



ANNUAL REPORT 2016/17



INTRODUCTION

For more than one hundred and sixty years City Mission has been there, lending a hand, caring for the vulnerable, the lonely and the broken. Through our work, we continue to transform the personal stories of those without income and assets, the addicted, depressed, lonely and discouraged into stories of true hope as they build resilience and overcome social disadvantage.

The past year has been one of challenge and change as we have pursued our vision of **'Transforming lives, communities and futures in the name of Jesus'**. As you browse through these pages you will read about the impact City Mission is having on communities across Northern Tasmania. People of all walks and all ages are finding help, friendship and a better way through life as City Mission meets community and human need and spreads the love of God.

Front Page: **Jo Palmer & Friends**

Jo Palmer is the Inside Out 4 Kids Program Ambassador.

INSIDE

Introduction	01
Our Year in Review	05
Our Current Board	06
Our Leadership Team	06
Drug + Alcohol Recovery	07
Crisis Accommodation	09
Community + Family Services	10
Children's Trauma, Grief + Loss Support	14
Youth Mentoring	15
Social Enterprise	17
People & Culture	18
Fundraising & Marketing	20
Financial Summary	21

*Some of the names of people in our stories have been changed and stock photos used to protect their privacy.



mission shop

macro
wholefoods markets

WHOLE'S SOME
MINDFUL

OUR MISSION

City Mission exists to meet the physical, emotional, social and spiritual needs of the people of our community and to demonstrate God's love in action.

OUR VISION

Transforming lives, communities and futures in the name of Jesus.

OUR CORE VALUES

FAITH We have confidence that ethical actions will bring good results.

JUSTICE We take responsibility to uphold what is pure, right and true.

COMPASSION We invest whatever is necessary to heal the hurts of others.

FLEXIBILITY We are attentive and responsive to the changing needs in our community.

ENTHUSIASM We work with passion and commitment to achieve our goals.



OUR YEAR IN REVIEW

Welcome to the City Mission 2017 Year in Review.

We are pleased to report a modest surplus for the 2016/17 year following an increase in total income to \$9 million. The surplus indicates that our income was invested in providing increased services to the community and the building of capacity in our people, technology and infrastructure. We remain thankful that we serve a faithful God who provides for our work out of His love for all people.

Additional services require additional workers and we now employ 124 Tasmanians who are supported by almost 480 volunteers each month in serving thousands of meals, and providing emergency accommodation, alcohol and drug recovery services, emergency relief, youth mentoring and children's trauma, grief, and loss support.

The Board of City Mission led

the development of our new Strategic Plan for the next three years supporting our vision of 'Transforming lives, communities and futures in the name of Jesus'. Following several years of service the Rt Rev Ross Nicholson resigned from our Board as part of relocating to Sydney and we were pleased to welcome both Ms Narelle Howell and Mr Paul Arnold onto the Board. We thank all the Board for displaying unwavering faith and commitment in their oversight of the Mission's activities.

We announced last year that the Federal Government had provided \$800,000 in 2016/17 to support Missiondale Therapeutic Community, our alcohol and other drugs recovery centre, and we were humbled and gratified to hear the Federal Government announce funding of \$3.2m over four years in the 2017 Federal Budget. This underpinned the Sustainability Review completed

in April identifying four key actions to ensure we'll continue our mission on behalf of the communities in Northern Tasmania. The achievement of accreditation under the Quality Improvement Council Standards during the year encouraged the entire organisation to continue our Quality Improvement processes.

We remain confident that City Mission, through our faith and trust in God, will be supplied with the resources needed to continue a broad range of services and new initiatives for children, youth and adults, to enable them to build hope and develop plans for their future.



TIM HOLDER

CHAIRMAN



STEPHEN BROWN

CHIEF EXECUTIVE OFFICER



We acknowledge the continued passion and flexibility of all our people in delivering a high level of service and remaining focused on working together to assist our clients to achieve transformational outcomes in their lives.

