

ANNUAL REPORT

2021/22







INTRODUCTION

For one hundred and sixty-eight 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

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

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



TIM HOLDER
CHAIRMAN



City Mission returned to the normal rhythms of service during the latter part of the 2021/22 financial year, enabling us to restart projects related to our strategic plan, and fully resume pre-Covid service delivery to our clients. However, the increasing level of Covid and influenza infection in the community had services and enterprises again operating with higher levels of personal leave and reliance on casual staff.

We sincerely thank all City Mission volunteers for their commitment and flexibility in maintaining essential services and businesses throughout the year. Since the Covid pandemic began, our pool of volunteers has reduced and the recruitment of additional volunteer support remains one of our biggest operational challenges.

Despite a decline in social enterprise contribution throughout the year, additional support raised from our appeals and other philanthropic donations enabled us to record only a small operating loss in line with forecasts. We continued to support clients experiencing difficulties with private rental increases and all the other cost-of-living pressures now well recognised in our community.

Our thanks is extended to all our staff and volunteers who consistently provided service to our clients and customers mostly via face to face interactions despite the pivots and fluctuations caused by the Covid restrictions on person-to-person service delivery.



STEPHEN BROWN
CHIEF EXECUTIVE
OFFICER



We rarely closed a service during the year which is testament to our adherence to public health directions and our own Covid safety plans developed in response to the pandemic.

We remain grateful to God for the support of both Federal and State Governments, the Commonwealth Bank and corporate and private philanthropy in assisting us with capital grant or loan funding to develop facilities to accommodate our clients and customers in efficient, comfortable and honouring surroundings. We thank them for providing partial funding for:

- Mission Health – our free health clinic for people we support through Safe Space Launceston and Emergency Relief Services.
- Serenity House – our new 20-bed alcohol and other drug rehabilitation service located in Burnie.
- Ulverstone Shop – expanding our retail services in the centre of Ulverstone.
- Mission Garden & Outdoor Centres – relocated to existing sites in Ulverstone and Youngtown.
- Burnie Hub – our renovated centre for Inside Out 4 Kids (IO4K), Emergency Relief and Mission2aFuture in Burnie.
- Commencement of our 24-unit social housing development in partnership with CatholicCare alongside our Youngtown Centre.
- Commencement of The Ark redevelopment – our new youth and children centre on Killafaddy Rd, Newstead.

We thank our dedicated volunteer board members for their prayers, advice and guidance based on their unique skills and abilities. The City Mission Board provides good governance together with strategic and often prophetic insight into all we see God doing in our communities. The board continues to commence each meeting with reflection on God's word, seeking His vision and letting Him direct our planning at City Mission. We all remain committed to the vision of "Transforming lives in Jesus' name". We farewelled two faithful servants on the board in Royce Aldred (9 years' service) and Michael Harvey (8 years' service) during the financial year and our remaining directors and leadership team honoured their valued contribution. We were blessed to then welcome Dr Belinda Williams and just recently Dr Nishanthi Gurusinghe, who bring significant skills in education and clinical leadership and governance to the Board along with a deep faith and trust in God's provision.

The board was pleased to honour two long term and committed volunteers during the year by awarding of life membership of the Launceston City Mission to Ms Juanita Miller and Mr Tony Wilks. Juanita was elected to the board in March 1995 until September 2016 and was president of the Women's Auxiliary from 1988 to its closure in 2020. Juanita continues to support the Mission by organising regular cash and grocery donations from the community. Mr Tony Wilks has served as a chaplain of the Mission since December 2004 and continues in this role. Tony also served on the board from 2005 until 2010.

We are thankful to God for the appointment of Mr Brian Beswick as our General Manager of Corporate Services and Public Officer in August 2021. Brian's prayerful and skilful contribution to the Mission has been experienced by many staff and volunteers already and he continues a long association of the Beswick family providing prayerful support, governance and direction for the Mission.

The board and CEO are often overwhelmed with gratitude for our volunteers, staff and stakeholders for the dedication and support provided to so many people in our community – which you can read about in the following pages of this Annual Report. At a recent board meeting, a director reflected on the years of dedicated service the initial committees and town missionaries provided to Launceston and later the North West Coast. The founders of the Launceston City Mission could not have imagined that more than 168 years later we would be serving the people of our communities with hundreds of workers deployed across the North of the state. We honour their pioneering zeal and love for people, in the name of Jesus.



OUR BOARD



TIM HOLDER
CHAIRMAN



JO-ANNE FEARMAN
DEPUTY CHAIR



GEORGE ELKHAIR
SECRETARY



PAUL ARNOLD
DIRECTOR



KRISTIE MISDOM
DIRECTOR



BELINDA WILLIAMS
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
HEALTH AND AOD SERVICES



STEPHEN HILL
OPERATIONS MANAGER
EMERGENCY RELIEF & HOUSING



BRIAN BESWICK
GENERAL MANAGER
CORPORATE SERVICES

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. The 34-bed facility offers programs ranging up 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 work with people needing support with their substance use concerns. Client complexity continued to increase, particularly with mental health.

