

# ANNUAL REPORT

2020/21









# INTRODUCTION

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**For one hundred and sixty-seven years, City Mission has been there, providing care and assistance to those who are most vulnerable in our community. Through our work we continue to transform the personal stories of those suffering hardship into stories of true hope as they build resilience and overcome social disadvantage.**

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 of life 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.

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

# OUR MISSION

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

# OUR VISION

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

# OUR CORE VALUES

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## **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

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**TIM HOLDER**  
CHAIRMAN



**City Mission had both a challenging and exceptional year in many aspects during 2020/21. We were required to pivot operations in providing community services in the COVID-19 pandemic scenario whilst managing our businesses with more flexibility to provide resources.**

We sincerely thank all the staff and volunteers of City Mission for their commitment and flexibility to maintain essential services with different operating rhythms throughout the year.

The Mission generated an above-average operating surplus for the year ended 30 June 2021 however, the underlying result of operations is much lower and aligns with the average financial surplus of the past five years.

In addition to the above-average operating surplus, we also brought to account an additional \$1.3m in Federal Government capital grant funding that was spent on the new Serenity House development, now under construction in Burnie. When complete, this facility will greatly improve the quality and extent of residential alcohol and drug services for people on the North-West Coast.

One-off events impacted the operating surplus during the 2020/21 financial year outlined below:

Following the closure of our social enterprise operations and some client services during the March to mid-June period in 2020, we qualified for JobKeeper that enabled us to support our staff during the July to September 2020 period.



**STEPHEN BROWN**  
CHIEF EXECUTIVE  
OFFICER



With this Federal Government support, we commenced operating our Mission Shops in late June, which resulted in strong sales for the July to September period. Other re-use and resale charity shops in our market did not return to full operation until September, so City Mission experienced an above-average level of trading due to this as well as well-stocked shops due to our dedicated staff and volunteers re-organising the shops when we were forced to close. Trading has returned to pre-COVID levels in the January to June period of 2021.

A further impact of the COVID-19 shut down was the reduction in demand for children and youth services, which resulted in a restructuring of staff in this area.

From April to June 2020, we had prepared to operate the new Safe Space service, which commenced in July 2020. This State Government initiative supports those people living on the street or with insecure housing arrangements.

Occupancy in our residential alcohol and drug and specialist emergency housing services fluctuated greatly during the first part of the financial year. During the last quarter of the 2020/21 financial year, we have progressively resumed normal operations in all services.

All the pivots and fluctuations during 2020/21 have resolved at present as Tasmania has been able to remain open without COVID-19 infections re-occurring in our community. But as I write this review, most of the nation's people are experiencing lockdown again, so we must remain flexible and vigilant as an organisation and state.

Consequently, our projections for the 2021/22 financial year indicate that City Mission will



again experience significant challenges in meeting our financial targets for sustainability.

We especially thank Michele Ryan for all her dedicated work with the Mission over so many years as a manager and then a chaplain assisting clients, volunteers and staff across all of our services. Michele always demonstrated the love of God for those people experiencing loneliness, loss and despair. We pray that Michele and her husband Graeme will continue to be blessed by God in their new support roles in Cairns.

Our volunteer workforce declined at the start of the year as Government obligation schemes were placed on hold. So we are very grateful for the new volunteers from the community and some organisations that stepped up to provide support to sustain social enterprise operations.

We particularly thank our dedicated volunteer Board for their prayers, commitment to the organisation, and significant skills and abilities. The Board continue to rely upon God for the wisdom and insight that develops our vision and directs our planning at City Mission. The Board members continue to provide an example of patient trust in the provision of God and an earnest desire to only do what we see our Father doing.

It is timely at this time to recall a Board devotion from Isaiah 61:3-4 that encourages us all at City Mission to follow God's continued direction:

"To comfort all who mourn and provide for those who grieve in Zion - to bestow on them a crown of beauty instead of ashes, the oil of gladness instead of mourning, and a garment of praise instead of a spirit of despair. They will rebuild (establish families) ancient ruins and restore places long devastated. They will renew the ruined (refresh the dry, parched) cities that have been devastated for generations."

This is the opportunity that we have in the work of City Mission, establishing a 'family' for people whose own families are in ruins. Pouring God's love into dry, parched places. Helping people out of places of devastation and into the community.

Partnering with Jesus to transform people's lives continues to inspire us at City Mission. We are indebted to our volunteers, staff and stakeholders for the support provided to so many – which you can read about in the remaining pages of this Annual Report. The work of City Mission is to continue to be a skilled and committed arm of the churches in our communities providing the people we support across all age groups with love, acceptance and belonging and hopefully a new purpose to transform their lives in Jesus' name.



