cope better with your situation.”

Sam had some unrealistic expectations of how his life should be. Faced with trauma caused by family issues, the facilitator encouraged Sam to focus on his strengths and what was already working well for him. The facilitator’s guiding hand showed Sam how to be more resilient to the stressful home environment and helped restore his self-esteem through teaching him that he is a valued individual despite his circumstances.

# Families, Children & Community Development

## Family Services

Families play an important role in each of our lives. When things get tough, it is frequently the family that suffers. Issues such as loss of employment, unstable relationships and substance abuse are major factors that can tear a family to pieces.

Fulfilling the needs of Family Services' clients often goes beyond just meeting the basic needs of food, power and fuel. Many clients present with complex needs; escaping from domestic violence, living with mental health issues and simply just not having enough money at the end of the week.

During the last year 400 new clients accessed Mission services; 2,339 clients were provided with \$204,395 in food vouchers, 1,492 clients with \$34,559 in food parcels and 330 clients with \$11,777 in "Pay as you Go" power assistance. Additionally the Mission provided assistance to purchase medications, paid the gap for visits to doctors and supplied vouchers to purchase furniture, household goods, clothing and Christmas gifts for families.

City Mission support also includes the negotiation of clients' payment arrangements and plans with service providers and providing budgeting assistance at the Mission or in the clients' homes. In conjunction with Child Protection Services, City Mission has a number of Direct Tenancy agreements with teenage girls requiring support and guidance with budgeting and managing their affairs as they begin their life in a Housing Tasmania property.

City Mission provides a monthly bus service to take clients to visit family and friends incarcerated at Risdon Prison. This service enables prisoners to remain connected with their external environments and networks which, in turn, assists them to reintegrate with family and community upon release.

This level of client support could not occur without the support of IGA, Banjo's, Conmurra Farm, Second Bite and the numerous churches and organisations who give so generously all year.

## Rainbows Program

The Rainbows Program provided many schools (22) and students (141) with assistance in dealing with grief issues throughout the year. As family structures and dynamics change, young people are forced to adapt to new environments and perspectives. The Rainbows program helps them deal with upsets such as the death of close relatives or parents or the separation of parents. Some children, who find themselves in new and blended family situations, may think that a parent doesn't love them anymore because they see less of them.

Whilst children can be resilient it is helpful for them to connect with someone impartial; someone who will listen, and with whom they can discuss feelings without bothering those who are closest to them.

Now in its 16th year, the City Mission Rainbows program is well-known throughout the Launceston area and highly regarded by school principals and social workers.

## Children's Playhouse

The Children's Playhouse in Ravenswood provides more than just child care. For many families, who require additional support, the service provides a valuable opportunity for children and their parents to interact through a range of entertaining and educational activities. The lending library encourages children and parents to borrow books and, also, games designed to encourage interaction between players.

A theme of 'recycling' has been running at the centre with children learning about, and discussing, recycling and its associated benefits. Clients also come together to create works of art from recycled materials and, in turn, build communication and creative skills.

## Choir of High Hopes

Through the ministry of music, Choir members are supported to build confidence and develop social skills with the encouragement of others and by participating in community events.

The enthusiasm and camaraderie of the choir members, as they prepare for concerts and other engagements, is powerful and rewarding. The Choir brings a diverse range of individuals together to share their love of singing and to participate in an activity that is inclusive, fun and that brings joy to others.

Through the year the Choir performed at a range of venues including nursing homes and engagements at Longford and Latrobe. The Choir is appreciative of the funding that the Launceston City Council provides to assist with travel costs.

## Overcomers Weight Watchers

A small group meets each week providing support and encouragement to members on a journey of weight loss. Overcomers Weight Support Group began in May 2004 out of a community need for an affordable and meaningful weight support group.

## Quiet Hour Ladies

In September 2013 the Quiet Hour Ladies met for the last time since its inception in 1934. The Ladies have been meeting for prayer each week but, due to aging members and ill health, the group needed to disband. At a specially organised farewell afternoon tea the Ladies reminisced about the good times they have enjoyed together.

A presentation was made to Gwen Viney for her faithfulness, availability and dependability in organising the weekly meetings.



# Morton's Place

Morton's Place provides a safe and respectful place for people to refresh their physical, emotional and spiritual health. It aims to have customers leave feeling refreshed, with renewed purpose and a redirected moral compass. It also helps customers achieve physical health by providing nourishing and affordable meals; emotional health by being a safe place where concerns will be heard and respected; and spiritual health through prayer. On average it serves over 50 meals per day and provides access to bathroom and shower facilities.

When customers discuss the important role that Morton's Place plays in their lives it is not just about food. Morton's Place provides an inclusive and safe place to socialise; to meet people and make friends in an accepting and trusted environment. For some a conversation at Morton's Place might be the only human interaction that a customer will have all day.

Morton's Place continues to engage with, and enjoy support, from a range of community organisations. The students, from St Patricks and Scotch Oakburn Colleges, who attend Morton's place for community service experience, are always deeply impacted by the life experiences and stories shared by customers. Conversely, customers cherish the opportunity to share stories and enjoy the company of young

people who are genuinely interested in them. This volunteering experience provides a valuable insight for the students who learn that many people in our communities lead exceedingly difficult lives and that, instead of being cast aside, need care and support.

To overcome the barriers that some customers experience when dealing with support agencies, a Centrelink representative, Bridget Freeman, makes weekly lunchtime 'house-calls' to Morton's Place. Bridget helps customers to understand and access support in a safe and hassle-free environment where she has built trusting relationships.

Volunteers are the life blood of Morton's Place. It could not operate without the time given so generously by its nineteen regular volunteers. The customers, Mission staff and community honour the volunteers for their commitment to helping others. In addition to the constant daily contribution of the 'regulars', volunteers also brightened up the kitchen with a fresh coat of paint.

Chefs, Dale and Mary, also offer a level of service and commitment beyond the call of duty. Supported by the volunteers, they deliver creative and delicious menus to Morton's Place and, when needed, to other Mission facilities and services.

Mary continues to inspire those around her with her energy and strength of character. She has touched the lives of hundreds of customers and colleagues during her many years with the Mission.

There have been some changes over the year. Morton's Place welcomed a new supervisor, Tyson Sim, who moved to Launceston with his family, after working in the disability sector in Queensland. Tyson is committed to goals of Launceston City Mission and to a role where his focus is on the wellbeing of others.

Touching customer feedback - written on a napkin and placed in the suggestion box:

*"Walking past, on my way to visualize going to Pathology (I have trypnaphobia\* (sic) so need to practice going there first) some friendly fellows invited me to come in for a free brekkie. I'm usually housebound; severe hermititus\*. It was a blessing to have human interaction and the first conversation in a long time, thanks to the talking Dutchman. God bless to you all" Toby.*

\*trypophobia is the fear of asymmetrical holes occurring either naturally or unnaturally

\*hermititus is a condition whereby the sufferer does not like to be out in public or surrounded by people for long periods of time.









Number of people  
who connected with  
us through outreach  
programs

**6,000**

Number of community  
events our Outreach  
Trailer has been present

**170**

Number of young people  
connected through  
Mentoring Program

**23**

Samantha is a 9 year old with a learning deficiency. It has been wonderful to see her open up in the last few months to the stage where she can now feel accepted amongst her peers during outreach events. She now joins in with the children with activities, communicating more freely and demonstrating a higher sense of self-worth.



# Youth & Outreach

The journey from childhood to adulthood can be traumatic – particularly to those from challenging backgrounds. City Mission's Youth and Outreach operations are pivotal to its plan to build better communities. If problems can be addressed during the younger years, it is likely that fewer issues will arise later in the journey of life.

Links with churches on the North West Coast have grown considerably this year. The North West Youth Outreach work has connected with many church youth groups to help mentor young people. Thanks to the Motors Foundation, City Mission received a grant to employ an additional youth worker on the North West Coast and, as a result, will establish new opportunities to increase the availability of the Outreach trailer.