Despite Covid challenges in the second half of the year, program delivery remained consistent throughout. A small outbreak onsite was limited and well managed. Admissions through medical detox slowed for a period due to bed restrictions there, and occupancy continued to be a challenge, with some clients leaving earlier than planned. The program and admission procedures are again being reviewed to ensure appropriate support is provided to clients.

Dan Clarke commenced as supervisor in July 2021, quickly adjusting to his new role. Throughout the year, resignations provided opportunities to examine staffing structure and, as a result, the team has been refined, always with the view to how we best support every person that resides at Missiondale. A significant staffing challenge has been the recruitment of clinical staff.

Missiondale became a non-smoking site on July 1, 2021. The quit-smoking project was funded by Primary Health Tasmania and the Tasmanian Community Fund, supporting clients in their journey while gathering significant health data to show the massive health improvements that come with giving up tobacco.

Clients reported strong financial benefits. In one instance, the money saved from cigarettes allowed a client to purchase a car, which then opened up work and training opportunities. Quitting smoking has been hard for some clients as it removes a coping strategy and the team continues to look at ways to support clients in this area.

Services such as Missiondale will always experience challenges, which means there are opportunities for growth. This then positively impacts our capacity to work with people who want to change their lives.

KEY OUTCOMES

- 6,672 bed nights provided with an average stay of 57 days.
- Becoming a smoke free environment on July 1 and subsequent positive client outcomes including health and financial freedom.
- Ongoing positive health outcomes for clients.
- Implementation of the ACE (Alcohol and other drug Cognitive Enhancement) program. Research indicates that approximately 50% of clients who access alcohol and drug treatment have cognitive impairment and this program has been written to address that. During trials, results are showing increased lengths of stay in treatment programs and large reduction in cognitive impairment rates. It is anticipated Missiondale will experience the same results, positively impacting our occupancy rate.
- Securing funding to establish a dedicated shed for storage and training opportunities.



■ 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 in Burnie, having previously been located at Sulphur Creek in North-West Tasmania, it is a safe place for people to come for time out, 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 service provides clients with the chance to refresh and establish stability in a relaxed environment. 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 provides the Place of Safety program in the North-West. This 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

The 2021/22 year has not been without difficulty for Serenity House, however, everyone continued to look excitedly to the future and the upcoming move to the new Burnie site.

Staffing was a significant challenge, particularly regarding recruitment. The existing staff are to be commended for their dedication and flexibility, keeping the service open aside from one brief closure. A resignation and a redundancy prompted operational changes to the youth and community outreach space. A team leader commenced in late January, bringing more structure and leadership in preparation for an expanded service, and with new positions coming online once the new site opens.

Works on the new building began in July and continued through the period, with the opening planned for July 2022. This has been a massive undertaking that will support many more people on their recovery journey.

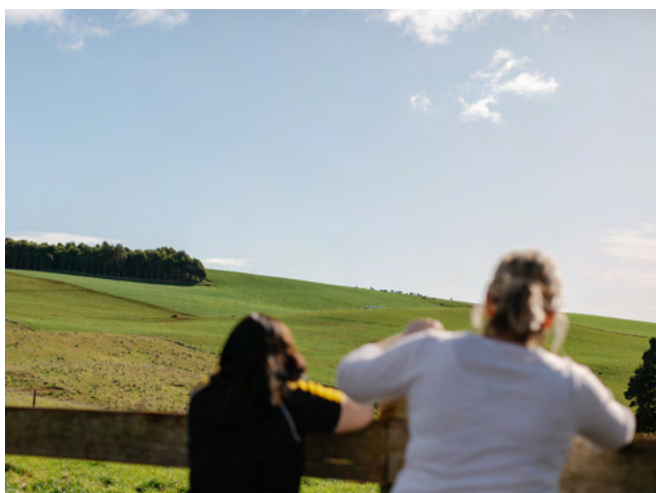
Occupancy at Serenity House has been a concern throughout 2021/22 with Covid continuing to be a challenge for staff and clients. Despite some exposures, transmission was restricted which was excellent. A scabies outbreak in late 2021 resulted in a brief closure to allow for deep cleaning but, again, no further infestations occurred.

Serenity House became a smoke free facility on July 1, 2021, with a project funded by Primary Health Tasmania and the Tasmanian Community Fund supporting clients in their quit-smoking journey. Data was gathered during this project and, with strong feedback from clients, the decision was made to return to smoking at Serenity House however in a more controlled way. The inability to smoke was harder for many clients than abstinence from their other drugs of choice and was considered to be a factor in decreasing length of stays.

KEY OUTCOMES

- 1,199 bed nights provided at Serenity House, with amphetamines remaining the principal drug of concern for the majority of clients, although this was less marked than previous years.
- Completed MOU with the Circular Head Aboriginal Corporation and Youth, Family and Community Connections, supporting referrals and transport in and out of Serenity House.
- Service of the Month award received in March.
- Addition of a team leader.
- Near completion of the new site and preparations to move.