OUR CURRENT BOARD



TIM HOLDER

CHAIRMAN
DIRECTOR



ROYCE ALDRED

DEPUTY CHAIR
DIRECTOR



MICHAEL HARVEY

TREASURER
DIRECTOR



JO-ANNE FEARMAN

SECRETARY
DIRECTOR



PAUL ARNOLD

DIRECTOR



NARELLE HOWELL

DIRECTOR



GEORGE ELKHAIR

DIRECTOR

OUR LEADERSHIP TEAM



STEPHEN BROWN

CHIEF EXECUTIVE
OFFICER



JOHN CLEMENTS

BUSINESS & STRATEGY
MANAGER



KATRINA FISHER

CHIEF FINANCE OFFICER



BERNADETTE JONES

PEOPLE & CULTURE MANAGER



RAY GREEN

OPERATIONS MANAGER
CLIENT SERVICES



GREG HOWELL

OPERATIONS MANAGER
RECYCLING & LOGISTICS



TONY DEMEIJER

OPERATIONS MANAGER
RETAIL

DRUG & ALCOHOL RECOVERY

MISSIONDALE

As the largest drug and alcohol rehabilitation facility in Tasmania, demand for Missiondale's service continues to outweigh capacity. In the past twelve months, 84 individuals suffering from addiction and looking to transform their lives entered the Missiondale program.

Our open day, held last year in October was well attended by service agencies, providing an informative facility tour and the opportunity to hear personal stories from residents on their Missiondale journey.

One of Missiondale's recent success stories has been the 'Garden of Hope', a therapeutic gardening program run by residents and our local gardener. While the garden provides residents with the opportunity to care for and cultivate produce, it also teaches life skills and provides physical, social and spiritual outcomes during the rehabilitation process.

Building on the success of the garden, this year we commenced planning for 'Mission Organic', aimed at increasing the current farmed and garden areas. In the future, the expansion will significantly increase the supply of fresh fruit and vegetables to our service sectors and help improve the self-sustainability of City Mission.

For the second consecutive year, Missiondale was awarded winner of the Community Service Award as part of the Launceston Chamber of Commerce Business Excellence Awards. This achievement recognises the dedication and professionalism of the Missiondale staff and volunteers under the leadership of City Mission.

The announcement of funding under the 2017-18 Federal budget was also another significant milestone and ensures that Missiondale can continue to offer its services in the immediate future.



MISSIONDALE cont.

KEY OUTCOMES

- 84 program participants
- 6169 bed nights provided
- Planned garden expansion with 'Mission Organic' project
- 2016 Winner of Community Service Award, Business Excellence Awards, Launceston Chamber of Commerce
- Transformation of our hall into a multi-purpose Art Therapy and Exercise Centre

CLIENT STORY

Natalie* was addicted to codeine and marijuana for quite a few years. When she became aware of her addiction, she phoned Missiondale to put her name on the waiting list. Natalie was studying at the time but once she finished her diploma, went to Serenity House to spend a couple of weeks before entering the program at Missiondale. Serenity House allowed Natalie to relax as she found it to be a 'very warm and caring' place.

Natalie spent six months at Missiondale. During this time she has noticed her anxiety disappear, depression almost disappear and had learnt so much to help her with the next stage of recovery. Natalie recently moved closer to her daughter, accepted an offer to study with the University of Tasmania and hopes to volunteer at her local Mission Shop.

SERENITY HOUSE

Serenity House, located in Sulphur Creek, offers a safe place away from drugs and alcohol for people who are seeking time out or need a place to transition between medical detox and longer term rehabilitation. The withdrawal process from substance can be extremely challenging, physically and mentally. Our programs such as SMART (Self-Managed and Recovery Training) classes, art therapy and basic cooking classes help those staying at Serenity House to cope and discover ways of using their time in a meaningful way.

KEY OUTCOMES

- 124 individuals were supported
- 128 Time Out episodes occurred
- 30 individuals supported with sobering up services
- Construction of a new pergola and BBQ area

CRISIS ACCOMMODATION

ORANA HOUSE

Orana House provides a safe and supportive living environment for people experiencing difficulty securing accommodation. In the past financial year, we supported 239 individuals with accommodation and helped them access medical services, referrals to drug or alcohol support services and rehabilitation.