City Kitchen, providing meals to families and individuals in the Burnie – Wynyard area, continues to strengthen under the leadership of Debbie Wilson. While based at Loongana House in Burnie, the trailer has stops in Somerset and Wynyard.

After-school outreach programs in Launceston suburbs continue to bring friendship, activities and food to young people and their guardians.

Using the trailer, the Outreach Program has also worked with TasTafe, Brooks High School, Newstead College, Playgroup Tasmania, Migrant Resource Centre, Mental Health Carers Tasmania, St Patricks College, Fusion & the Launceston City Council to build links with young people in need of support.

St Patricks College students, supported by teachers Adrian Viney and Tracey Owens, further demonstrate their compassion, empathy and willingness to help others by continuing to provide volunteer assistance with the Outreach Program. Other volunteers from the community, including Brodie Christenson, Paul Ballard, Rhys Little and Ray Digney, have joined the outreach program in a volunteer capacity and each member brings their own unique traits to the program.

Tim Keogh continues to conduct the Fun-da-Mentals mentoring program spending a term in each high school to engage with, and support, students struggling with the capacity or desire to stay in school. Teachers, staff and students from the involved schools – Brooks High, Queechy and Riverside High – have provided positive feedback about the Program's success in helping young people remain engaged and make positive life choices.

The Program aims to develop a safe, non-judgemental environment in which young people can explore ways to move beyond the difficult situations and feel empowered to make positive choices about their lives. The mentor is able to establish a relationship with the young person by positioning themselves as a neutral support person.

In his role as the Mission Co-ordinator of the Youth Mentoring Program, Dean Foley offered support, care, advice and a 'friendly ear' to many young people dealing with complex and difficult life circumstances. Most clients accessed the Program through the Youth Justice system or from contact made through the Outreach Programs. Dean's service in this area was greatly appreciated. Following his resignation the Mentoring Program now operates under the guidance of Paul Ballard. Paul is delivering a structured plan in partnership with Youth Justice.

KidShed, an after-school program to help youth to succeed in life and break out of the welfare cycle, is held weekly at the Rocherlea Hall. It targets 8 – 16 year olds. KidShed aims to empower young people – to build their sense of self-worth and self-esteem - by providing leadership opportunities and creating a sense of belonging. It also encourages young people to experience the satisfaction gained from contributing back into the community. Strategies to build self-awareness are delivered in an environment where teamwork, mindfulness and caring for others are paramount. In May 2014 the first anniversary for KidShed was celebrated

with a range of community activities that involved over 80 program participants and community members. In addition to providing entertainment and fun activities, the event acknowledged and celebrated the generous support and involvement of many community members and staff.

Character First, a key component of both the KidShed and Youth Mentoring programs, focusses on positive character traits of attendees. It provides an effective platform to affirm the positive behaviours of young people who, in most cases may receive limited positive acknowledgment in their day-to-day lives.

## A comment from two St Patricks College Students

*"Throughout last year Jordan and I were involved with the City Mission Outreach trailer. We gained so much from our experience with the City Mission. Being involved with the children helped grow our leadership skills monumentally as each time we went out on the trailer the children looked up to us as role models and leaders. It was personally uplifting as each time we made the kids smile we could not help but be filled with joy. Working on the trailer helped us to understand how lucky we are to be able to go to a great school like St Patricks. We became more grateful for the things we have like a warm home and hot meal every night. It has been a great experience."*

Written By Jordan Ryan  
and Darien Izbicki



# Homelessness

Occupancy rate for  
Orana House for year  
ended 30th June 2014

**93%**

Number of “bed nights”  
accommodation for year

**5,640**

Increase /decrease  
on 2013

**+1,510**

Number of individuals  
supported for crisis  
accommodation

**295**

‘Orana’ means place of welcome and that is exactly what staff try to emulate when on shift at Orana House.

Orana’s ‘Place of Safety’ and Sobering-Up service provides a safe place of safety to sleep off the effects of substance abuse when there is simply nowhere else to go. Utilised by the police and other emergency services, staff at Orana monitor and take care of clients until they are sober. Once sober, staff assist clients by offering support and referrals to services that provide assistance to combat addictions.

Orana House has five crisis or emergency accommodation beds. People experiencing difficulty finding a safe place to stay often present with entrenched issues that can contribute to their becoming homeless. These issues can include acute mental illness, substance dependencies, financial problems or relationship breakdowns.

Orana offers emergency accommodation for up to six weeks and helps residents address specific areas of their life that need attention with the aim of assisting them to transition back into the general community and a fulfilling life.

Due to a change in focus by Housing Tasmania, Orana now also provides long-term accommodation for residents. This community living environment helps support and care for people who, for a range of reasons, cannot cope with living on their own.


It offers seven long-term rooms where, providing there are no major behavioural issues, the resident can stay forever if they wish. Long-term residents contribute to the creation of Orana’s culture and become involved with chores around the property to make it feel like home. They also help out with a range of household activities including summer BBQs, mowing lawns and tending to the vegetable garden.

In September 2013 Launceston City Mission and Orana House opened a new family support service. A modern, three bedroom family unit located at the rear of Orana’s boarding house facility provides emergency accommodation for up to six weeks predominantly for fathers with children, but also for a father and mother with children. This family service gives the parents some ‘breathing space’ and a chance to make alternative arrangements for longer term accommodation options. Staff at Orana House work alongside the parents, providing practical support and encouragement and, where necessary, referrals to appropriate services that will help secure positive long-term outcomes.

The decision to close Nexus House in Latrobe in April 2014 was not made lightly. The inability to secure long-term funding, coupled with the retirement of Supervisor/ Managers, Noel and Dalveena Quilliam, placed the ongoing viability of the service in jeopardy. Launceston City Mission aims to address the marked lack of supported accommodation on the North West Coast, in some form, in the future.

*‘Caring and sharing in Jesus’ name’* is the organisations mantra and the people of Launceston and surrounding areas have been blessed for the past 160 years to have the City Mission working alongside those less fortunate in our community.



A photograph of a middle-aged man with a beard, wearing a black jacket and blue jeans, kneeling on a green lawn. He is looking towards the camera. A large, fluffy dog with black and tan fur and a red collar is standing next to him, looking at his hand. In the background, there is a stone wall and some garden plants.

## Garry had this to say when asked how he felt about living at Orana...

*"I have been living at Orana House for the last 15 months. Before that my life was spiralling out of control. I was in a very bad place within myself. I rang Eddie from Missiondale after a short stay in hospital. I met Eddie 8 years ago after completing the program at Missiondale. Eddie took me to Orana House where I was treated with respect and compassion from all staff. I was also given continued guidance which has helped my self-esteem and depression, which I still struggle with like many others".*

*"I enjoy helping staff where I can and being a Long Term Resident I try to set an example for others to follow. Orana has had such a positive impact on me and has shown me that the future can be bright and joyous. Since I have been living at Orana House I would like to help others travel through life safe and healthy. Talking to staff here can be like talking to an old friend – great! Helping out around Orana gives me an inner warmth.*



## Lisa tells her story.

I realised at the age of 19 that I numbed my pain and loneliness with the help of alcohol. It took me until I was 40 to be truly honest with myself and go to a doctor to seek help and to admit that I had allowed a soul crushing monster to take over my life.

My childhood was a happy one, I had beautiful parents who put themselves second, giving my brother and I every opportunity for a promising and happy life. I had a great education, promising ballet career and a student exchange to Germany by the time I was 16. At 17 my Father died suddenly without any forewarning. It was devastating and threw my family into a tailspin.

My mother later remarried to a wonderful man and moved away with my brother. A number of my close family members also died in succession after my father, which just added to my pain and loneliness. That's when I started the insidious relationships with alcohol.

Over the years I've been blessed. I've lived in magnificent places, had great jobs and bought my first property at the age of 30. In spite of this I did not feel whole and fulfilled. I've had long term relationships that ended sadly. Being a sensitive person I numbed my pain, the only way I knew how.

I reached breaking point in Byron with the death of my stepfather and a painful failed relationship. I was now at my nadir. I phoned my Mother after I'd been drinking and said, "Mum, sometimes I just want to go to sleep and never wake up!" She got me onto a plane two days later and I've been in Tassie ever since.