# OUR BOARD



**TIM HOLDER**  
CHAIRMAN



**JO-ANNE FEARMAN**  
DEPUTY CHAIR



**MICHAEL HARVEY**  
TREASURER



**GEORGE ELKHAIR**  
SECRETARY



**ROYCE ALDRED**  
DIRECTOR



**PAUL ARNOLD**  
DIRECTOR



**KRISTIE MISDOM**  
DIRECTOR

# OUR LEADERSHIP TEAM



**STEPHEN BROWN**  
CHIEF EXECUTIVE  
OFFICER



**PETER FREAK**  
GENERAL MANAGER  
SOCIAL ENTERPRISE



**BERNADETTE JONES**  
MANAGER PEOPLE AND  
CULTURE



**JOHN CLEMENTS**  
BUSINESS AND  
STRATEGY MANAGER



**RAY GREEN**  
OPERATIONS  
MANAGER COMMUNITY  
PROGRAMS



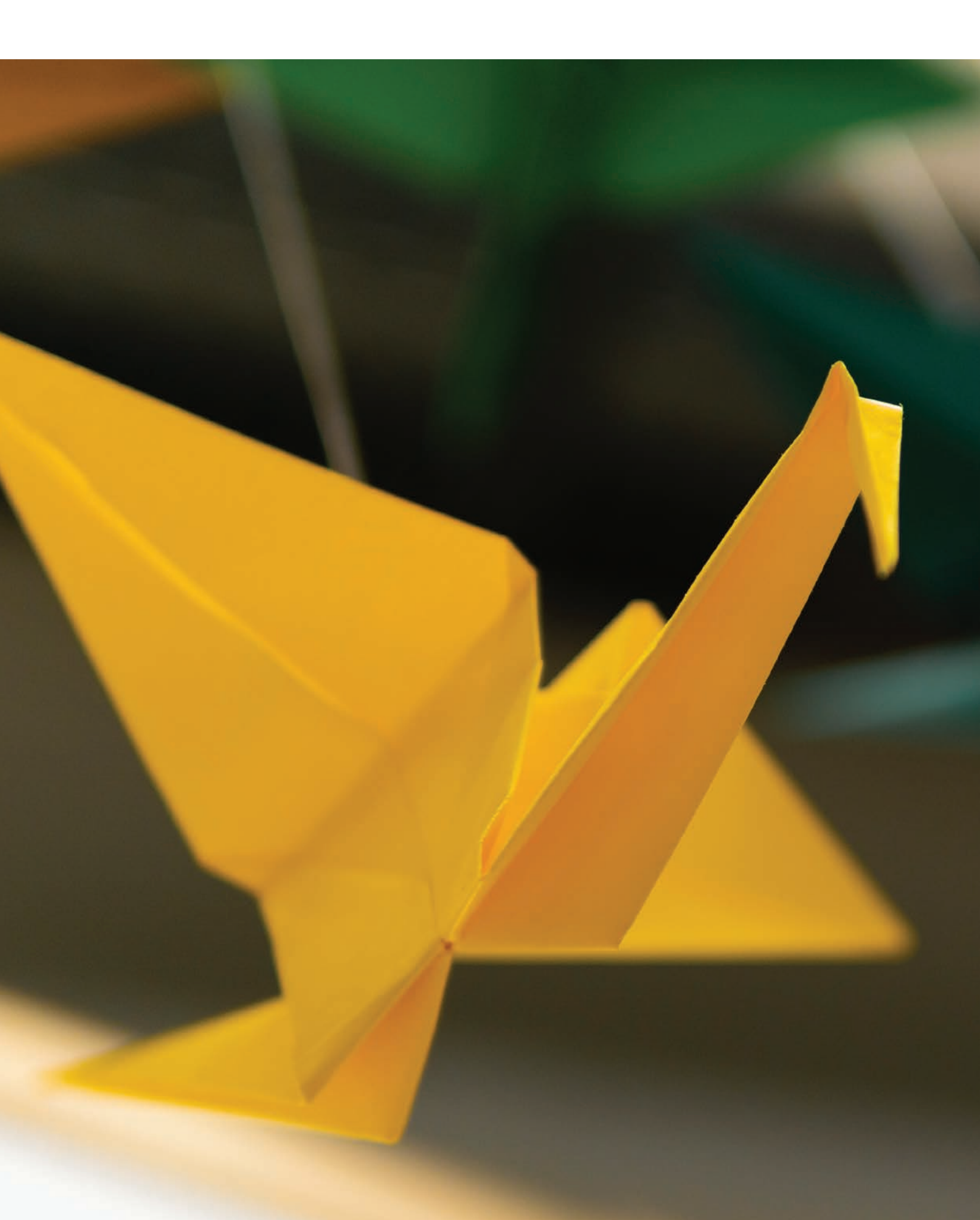
**RAFAEL DEMARCHI**  
MARKETING AND  
FUNDRAISING MANAGER



**NARELLE HOWELL**  
OPERATIONS  
MANAGER AOD  
SERVICES



**STEPHEN HILL**  
OPERATIONS  
MANAGER EMERGENCY  
RELIEF & HOUSING



**Did you know?**

Origami cranes are folded to remember Tasmanians lost to overdose and to wish for a world free from overdose harm.



# DRUG & ALCOHOL SERVICES

## MISSIONDALE

*Helping people overcome addiction in the North.*

### About

Clients at Missiondale are given a homely space to recover on the 25-acre rural property near Evandale, Tasmania. The 34-bed facility offers programs ranging from two to six months, working through recovery stages at the client's pace.

They are encouraged to embrace the community as their support network, enjoying shared living spaces and participation in activities including cooking, building and grounds maintenance, art, cleaning and working in the organic garden, the Garden of Hope.

### In this financial year

Missiondale continued to undergo many changes throughout this financial year with a focus to improve the outcomes for clients.

COVID dominated much of the early part of the financial year, creating challenges with admissions due to reduced bed numbers in pathway services, resulting in longer wait times.

Program delivery during this time was not impacted and from March, pathway services returned to pre-COVID bed numbers.

This resulted in Missiondale's numbers increasing significantly with occupancy reaching record levels. The average length of stay also increased from the previous year with June having an average of 77 days.

This trend continued and in April, 763 bed nights were recorded, the highest ever, closely followed by March and May. Critically, staff were able to support 129 people in their journey to recovery, up from 113 the previous year.

There were major staffing movements throughout the year which saw a push in recruitment bring in new team members with a host of new and complementary skills.

The financial year ended nicely with the first post-COVID Celebration Night. While this event looked different to previous years, celebrations were held for eight residents who had completed the program. This was an inspiring event with stories of success and achievement being shared, with family and friends joining for the evening.

This year had its challenges but many, many positives that continue to inspire us to work with people who want to change their lives.

## KEY OUTCOMES

- Expanding the pre-program service by employing a case worker admissions.
- Furthering the commitment to support clients after Missiondale through the employment of a dedicated case worker aftercare.
- Focussing on skills development to help clients achieve their goals for life after Missiondale.
- Recognising the large number of clients who experience cognitive issues and beginning a cognitive assessment program.
- With significant consultation and planning, we became a smoke-free facility from 1 July 2021.

## CLIENT STORY

*"I'm not going to tell a story about my recovery, I would however like to share some of my feelings about Missiondale and the beautiful collective of humans that make her who she is.*

*Missiondale has humbly with quiet strength, unwavering love, and support, given honour, armour and strength to those battling to escape active addiction. A monster by definition.*

*Those front doors are opened without judgment, a safe place to rest and recover. Missiondale is your ally, she revels in your success and basks with you in your glory."*

## SMART RECOVERY

*A program for changing problem behaviours.*

### About

SMART Recovery (Self-Management and Recovery Training) is a friendly and safe environment for meaningful change. The program is a vehicle for identifying and changing problem behaviours including everything from drugs, alcohol and gambling to food disorders and internet use. Cognitive behaviour therapy and motivational tools and techniques are used to find practical solutions and celebration-worthy outcomes

### In this financial year

SMART Recovery has been provided both at Serenity House and in the community, with a view to expanding the programs when moving to the new Serenity House building. Community and youth outreach numbers continue to remain stable.

## ■ SERENITY HOUSE

*Helping people overcome addiction in the North-West.*

### About

Serenity House gives women and men a clean break from the effects of substance misuse. Located at Sulphur Creek in North-West Tasmania, it is a safe place for people to sober up, addressing the risk of harm to self and others in a communal living format with the support and supervision of qualified and caring staff. The non-structured service provides clients with the chance to refresh and establish stability. Counselling, referrals, and follow-up support is available when requested. Serenity House is also used as a pathway out of medical or other monitored detox programs to long-term rehabilitation or back to the individual's home.

Serenity House oversees the Time-Out and Place of Safety programs in the North-West. Time-Out is short-term rehab for men and women to break the cycle of substance abuse.

Place of Safety is the legislated alternative to detention for police to bring an intoxicated person. They are then monitored until sober and offered further support as needed.

### In this financial year

COVID and the North-West lockdown had a significant impact on service provision at Serenity House, which saw bed availability reduced for a period, impacting wait times.

Staffing changes were also significant during this time with a change of supervisors, seeing Linda McLachlan moving into this role from her support worker role. There were numerous other staffing changes during this period with times of significant shortage, however, new staff are now on board.

Despite difficult circumstances, the staffing team are to be commended for their dedication and flexibility during a difficult time.

Planning for the move into Burnie continued with works ready to begin in the new financial year. This transition should be complete by June next year, with the expanded capacity being a welcome addition to care for more people in the service.

Planning for a transition to a smoke-free facility commenced in January and continued throughout the six months, ready for July 1.

## KEY OUTCOMES

- 251 admissions, with amphetamines remaining the principal drug of concern for many clients.
- Negotiated a new agreement with CMD (Court Mandated Diversion) to streamline their clients' entry into Serenity House.
- Staff toured the new Serenity House site and attended a strategic planning session.
- Two Serenity House staff members were nominated for awards at the ATDC (Alcohol, Tobacco and other Drugs Council) Conference.