To mark the arrival of the festive season, the Orana House garden had a makeover courtesy of the wonderful team at S. Group. The team worked hard to clear weeds and rubbish and to rejuvenate the garden beds with fresh pine bark. The results were outstanding and improved the look and feel of the yard. This project also highlights how caring businesses such as S. Group can make a real difference to the lives of others in our community.

KEY OUTCOMES

- 239 individuals were supported with accommodation
- 6429 total bed nights across all accommodation types; crisis and medium to long term

CLIENT STORY

Earlier this year, staff at Orana House were greeted by Bruce* who got out of his car with a big smile on his face and asked the staff to look at his new vehicle. Bruce received support from Orana House a few years ago, after completing a program at Missiondale and had kept in touch with staff. He wanted to thank the staff for their support and let them know that because of it, he is still clean and no longer feels disappointed in himself.

Bruce is now employed and managed to purchase himself a new car. He finally feels strong enough to begin mending relationships with his family.



COMMUNITY & FAMILY SERVICES

EMERGENCY RELIEF

WITH STATISTICS HIGHLIGHTING THERE ARE NOW MORE THAN 74,000 TASMANIANS LIVING BELOW THE POVERTY LINE, FAMILY SERVICES EXPERIENCED AN UNPRECEDENTED DEMAND DURING THE LAST FINANCIAL YEAR.

Almost 3,000 individuals and families asked us for help to meet basic food, electricity and fuel needs, while others required support with household goods or to access medical services.

The 2016 Christmas period also saw a record in demand for food and Christmas toys, creating pressure on donated food supplies. In response, City Mission and Fairfax Media partnered together to launch and deliver 'Mission Possible' an innovative social marketing campaign to drive food donations. Hailed a resounding success, the campaign raised over 20,000 donated products across the North and North West through generous support from the community.

KEY OUTCOMES

- 3,000 individuals and families were given support
- 40% increase in people utilising Family Service
- 64% of support comprised of food provisions

CLIENT STORY

A young couple came to us earlier this year in need of assistance. They hadn't made an appointment with Family Services for emergency relief since 2014. Eight months ago, the couple married and while this should have been a joyous time for their family of six, their government assistance was put on hold for one month and total contributions had almost halved when it was reinstated due to the change in their relationship.

Struggling with money to feed their children and to pay rent, they came to Family Services as their last resort. The couple were provided with a food package and vouchers to get through the week until their next support payment. They were both very grateful for the assistance and said that without City Mission they'd 'be lost'.



COMMUNITY DEVELOPMENT PROGRAMS

Weekly programs including Ashley Detention Centre's Youth Outreach, Club Monday, Choir of High Hopes, Women's Auxiliary, Overcomers, and the Prison Run continued to provide important services to the local community throughout the year. While each program exists to meet specific community needs, most importantly, they all give community members a place to connect, feel welcome, valued, and realise their potential, resulting in increased self-confidence and resilience.

A significant achievement for Club Monday this year, was their participation in Australia's Biggest Morning Tea, raising over \$700 for cancer research. The Prison Run service this year enabled 104 Launceston family members to visit their loved ones in Hobart and helped keep families connected.

KEY OUTCOMES

- \$40,000 in kitchen equipment upgrade for Morton's Place
- Over 17,000 Morton's Place meals served for breakfast and lunch
- New counselling support services
- 1,500 clients, staff and volunteers supported through Chaplaincy
- 104 people provided with transport to visit relatives at Risdon Prison

MORTON'S PLACE

Morton's Place has been a hub of activity throughout the past twelve months. Thanks to generous funding from the Bruce Wall Estate and the Faulkner family, Morton's kitchen was renovated, improving service and efficiency for our clients.

Other new initiatives included the introduction of counseling support, ensuring easy access to specialised care is available to those seeking to build emotional resilience. We also introduced new concepts to our menu with free soup to the lunch time menu and our 'Eggs & Bacon Big Breakfast' held on the last Thursday of each month, which proved to be popular with our clients.

CHAPLAINCY

During the last year, City Mission Chaplains offered care and support to people from all walks of life on over 1,500 occasions. Our Chaplains are privileged to offer support to those facing significant life challenges; those walking the dark journey of loneliness, in broken relationships, facing the trauma of abuse and those who have battled addiction, lost a child or lost self-respect and hope.