It is now 2 ½ years later and I am in my second stay in rehab. The first time I believed that I would finish the two month residential program, learn all I needed to know, pick myself up, dust myself off and get on with it! I failed spectacularly through thinking I could do it by myself.

With the support of my loving and patient family, I signed up for Missiondale. I knew this was it! I could no longer hurt myself, my family and loved ones. I chose LIFE not DEATH!

I've now been at Missiondale for 8 months. I surrendered and have taken the stand to have faith in life and patience in knowing that recovery does not have a defined or a pre-conceived notion of time.

You cannot force open the petals of a flower, you have to let it bloom in its own time. You cannot force recovery. It takes as long as it takes and the knowledge and realisation of that is empowering in itself!

So, this is my story, this is my life so far. Through humility, honesty and admitting my weaknesses I have become stronger than I was ever before.

I have a bright and shiny future ahead of me!





# Drug & Alcohol

## Number of individuals assisted with rehabilitation through Missiondale

# 86

*"In a therapeutic community (TC) there is a focus on the use of the community to heal individuals emotionally, and support the development of behaviours, attitudes and values of health living. Formal structured groups and individual therapy sessions are of major importance, but so too are the more reality-based therapies of working together, relaxing together, decision-making, problem-solving, empathising, reaching out, helping and teaching. All these activities are considered part of therapy, and are directed towards assisting the resident to develop their skills and identity and work towards managing their own recovery. As such, at a TC the community is the agent for change."*

De Leon G. (2000).  
*The Therapeutic Community:  
Theory, Model and Method.*  
New York, Springer Publishing Company

This year staff members at Missiondale have experienced changes that are positively impacting the effectiveness of their ministry to individuals bound by addiction.

The retirement of a counsellor early in 2014 created an opportunity to review the staffing structure. As a result, two part-time support workers have been employed in an effort to enable Missiondale to increase residential capacity. The adoption of the 'community-as-method' model involves residents receiving formal counselling for the first 8-10 weeks of their program and after that being referred to external counsellors or, alternatively, their case manager.

In a new initiative Missiondale, working in collaboration with two other residential rehabilitation service providers, became part of the newly established Recovery Program Network. By working collaboratively, Network members aim to achieve economies of scale and access professional support that they cannot afford to access individually. Jo Archer was appointed as Engagement and Marketing Manager for the Recovery Program Network and will assist in the areas of fundraising, profile raising, marketing and identification of social enterprise opportunities.

Utilising funding received from the Tasmanian Community Fund one of the staff houses has been renovated and converted into residential accommodation that will enable Missiondale to support five additional male clients.

"Compass Groups", that emphasise the use of the compass versus calendar in relation to a resident's time in the program, have been introduced this year. Residents are asked to focus on the direction their lives are taking, rather than the length of time it takes them to get there. The Compass Group encourages the resident to share how they feel, how they are progressing, the challenges they are experiencing and the victories they have already achieved. They then seek peer feedback relating to their observations of the resident's growth, either personally or within the community at Missiondale. This process has been well received and attracted positive feedback from participants who have been 'compassed'.

St Johns Anglican Church remains a generous supporter making monthly donations of beautiful linen, towels, kitchen appliances and china, and many other items funded by proceeds from their monthly Women's Breakfast.

Another highly valued supported, the Rotary Club of West Launceston invites Missiondale residents to assist with the running of its food van at Agfest and, later, at the annual change-over dinner, makes a generous donation.

Penguin-based Serenity House is the North West Coast's 'Place of Safety' where intoxicated and 'at-risk' individuals can come for shelter and assistance

The best way to describe the work that takes place at Serenity House is to tell a client story:

While originally referred by the hospital for alcohol abuse it soon became clear that Tina's biggest hurdle was her intellectual disability. Tina had an IQ that, while significantly lower than average, was slightly too high for her to access carer support. Thus Tina 'fell through the cracks' of the traditional service criteria. Tina stayed at Serenity for several weeks while the team worked hard to find her suitable supported accommodation and eventually secured her a six-week stay in a women's shelter. Focussed on achieving a long-term solution, the Serenity staff facilitated a meeting between Tina and Disability Services, and, as a result she moved into her own unit in a facility that provides around-the-clock support for clients with varying degrees of intellectual or physical disabilities. Tina is very happy there and has been alcohol free since leaving Serenity. The Serenity team look forward to working with Tina in an outreach capacity in the future.

A welcome donation from the Lions club of Ulverstone provided the resources to carry out much-needed improvements to the Serenity House Time-Out rooms and, as with Missiondale, a number of staff changes have opened up opportunities for others to take on new responsibilities and further their education.

## Our Volunteers – developing skills, enriching lives



City Mission recognises, and is deeply appreciative of, the invaluable role that volunteers play in enabling the organisation to help others. Work-for-the-Dole, Community Corrections Return-to-Work and Centrelink participants toil alongside other good people who simply want to give something back to their community. They all make a positive difference to the lives of people assisted by the Mission and also play a vital role in ensuring the future of the Mission. Their contributions equate to thousands of hours of unpaid output into social enterprise and community services every year.

City Mission constantly endeavours to make the volunteering experience meaningful and enjoyable. As one of Tasmania's largest volunteer-supported

organisations, the Mission, by building relationships between work peers, aims to be the preferred choice for volunteers. Participants can choose to be involved in a varying range of activities from warehousing to food preparation, cash register operations to the dismantling of recyclable materials, e-waste processing and truck and fork-lift operations. Volunteers, where possible, are given the option to work in an area that best suits their existing skills or, alternatively, to further broaden their skills in a new area of choice.

Twice a year a group of Year-9 Scotch Oakburn students spend a week volunteering at City Mission as part of the community-service component of their curriculum. The students enjoy the mentoring provided by their supervisors and many report that it is the best,

and most meaningful, activity that they undertake at school.

Sam, a past Year-9 student, continued volunteering at Youngtown on a fortnightly basis for an additional two years until his more onerous Year-12 workload required him to stop.

In April this year two Year-9 students participated in volunteering at Morton's Place. They enjoyed the experience so much that they, too, have returned, in school holidays to visit, and maintain contact, with their 'new friends'.

The Mission assists volunteers by providing a welcoming and inclusive environment with the vision of 'caring and sharing in Jesus' name' driving and guiding all endeavours.





## Case story - Warehouse, logistics and E waste

Peter Bird started as a volunteer at the City Mission in June 2010 in our electrical department. Initially working for two days per week, Peter always showed respect for his fellow workers, turned up for work and committed to the task at hand. When the e-waste facility opened in March 2013 Peter was offered casual employment there. He gratefully accepted the offer and has continued to work well with others and commit to his daily tasks. Peter was awarded a full time role in August 2013.

With little notice on the 13 November 2013 Peter's father passed away at the family home that Lionel and Peter had shared for several years. The e-waste team rallied around Peter and assisted where they could; even helping him to arrange Lionel's funeral.

Peter is most grateful for his full-time employment because it has allowed him to stay in the family home and be able to afford to continue to live independently without assistance.



## 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 (Retired June 2014)*

Rt Rev. Ross Nicholson  
*Director*

Mr Guy Barnett  
*Director (retired April 2014)*

Mr Tony Demeijer  
*Director*

Mr Michael Harper  
*Director*

Dr. Joanne Fearman  
*Director*

## Our Management Team

Mr Stephen Brown  
*Chief Executive Officer*

Mr Ian Hingston  
*Finance & Administration Manager*

Mr Brian Roach  
*Community Relations  
& Fundraising Manager*

Mr Greg Howell  
*Operations Manager Social Enterprise*

Mr Ray Green  
*Operations Manager Client Services*

Mrs Bernadette Jones  
*Human Resources Manager*

Mr Stephen Hill  
*Client Services Manager - North*

Mrs Maryann Midson  
*Community Development Manager*

Mr Greg Beeston  
*Retail Operations Manager*

Mrs Jennifer Scarborough  
*Financial Accountant*

Mr Peter Vandenberg  
*Chaplain*

Mrs Michele Ryan  
*Chaplain*

Mr Scott Waterhouse  
*Chaplain, Community Development  
Manager North West*



# Our People

Along with its army of dedicated and hardworking volunteers, City Mission employs over 100 people across Northern Tasmania. To cater for the many services the Mission provides there is a wide range of positions held by skilled individuals who diligently apply their passion to the task of making lives better. Counsellors, youth workers, retail managers, office workers, warehouse managers and truck drivers all work together for one cause. "Caring and Sharing in Jesus' Name" is not just a motto that reflects the City Missions role in caring for the poor, homeless and destitute: it also reflects the importance of each individual with whom we work.