## CLIENT STORY

*One year ago, Mark entered Serenity House for a two-week time-out for his addiction to opiates.*

*His addiction began after a workplace accident as an apprentice, roughly 10 years previous.*

*During his recovery from the injuries, Mark became more and more dependent on the pain medication.*

*Mark's life started to become increasingly unmanageable as his appetite for opiates soared. His marriage was suffering, and the financial pressures were becoming so significant that Mark turned to crime to support his addiction, becoming a drug-trafficking 'mule'. In return, he received a line of credit for his drugs of choice.*

*Soon Mark was under investigation and subsequently charged with trafficking. It was at this stage that Mark realised the gravity of his addiction and sourced help.*

*During this time, one of Serenity House's outreach workers started to work with Mark and his family offering additional support during his stay in the residential program. The outreach worker was able to assist Mark to access services to help with his continued sobriety, his mental health, his family relations and his legal situation.*

*The past 12 months have been very challenging for Mark and his family; however, he has maintained his sobriety throughout.*

*The outreach worker has received many text messages and phone calls from Mark and his family expressing their appreciation and gratitude for her continued support and guidance throughout this turbulent period in their lives as they look towards a more hopeful future.*

# CRISIS ACCOMMODATION

## ORANA HOUSE

*Accommodation for men facing hardship.*

### About

Orana House in Launceston offers crisis and long-term accommodation for men over 21. Crisis accommodation is also available for fathers and couples with children.

Orana House is a recognised Place of Safety service, legislated to provide police and tertiary health services with an alternative to a lock-up cell or hospital bed for people who are intoxicated. People brought into the service are monitored until sober and referred to further support options.

Residents of Orana House receive three meals a day and access to shared facilities including, a games room, laundry and a quiet reading room. Access to and from the property is fully monitored by staff for resident's safety, and a bus stop at the front of the property enables easy travel to the CBD and surrounds.

Coming out of COVID, Orana House was met with another challenge in the shape of the state-wide housing crisis, which increased the turnover of rooms for those needing accommodation.

The service was adapted to provide more crisis and short-term rooms rather than the long-term support that was previously offered.

Our team is always flexible and able to respond to the needs of those seeking accommodation support.

The drop to below 90% in the annual occupancy rate was due partly to the introduction of the Safe Space service and the temporary availability of an increased range of brokerage options for Housing Services due to the vacancy rate of some hotels due to COVID-19.

These options are no longer available as businesses return to their primary core function.

Many thanks for the ongoing support provided by the Launceston community, the Department of Communities, Housing Connect Front Door, transitional support teams as well as other City Mission services who have helped and supported people staying at Orana House.

This range of support demonstrates to people that others care about them and that moving from homelessness into having a place to call home is more than just the provision of a building.

### KEY OUTCOMES

- Total bed nights provided 6,666 at 89% occupancy.
- 584 people turned away due to bed unavailability (48 people per month).
- 95 people supported (not including children).
- 277 separate periods of support.
- Average age – 38 years.

### CLIENT STORY

*"Orana helped us when we had nowhere else to go, providing a safe place for me and my children. I've enjoyed the good conversations with the staff."*





## ■ SAFE SPACE LAUNCESTON

*A safe place to sleep for Launceston's homeless.*

### About

Safe Space Launceston is a partnership with Hobart City Mission and the Salvation Army, providing a dedicated, 24/7 facility for rough sleepers in Launceston. The 16-bed facility offers a safe and inclusive place for people experiencing homelessness in Launceston.

Clients have access to food, showers and laundry services, as well as opportunities for social interaction and the ability to establish connections with support services.

### In this financial year

It has been an amazing season of growth and refinement for Safe Space Launceston since it first opened its doors to Launceston's homeless in July 2020.

The service currently provides 16 beds each night to help house Launceston's most vulnerable people in a safe and warm environment.

For the first six months, thanks to generous funding, we were also able to provide free meals to anyone in need from the local community, not just to those sleeping rough.

Working in conjunction with and sharing a space with Morton's Place staff and clients has been a challenging and rewarding highlight. It has been a real asset having the Morton's community already established for Safe Space to slot into. We have been slowly adding supports to that space with staff chaplains and other providers forming a strong presence for patrons to access.

In a year that has seen so much change and fast-paced evolution, we are incredibly proud of the Safe Space team, which has formed such a strong sense of community and cooperation in a short time.

### KEY OUTCOMES

- Provided 4,344 bed nights for people experiencing homelessness.
- Provided 15,815 free meals to the community.
- In the first six months, Safe Space had an average of 54% capacity, which increased to an average 94.9% capacity in the last months.

### CLIENT STORY

*"To have a warm room and bed to sleep in at night stops the fears of living on the street."*



# COMMUNITY ASSISTANCE PROGRAMS

## EMERGENCY RELIEF ASSISTANCE

*Helping people in financial hardship.*

### About

People living in Launceston and the North-West experiencing financial hardship and who are unable to meet basic living costs are encouraged to make use of the assistance.

Case workers assess the individual or family's unique situation and help with relief packages, advocacy with electricity and phone bills, emergency fuel or transport needs and referrals.

Packages include food parcels, food vouchers, personal hygiene products and bill payments for essential services.

City Mission case workers can also provide help to access medical advice, purchase medications or provide vouchers for furniture, household goods and clothing depending on the person's circumstances.

By working closely with other emergency relief agencies, City Mission aims to help as many people as possible.

### In this financial year

Family Services emergency relief provides aid to hundreds of families and individuals throughout the year. The service has been a lifeline to many who have unexpectedly struggled financially.

In the second half of 2020, the Tasmanian community was still suffering from the COVID-19 pandemic. However, the full financial effects and what this meant for many of Tasmania's most vulnerable, really started to come into effect in the latter part of 2020 and beyond.

Some major economic impacts from COVID-19 have been rental affordability and homelessness, with Family Services North and North-West combined recording 415 instances of people either sleeping rough, in hotels or caravan parks or "couch surfing". There were also 178 sessions recorded where an individual or family was in rental stress. Mental health concerns have increased over the last financial year with currently 24% of our clients who access Family Services emergency relief experiencing some form of mental illness.

During the 2020/21 financial year, there were 2,258 times where food assistance was provided. Also, in the 2020/21 financial year Family Services, along with support from our City Mission Stores, provided more than \$40,000 in furniture and household goods for individuals and families who had secured a place to live and had little to no way of acquiring these essential products.

Many thanks for the generous support provided by the Launceston and North-West communities, the Department of Social Services, the Department of Premier and Cabinet and PresCare. This support has played a key role in enabling Family Services North and North-West to assist many families and individuals through financial crisis and ensuring our work can continue.

## KEY OUTCOMES

- Total appointments 2,737: 319 in the North-West and 2,418 in the North.
- 90 new clients in the North-West and 226 new clients in the North.
- Over \$262,245 in total support provided in the North and North-West (client bills, transport assistance, material goods and food provision).
- 116 referrals for additional support, through internal and external services.

## CLIENT STORY

*Anne and her family are currently homeless. Anne's husband works and they have two children, both with special needs. The family became homeless when the property they had lived in for nearly eight years was taken back by the owner. The family are now living in temporary accommodation in a caravan park, as they continue to apply for rental properties with no success.*

*They are currently paying \$400 a week to stay at the caravan park. They have little space to live in, and their belongings are in storage, adding to their economic burden. The family is struggling both financially and emotionally due to the lack of individual privacy. Family Services continues to provide ongoing material aid, support and a "listening ear" to Anne and her family to help them through this crisis.*

## MISSION HEALTH

*Free health service and referrals.*

### About

Mission Health is a free, drop-in, nurse-led health service open to anyone in need of health care.

The team can provide treatment on a range of health issues, from testing and immunisations to infection and disease treatment.

The nurses are qualified and will provide referrals to other health services and specialists as necessary.

### In this financial year

Mission Health has gone from strength to strength since its inception two years ago. This year has seen a 39% increase in clients using the service. Continued networking with other service providers and the commencement of Safe Space in July 2020 have been large factors in this increase.