CLIENT STORY

"The first time I went to Missiondale, I only planned to stay for 4 weeks. I didn't really think I had a problem, I thought I could stop drinking whenever I wanted to. I found the Missiondale program really challenging but it was good spending time with the other people and the staff were always there if I needed a chat. When I left, I went back to the same house and the same friends, nothing really changed.

After about 6 months, I was drinking more than I ever had before. I knew I needed to go back to Missiondale, but this time it had to be longer. I knew it wasn't just about my drinking. I had to face up to some stuff that happened when I was a kid. So the second time, I decided to just trust the process and I decided to stay for 6 months. It was really hard and there were times when I had my bags packed ready to leave. But I'd have a chat to someone and decide to sleep on it, and then the next day it didn't seem quite so bad.

As I moved through the program, I got more responsibility and that was hard too, but I learnt some really good skills to deal with conflict, rather than just drinking. There were times that I was so frustrated with other people but I'd practice the things I had learnt in the groups and that would help me calm down. Getting out in the garden was always positive too, it was a good way to deal with my frustration.

I realised that by sharing my story, it would help others who were also struggling. During that time, I realised I needed to separate myself from my past if I wanted to have a different future, so with my case worker I started planning life after Missiondale.

The next step ended up being the Futures program at Missiondale. I was working with someone from Mission2aFuture and they showed me some short courses which I did and loved.

I can now see a different future and I'm really excited about it."

Missiondale Client



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.

In this financial year

As the housing supply situation across the State continued to provide challenges through the last 12 months, the demand for rooms at Orana House was consistently high. This was a difficult period of time for people to find affordable and safe alternatives to transition from Orana. Staff continued to work hard and build on the working relationships with CatholicCare and Anglicare in particular, to help people find a solution. Having said that, people did navigate through the housing system and we did see a regular but reduced flow (compared to previous years) of people moving into social housing options.

With the rise in the number of people sleeping rough in the community, the collaboration with local and state governments to review and refine our processes and resources continued. An outcome of this review was that rooms previously used for longer periods of support were used to meet the increased need for shorter, crisis accommodation. This still extended up to three months for some people. The flexibility of the service at Orana enabled very high occupancy rates throughout the year, which meant being able to keep as many people accommodated as possible at a time when every room made a difference.

KEY OUTCOMES

- 6,669 bed nights provided at 96.2% occupancy rate.
- 348 individuals supported with accommodation.
- 689 requests for accommodation unable to be met.
- 30 people supported into long-term, stable tenancies.

CLIENT STORY

"I have really appreciated all the help from Orana as it has changed my whole situation. If it wasn't for Orana, I'd have nowhere else to stay."



SAFE SPACE LAUNCESTON

A safe place to sleep for Launceston's homeless.

About

Safe Space Launceston began from a statewide partnership with Hobart City Mission and the Salvation Army, providing a dedicated 24/7 facility for people sleeping rough in the community. It currently provides 22 beds and outreach support for people experiencing homelessness in Launceston. People 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

The nature of the Safe Space service is one of complexity and desperation. While we are proud of being able to deliver a service that targets one of the most basic of needs, a safe place to sleep, the shared conditions are not ideal for some people. Coming to the end of the second year of operation, we were excited to end the year with a short-term, expanded number of beds. This option, utilising the unit at 99A Wellington Street, saw the service's capacity grow from 22 beds to 33. People can access sleeping areas for between one and four people, rather than the larger group areas in the existing spaces. Early indications were that the extra space is needed and appreciated by those able to access it.

Since July in 2021, there has been a consistent number of people accessing the beds provided each night. The role of outreach worker was added to the service in mid-November to help people engage with Safe Space and other areas of the housing system. In December, the increase of people with pets unable to find any accommodation led to the service converting a couple of rooms to enable men and women with pets a safe place to sleep and to access other housing support services.

A review of the last year couldn't exist without a mention of the impact of Covid. The service experienced two instances of multiple people testing positive which led to team members coordinating with the Department of Health to organise hotel quarantine.

While managed well, staff were challenged by the ongoing risk of people entering the service while infected and have shown diligence and thoroughness in keeping themselves and others safe.

KEY OUTCOMES

- 6,213 bed nights provided to men and women, an average of 17 people per night.
- An average of 46 individuals supported each month with a bed.
- More than 80 people outside of the service engaged with in-person (since November 2021).
- Regular donations of woollen beanies, blankets, gloves and scarves from the community were received through the year.

CLIENT STORY

"Having a room for me and my buddy to sleep in made it easier to wait for my house application to get sorted."

Person using one of the new rooms that accommodated people with a pet.

"I wasn't sure about coming into Safe Space, but the staff helped and listened to me and, in the end, it wasn't so bad."

Person using the night space.



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.