WOMEN'S AUXILIARY

In the past 12 months, fundraising efforts have provided assistance to Morton's Place including the purchase of 200 chickens for the Launceston City Community Christmas lunch. The Auxiliary also supplied around 50 knitted teddy bears for the Inside Out 4 Kids program and are working towards replacement of kitchen utensils and cookware in Morton's Place with WH&S approved stainless steel.

A special thank you to Juanita Miller (President/Secretary) and Helen Slater (Treasurer) and the Auxiliary for their wonderful efforts in supporting the programs of the City Mission.

LAUNCESTON OUTREACH TRAILER

Over the last year, City Mission's Outreach Trailer ran 47 events supporting 8,060 individuals. Manned by Outreach Workers and volunteers, the trailer is often a first contact point for many who find themselves in hardship. Teaming up with the Northern Suburbs Community Centres, Neighbourhood houses and PCYC the trailer provides food to hungry stomachs, friendship and advice on where to seek further help. Funded by the Department of Premier and Cabinet, the service visits schools and parks on a regular schedule.

CHOIR OF HIGH HOPES

This year the Choir of High Hopes celebrates their 10th year of singing and we are exceptionally proud of this milestone. The program has provided hundreds of people who have an interest in music with the opportunity to come together to explore, develop and awaken their gifts through music and song. By developing singing skills and facilitating opportunity for social connections, the choir aims to empower confidence, self-worth, self-esteem and encourage peer support; consequently enhancing social integration and inclusion.

One of the highlights for the Choir this year was the opportunity to meet and perform alongside Jonathon Welch as part of the Street Requiem concert; Jonathon's 'Choir of Hard Knocks' was the inspiration behind the establishment of the Choir of High Hopes.



NORTH WEST SERVICES

During the past financial year, City Mission extended its operations and services within the North-West region. We celebrated the opening of our Clients Services offices in Burnie, a result of our partnership with the Burnie Baptist Church who donated the use of their premises for the NW Outreach Program hub.

The adverse effects of the 2016 floods provided an extra challenge for the North-West community with many families looking to City Mission for the provision of essential household items and clothing through our retail outlets in Burnie, Wynyard, Ulverstone, and Devonport.

Another new initiative this year was the opening of the Burnie City Kitchen (Community Kitchen). The kitchen has received broad community support, helping the North-West Service to attract over 10,000 donated food items through the Mission Possible Campaign.



NORTH WEST OUTREACH

The North-West Outreach of City Mission also supports people who have gone through our Drug & Alcohol service and would like additional support while they continue their recovery at home. Our support includes assistance with food packages, meals and regular catch-ups. The past year has seen an additional four volunteers added to the Outreach area to assist over 40 clients who need high-end support.

While the aim of our Outreach food trailer is to provide nourishing food to those in need, its mobility allows City Mission's Youth Workers to engage with young people, in their own settings, on a regular basis. In many cases, having ready access to youth workers enables early intervention which can help to minimise the impact of challenges and provide access to support services. Last year our Youth Workers supported 52 vulnerable young people through the program. Responding to current demand, City Mission plans to increase services to young people on the North West in partnership with the local community.

KEY OUTCOMES

- Establishment of Outreach Program Hub
- The opening of the Community Kitchen
- Over 14,000 meals were prepared and delivered to those in need
- 10,000 donated food items as part of 'Mission Possible'
- 40 clients supported in Drug & Alcohol Recovery Outreach Program
- 52 young people mentored

CHILDREN'S TRAUMA GRIEF & LOSS SUPPORT

INSIDE OUT 4 KIDS

The past financial year saw change to our Children's Trauma Grief & Loss support with a new program written to reflect the Australian education curriculum, our modern Australian society and to align with the needs of children. The new program, known as Inside Out 4 Kids (IO4K), has been developed by City Mission and runs over an eight-week period, at no cost to schools or families.

In line with a new look program, we were excited to welcome Jo Palmer as our official IO4K Ambassador and launched the IO4K Hub, located at our Frederick Street premises. Children love the bright blue doors and the relaxed new space provides program participants with access to the IO4K team out of school hours and during holidays. Our thanks to the Tasmanian Community Fund, Vos Construction and the Kode family for their investment in the IO4K hub and to all our program supporters, especially our key funders, Motors Foundation and W.D. Booth Charitable Trust.