## Our Culture

Character First is a development program adopted by the City Mission to recognise the strengths of staff members and to help them grow and improve professionally, personally and spiritually. The Chaplains' weekly newsletter includes articles that focus on helping staff to identify and develop particular character qualities in their personal and work lives.

## Our Chaplains

City Mission's three Chaplains, Peter, Scott and Michele, minister to clients and staff across the North and North West. They offer a listening ear, support, prayer and guidance when things get tough. They offer friendship to those who are isolated and distressed.

Through regular visits to each City Mission site the Chaplains become known and are familiar faces to many. Because of this they become easy to turn to in times of trouble. They also help staff and clients with referrals, funerals, counsel and care.

The City Mission Chaplains continue to run 8-week Alpha courses. These courses are an introductory program that paves the way for those seeking to know more about the Christian faith. This year, Alpha groups have been run at Missiondale and for staff at Youngtown and have resulted in positive outcomes as people who are searching for life's meaning discover a living relationship with Jesus Christ which sustains and strengthens them.

The Mission also aims to fulfil the needs of staff through provision of Chaplaincy support to those who are experiencing loneliness, grief, heartache, stress and other challenges.

Each person matters to God and to the City Mission!

## Chaplain Case Study

Mark has been chronically homeless for most of his adult life. He is now in his 50's. On and off drugs, in and out of relationships and alienated from family, sometimes life just seemed too tough. A few years ago, he tried, unsuccessfully, to take his own life. It was during that dark period that Mark connected with a City Mission Chaplain.

Fast forward to a more positive time. After a couple of years of care, support and prayer the Chaplain was able to lead him to Christ.

More recently Mark, who had been working, lost his job and was also cut off from Centrelink benefits for 13 weeks. He was living in his car out of town and in survival mode. When he did find a casual job for a few weeks, he was unable to get to work because his car keys had been lost and the spare was, for him, out of reach in town. Again, he felt discouraged and confronted by seemingly insurmountable hurdles.

The City Mission Chaplain was able to organise a lift to town, provide food and spend time listening to, and praying with, Mark.

Life is still tough for Mark but he now has a relationship with Jesus Christ which gives him hope for his future, a church family who care about him and he is alive!

City Mission continues to support and encourage the 'Marks' in our community and will do so for as long as it is needed!

# Our Year in Summary

## 8,394

incidents of emergency relief were tended to

## 6,000

people connected with us through outreach programs

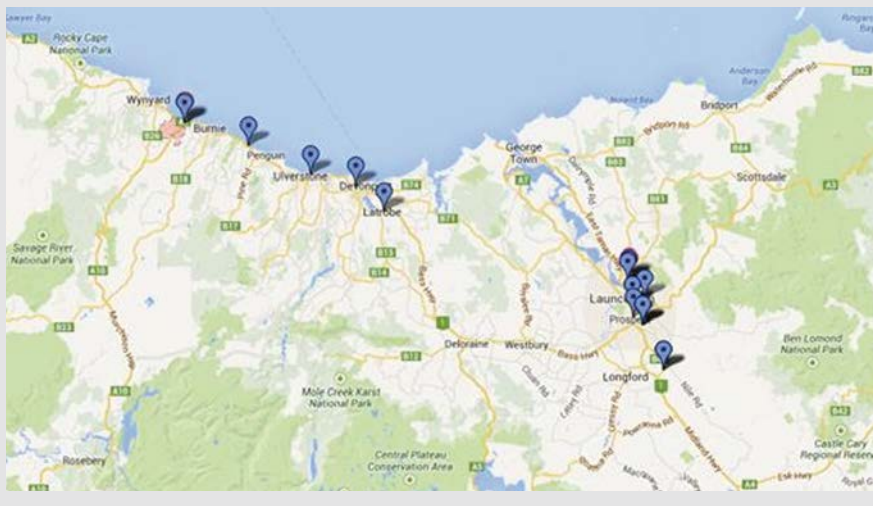
Everyday of every week of every year, the City Mission helps more than 150 people by:

- 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 and conducting one on one counselling services
- 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

- 8,394 incidents of emergency relief were tended to, assisting families and individuals through hard times
- 141 young children in 22 schools were helped through crises of grief or loss
- 6,000 people connected through outreach programs
- 295 homeless people in crisis situations were given a bed and a roof over their heads
- 86 people suffering from life controlling addictions were helped to find a way to freedom

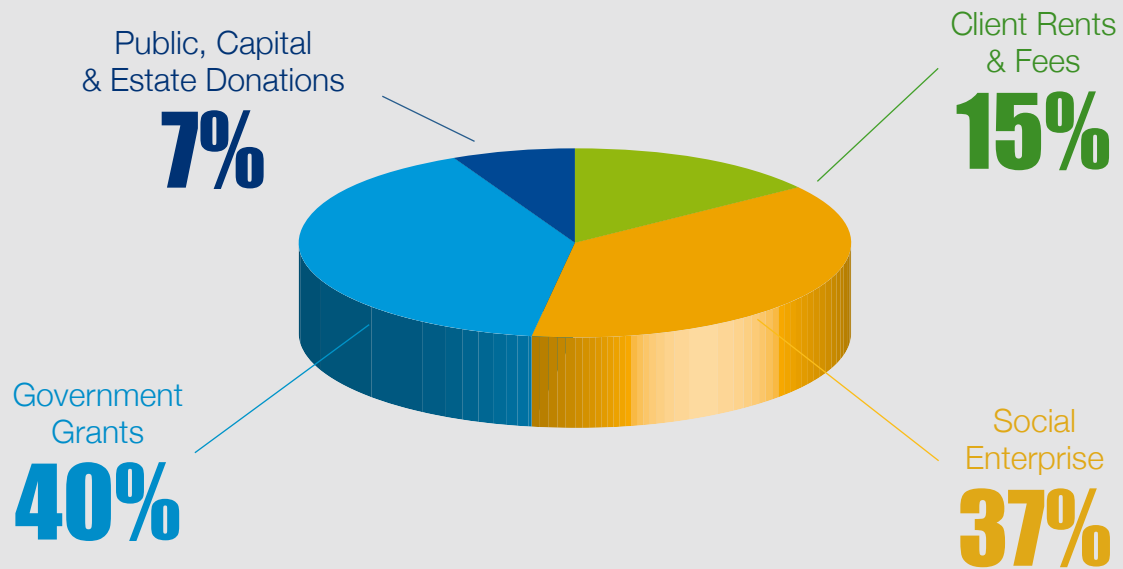
### Our services stretch across Northern Tasmania



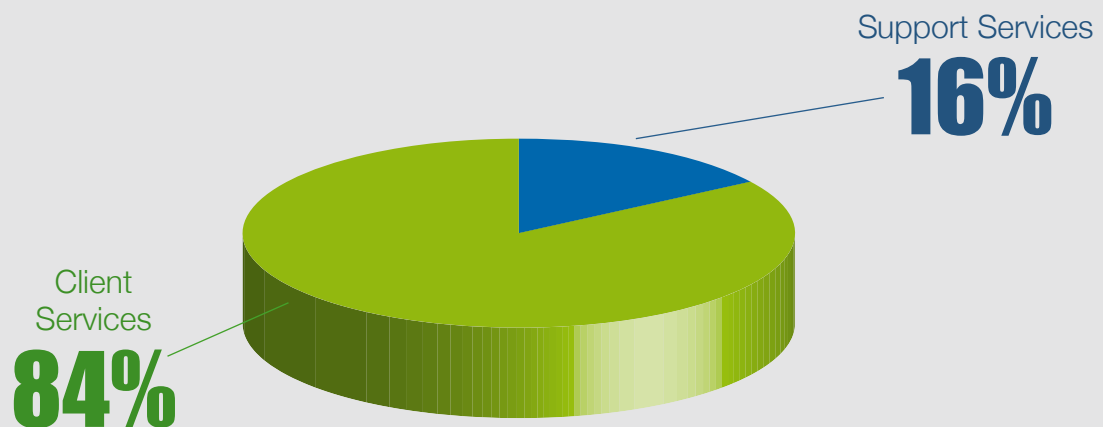


# Financial Summary

Where the funds came from



Where the money was spent





## Comment from Mission on George Customer

Congratulations, Mission on George, what a joy! Superb Location, interesting floor plan. Manageress is (after several observations) a delight, very efficient, bubbly personality, good worker. Displays, very professional, it is obvious the amount of work and effort that has gone into this project, sourcing the stock acquired etc To one and all, job well done.