Family Services Emergency Relief provides financial aid to close to 1000 families and individuals each year. The kind, caring and non-judgemental nature of the Family Services staff is especially apparent when people are at their lowest and feel like they have nowhere else to turn. Staff reassure clients, both new and long-term, that it's okay to ask for help.

In this financial year

With global uncertainty, the cost-of-living pressures over the last 12 months escalated quickly. For some, Family Services was their only lifeline and without it, many faced a future without hope.

Rental stress, increased cost of groceries and soaring fuel prices saw demand climb significantly on the previous year, with an approximate 23% increase in appointments provided, plus an additional 50% increase in total material aid distributed.

Homelessness continued to be a problem for many families and individuals, with Family Services North & North-West combined recording 642 instances of people sleeping rough, staying in hotels or caravan parks, or "couch surfing".

Combined, the North and North-West also recorded 90 cases of family violence.

Food assistance was the most common type of request, with food, food vouchers or both given 2,790 times in the 2021/22 financial year. Almost \$212,000-worth of food and food vouchers were allocated to those in need.

Family Services also covered a combined total of \$9,327 in rent arrears, and emergency accommodation such as hotels or caravan parks. With support from our City Mission Stores, Family Services provided more than \$48,000 in furniture, household goods and clothing for individuals and families who had very few of their own possessions.

Launceston City Mission would like to thank the Department of Social Services, the Department of Premier and Cabinet and the Tasmanian community for their ongoing financial provision towards Family Services. The support given enabled the service to continue to provide material wellbeing and uphold the needs of many of Tasmania's most vulnerable people living in the North, North-West and North-East of the state.

KEY OUTCOMES

- 3,326 total appointments (419 in the North-West and 2,907 in the North).
- 111 new clients in the North-West and 231 new clients in the North.
- Over \$400,000 in total support provided in the North and North-West (client bills, transport assistance, material goods and food provision).
- 136 referrals for additional support through internal and external services.

CLIENT STORY

Fay, James and their three children moved to Tasmania from interstate as Fay required a series of surgical procedures. Due to Fay's deteriorating health, James had to give up work to care for his wife. They came to City Mission Family Services struggling financially. Our team was able to support the family for over two years with financial aid, meals, referrals to other support agencies and a listening ear.

"Without the help from City Mission, we would be destitute and unable to afford my medical expenses. The team really helped us overcome our financial burdens and we are thankful for that."

– Fay.

MISSION HEALTH

Free health service and referrals.

About

Mission Health is a free, drop-in, nurse-led health service for the homeless and vulnerable in our community. The team can provide treatment on a range of health issues, from testing and immunisations to infection and disease treatment. The workers are qualified and will provide referrals to other health services and specialists as necessary.

In this financial year

Mission Health has had a year of significant growth with the highlight being the move into the new dedicated facility at 99 Wellington Street, Launceston in October.

With two treatment rooms and medical equipment, we have enjoyed providing expanded services and additional clinicians coming on board regularly. A dedicated reception area now welcomes patients into a warm and private environment.

The service continues to offer a drop-in clinic on Thursday mornings and we were fortunate to add fortnightly physiotherapy access as many patients have longstanding musculoskeletal issues. Dr Scott Parkes also joined the team allowing for medical intervention and assessments as required. The service will continue to grow and we aim to have a fully functioning, full-time clinic realised in the near future.

The team was delighted to win the Excellence in Community Service Award at the 2022 Launceston Chamber of Commerce Business Excellence Awards, presented at a gala dinner in March. This was a well-deserved recognition of the team's dedication and hard work. We were also finalists for the Excellence in Health Award, with some very stiff competition in that category. It was an honour to be chosen as finalists and to present the amazing work of Mission Health to both expert panels.

KEY OUTCOMES

- 410 appointments, 90% for physical health issues.
- Opening of the new dedicated facility at 99 Wellington Street.
- Welcoming more clinicians to the team, expanding services to patients.
- Preparations underway to register with Medicare to enable bulk billing of all clients.
- Launceston Chamber of Commerce Business Excellence Awards winner in the Community Service category.

CLIENT STORY

"Thanks for helping me out, but especially for making me feel calm and comfortable! I haven't felt calm for a very long time."



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 was an excellent year of growth for City Kitchen, which continues to run out of the Burnie Baptist Church Hall, providing low-cost breakfasts and lunches to the local community. Our meal delivery service was also in high demand. This allowed clients from Wynyard, Burnie, Penguin, Ulverstone, and East Devonport to receive fresh, homemade, and nutritious meals.

City Kitchen continued to provide clients access to a produce table that stocks free cereals, fresh bread, fruit and vegetables.

We are grateful for the Burnie Baptist Church that allows us to use their wonderful and accessible facilities. We also acknowledge the faithful volunteers who helped make this service possible and brought joy to our clients' faces each day.

KEY OUTCOMES

- 6,201 meals served at the Baptist Church site.
- 1,591 meals delivered to clients in the local community.

NORTH-WEST HUB

Servicing the North West.