To meet the increased demand for the program, we appointed a new facilitator and welcomed Kate to our team. The IO4K program relies heavily on the support of its growing volunteer base and we are extremely thankful for their dedication and assistance.



KEY OUTCOMES

- Alignment of the new IO4K program with the Australian curriculum
- 38 schools participating in IO4K
- 316 children supported through IO4K

CLIENT STORY

Nathan* was referred to the INSIDE OUT 4 KIDS program earlier this year. His parents had recently separated and his father had been diagnosed with cancer. Nathan spent most of his time with his mother but he missed his father. He was worried about his father and upset he couldn't see him as much. At just 12 years old, Nathan was self-harming.

In the final two weeks of the eight-week program, Nathan was no longer self-harming and had learnt other coping methods to help him deal with the pain he was feeling. Journal writing really helped Nathan express his thoughts and as someone who could not maintain a friendship, at the end of the program he had made three friends in the group.

YOUTH MENTORING

THE MISH

Through "The Mish" Youth Services, young people aged 13 to 25 can gain access to a framework of support, empowering them as they journey through some of life's most difficult transitions. Whether navigating the education system, seeking stable employment or expanding social networks, The Mish exists as place of encouragement and guidance for young people who seek to learn, experience, and grow to achieve the goals they set themselves.

This year has been an exciting time at The Mish with programs expanding and new, innovative activities explored. The inception of the Brainwaves Youth Forum in partnership with Scotch Oakburn College saw 30 school-aged young people from the Launceston region, come together to generate creative ideas to improve mental health outcomes for young people in the community. The Mish's Art and Multimedia programs submitted entries into the MyState Film Festival, Beaconsfield Youth and Community Festival as well as designing and creating promotional packages for the Cape Hope Foundation and Earthy Eats.

A generous donation from the Cape Hope Foundation enabled The Mish to offer their first "Unplugged" camp which was hosted at the Mt Cameron Field Study Centre. Additional equipment for our Multimedia and Music programs was also purchased, including a drone, recording equipment and studio setup, providing young people with the opportunity to hone new skills with access to high-quality resources.

KEY OUTCOMES

- Introduction of the 'Brainwaves Youth Forum'
- Delivery of the 'Unplugged Camp'
- The production of a promotional video by a participant for the Cape Hope Foundation (a Mish donor supporter)
- 65 additional young people accessed the service in the 2016/17 period
- 30 young people completed one or more programs and 39 young people continue to be involved with our services



CLIENT STORY

Jess was referred to The Mish by NDIS (National Disability Insurance Scheme). Jess was very shy and rarely left her house. She decided that The Mish might be a good step forward to being more social. Since being involved with The Mish's mentoring and art programs, Jess' initiative and social skills have improved. She gets out of the house more and has recently completed Cert II in Business at TAFE. Jess is now studying Cert III in Business, playing soccer with the New Horizons club and volunteering at Queen Victoria Museum & Art Gallery (QVMAG).



SOCIAL ENTERPRISE

MISSION SHOPS

Last year Mission Shops contributed around \$640,000 which directly supported City Mission's range of programs. This achievement is a result of the tremendous support shown by the community, staff and volunteers who choose to donate fashion, furniture, shoes, manchester, books and bric-a-brac or to simply shop locally at a Mission Shop.

In the past financial year we recycled and resold nearly 300,000 items of donated fashion goods through the Mission Shops that generated revenue for our services and programs and also diverted useable items from landfill.

The popularity of our Missions Shops continued to grow on the North-West Coast with the Somerset shop relocated to Wynyard and the addition of our Burnie store.

The refurbishment of our upmarket retail store "Mission on George" was also completed, delivering a single level, brighter and well laid out retail store.