Yours Sincerely,  
Cathy Hannan



# Social Enterprise - Retail Operations

The 2013/14 year has universally been tough for the retail sector. No business in retailing has been spared from the lack of confidence in the current economy.

Despite the hard times and ever-increasing price competition from imported clothing in large retail chains, God continues to sustain the retail business as a viable and profitable arm of the Mission's work. The Mission remains thankful for all the donations of the second-hand goods so vital to supporting the cause. These donations are the chief resource to stock the shops and which allows the Mission to continue to sow positive change into local communities through delivery of services.

God has blessed the City Mission with the opening of a new outlet in Somerset and a Launceston CBD-based concept store, 'Mission on George', that specialises in new and quality clothing, bric-a-brac and collectables. The Mission welcomes Tereasa Browning to the team as Manager of the new Launceston CBD venture.

As a result of fresh ideas being trialled by Manager, Jeremy van Engen, the Newnham store has experienced positive sales growth. Jeremy has continually improved the store layout and, because of this, has created the opportunity to introduce collectables and white goods.

The Mission continues to streamline its processes to improve operational effectiveness and efficiencies. It also aims to increase its capacity to support the community and provide excellent customer service. The Mission and, particularly the managers and staff of the various retail operations, are thankful to all the customers and volunteers who support the Mission shops: they would not exist without you.



## Case story

Rebecca Stuart and her husband volunteer in the Ulverstone Mission Shop. Rebecca started with City Mission three years ago after a discussion with our North West chaplain about a past vehicle accident and her battle with depression. After giving it some thought Rebecca decided to make the choice to go ahead and apply. At that point she had no idea how much working for City Mission would help her with the depression. She had some where to go where her disability was not held against her; where she could use her management skills and develop new ones.

During this time Mellissa McKenna joined the Mission as Retail manager for the North West Coast. Rebecca says, "Mellissa encourages me every day, she has been a helping hand in giving me the courage and skills to take on the

*role of supervisor 3 days a week. She has continually praised my work and given me the greatest compliment of all by putting me in the role of supervisor. I cannot put in words the way in which Mellissa has impacted me both professionally and personally."*

Under Mellissa's direction Rebecca has learned that City Mission does many things for many people such as supporting the homeless with food and shelter, providing drug and alcohol rehabilitation and simply helping visitors to the shops who just need someone to listen. Mission Shops provide the much needed funding to support these programs.

Rebecca said, "When customers ask me what we do for the community I feel proud as I tell them all about what we do and why. I cannot truly state what it means to work with City Mission except that it has been a wonderful to help to me."

# Warehouse & Logistics, E-Waste Tasmania



## Warehouse and logistics

The Youngtown warehouse operation continues to evolve and achieve improved production and safety outcomes.

Numerous changes have occurred over the last year. Greg Howell was appointed to the new role of Operations Manager - Social Enterprise which, in turn created the opportunity for David Boerth to take up the role of Warehouse Manager. Dee Scott, previously the supervisor of sorting operations at Youngtown for many years, was appointed Manager of the City store.

The generous level of donations of goods and clothing received throughout the year has resulted in storage and warehousing operating at full capacity for several months. God continues to bless the Mission with positive 'problems' like this one.

Changes and improved efficiencies in the waste rag sales procedure have resulted in greater financial return from this recycled product. It is improvements of this nature that continue to enhance, and improve the scope and reach of, community services supported by City Mission-run social enterprise operations.

## E-Waste

In March 2013 the City Mission opened its Youngtown-based social enterprise, E-waste Tasmania. Staff, focussed on streamlining business and operational practices, processed over 825 tonnes of televisions and computers in the first year with production, in some months, exceeding 100 tonnes.

E-waste Tasmania has allowed the City Mission to continue to uphold its tradition of 'caring and sharing in Jesus name' by generating income that contributes to the funding of community support and services.

By being a member of the National E-waste Alliance, E-waste Tasmania can access support and materials to assist in a range of operational, compliance, training and administrative areas. E-waste Tasmania has improved its processing capacity and significantly reduced WHS and manual handling issues with the purchase of a purpose-built processing table designed to move the waste efficiently and safely.

The majority of E-waste personnel have been employed since its inception and, as workload and work hours have increased, so too has the financial position of workers and their families. E-waste will continue to uphold the City Missions core values and aim to enrich people's lives.

The six full and part-time staff members are supported by ten volunteers who are assigned from work-for-the dole and return-to-work programs and who add greatly to the production output.





## Case story – David Boerth

*I started with the Mission on a return-to-work program in 2011 working in the warehouse until being cleared to return to employment.*

*I was so thankful for the unconditional support I received from the Mission during that return-to-work phase that I decided to stay on as a volunteer for six months before being approached to accept a role as a transport driver in the new E-Waste Tasmania operation.*

*I eagerly accepted the challenge of being involved in the establishment of this new and challenging project and, in early 2014, went on to take on the role of Warehouse Manager.*

*It was a great honour to be given such an awesome opportunity to continue working within a Christian organisation alongside great people. I continue to pray that I fulfil this role in the way God and the Mission expect of me.*

# Our Supporters

## Businesses & Community Organisations

ABC Tasmania  
Banjo's Bake Houses  
Christian Reformed Church, Launceston  
Immanuel Christian Fellowship  
City Baptist Church  
Conmurra Farm  
Freelife Church  
Harvey Norman Electrical, Launceston  
Johnson, Breward, Brown Chartered Accountants  
LAFM  
Legana Christian Church  
Lions Clubs of Northern Tasmania  
Launceston Christian School  
Matson Catering  
McDonalds Family Restaurants  
Meadow Mews Shopping Centre  
Punchbowl Christian Centre  
Queechy High School  
Rotary Club Launceston West  
Scotch Oakburn College  
Summerhill Baptist Church  
Southern Cross Austereo  
St Andrews Presbyterian Church  
St Johns Anglican Church  
St Patricks College  
Tasmanian Independent Retailers (IGA)  
Tassie Snacks  
The Examiner Newspaper  
Trinity Uniting Church  
Tas Gas Pty Ltd  
Trevallyn Life Church  
WayFM  
Woolworth Fundraising

## Donors, Estates & Foundations

A.G. Cowley Estate  
A van Winden  
Bruce Wall Estate  
Cape Hope Foundation  
D Findlay Estate  
E Barratt  
H Abbott Estate  
J Finlay  
J McDougall  
M Bennett Estate  
M Lewis  
M Pennington  
M Slater  
Norvic Investments Pty Ltd  
P Masters  
Tasmanian Community Fund  
Vos Family Office  
W.D. Booth Charitable Trust

## Government Partnerships

Aurora  
Commonwealth Emergency Relief Fund  
Department of Housing & Human Services  
Department of Premier & Cabinet Family Assistance Program  
Department of Justice  
Department of Health & Aging  
Department of Education, Employment & Workplace Relations



## Connecting with the Community

Individuals, businesses, churches, community groups, government bodies, trusts and foundations all play an important role in supporting the City Mission. The assistance they provide, be it financial, in-kind or through volunteer opportunities, strengthens the Mission's capacity to bring physical, emotional, social and spiritual benefit into people's lives. It is these connections that enable the Mission to provide services, such as City Kitchen and Missionbeat, in Burnie and Wynyard, After-School-Outreach in Launceston, and many other crisis relief services to families and individuals across Northern Tasmania.