About

In December 2021, Launceston City Mission launched the North-West Hub at 55 Mount Street, Burnie. The North-West Hub provides the first street-front access to our community services in this region, with the offices open to the public Monday to Friday. Professional administrative assistants directly engage with the public to provide guidance and book appointments, as well as supporting staff in existing community services: City Kitchen, Chaplaincy, Emergency Relief, Mission2aFuture and Inside Out 4 Kids. Creating a central office hub has been an investment in building positive culture and teamwork across the organisation in this region.

In this financial year

The launch in December was a celebration of the organisation's impact in the North-West, and was attended by 50 staff and community members. Councillor Teeny Brumby shared her observations



of companionship and hot meals making a difference through City Kitchen, and the growth of services in the region. The event also honoured the ongoing partnership of Launceston City Mission with Burnie Baptist Church. Burnie Baptist has generously hosted City Kitchen in its hall, and staff in its office spaces for four years, and provided the tenancy for the new North-West Hub offices. We would like to acknowledge members of the church who faithfully volunteer in City Kitchen, and Kathy Fogarty, who continues to support staff with her extensive on-site knowledge and collaborative approach.

The opening of the North-West Hub increased public awareness of City Mission, and set a solid foundation for continued growth and impact of our community services in the region.

KEY OUTCOMES

- Newly renovated North-West Hub offices launched in December 2021.
- Offices open to the public Monday to Friday, 9am to 3pm.
- First time on-site administrative assistance provided for Community Services.
- Recruitment of new Inside Out 4 Kids and Emergency Relief staff.



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. It offers connection, referrals, practical help such as food parcels or blankets, and free BBQ meals from a portable trailer.

In this financial year

The Kommunity Kids BBQ trailer in Burnie and Devonport provided 250 meals during the first half of the financial year. Many young children and their families engaged with the outreach, which was able to positively impact their lives and build a stronger community as a result. This was achieved in partnership with Devonport and Shorewell Community Houses.

Kommunity Kids has been placed on hold for now, and we hope to secure funding in the future to relaunch this vital program across the North West Coast.

North-West outreach staff would like to thank all those who generously gave their time to assist on the trailer over the 15 years it was in service.

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 number of people accessing Morton's Place facilities fluctuated over the last 12 months due to Covid cases in the community. Some of this was because of required changes in how the service was delivered and some because of concerns for people's personal health, or putting others at risk. These impacts became less as the year progressed and we saw increases in the number of people attending as well as the number of meals provided.

As part of our focus on ongoing service improvement, Rupert Sadler, Support Worker Kitchen and Paul Burton, Team Leader, supervised training in basic food and kitchen skills for people using the evening space. This enabled those people to not only contribute to meal preparation and serving, but develop practical life skills.

As demand for the service increases, so too does the pressure on basic infrastructure such as bathroom and laundry facilities. We will continue to monitor the wear and tear on current resources.

We are grateful for ongoing community support including donations from places like Toll Group, Coles and other local businesses and individuals. These contributions make a real difference.

KEY OUTCOMES

- Three volunteers found gainful employment.
- Increased meal sales in recent months.
- Clients utilised mental health outreach (MHHOST) via referrals from staff.
- Introduction of skills training in the kitchen.

CLIENT STORY

"You have no idea how happy I am that you are open again. I've missed this place because this is my social hub."

— Quote from a long-term regular to Morton's Place when reopening after a Covid shutdown.

"In all the years I've been coming here, and I've been coming since it opened, I've never had a bad meal. The chef does an outstanding job. Can't beat it for \$5."

MISSION 2 A FUTURE

Enabling people to achieve their future goals.

About

Mission2aFuture (M2aF) is designed to help people launch into their best future. Participants from employment service providers and community service organisations 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, training and employment.

In this financial year

The Mission2aFuture program was once again funded by Skills Tasmania during the 2021/2022 financial year after receiving a successful tender in March 2021. This funding allowed the M2aF team to work with new and existing participants from a variety of backgrounds with the aim of enabling each participant to tailor their goals and direct their own strategies. This, in turn, provided an increased sense of autonomy, self-efficacy and personal value as contributing members of their society for many of the program participants.

When attendance was impacted due to Covid government guidelines, the M2aF team found ways to adjust support for participants and saw a significant increase in individual capability through the motivation and genuine encouragement provided by M2aF team members. Some of the many achievements made by participants throughout the 2021/2022 financial year included an increase in confidence, hope for the future, employment, enrolment in further education and training courses, engagement in local community events, a rise in literacy levels, financial security, mental health support and a reduced dependence on support services. Through the M2aF program, participants had access to work placement opportunities and internal training sessions on topics such as employment preparation, communication and work ethic.

The M2aF service works closely with other agencies and services utilising a dual support model that empowers participants to grow in both skills and confidence, supporting Launceston, Burnie and the surrounding communities.