KEY OUTCOMES

- \$640,000 contributed towards City Mission programs
- 300,000 items of donated clothing, including 30,000 pairs of shoes and 76,000 accessory items were recycled and resold
- 3,245 cubic metres of clothing and oddments diverted from landfill

RECYCLING & LOGISTICS

Each year our Recycling and Logistics Operations provide and manage essential services for the community and are an integral component of City Mission's Social Enterprise activities. These activities include maintaining the effectiveness of e-waste, warehousing, the Launceston and Burnie Recycling Centre, Uptipity Shop and management of the food distribution centre. Combined, these social enterprise activities also provide essential revenue which helps City Mission's programs including Community & Family Services operations.

Each year our E-Waste Tasmania service helps recover valuable materials from old electronics that can be used to make new products. As a result, our communities save energy, reduce pollution, reduce greenhouse gas emissions, and save resources by extracting fewer raw materials from the earth. Last year we were pleased to be able to divert 336,000 kg of e-waste from landfill by breaking items down and recycling components.

The past financial year has been productive for the Recycling & Logistics team, signing a new deal with the Burnie City Council which provides City Mission with management rights for the Burnie Resale Tip Shop and renewing our agreement with City of Launceston to extend the operations of the Launceston Recycling Centre and Uptipity Shop for another three years.

Finally, we were pleased to announce a trial for the 'Moving with the Mission' initiative was approved. The service fills a gap in the market for a low cost, affordable removalist option. We expect our clients and other support agencies will access and utilise this service.

KEY OUTCOMES

- 336,600 kg saved from landfill e-waste
- 98% recycling recovery rate for e-waste processed

PEOPLE & CULTURE

STAFF

City Mission's staff continued to grow in numbers and capabilities, increasing the capacity of the organisation to provide quality service to all service users. We now have just under 130 staff with new appointments across our Social Enterprise and Client Service Divisions. During the past year we increased our commitment to building the capabilities of our staff, and to in-house and external training. We continued to embed the Character Core program, where staff are acknowledged and commended for displaying character qualities that contribute to the workplace culture.

In addition to this, we also added the Employee and Volunteer of the Month Awards that celebrate and reward the achievements of individuals; the demonstration of the core values of Faith, Justice, Compassion, Flexibility and Enthusiasm.

A key achievement for the People and Culture area this year was the successful completion of the accreditation project, achieving accreditation from the Quality Improvement Council for three years.

VOLUNTEERS

City Mission is privileged to work with a dedicated and enthusiastic volunteer workforce. At the time of this report, our number of active volunteer exceeded just over 480. Because of the diversity of our enterprises, the Mission provides opportunities for volunteers to learn and hone skills across a broad number of sectors including administration, retailing, logistics and community services. In many cases, the valuable skills acquired as a City Mission volunteer can open new doors and lead to new pathways such as participation in accredited training programs, employment and social networking opportunities. As testimony to this, in the last financial year we were able to offer paid roles to 15 volunteers whilst many others were offered employment elsewhere.

KEY OUTCOMES

- 12 volunteers and staff were recognised for outstanding contributions through our monthly award program
- 15 volunteers transitioned to employment with City Mission
- Accreditation with Quality Improvement Council



CLIENT STORY

Racheal started with City Mission through the 'Work for the Dole' program last year. She enjoyed working at the Launceston Mission Shop so much that after six months of the program, she signed up as a volunteer with us to continue.

"I wanted to stay! I quite enjoyed my time here," Racheal said.

Not long after Racheal began volunteering with us, the Launceston shop manager was transferred to Newnham. The position for shop manager at Launceston was now vacant. The retail operations manager asked Racheal if she would be interested in the position and she said yes.

"It's a lot of responsibility [...] but I did it with the help of a few people, they showed me how to do everything and here I am today!" said Racheal who was looking for employment.

"You can't give up, you've got to keep going otherwise you get nowhere. And that's what I did, I kept on going and I got a job."

FUNDRAISING & MARKETING

FUNDRAISING & EVENTS

Tasmanians have continued to generously support the work of City Mission to provide assistance to the most vulnerable members of our community.

The Fundraising team had a full calendar of activity during the last year, delivering our annual Winter, Christmas and Future Hope Appeals. Combined, these appeals raised over \$300,000 in cash, food and toys which has directly supported many who needed food, shelter and clothing in our community during the past financial year.