The Mission Connect Program helps to keep the Christian community connected and engaged as individuals and teams share information and updates with churches, are involved in worship meetings and encourage church adherents to be involved in the Mission's mandate.

There are many opportunities to engage with a range of groups and entities to achieve positive outcomes for the Mission. As part of their Community Service Program, Scotch Oakburn College students regularly work at Morton's Place and the Youngtown shop. One student wrote of her Morton's Place experience, "One of the biggest eye-openers I experienced was the amount of hope the clients have and how much they want to get back on track and make a good life for themselves."

## Donors & Major Supporters

Donors and major supporters have given over \$360,000 in donations through major appeals, regular giving, bequests, sponsorships and in-kind support this year. The Mission is grateful to organisations, foundations and private donors including ABC Tasmania, IGA Tasmania, The Examiner Newspaper, Southern Cross Austereo, Bruce Wall Estate, Cape Hope Foundation, Tasmanian Community Fund, the Vos Family Office and many others for their ongoing and committed support.

The Mission's 2014 Winter Appeal was kindly sponsored by Tas Gas. The sponsorship arrangement helped cover campaign costs and, as a result, almost 100% of every donation will go directly into helping people in crisis situations.

\$1.4M was received through State and Federal government grants for the 2013/14 financial year. This funding plays a crucial role in the maintaining existing services and responding to changing needs as they arise.

## Working Together

Everybody feels the effects of the difficult economic climate. Ironically, it is during these times that demand for Mission services increases while support becomes more challenging to find. In 2013 several local organisations, with a heart to help, banded together to create a community service for people seeking healthier and more cost effective ways of providing food for themselves and families. The South Street Cooking Classes concept, initiated by at+m integrated marketing and Matson Catering, involves offering regular free cooking classes to clients who want to improve their nutrition and cooking skills. Supported by IGA Supermarkets and Diabetes Tasmania, the classes provide cooking tuition by a chef, healthy eating tips and guidelines on how to shop the supermarket economically. Most importantly these classes are inclusive and help build the self-esteem and self-confidence of students.

As the Mission heads into increasingly challenging times we do so with confidence in the knowledge that God is our provider. As we celebrate our 160th year of spreading His love in practical ways in Northern Tasmanian communities we are thankful; firstly to God, then to the dedicated workers, donors and the numerous supporters who, together make possible for City Mission to continue *"Caring and sharing in Jesus' name"*.

## 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 2014, 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 33 to 46.

### *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 2014 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 2014.

### *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*

DELOITTE TOUCHE TOHMATSU

*R/W*

Rod Whitehead  
Partner  
Chartered Accountants  
Launceston, 21 August 2014

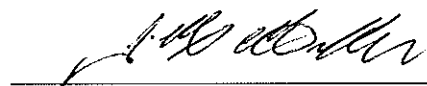


## Directors' Declaration

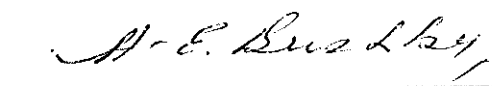
In the opinion of the directors of the Launceston City Mission Inc:

- 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 2014;
- 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 2014;
- 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 2014;
- 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 21st day of AUGUST 2014.

# Statement of Financial Position

as at 30 June 2014

	Notes	30 June 2014 \$	Restated 30 June 2013 \$
<b>Current Assets</b>			
Cash and Cash Equivalents	9	885,633	715,250
Trade and other Receivables		197,829	196,603
Inventories		74,734	116,816
Other Assets	16	15,431	11,064
<b>Total Current Assets</b>		<u>1,173,626</u>	<u>1,039,733</u>
<b>Non Current Assets</b>			
Trade and other Receivables		-	5,446
Property, Plant and equipment	2	<u>9,524,888</u>	<u>9,434,323</u>
<b>Total Non Current Assets</b>		<u>9,524,888</u>	<u>9,439,769</u>
<b>Total Assets</b>		<u>10,698,514</u>	<u>10,479,502</u>
<b>Current Liabilities</b>			
Trade and Other Payables		279,289	520,118
Borrowings	6	122,568	86,492
Provisions	5	328,318	392,886
Deferred Revenue	7	350,418	155,609
<b>Total Current Liabilities</b>		<u>1,080,593</u>	<u>1,155,105</u>
<b>Non Current Liabilities</b>			
Borrowings	6	840,626	711,861
Provisions	5	56,972	9,691
<b>Total Non Current Liabilities</b>		<u>897,598</u>	<u>721,552</u>
<b>Total Liabilities</b>		<u>1,978,191</u>	<u>1,876,657</u>
<b>Net Assets</b>		<u>8,720,323</u>	<u>8,602,844</u>
<b>Accumulated Funds</b>			
Reserves		2,864,776	2,953,646
Retained earnings		<u>5,855,547</u>	<u>5,649,198</u>
<b>Total Accumulated Funds</b>		<u>8,720,323</u>	<u>8,602,844</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 2014

	Notes	01-Jul-13 to 30-Jun-14	Restated 01-Jul-12 to 30-Jun-13
<b>Income</b>			
Government Grants	3	1,445,451	1,580,931
Rental Income		478,735	443,474
Program Fees incl child care		506,959	519,630
Sales Social Enterprise		2,828,664	2,610,748
E Waste Tasmania		1,215,567	187,712
Public Donations		265,391	292,397
Sundry Income		13,645	28,652
<b>Total Income</b>		<b>6,754,413</b>	<b>5,663,545</b>
<b>Cost of Sales</b>			
Opening Stock		116,817	22,831
Purchases		309,990	452,881
Recycling costs		217,734	27,045
Less: Closing Stock		(74,733)	(116,817)
<b>Total Cost of Sales</b>		<b>569,808</b>	<b>385,941</b>
<b>Gross Profit</b>		<b>6,184,605</b>	<b>5,277,604</b>
<b>Expenses</b>			
Advertising & Promotion		36,636	13,205
Cleaning & Pest Control		74,100	68,109
Client Support		400,353	558,860
Computers & I T		27,813	29,723
Consumables - Other		27,805	37,763
Fundraising/Events		17,694	5,756
Insurance		107,482	96,561
Motor Vehicle Expenses		183,923	136,149
Rent, Rates & Taxes		262,423	252,761
Repairs & Maintenance		64,731	61,515
Volunteer Costs		26,526	48,837
Security Expenses		16,176	17,717
Travel & Accommodation		4,183	2,858
Telephone, Internet & Fax		60,612	64,902
Training & Development		23,611	37,826
Professional Services		86,475	59,744
Office / Administration		75,694	72,390
Depreciation	2/4	295,789	285,967
Establishment Costs Written Off		26,679	-
Banking / Finance		76,213	51,793
Salaries, Wages & Costs		3,945,164	3,420,479
Utilities		250,957	231,183
Sundry		4,959	7,320
<b>Total Expenses</b>		<b>6,095,997</b>	<b>5,561,419</b>
<b>Operating Profit (Deficit) for the Year</b>		<b>88,607</b>	<b>(283,815)</b>
<b>Non operating revenue</b>			
Interest received		19,985	16,505
Capital Donations and Estates		96,899	51,135
Capital Government Grants		-	173,909
Profit on sale of fixed assets		857	21,359
<b>Surplus (Deficit) for the Year</b>		<b>206,349</b>	<b>(20,907)</b>
Income Tax Expense	1(h)	-	-
Other comprehensive income		-	-
<b>Items that will not be reclassified subsequently to profit or loss</b>			
Decrement in revaluation of buildings		(88,870)	-
<b>Total Comprehensive income for year</b>		<b>117,479</b>	<b>(20,907)</b>