KEY OUTCOMES

- There were 41 work-related outcomes achieved by participants (four times the anticipated amount).
- A waitlist was developed and maintained as referral pathways expanded and demand for the program increased.
- Of the 132 participants engaged in the program over the past 12 months, there were 70 nationally accredited training outcomes achieved by participants.

CLIENT STORY

M2aF began supporting a participant who felt deflated and run-down after losing their job during the Covid-19 lockdown. Since then, they hadn't managed to secure a new position. They felt a sense of hopelessness and the urge to just give up, after countless job application rejections. M2aF was able to support this participant in attending a local exercise program with a specific mental health focus, which contributed to the participant's overall wellbeing. After a few weeks of attending, they said their physical and mental health had improved and they were ready to start engaging again. M2aF supported this participant to enrol in a Certificate III in Business, develop a new resume and learn how to write a cover letter. M2aF also helped build employment preparation skills to boost their confidence. Shortly after, they successfully attended a job interview and obtained a position with a local sports club as the kiosk manager, working around their study hours.

M2aF started working with a participant who disclosed that they had been in a domestic violence relationship for the past 10 years and they were not allowed to work or earn money. Despite this, they did have a clear idea of what they wanted to do and ways to achieve it. After looking at options with M2aF, they decided they would like some work experience in the community services sector and M2aF organised a work placement in a local community kitchen. After a short while, they were offered an administration role alongside the community kitchen work. They loved the new role and worked on job search skills with M2aF, including resume development and writing job applications. M2aF also coached the participant in employability skills with a focus on interview preparation. This participant gained an interview after a successful job application and was offered the position soon after. It was an amazing experience for M2aF to work with this participant and see how far they had come in their journey. They now work three days per week and continue to volunteer two days.

"I have achieved so much through having this and am now employed in a really amazing job that I love and am successful at. I could not have done it without the constant support from an amazing worker in a wonderful, much needed program."

#SNAGCHAT

Free sausages and friendship in Launceston.

About

#SnagChat is Launceston City Mission's BBQ trailer that attends regular events throughout Launceston's suburbs and surrounding towns. The #SnagChat team provides a free BBQ and drinks, as well as a friendly chat for individuals, children and families.

Through the wafting scent of sausages sizzling, our team seeks to increase the visibility and reach of City Mission and provide emergency supplies such as sleeping bags, blankets, tents, food and clothing, as well as referrals to other community services to vulnerable members of our community.

In this financial year

The 2021/22 financial year saw the continued successful operation of the #SnagChat BBQ trailer. Our team of 20 volunteers and one paid staff member attended 175 events and served 14,910 people, including 8,417 children. We worked alongside PCYC, Northern Suburbs Community Centre, Scripture Union, local schools, George Town Neighbourhood House, City of Launceston Council, local churches and other organisations to provide free and fun after-school activities for families across Launceston and surrounding towns.

Every Friday night we are also found in the Brisbane Street Mall enjoying good company, conversations and food with our valued street community.

KEY OUTCOMES

- Warm clothes, blankets, sleeping bags, backpack beds, tents and food provisions provided to members of our street community each Friday night.
- Regular after school events across Launceston and the region, providing families with a free and fun event to build strong and healthy communities.
- Serving a variety of larger community events such as skatepark competitions, the Easter Festival, National Youth Week events and many others.
- Attended 175 events and served 14,910 people, including 8,417 children.

CLIENT STORY

This year, through our weekly Friday night event in the Brisbane Street Mall, we were introduced to Daniel. Daniel was an elderly man who had been without shoes and living on the street for quite a while. We happened to have shoes in the van that were a perfect fit. Noticing what had just happened, our wonderful volunteer ran over to her vehicle to gift him some socks she happened to have with her.

As the man was putting the socks and shoes on, he was sobbing thanks to us for our generosity. Moments like these make us feel grateful for what we have, while also serving as a reminder of the responsibility and capability we have to help others, even with seemingly small gifts.



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 in the North of Tasmania remain in contact with friends and family in prison. Each month the bus travels from Launceston to Risdon Prison Complex, Ron Barwick Minimum Security Prison and Mary Hutchinson Women's Prison.

In this financial year

The 2021/22 Prison Bus service was disrupted by both Covid and prison renovations, with prison visitations moved to online video calls for most of the year. We are thankful the service has now resumed as we look to rebuild a regular service. Through all the disruptions, we have remained a vital conduit connecting families and friends who are separated by difficult circumstances.

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. It is also an important social connection point for choir participants.

The choir rehearses every Wednesday at 10am at the chapel and new members of all abilities are always welcome. After each practice, choir members regularly stay for a delicious lunch in Morton's Place.

In this financial year

This year, the choir performed at many concerts and local events, much to the delight of communities throughout the North of the state.

We are very thankful to have had Don Ives join the group as our pianist. Don has been involved in music for many years and his expertise in jazz has helped lift our spirits.

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.

Overcomers concluded activities in 2021.

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.

Club Monday concluded activities in 2021.

In this financial year

City Mission would like to extend its sincere gratitude to two wonderful servants of our community, Gaylene Kellett and Doreen Parsons.