During that time, nurses have established further connections with mental health programs, radiology, dentists and GPs, ensuring clients have access to health care needed, regardless of their financial position. This has been achieved despite a very small space and limited equipment. This is all about to change as the greatest highlight of 2020/21 for Mission Health is the commencement of the building works for the new clinic at 99 Wellington Street. Generous funding from government and private sources have provided for the building refurbishment, and another \$25,000 has just been approved by the health minister to purchase the equipment needed for this fit-out. These improvements will allow for more clients to be treated as nurses will be able to operate in two separate consult rooms.

In addition to the funds from State Government, Public Health has provided \$5,000 to assist with purchasing essential medical supplies and equipment to ensure our continued compliance with COVID-safe operations. Generous donations from Rio Tinto and Vitality Signs have allowed for free flu vaccines to be administered by our nurses to those that would otherwise not access this service.

The Mission Health team are very excited to meet the challenges of the coming year.

## KEY OUTCOMES

→ 280 appointments.

→ 70+ free vaccines delivered to clients.

## CLIENT STORY

*"I can't afford to see a doctor and you ladies don't judge me and you treat me kindly."*





## CITY KITCHEN

*Burnie help hub.*

### About

City Kitchen is a safe, warm and inviting place for anyone in need of food and friendship. Free meals are also available for those in need, and a delivery service sends meals to North-West people in need, from Latrobe to Wynyard.

### In this financial year

It has been an excellent year for City Kitchen, which continues to run out of the Burnie Baptist Church Hall to provide low-cost meals to the community. A meal delivery service was also introduced in response to the COVID lockdown on the North-West Coast, which has been continued due to high demand.

This has allowed clients from Wynyard, Burnie, Penguin, Ulverstone and East Devonport to receive fresh, homemade and nutritious meals.

From July until September, City Kitchen expanded its care by providing a produce table that gives away cereals, fresh bread, fruit and vegetables to people who were doing it tough in our community. The service also provides a hearty breakfast four days a week to homeless people in the Burnie area. This has been greatly appreciated by the 15 clients now joining us regularly.

We are grateful to the Motors Foundation who generously help fund this program and to the Burnie Baptist Church who provide their wonderful facilities. We also acknowledge the faithful volunteers who help make this service possible.

## KEY OUTCOMES

- 4,456 meals served at the Baptist Church site, and 3,622 meals delivered to clients in the local community.
- City Kitchen held a COVID-safe Community Christmas Lunch for 50 people and delivered 100 Christmas lunches to those without.
- A partnership with the home economics department at Hellyer College sees Students plan and prepare meals twice a week for City Kitchen clients.
- The expansion of the service, which is now able to operate four days a week rather than the original two.

## CLIENT STORY

*One gentleman who suffered from severe mental illness health began attending City Kitchen. He had regular interactions with the police and did not have stable housing. City Kitchen staff were able to build a trusting relationship with him, and in time refer him to Anglicare who were able to help him secure housing which has now completely changed his outlook on life.*

## KOMMUNITY KIDS

*Creating connections and providing help to the North-West community.*

### About

Kommunity Kids is a first response to the North-West Tasmanian community, funded by the Motors Foundation, that offers connection, referrals, practical help such as food parcels or blankets, and free BBQ meals from a portable trailer.

### In this financial year

Kommunity Kids holds a weekly event Wednesday at Shorewell Park, which is happily attended by around 50 children. There have been other positive opportunities for Kommunity Kids to serve the community, such as events focused on youth and homelessness.

There is growing demand for this service within the North-West and our hope is to build ongoing partnerships with business and government to provide much-needed support to our valued community.

## KEY OUTCOMES

- 1,113 meals provided to the local community from the Kommunity Kids Trailer.
- The provision of food parcels to families in need.





## ■ MORTON'S PLACE

*Launceston help hub.*

### **About**

Morton's Place, located at 46 Frederick St, Launceston, is widely considered the city's help hub.

The warm and inviting service offers breakfast and lunch (including free meals), and laundry and shower facilities. People can also chat to the City Mission chaplains for emotional support.

### **In this financial year**

The 2020-21 financial year brought a lot of changes to Morton's Place, but our main aim of serving low-cost meals to those in need and providing a place of safety and support is still at the forefront of all we do. In July, an exciting change took place. Safe Space Launceston, a service for Launceston's homeless was established, forming a valued expansion to what the service was previously able to provide.

The regular Morton's Place clientele adapted well to the change of new clients using the service. There was a period post-COVID-lockdown where all meals at Morton's Place were available free to the community, generously funded by the State Government, and this enabled us to serve many people in need during a difficult season. Our free shower and laundry facilities continue to be in demand and are meeting some of the basic needs of those who are sleeping rough in Launceston.

## **KEY OUTCOMES**

- Introduced a volunteer hairdresser, offering free haircuts once a month.
- Provided 5,799 low-cost meals.
- Increased support for clients by having two chaplains and a counsellor supporting the service each week.





## MISSION 2 A FUTURE

*Enabling people to achieve their future goals.*

### About

Mission 2 a Future (M2aF) is designed to help people launch into their best future. City Mission clients and service-users are supported by trained facilitators who help develop goals and strategies to build a positive tomorrow.

The program outcomes lead people to re-engage with the community, education and employment.

### In this financial year

The Mission 2 a Future program, funded by Skills Tasmania, has seen numerous changes throughout the 2020/21 financial year. During this time, there was a change of staff in Launceston, which led to the commencement of two new M2aF case managers, developing the capacity to provide support to participants across the North and North-West of Tasmania.

The 2020/21 Training and Work Pathways Program funding from Skills Tasmania finished in March 2021 and City Mission tendered for further funding to maintain the current momentum and success of the M2aF program. This tender was successful and the M2aF program will continue to mentor job seekers and members of the community to gain personal and work-related skills in preparation for pathways into further training and employment. New funding has created a greater capacity to support participants from community service organisations, job providers and City Mission services, increasing avenues for participants to access the program.

The outcomes over the past 12 months have exceeded M2aF expectations as participants have progressed towards an outcome and/or achieved their goals through improved persistence and resilience. This, coupled with high levels of encouragement from our M2aF case managers, has resulted in people gaining employment, reclaiming their confidence, finding financial stability, improving their mental health and engaging with their community in productive ways. The M2aF service delivery model continues to work closely as a dual support program to empower participants to grow in skills and confidence in Launceston, Burnie and the surrounding areas.

## KEY OUTCOMES

- Further funding was granted to continue the M2aF program to April 2022.
- Increased referral capacity for other community service organisations to refer to M2aF.
- The program worked with 107 new and existing clients, saw 24 participants obtain employment and helped participants to enrol in 44 accredited training courses.

## CLIENT STORY

*John started with M2aF in the hope of obtaining employment support as he had been made redundant at the start of COVID-19. He didn't qualify for a government payment and had to rely on his savings to pay bills.*

*John had very few qualifications, limited computer skills and relied on his work history to obtain work. John had been applying for work with a handwritten resume but was struggling to apply in person due to COVID restrictions.*

*A case worker spent time with John to create an electronic resume and help with computer literacy as well as skills in work ethics and workplace communication.*

*With the help of M2aF staff, John applied for numerous jobs, was supported when rejections came in and was eventually offered casual work in an industry, he had experience in. John was so pleased to have something to keep his mind busy and was thankful for all the support that M2aF had provided him along the way.*

## #SNAGCHAT

*Free sausages and friendship in Launceston.*

### About

#snagchat is Launceston City Mission's outreach trailer, operating weekdays in Launceston.

The #snagchat team sizzles a free sausage and offers a friendly chat for individuals, children and families.