New to the calendar was the inaugural Pay It Forward Dinner, hosted by Morton's Place. Local celebrity chef, John T Bailey, with the support of Cataract on Paterson staff, delighted around 80 guests with a three-course meal featuring fine Tasmanian produce. With guests asked to pay what they thought the dinner was worth, the event raised almost \$15,000 which was used to provide free meals

at Morton's Place and Community & Family Services.

Our special thanks to the Lions Clubs who again undertook leadership for the Spring Food Drive, bringing in nearly 8000 non-perishable food items as well as cash donations.

The 'Mission Possible' social marketing campaign, a new collaboration between City Mission and The Examiner and The Advocate, was a resounding success and rallied community support, resulting in over 20,000 food items being donated.

This campaign alone delivered over 50% of our total food donations for the year and is best summed up by Stephen Brown, City Mission CEO:

"We have a lot of need in our community and it is really a fantastic thing when the community can work together to solve its issues for itself".

CORPORATE PARTNERS & BEQUESTS

We are grateful for the ongoing support of all our corporate partners and legacy contributions from bequests and estate distributions. The generosity of our partners throughout the past year enables us to deliver grassroots services to people in need within our community.

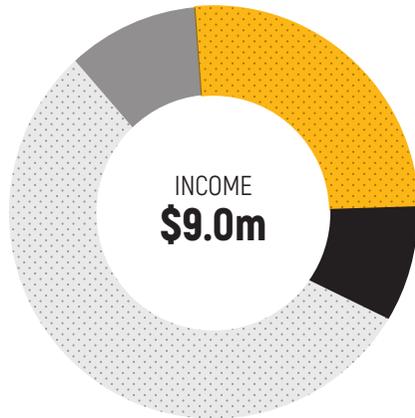
DONORS

City Mission is fortunate to enjoy support throughout the year from donors who contribute essential funds, food, clothing and toys toward our appeals and fundraising activities. Without this ongoing support, we simply would not be able to continue to offer critical support and services to those most in need.

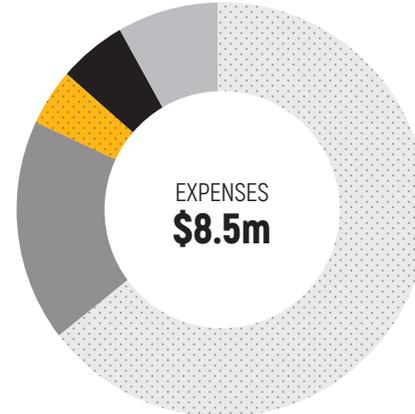
KEY OUTCOMES

- Major Appeals raised over \$300,000 in cash
- Almost 2,000 toys donated and distributed to local children to celebrate Christmas
- Over 40,000 non-perishable food and consumable items donated for distribution
- Inaugural Pay It Forward dinner successfully held
- Mission Possible launched – an innovative social marketing collaboration between City Mission and Fairfax newspapers

FINANCIAL SUMMARY

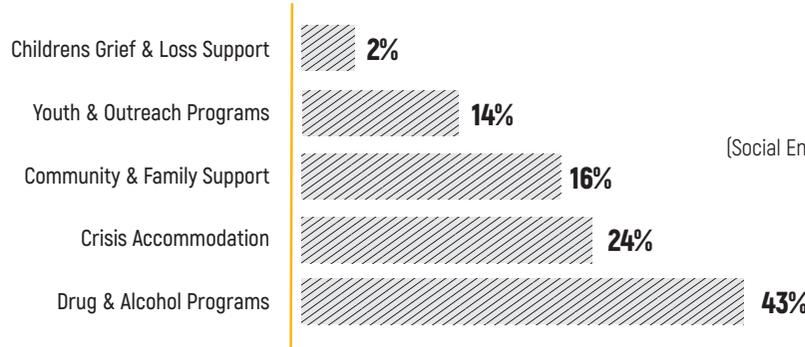


-  Social Enterprise **55%**
-  Donations **8%**
-  Government Grants **27%**
-  Program Fees **10%**