Gaylene and Doreen worked as volunteers in our organisation for many years, supporting people to connect with each other while learning new skills and improving overall wellbeing.

Overcomers, run by Gaylene, supported community members to manage their health needs through dietary management and weight control, held most weeks at our Frederick Street Launceston offices.

Doreen, who ran Club Monday, supported a large contingent of women to build positive relationships while enjoying craft together, meeting weekly at the Seventh Day Adventist Church on Talbot Road in Launceston.

We wish them both the greatest degree of happiness and thank them for the difference they have made in the lives of so many.

CHAPLAINCY

Spiritual and emotional support.

About

City Mission chaplains 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

In the 2021/22 year, Chaplaincy invested over 4,950 hours into direct chaplaincy across City Mission, from George Town to Smithton. While the team experienced changes in personnel, role and service delivery, this enabled us to extend our service provision to more sites. More chaplaincy personnel are needed in the future, particularly as City Mission continues to increase its presence within Tasmanian communities.

This year, we developed youth chaplaincy programs, employing a youth chaplain to work alongside The Mish team and across the wider City Mission community. This brought increased engagement with young people and built links and collaboration with other youth-focused groups in the community.

In other areas, Chaplaincy continued to connect with the community, engaging with churches, schools, faith and community groups in the North and North-West. This engagement, and the potential partnership opportunities created, are exciting as we seek to continue transforming lives in Jesus' name.



KEY OUTCOMES

- Youth chaplaincy service initiated, including development of 'The Hangouts' youth drop-in space.
- Involvement in the Tasmania Celebration with Will Graham in May, including redevelopment of the Ark Centre Garden.
- Visible Chaplaincy and City Mission presence across our community in times of need.
- Increase of regular chaplaincy support in smaller and regional stores.
- Reshaping of chaplaincy roles in the North to see an increase in chaplaincy hours on the North-West Coast.

YOUTH & CHILDREN'S SERVICES

THE MISH

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

About

The 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. City Mission's mentors are positive role models who create a safe, non-judgmental relationship, helping young people work towards their goals and dreams.

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

After a hiatus largely due to Covid lockdowns, The Mish saw a great return with a new team and a fresh take on programs that support young people's independence and creativity, restoring expected capacity and successful outcomes, cementing itself again in the community as a unique and valuable social support service for struggling and disengaged young people.

Mish Makers found its stride in full force, with more pathways to engage than before, increased practical outcomes for youth entrepreneurship, successful markets every three months, and partnerships across the community to reach young people out of the Launceston city limits.

Elsewhere in the service this year, the team successfully piloted and worked on funding for practical life skills workshops, joined the Tasmanian Youth Employment Alliance to have a say on the struggles affecting youth looking for work, and prepared for expansion into the newly announced Ark Youth & Children's Centre.

KEY OUTCOMES

- 169 total unique participants (almost 400% increase on the previous year).
- 268 successful outcomes in youth programs.
- 25 successful mentoring participants.
- Integration of youth chaplaincy programs with The Mish.
- Further developed framework for Mish Makers program.

CLIENT STORY

Hannah began at The Mish in February, seeking one-on-one mentoring support. Presenting as selectively mute as a result of childhood trauma, Hannah was completely non-verbal in group settings and, initially, almost entirely non-verbal in one-on-one sessions.

With consistent and careful mentoring throughout the beginning stages, she became more and more comfortable with her mentor and the other young people in the program. With continued support, little by little, Hannah began to feel comfortable communicating in simple one or two-word answers in the one-on-one sessions, and has felt safe doing likewise in the groups as she settled in.

Months on, this growth has blossomed at The Mish and Hannah is much more comfortable around groups and works independently on activities. Hannah's referrer reported that before receiving support at The Mish, Hannah wouldn't even come out of her bedroom on home visits, whereas now she does both in person and over the phone and has even been reported by her teachers to be speaking in class at school again!

Hannah's grandmother approached the team after some time to tell us that Hannah was so excited to come to The Mish on a recent occasion that she ran down the street to the door to arrive quicker. The grandmother, moved to tears in retelling the joyous moment, shared that we can't possibly realise how much we've done for her. The Mish's consistent and gentle support has been proven to help Hannah grow outside of the safety of The Mish and into other areas of her life.





INSIDE OUT 4 KIDS

Supporting emotional wellbeing.

About

Inside Out 4 Kids (IO4K) offers four 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 four IO4K programs are delivered by trained facilitators in safe, confidential, and supportive environments. These programs are Change, Grief and Loss, Emotional Literacy, Understanding Worry and Primary Emotional Literacy.

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

Delivery was expanded throughout this financial year. This expansion involved recruiting new facilitators, engaging with new primary schools and increasing our focus on building the emotional literacy of parents and school community members. When the general emotional literacy of a whole community is strong, children and families have what they need to grow and thrive.