The team has also linked arms with PCYC and YMCA to provide free, fun, after-school activities for children at a number of Northern suburbs schools.

### In this financial year

The 2020/21 financial year saw many challenges and changes to our outreach service. COVID-19 severely limited our impact throughout the latter half of 2020, and 2020 also saw the retirement of beloved outreach worker Brian Roach. After a brief pause, the service is now fully back up and running, funded by Department of Communities, much to the delight of the locals.

Each month around 700 people connect with the #snagchat Trailer across 20 events, staffed by around 20 volunteers and one paid staff member. Events are held at Ravenswood, Mayfield, Rocherlea, George Town, Invermay, Mowbray, Waverley and the Brisbane Street Mall.

#snagchat outreach events are held in partnerships with many organisations, including Northern Suburbs Community Centre, Police and Community Youth Club, George Town Neighbourhood House, City of Launceston Council, Headspace Launceston, Playgroup Tasmania and several local churches, to name a few. Combined, we seek to enrich the lives of those who attend with food, fun and friendship.

We seek to use the humble sausage sandwich to increase the visibility and reach of City Mission and provide referrals to our broad range of services, along with the provision of emergency supplies such as sleeping bags, swags, clothes and food parcels to those in need.

## KEY OUTCOMES

- Warm clothes, blankets, sleeping bags, backpack beds and food provisions provided to members of our street community each Friday night.
- Great community atmosphere and comradery that has developed each Friday night in the Brisbane Street Mall, staffed by members of local churches.
- Attended a variety of larger community events such as the 'Lighting of the Christmas Tree', Ravenswood Skate Park Competition and National Youth Week Peeps in the Park.

## CLIENT STORY

*It has been a real pleasure getting to know members of our local street community through our Brisbane Street Mall event held each Friday night. Through this event we have gotten to know Brad, who had been sleeping rough for the previous four months. After enjoying the banter that occurs each night and the community that has developed, Brad pulled our worker aside one night and revealed he sleeps rough and asked if we had any sleeping bags. Through this encounter we were able to provide Brad with a sleeping bag, warm clothes, a backpack bed and a food parcel. We were also able to talk to him about the services City Mission offers through Family Services, Safe Space and Orana House.*

*Without being a regular member in Brad's space, none of this could have occurred.*



## CHAPLAINCY

*Spiritual and emotional support.*

### About

City Mission chaplains are available to offer emotional support and spiritual guidance.

They can help explore life's big questions: Why is this happening to me? What gives me comfort and hope? Does my life have meaning? What happens after we die?

Chaplains are trained and experienced 'non-traditional' ministers who understand that not everyone is interested in 'religion' or 'church'.

While chaplains are always ready to discuss faith and pray, they approach matters of belief in a non-intrusive and respectful manner.

### In this financial year

Since coming out of the COVID-19 pandemic, our chaplaincy service has been going through a time of reform and growth.

The 2020/21 financial year brought several staff movements. The team farewelled Michele after almost 30 years of service and Shannon, who stepped down in early 2020, as well as a few chaplaincy assistants who have left this past year; thank you for your service to the Mission.

This led to the City Mission chaplaincy team taking a new approach and direction that has seen chaplaincy presence expand in time, people and places, with the use of site-specific chaplains.

There are now volunteer chaplains and chaplaincy assistants at Missiondale, Uptipty and in Morton's Place, as well as a new community engagement chaplain.

Youngtown and Morton's Place were identified as key hubs for City Mission and site-specific chaplains have been appointed for these areas.

Over the next year, chaplaincy is looking towards expanding its services. This includes increasing chaplaincy presence on the North-West Coast and within our youth services with a funding application accepted towards a youth chaplain from the second half of this year.

While this has been a year of growth and change, the chaplaincy team has continued to be there for people as they walk the journey of their lives.



We hope that this current expansion of chaplaincy presence will enable us to be more effective in caring for and walking alongside the wider City Mission community, transforming lives in Jesus' name.

### KEY OUTCOMES

- Connecting with families and clients on the North-West Coast
- Seeing people engage or reengage with faith in meaningful ways
- Funding received for youth chaplaincy.



## MOVING WITH THE MISSION

*Home contents removal service.*

### About

Moving with the Mission is a low-cost home contents removal service for low-income earners and people experiencing hardship.

The service runs across Northern Tasmania providing support for those that otherwise may not be able to afford a removal service.

Eligible customers can include low-income earners, victims of domestic violence needing to be relocated quickly or the elderly who are moving into an aged care facility or retirement village and lack social support.

## CHOIR OF HIGH HOPES

*Cultivating joy and connection through song.*

### About

The Choir of High Hopes was founded in 2007 by a passionate and caring team after being inspired by the Choir of Hard Knocks. The choir provides those with an interest in music and singing an outlet to explore, develop and awaken their gifts through music and song.

The choir rehearses weekly at the Chapel and participants enjoy lunch together at Morton's Place afterwards to enhance fellowship opportunities.

Throughout the year the choir performs at many concerts and local events, much to the delight of the Launceston community.

## OVERCOMERS

*Losing weight together.*

### About

Losing weight can be a difficult road, especially if you're doing it alone.

Overcomers is a place of encouragement and motivation for people with weight-loss goals. Following a weigh-in at the beginning of each meeting, members discuss motivational strategies, incentives and progress. They also join together to celebrate their wins.

## PRISON BUS

*Helping people stay connected with loved ones in prison.*

### About

The prison bus is a free transport service funded by the Department of Justice, helping people remain in contact with friends and family in prison. The bus travels to Risdon Prison Complex, Ron Barwick Minimum Security Prison and Mary Hutchinson Women's Prison.

In general, visitation to these prisons have been affected by extensive renovations to facilities during 2021, but we are grateful that our Prison Bus service continues to run, and we remain a vital bridge to connect families who are separated by difficult circumstances.

## LAUNCESTON CITY COMMUNITY CHRISTMAS

*Kindness and hope on Christmas Day.*

### About

Launceston City Community Christmas offers families and individuals the opportunity to connect, receive encouragement and build community over a free lunch and celebration on Christmas Day at the Albert Hall. Generously sponsored by IGA and the City of Launceston, Launceston City Mission partners with the Salvation Army, Launceston Benevolent Society, St Vincent De Paul, and Catholic Care to bring this uplifting event to the community.

## CLUB MONDAY

*A community of women.*

### About

Every Monday, a diverse group of women meet to encourage and be encouraged, to connect and learn. Club Monday has a soft heart for women struggling with isolation, loneliness, confidence and various health issues.

By sharing and learning new things, friendships flourish. Activities include crafts, meals, outings, learning skills, hearing speakers and supporting each other through life's ups and downs.

# YOUTH & CHILDREN'S SERVICES

## THE MISH

*Programs and mentoring to grow resilience and ambition in young people.*

### About

This Mish provides one-to-one mentoring and tailor-made engagement programs within school terms. The dual support structure empowers young people to grow in self-awareness, ambition, resilience and ultimately to build a hope-filled future.

Mentoring is typically offered on a weekly basis for about an hour on-site during school hours in Launceston and the North-West. City Mission's mentors are positive role models who create a safe, non-judgmental relationship, helping young people work towards their goals and dreams.

## MISH MAKERS

*Helping young people explore creativity and entrepreneurship.*

### About

The Mish Makers program helps young people explore their creativity through art, craft and design. With an emphasis on recycling, participants are given access to resources and materials to create clothing, jewellery, artwork, furniture and homewares. The scope is only limited by the imagination.

Mish Makers encourages young creatives to be entrepreneurial with their skills and supports them to start up, organise and manage a business selling their creations. Operating at The Mish in Frederick Street, participants are supported by Mish mentors, skilled local artists and community volunteers.