# Statement of Changes in Equity

for the year ending 30 June 2014

	Asset Revaluation Reserve \$	Retained Earnings \$	Total \$
<b>Balance at 1 July 2012</b>	2,953,646	5,670,105	8,623,751
Loss for the year (restated)	-	(20,907)	(20,907)
Other comprehensive income for the year	-	-	-
Total comprehensive income for the year (restated)	-	(20,907)	(20,907)
<b>Balance at 30 June 2013 (restated)</b>	2,953,646	5,649,198	8,602,844
Profit for the Year	-	206,349	206,349
Other comprehensive income for the year, net of income tax	(88,870)	-	(88,870)
Total comprehensive income for the year	(88,870)	206,349	117,479
<b>Balance at 30 June 2014</b>	2,864,776	5,855,547	8,720,323

The accompanying notes form part of these financial statements



# Statement of Cash Flows

for the year ending 30 June 2014

	Notes	01-Jul-13 to 30-Jun-14 \$	Restated 01-Jul-12 to 30-Jun-13 \$
<b>Cash Flows from Operating Activities</b>			
Receipts from capital donations		362,290	74,134
Receipts from customers, donors and government		6,581,388	5,581,239
Interest received		19,985	16,505
Payments to suppliers and employees		(6,437,674)	(5,496,452)
Interest paid		<u>(60,244)</u>	<u>(36,744)</u>
<b>Net cash generated from Operating Activities</b>	8	<u>465,745</u>	<u>138,682</u>
<b>Cash Flow from Investing Activities</b>			
Proceeds on disposal of property, plant and equipment		25,072	46,671
Payments for purchase of property, plant and equipment		<u>(485,275)</u>	<u>(354,997)</u>
<b>Net cash generated from Investing Activities</b>		<u>(460,203)</u>	<u>(308,326)</u>
<b>Cash Flow from Financing Activities</b>			
Proceeds from borrowings		309,198	593,403
Repayment of borrowings		<u>(144,357)</u>	<u>-</u>
<b>Net cash generated from Financing Activities</b>		<u>164,841</u>	<u>593,403</u>
<b>Net Increase in Cash Held</b>		170,383	423,759
Cash at the beginning of the financial year		<u>715,250</u>	<u>291,491</u>
<b>Cash at the end of the Financial year</b>	9	<u><u>885,633</u></u>	<u><u>715,250</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 2014

## 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.

### Statement 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.

For the purpose of preparing the financial statements, the Company is a not-for-profit entity. The financial statements were authorised by the directors on 21 August 2014.

### 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 2014 and the comparative information presented in these financial statements for the 12 months ended 30 June 2013.

#### (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 cannot 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.



# Notes to and forming part of the Financial Statements

for the 12 months ending 30 June 2014

## **(d) Property, Plant and Equipment**

Properties owned by the Launceston City Mission are reflected on the Statement of financial position at independent valuation as at June 2014, 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.

### **(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.

# Notes to and forming part of the Financial Statements

for the 12 months ending 30 June 2014

## (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.

### Standards affecting presentation and disclosure

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.

### (m) Restatement of Prior Period Comparatives

Comparative figures have been restated so as to be comparable with the amounts presented for the current period. The comparative figures have been restated as a result of a prior period error identified in the current year relating to the treatment of donations received. This retrospective adjustment does not have a material effect on the information contained in the financial statements. The effect of the error is summarised below:

	For the year ended 30 June 2013 as previously reported	Impact of the error	For the year ended 30 June 2013 as restated
Public donations	296,030	(3,663)	292,397
Capital donations and estates	74,135	(23,000)	51,135
Surplus (deficit) for the year	5,756	(26,663)	(20,907)
Total comprehensive income for the year	5,756	(26,663)	(20,907)

	As 30 June 2013 as previously reported	Impact of the error	As at June 2013 as restated
Deferred revenue	128,947	23,663	155,609
Retained earnings	5,675,861	(23,663)	5,649,198



## Notes to and forming part of the Financial Statements

for the 12 months ending 30 June 2014

### Note 2: Property, Plant and Equipment

	Freehold Land	Buildings	Plant & Equipment	Vehicles	Total
	Valuation	Valuation	At Cost	At Cost	
<b>Gross Carrying Amount</b>					
<b>Balances at 1 July 2012</b>	\$ 1,795,000	\$ 7,231,494	\$ 1,002,478	\$ 873,514	\$ 10,902,486
Additions	-	61,463	134,711	179,908	376,082
Disposals	-	-	-	(100,911)	(100,911)
<b>Balance at 30 June 2013</b>	1,795,000	7,292,957	1,137,189	952,511	11,177,657
Additions	100,000	190,000	78,150	117,071	485,221
Revaluation	80,000	(674,655)	-	-	(594,655)
Disposals	-	-	(11,800)	(13,272)	(25,072)
<b>Balance at 30 June 2014</b>	1,975,000	6,808,302	1,203,539	1,056,310	11,043,151
<b>Accumulated Depreciation/Amortisation and Loss</b>					
<b>Balances at 1 July 2012</b>	-	(302,750)	(700,849)	(533,597)	(1,537,196)
Disposals	-	-	-	79,829	79,829
Depreciation expense	-	(105,271)	(96,550)	(84,146)	(285,967)
<b>Balance at 30 June 2013</b>	-	(408,021)	(797,399)	(537,914)	(1,743,334)
Disposals	-	-	5,178	9,897	15,075
Revaluation	-	505,785	-	-	505,785
Depreciation expense	-	(97,764)	(99,476)	(98,549)	(295,789)
<b>Balance at 30 June 2014</b>	-	-	(891,697)	(626,566)	(1,518,263)
<b>Net Book Value</b>					
As at 30 June 2013	1,795,000	6,884,936	339,790	414,597	9,434,323
As at 30 June 2014	1,975,000	6,808,302	311,842	429,744	9,524,888

## Notes to and forming part of the Financial Statements

for the 12 months ending 30 June 2014

	01-Jul-13 to 30-Jun-14 \$	01-Jul-12 to 30-Jun-13 \$
<b>Note 3: Governments Grants</b>		
Commonwealth Emergency Relief Program	164,924	249,138
DHHS Supported Accommodation Assistance Program	522,345	490,709
DHHS ADS National Drug Strategy Program	191,023	211,352
Dept of Premier and Cabinet Family Assistance Program	25,000	25,000
Dept of Premier and Cabinet	30,000	20,039
Launceston City Council	-	17,040
Dept of Justice - Industrial Relations	10,000	10,000
Dept of Health & Ageing	48,100	125,008
Dept of Health & Human Services POS North, North West	394,804	388,201
Department of Education, Employment and Workplace Relations	59,255	44,444
<b>Total Governments Grants</b>	<b>1,445,451</b>	<b>1,580,931</b>
<b>Note 4: Depreciation</b>		
Depreciation - plant and equipment	99,476	96,550
- buildings	97,764	105,271
- motor vehicles	98,549	84,146
<b>Total Depreciation</b>	<b>295,789</b>	<b>285,967</b>



## Notes to and forming part of the Financial Statements

for the 12 months ending 30 June 2014

	01-Jul-13 to 30-Jun-14 \$	Restated 01-Jul-12 to 30-Jun-13 \$
<b>Note 5: Provisions</b>		
Current		
Annual leave	203,358	205,497
Long service leave	124,960	187,389
	<u>328,318</u>	<u>392,886</u>
Non-current		
Long service leave	56,972	9,691
<b>Total Provisions</b>	<u><u>385,290</u></u>	<u><u>402,577</u></u>
 <b>Note 6: Borrowings</b>		
Current (secured)		
B & E Ltd	122,568	86,492
Non current (secured)		
B & E Ltd	840,626	711,861
 <b>Total Borrowings</b>	<u><u>963,194</u></u>	<u><u>798,353</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.		
 <b>Note 7: Deferred Revenue</b>		
Grant monies received in advance	<u><u>350,418</u></u>	<u><u>155,609</u></u>