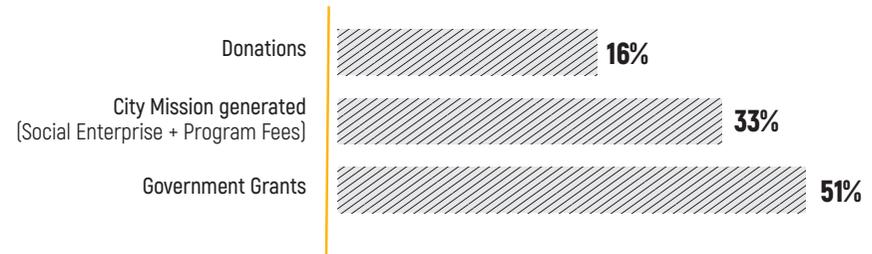


-  Staffing **66%**
-  Property & Equipment **16%**
-  Client Financial Support **4%**
-  Operations **6%**
-  Social Enterprise Purchases **8%**

Funded programs



Program Funding Sources



 **>17,000**
breakfast, lunch & food packages **Mortons Place**

 **65**
young people helped to reach potential via **The Mish**

 **312**
children supported by **Inside Out 4 Kids**

 **6,429**
bed nights provided by **Orana House**

 **208**
clients assisted with **Drug + Alcohol Recovery**

MISSION SHOP CONTRIBUTION TO CITY MISSION PROGRAMS \$640k

12% ADMINISTRATION 88% CLIENT PROGRAMS

124 STAFF 480 VOLUNTEERS

HEAD OFFICE

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www.citymission.org.au

MISSION SHOPS

YOUNGTOWN MISSION SHOP

Mon-Fri: 9:00am–5:00pm
Saturday: 9:00am–4:00pm
351 Hobart Road, Youngtown
(03) 6343 2115

LAUNCESTON MISSION SHOP

Mon-Fri: 9:00am–5:00pm
Cnr Wellington & Frederick Streets,
Launceston
(03) 6335 3000

MISSION ON GEORGE

Mon-Fri: 9:00am–5:00pm
Saturday: 9:00am–3:00pm
73 George Street, Launceston
(03) 6331 2710

PROSPECT MISSION SHOP

Mon-Fri: 9:00am–5:00pm
142 Westbury Road, Prospect
(03) 6343 5914

RAVENSWOOD MISSION SHOP

Mon-Fri: 9:00am–5:00pm
65-67 Ravenswood Road, Ravenswood
(03) 6339 6173

NEWNHAM MISSION SHOP

Mon-Fri: 9:00am–5:00pm
Saturday: 9:00am–4:00pm
73 George Town Road, Newnham
(03) 6326 2222

DEVONPORT MISSION SHOP

Mon-Fri: 9:00am–5:00pm
Saturday: 9:00am–4:00pm
52 Don Road, Devonport
(03) 6423 5984

ULVERSTONE MISSION SHOP

Mon-Fri: 9:00am–5:00pm
Saturday: 9:00am–4:00pm
9 Fieldings Way, Ulverstone
(03) 6425 4698

BURNIE MISSION SHOP

Mon-Fri: 9:00am–5:00pm
Saturday: 9:00am–4:00pm
2 Alexander Street, Burnie
(03) 6431 9930

WYNYARD MISSION SHOP

Mon-Fri: 9:00am–5:00pm
Saturday: 9:00am–4:00pm
11 Goldie Street, Wynyard
(03) 6442 4769

UPTIPIITY

Mon-Sun: 8:30am–4:30pm
Cavalry Road, Mowbray
(03) 6326 2214

BURNIE RESALE SHOP

Mon-Fri: 9:00am–4:00pm
Sat-Sun: 10:00am–2:00pm
Public Holidays: 10:00am–2:00pm
289 Mooreville Road, Mooreville
(03) 6430 5865

SUPPORT

MISSIONDALE

75 Leighlands Road,
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FAX (03) 6391 8255
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FAMILY SERVICES

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FAX (03) 6335 3034
EMAIL familyservices@citymission.org.au

SERENITY HOUSE

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FAX (03) 6435 4661
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E-WASTE TASMANIA

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Youngtown Tasmania 7249
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ORANA

156 George Town Road,
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COLLECTION OF DONATED GOODS

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