### In this financial year

Throughout most of the 2020/2021 financial year, The Mish was focused on rebuilding following the impact COVID had on the service. After nearly five months of no face-to-face contact in September, we happily recommenced in-person programs and mentoring.

On a positive note Mish Makers was relaunched with wonderful success, now offering a newly designed approach to our previous engagement programs.

Despite the changes, the face of The Mish remains the same. Our commitment to serving young

people at levels that engage and support them to succeed in the face of some of the toughest social conditions they have experienced is unwavering. Our ability to connect with Launceston's vulnerable youth in practical and flexibly tailored ways enables the fostering of immense personal growth and resilience.

This month saw the addition of two new youth mentors allowing us to meet the growing needs of youth as we see a steady stream of new faces engaging with The Mish once again.

The Mish is generously supported by the Tasmanian Community Fund, City of Launceston, Commonwealth Bank and The Cape Hope Foundation, who have all played a vital role in supporting vulnerable youth in Tasmania through The Mish.

## KEY OUTCOMES

- Newly redesigned Young People Living Well framework for engagement programs.
- Mish Makers expanded to seven different streams of creative entrepreneurship programs, plus social entrepreneurship opportunities.
- Sarai Lawson (creative programs leader) recognised for Tasplan International Women's Day Awards for Excellence in Community Service Aspiring Leader Award.



## INSIDE OUT 4 KIDS

*Helping children overcome change, grief and loss.*

### About

Inside Out 4 Kids (IO4K) offers three early intervention wellbeing programs. These programs are an initiative of City Mission and are conducted free of charge in local schools with the aim of assisting children to develop healthy coping strategies to manage change. All three IO4K programs are delivered by trained facilitators in safe, confidential, and supportive environments. These programs are Change, Grief and Loss, Emotional Literacy and Understanding Worry.

City Mission acknowledges that childhood change, grief and loss can have a profound impact on a person's life, sometimes leading to substance abuse, mental health issues, behavioural difficulties and developmental challenges.

### In this financial year

The 2020/21 financial year saw Inside Out 4 Kids return from COVID straight into schools, where it was recognised that children needed additional support following the challenges that COVID and the subsequent Tasmanian lockdown brought into their lives. In response to these needs, the 'Bounce Back' program was developed, which focuses on resilience and coping strategies.

IO4K's flagship program 'Change, Grief and Loss' was clinically reviewed to ensure that we continue to meet the changing needs of the children we serve. Following this, both the 'Early Childhood Emotional Literacy' and 'Understanding Worry' programs also underwent rigorous clinical review.

IO4K began delivering programs in the North-West and has continued to build community partnerships and a strong reputation in the area. In the North of the state, IO4K has continued to deliver consistent support in schools as well as running two holiday programs to support the community.

The program has been working closely with Healthy Tasmania to review programs and develop evaluation tools to aid the efficacy of our service delivery and strengthen our referrals procedure.

This process has seen IO4K start the journey to be endorsed as a 'Promising Program' by the AIFS. Launceston City Mission, in collaboration with the Australian Childhood Foundation, has begun



the process of becoming a certified Safeguarding Children organisation. Launceston City Mission has established a multi-disciplinary working group, including key IO4K team staff, to move through this process over the coming 12 months.

Many thanks for the generous support provided by Catholic Care, the Motors Foundation, Hydro Tasmania, W.D Booth Estate, Tasmanian Community Fund and the Department of Social Services, who have all played a vital role in supporting children in Tasmania through IO4K.

### KEY OUTCOMES

- Launched in the North-West with the support of Catholic Care and Communities 4 Children.
- Supported 971 children across 34 schools.
- Developed a new program – Primary Emotional Literacy – which has been piloted successfully and will be rolled out to facilitators.





# SOCIAL ENTERPRISE OPERATIONS

## MISSION SHOPS

*Low-cost, sustainable shopping that supports people facing hardship.*

### About

Mission Shops provide a range of new and pre-loved clothing and essential items at affordable prices to op-shop fans and people experiencing hardship.

They also give opportunities for members of the community to volunteer, learn new skills and make new friends.

All funds raised through sales at Mission Shops directly support City Mission's client services and programs operating across Northern Tasmania. These include, but are not limited to, Family Services, Emergency Relief, Outreach Trailer, Morton's Place, City Kitchen, Youth Mentoring and Inside Out 4 Kids.

## RESALE SHOPS

A local council recycling partnership for community and environmental impact.

### About

City Mission, working together with local councils, operates three resale shops in Ulverstone, Burnie and Launceston. Unwanted and recyclable goods that have been donated by the local community are available to purchase for as little as twenty cents.

Recycling centres provide essential revenue to City Mission and help us become more sustainable as an organisation and a community. All proceeds directly support the delivery of City Mission's Emergency Relief, Youth Services, Crisis Accommodation, Children's Trauma, Grief and Loss services and programs across Northern and North-West Tasmania.

## MISSION GARDEN AND SALVAGE

Low-cost plant, garden and salvage shop engaging with the community.

### About

At Mission Garden and Salvage, you will find new and pre-loved plants, garden equipment and salvage items at affordable prices.

It's also a place where members of the community can volunteer, learn new skills and establish friendships. Another valuable outreach tool to the Northern Tasmanian community.





### In this financial year

2020/21 was a year of rebuilding and focused growth. As we emerged from our COVID-induced shutdown, our teams reformed, often with different members. We considered how our Social Enterprise operations should operate and started some change projects around our donation management. The challenges and pressure presented by many of our regular and long-term volunteers stepping back were felt by all.

While this increased the load on our paid and unpaid staff, it also provided an opportunity for volunteers to contribute in different ways. It was so encouraging to see the great attitude of so many people getting on with the job of helping our customers and supporting our services.

In the retail division, we opened a new Mission Shop in George Town that featured a new design and layout, designed to provide a better customer experience. This new-look store design is being rolled out progressively through our other Mission Shops.

The Recycling and Logistics division continues as the backbone of our operations with increasing donation volumes and support for our services.

This year has been especially challenging in managing through COVID and the reduction in volunteering. A focus on recycling and reuse has seen the volume sent to landfill remain steady despite greater amounts being processed, extending the useful life of many items, which helps City Mission and the planet.

## KEY OUTCOMES

- Generated \$6.1m in retail sales.
- Over \$1.3m contributed directly towards City Mission community services and programs.
- Over \$41,000 of goods provided through our shops to helping people in need in our community.
- Donation sales generated \$4.5million and diverted over 1.3 million items from landfill.
- Over 37,000m3 of items diverted from landfill through our tip shops and warehouse.
- Over 80 staff employed in Tasmania's North and North-West.
- On average, more than 500 volunteers help us each month. Nearly 400 new volunteers joined this year.







# PEOPLE & CULTURE

*Building our team to reach their full potential.*

## About

City Mission is led by a dedicated board and leadership team supported by 185 employees and more than 500 volunteers across North and North-West Tasmania.

As an employer of choice, we continue to attract quality job applicants and, with the contribution of our volunteer workforce, our enterprises and services continue to serve our community in the best way possible.

## In this financial year

In a considerable recovery from the effects of the 2020 COVID shutdown, City Mission experienced personnel growth in the 2020/21 financial year with our paid staff growing from 170 to 185.

Along with our 547 active volunteers, this means more than 700 people are currently working in City Mission to transform lives across the North and North-West of Tasmania.

Over the 12 months, we saw an increase in volunteering, with the number of volunteering hours reaching pre-COVID figures by the end of May 2021. Significantly, this was with little or no contribution from Work for the Dole, which did not restart until April 2021, marking an increase in our all-important altruistic volunteers.