# Notes to and forming part of the Financial Statements

for the 12 months ending 30 June 2014

	01-Jul-13 to 30-Jun-14 \$	Restated 01-Jul-12 to 30-Jun-13 \$
<b>Note: 8 Reconciliation of Net Cash from Operating Activities to Operating Surplus</b>		
Net surplus/(deficit)	206,349	(20,907)
Non-cash items in the revenue and expenditure statement		
Depreciation on fixed assets	295,789	285,967
Loss on disposal of fixed assets	857	(21,446)
Movement in Balance Sheet accounts		
Trade and Other Payables	(240,829)	251,858
Provisions	(17,287)	(121,176)
Trade and Other Receivables	147	(96,478)
Inventory	(42,083)	(2,504)
Deferred Revenue	262,802	(136,632)
<b>Cash Flows from Operating Activities</b>	<u>465,745</u>	<u>138,682</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>885,633</u>	<u>715,250</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>60,244</u>	<u>36,745</u>
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**Note: 11 Asset Revaluation Reserve**

Balance at beginning of Financial Year	2,953,646	2,953,646
Revaluation decrements during year	(88,870)	-
Balance at end of Financial Year	<u>2,864,776</u>	<u>2,953,646</u>

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 2014

01-Jul-13 to 30-Jun-14 \$	01-Jul-12 to 30-Jun-13 \$
------------------------------------	------------------------------------

**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 (resigned 20/3/14)  
Tony Demeijer  
Peter Freak (resigned 19/6/14)  
Ross Nicholson  
Michael Harvey

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.

0	0
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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

9	9
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**Note: 14 Remuneration of Auditors**

Auditing of financial report  
Auditing of Grant Aquittals  
Auditing Fit2Work police checks

13,182	12,500
6,090	5,260
283	-
<u>19,555</u>	<u>17,760</u>

The auditor of Launceston City Mission Inc. is Deloitte Touche Tohmatsu

**Note: 15 Additional Information**

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

**Note: 16 Other Assets**

Prepayments

-Insurance  
-Playhouse Rent  
-Memberships 2014-15  
-Vouchers

7,008	1,083
1,833	9,981
5,880	-
710	-
<u>15,431</u>	<u>11,064</u>

Principal Place of Business and Registered Office

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



## List of Directors

for the Financial Year ended 30 June 2014

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 Resigned 20/3/14
Tony Demeijer	313 Peel Street West Summerhill 7250	Pastor
Peter Freak Treasurer	57 Charlton Street Norwood 7250	Commerical Bank Manager Resigned 19/6/14
Rt Rev Ross Nicholson	C/- 157 St Johns Street Launceston 7250	Minister
Michael Harvey Treasurer	3 Coniston Place Trevallyn 7250	Accountant Joined 20/3/14

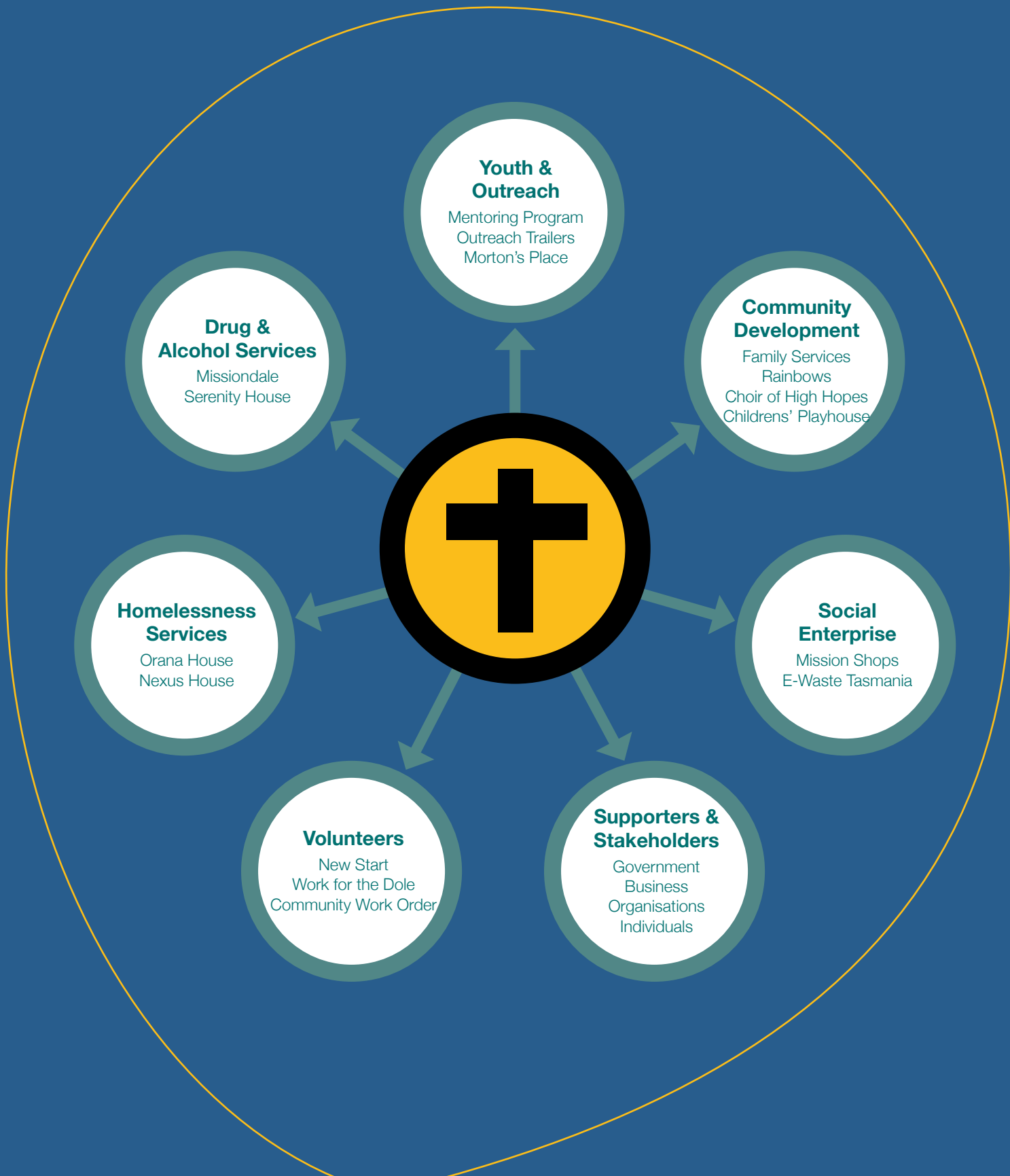
We confirm that the above names and residential addresses of the Board of Directors of Launceston City Mission Inc. as at 30 June 2014 have been correctly extracted from the records of the association.



Deloitte Touche Tohmatsu



Rod Whitehead  
Partner  
Chartered Accountants  
Launceston  
Date: 21 August 2014



**Youth & Outreach**

Mentoring Program  
Outreach Trailers  
Morton's Place

**Community Development**

Family Services  
Rainbows  
Choir of High Hopes  
Childrens' Playhouse

**Social Enterprise**

Mission Shops  
E-Waste Tasmania

**Supporters & Stakeholders**

Government  
Business  
Organisations  
Individuals

**Volunteers**

New Start  
Work for the Dole  
Community Work Order

**Homelessness Services**

Orana House  
Nexus House

**Drug & Alcohol Services**

Missiondale  
Serenity House

→ 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

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

#### Somerset

65 Wragg Street  
Somerset Tasmania 7322  
p: (03) 6435 1876

#### Missiondale:

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

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

#### Mision on George

73 George Street  
Launceston Tasmania 7250  
p: (03) 6331 2710

## 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](http://www.citymission.org.au) and click the "donate today" button.
  - You can also donate via your smart phone by getting the 'Give Easy' App on your phone and donating directly to us.
  - Join Mission360, a regular giving program where you can "set and forget" your monthly or quarterly pledge. Phone 6335 3000.
  - Recycle your unwanted and reuseable goods by donating them to our Mission Shops. All profits made through our shops are redirected into maintaining and growing our community services.
- 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](http://www.citymission.org.au)
  - Stay current by liking us on Facebook. [www.facebook.com/LauncestonCityMission](http://www.facebook.com/LauncestonCityMission)
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