We consistently thank and honour those who willingly donate their time to the work of the Mission, recognising the crucial role they play in enabling our enterprises and services to excel.

In the past year, we opened a new service, Safe Space Launceston. This required a significant recruitment campaign. We were impressed with the number and quality of the candidates applying to work with those experiencing homelessness in Launceston.

We recognise that City Mission is an employer of choice and, we take comfort in knowing that our clients are being cared for by qualified,

compassionate and committed workers.

This year saw the expansion of the Clifton Strengths program, a program designed to help workers discover and grow their key strengths. Our leadership team has also embarked on a leadership development program utilising the Clifton Strengths model. In addition to this, we continued to focus on Character Core, recognising and commending workers for displaying character qualities that contribute to positive workplace culture.

Our 2020 Worker Engagement Survey results were overwhelmingly positive. In fact, most areas recorded an improvement on 2019's results, with the average feedback being 92.8% positive! Wonderful feedback after a difficult year.

One area of suggested improvement was in the area of training. In response to this feedback, we have now engaged a new Supervisor for People and Capability, with a key goal of investigating and implementing training appropriate to the needs of the organisation.

## KEY OUTCOMES

- Growth in number of paid staff positions.
- We witnessed an increase in volunteering hours to pre-COVID figures.
- Overwhelmingly positive worker engagement results across the organisation.

# MARKETING & FUNDRAISING

*Branding and promotion of all things City Mission.*

## About

The marketing and fundraising team exists to position and promote the City Mission brand as well as raise funds needed for the delivery of various programs and essential services. It continually strives to increase City Mission's brand equity in North and North-West Tasmania.

Some of the activities the marketing and fundraising team run throughout the year include donation drives, appeals and events, educational campaigns, corporate marketing initiatives, Mission Shops promotions, volunteer recruitment, digital and social media management, donor, sponsorship and partnership engagement, media and community liaison and more.

## In this financial year

## MARKETING

The beginning of the financial year was a busy period for us. As we adapted to the new COVID environment and our services resumed operations, our team provided much-needed support, communication pieces and marketing collateral to all our service areas. As we moved into 2021, we took the opportunity to review, develop and start implementing many new major marketing and communication strategies for various City Mission areas including, Social Enterprise, The Mish, Inside Out 4 Kids, fundraising and donor engagement and volunteering. We are very blessed to have the skills to produce 90% of what we need in-house, including high-end campaigns. This allows us to minimise costs, create efficiencies and be quite agile in what we do. We continue to witness a sizeable increase in brand awareness, support, community engagement and media exposure that has benefited the organisation greatly.

## FUNDRAISING

We have continued to implement changes to how we fundraise, from creative and operational changes to established appeals to launching completely new fundraising initiatives and offering corporate sponsorship opportunities.

We redesigned and successfully ran our Spring Food Drive, Christmas and Winter appeals and launched the new City Mission Pay It Forward.

Different from the Pay It Forward Dinner, the City Mission Pay It Forward was our first ever peer-to-peer fundraising effort. Schools, business and community leaders took up the challenge to dress up as a hero to raise funds and awareness for our youth programs, Inside Out 4 Kids and The Mish.

This financial year will be remembered for the generosity of our community. The response to all our fundraising initiatives was overwhelming and heart-warming. We couldn't foresee the results we have achieved and we can only thank God and everyone who believes in and partners with our cause. The money and goods raised provide essential help to those in need and hope for the future.

## KEY OUTCOMES

- We raised more than \$490,000 from major fundraising appeals.
- Close to \$205,000 was raised as general and programs donations.
- The City Mission Pay It Forward raised close to \$47,000 for our youth services.
- Over \$270,000 in food, toys and personal care items were donated to us.



# CORPORATE PARTNERS & DONORS

City Mission is very grateful for the continued support of our corporate partners, donors and legacy supporters through bequest and estate distributions.

The generosity of our supporters has helped us bring grassroots services to many people in need in our community as well as deliver improvement projects for our clients, staff, and volunteers.

A special thank you to the ABC Giving Tree for their donations from the Giving Tree Appeal and The Examiner for proceeds from their Winter Relief and Empty Stocking Appeal that contribute significantly to the cause.

## SUPPORTERS & PARTNERSHIPS

- |   |                                     |  |
|---|-------------------------------------|--|
| → ABC Giving Tree                         | → Harvest Moon Farm                 | → Tasmanian Broadcasters                   |
| → ABC Northern Tasmania                   | → Hydro Tasmania                    | → Tasmanian Community Fund                 |
| → Alcohol Tobacco and Other Drugs Council | → Launceston Toyota                 | → Tasmanian Christian Fund                 |
| → Aurora Energy                           | → Lions Clubs                       | → Tasmanian Government                     |
| → Bell Bay Aluminium                      | → Launceston City Council           | → Tasmanian Independent Retailers          |
| → Bruce Wall Estate                       | → Millwood Media                    | → TasFresh                                 |
| → Burnie Baptist Church                   | → Motors Foundation                 | → The Bonneville Family                    |
| → Burnie City Council                     | → Mount Gnomon Farm                 | → The Couzins Family                       |
| → Calvary Community Council               | → MyState                           | → The Advocate Newspaper                   |
| → Cape Hope Foundation                    | → Newstead Medical Centre           | → The Examiner Newspaper                   |
| → Catholic Care                           | → Premium Fresh                     | → The University of Tasmania               |
| → Central Coast Council                   | → Presbyterian Care Tasmania        | → Tasmazia & the Village of Lower Crackpot |
| → Commonwealth Bank                       | → Primary Health Tasmania           | → Toll Tasmania                            |
| → Coastal Caravans                        | → ReLink Connect                    | → Toyota Material Handling                 |
| → Coastal FM                              | → Rotary Club of Launceston         | → Van Diemens Land Creamery                |
| → Cut Above Quality Meats                 | → Rotary Club of Central Launceston | → Vos Construction & Joinery               |
| → Dan's Poultry Farm                      | → Skills Tasmania                   | → Vos Foundation                           |
| → D'Antoine Foundation                    | → 6TY                               | → Woolworths                               |
| → Dave Groves Photography                 | → S. Group                          | → Winifred Booth Estate                    |
| → Faulkner Family                         | → Sharman's Butchery                | → Young's Vegie Shed                       |
| → Federal Government                      | → Southern Cross Austereo           |  |
| → Foot and Playsted                       | → Squibb's Orchard                  |  |
| → George Town Council                     | → TasCOSS                           |  |

## APPEAL SPONSORS

- |                        |                              |
|------------------------|------------------------------|
| → Collings Services    | → Key2 Property              |
| → Grant Chugg Plumbing | → Vos Construction & Joinery |
| → Tones Electrical     |                              |



# 2020/21 FINANCIAL SUMMARY

## INCOME

2021 \$16.0 million | 2020 \$12.8 million



Government Grants **38%**  
 Program Fees **13%**  
 Social Enterprise **43%**  
 General Donations **5%**  
 Capital Donations **1%**

## EXPENSES

2021 \$13.9 million | 2020 \$12.1 million



Staffing **69%**  
 Property & Equipment **15%**  
 Client Financial Support **4%**  
 Operations **4%**  
 Social Enterprise Purchases **8%**

## PROGRAM FUNDING



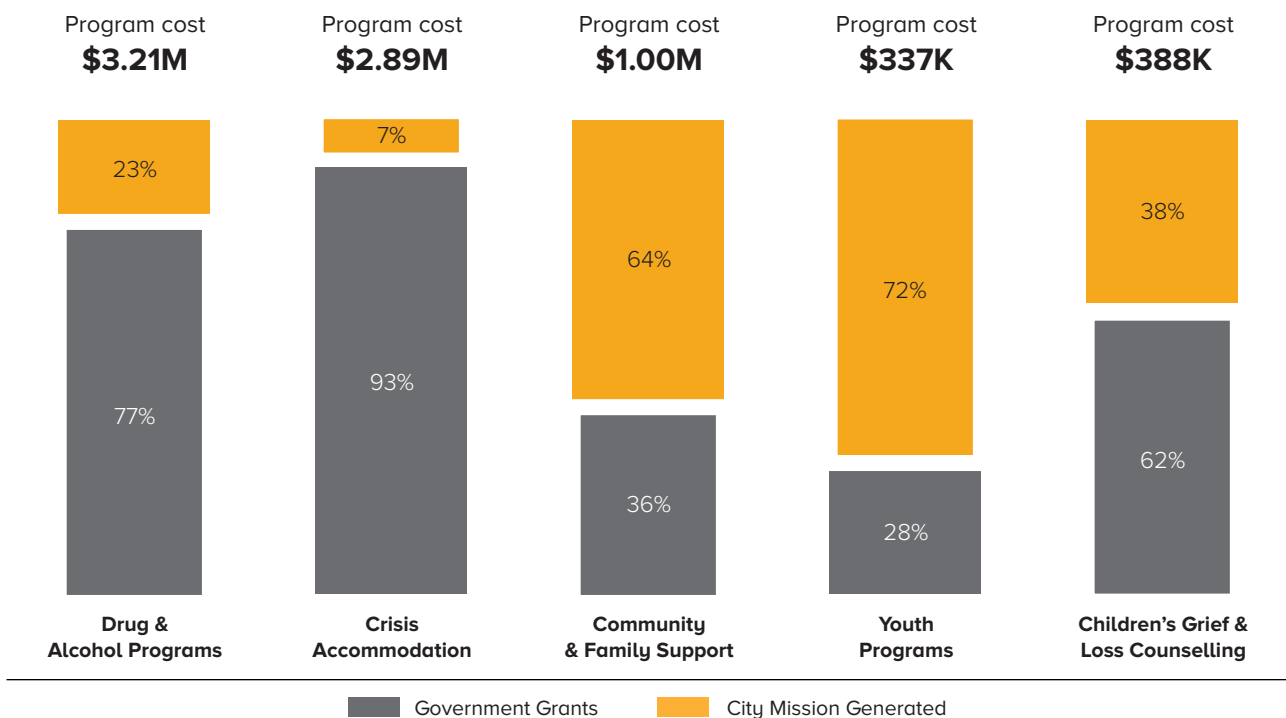
Government Grants **59%**  
 City Mission Generated (Social Enterprise & Program Fees) **34%**  
 General Donations **7%**

## EXPENDITURE SUMMARY



Client Programs **55%**  
 Social Enterprise **32%**  
 Administration **13%**

# WHERE THE FUNDING COMES FROM BY FOCUS AREA



**25,032**

breakfast, lunch  
& food packages  
Morton's Place &  
City Kitchen



**6,666**

bed nights provided  
by Orana House



**43**

young people  
helped to reach  
potential via  
The Mish



**415**

clients assisted with  
Drug + Alcohol  
Recovery



**971**

children supported  
by Inside Out 4 Kids

SOCIAL ENTERPRISE CONTRIBUTION TO CITY MISSION PROGRAMS **\$1,343K**

**14%** ADMINISTRATION

**86%** CLIENT PROGRAMS & SOCIAL ENTERPRISE

**185** STAFF

**547** VOLUNTEERS

# HEAD OFFICE

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48 Frederick Street, Launceston | PO Box 168, Launceston Tasmania 7250

PHONE (03) 6335 3000 | FAX (03) 6334 3136 | EMAIL [office@citymission.org.au](mailto:office@citymission.org.au) | [www.citymission.org.au](http://www.citymission.org.au)

# SOCIAL ENTERPRISE

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## YOUNGTOWN MISSION SHOP

Mon-Fri: 10:00am–5:00pm  
Saturday: 10:00am–4:00pm  
351 Hobart Road, Youngtown  
(03) 6343 2115

## LAUNCESTON MISSION SHOP

Mon-Fri: 10:00am–5:00pm  
Saturday: 10:00am–4:00pm  
Cnr Wellington & Frederick  
Streets, Launceston  
(03) 6335 3000

## MISSION ON GEORGE

Mon-Fri: 9:00am–4:00pm  
Saturday: 9:00am–2:00pm  
73 George Street, Launceston  
(03) 6331 2710

## PROSPECT MISSION SHOP

Mon-Fri: 10:00am–5:00pm  
Saturday: 10:00am–4:00pm  
142 Westbury Road, Prospect  
(03) 6343 5914

## RAVENSWOOD MISSION SHOP

Mon-Fri: 10:00am–5:00pm  
Saturday: 10:00am–4:00pm  
65-67 Ravenswood Road,  
Ravenswood  
(03) 6339 6173

## NEWNHAM MISSION SHOP

Mon-Fri: 10:00am–5:00pm  
Saturday: 10:00am–4:00pm  
73 George Town Road, Newnham  
(03) 6326 2222

## GEORGE TOWN MISSION SHOP

Mon-Fri: 10:00am–5:00pm  
Saturday: 10:00am–4:00pm  
12-16 Sorell Street, George Town  
(03) 6724 2942

## DEVONPORT MISSION SHOP

Mon-Fri: 10:00am–5:00pm  
Saturday: 10:00am–4:00pm  
52 Don Road, Devonport  
(03) 6423 5984

## ULVERSTONE MISSION SHOP

Mon-Fri: 10:00am–5:00pm  
Saturday: 10:00am–4:00pm  
9 Fieldings Way, Ulverstone  
(03) 6425 4698

## BURNIE MISSION SHOP

Mon-Fri: 10:00am–5:00pm  
Saturday: 10:00am–4:00pm  
2 Alexander Street, Burnie  
(03) 6431 9930

## WYNYARD MISSION SHOP

Mon-Fri: 10:00am–5:00pm  
Saturday: 10:00am–4:00pm  
11 Goldie Street, Wynyard  
(03) 6442 4769

## UPTILITY

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–1:30pm  
289 Mooreville Road, Mooreville  
(03) 6430 5865

## CENTRAL COAST RESALE

Wed-Sun: 10:00am–4:00pm  
106 Lobster Creek Road,  
West Ulverstone  
(03) 6419 4555

## MISSION GARDEN & SALVAGE

Mon-Fri: 9:00am–5:00pm  
Saturday: 9:00am - 4:00pm  
Sunday: 10:00am - 4:00pm  
357 Hobart Road, Youngtown  
(03) 6724 2917

# SUPPORT

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## FAMILY SERVICES

(03) 6335 3000 | [familyservices@citymission.org.au](mailto:familyservices@citymission.org.au)

## MISSIONDALE

75 Leighlands Road, Evandale Tasmania 7212 | (03) 6391 8013 | [missiondale@citymission.org.au](mailto:missiondale@citymission.org.au)

## SERENITY HOUSE

354 Preservation Drive, Sulphur Creek Tasmania 7316 | (03) 6435 4654 | [serenity.house@citymission.org.au](mailto:serenity.house@citymission.org.au)

## ORANA HOUSE

156 George Town Road, Newnham Tasmania 7248 | (03) 6326 6133 | [orana@citymission.org.au](mailto:orana@citymission.org.au)

## COLLECTION OF DONATED GOODS

(03) 6343 2115 | (03) 6431 9930