The confidence school staff had in the delivery of IO4K programs was evident in decisions to go ahead with bookings during Term 1, 2022, when external input and school visitors were generally more limited. Throughout the year, our facilitators worked with 1,820 children in North and North-West Tasmania, across 21 schools.

IO4K continued to train school support staff to facilitate programs, with 59 training participants in 2021/22. We presented 15 emotional literacy workshops and two webinars, attended by 357 parents and community members. To further improve the understanding of parents, carers and teachers about IO4K program content, a series of four short videos was developed and distributed.

An IO4K evaluation process was piloted with support from Healthy Tasmania between October and December 2021. A mixed methods evaluation approach is now used to collect quantitative and qualitative data from facilitators, participating students, teachers, and parents. The evaluation process informs staff about how to continue improving delivery, and provides evidence of outcomes relating to students developing new knowledge and skills.

KEY OUTCOMES

- 7 part-time staff employed across the North and North-West.
- Peak annual delivery of school programs, with 1,820 children engaging across 21 schools.
- Certified as a Safeguarding Children organisation.

CLIENT STORY

"The program has provided students with strategies to deal with big emotions."

— Punchbowl Primary

"What a wonderful program and so very important. I learnt some new things as well. The team is so engaging and it's great to see the children develop such quick responses."

— Evandale Primary

THE ARK

A refuge for youth and children.

About

Launceston City Mission, in collaboration with the Billy Graham Evangelistic Association (BGEA) and Launceston Churches Together, celebrated the completion of the therapeutic garden and outdoor area at The Ark Youth & Community Centre prior to the Will Graham Celebration in May 2022.

The Ark Youth & Community Centre at 9 Killafaddy Rd, Newstead, will be the future home of City Mission's youth and children's services and work is underway on Stage 1 to transform the property into an integrated community centre and safe haven for youth and children.

The Ark Youth & Community Centre will be further developed in Stage 2 to become a hub for youth and child support, including an alternative school to assist children disengaged from our educational system.

The Ark Garden Project team, comprising of Nick Smith, Andrew Goelst, Gary Daley, Nick Mendham, Rosemary Armstrong and Ben Hallam, led a group of local businesses and volunteers (listed below) to create the therapeutic garden and outdoor area that will assist City Mission's work with:

- Youth (The Mish — a safe space providing mentoring, support, activities and training for young people to heal, learn and develop).
- Unemployed people (M2aF provides pathways for re-engagement with training or employment).
- Children (Inside Out 4 Kids — emotional literacy training and wellbeing support for children).

Our sincere thanks to the following:

BGEA Garden Project businesses/sponsors:

- Continental Builders
 - Pro-Dig Earthworks
 - Gradco
 - Beams Bros
 - Premium Plumbing & Gasfitting
 - Tamar Hire
 - 6ty°
 - Rare Innovation
 - Mobile Mission Maintenance
 - Vos Construction & Joinery
 - Greenwood Trees & Shrubs
 - NBN Co
 - Speer Projects Landscape Design & Construction
 - Tree-Mendous Landscapes
 - Billy Graham Evangelistic Association
 - Johann Cerecke (drone footage and video production)
- Team:*
- Lead Project Manager – Pastor Nick Smith.
 - Lead Landscaper – Gary Daly.
 - Lead Designer – Jeff Speer, Speer Projects.
 - Core Volunteers – Rosemary Armstrong, Nick Mendham, Ben Hallam.
 - Mark Smith for the mural.
 - Redemption Hills for catering and volunteer support.
 - Local Launceston businesses.

BEFORE



AFTER





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 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 North and North-West 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 four resale shops in Ulverstone, Burnie, Smithton 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 Change, Grief and Loss services and programs across North and North-West Tasmania.

MISSION GARDEN AND OUTDOOR

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

About

At Mission Garden and Outdoor, you will find new and pre-loved plants, garden equipment and garden supplies at affordable prices.

It's also a place where members of the community can volunteer, learn new skills and establish friendships. Another valuable outreach to the Northern Tasmanian community, with funds supporting City Mission programs.

In this financial year

The 2021/22 year was exciting for Social Enterprise, with new retail operations in the North-West and significant changes at our main Youngtown site.

We opened our new Ulverstone Mission Shop in Reibey Street, a bright new shop right in the heart of Ulverstone. We overhauled our garden centres, rebranded as Mission Garden and Outdoor, with a refined range of goods. Our existing site in Fieldings Way, Ulverstone, became Mission Garden and Outdoor Ulverstone stocking a wide range of garden, outdoor and pet lines. Our beloved Mission Garden and Salvage site at Youngtown was redeveloped and moved onto the Youngtown Mission Shop site, rebranded as Mission Garden and Outdoor Youngtown.

Our existing Mission Shops and Resale Shops throughout North and North-West Tasmania continued to trade well through a time of ups and downs in the market, influenced by Covid, border changes and economic challenges. These shops were supported by a committed team at our warehouses and recycling centres, sorting and supplying quality donations. This was all made possible by our wonderful and valued volunteers and our dedicated paid staff.

KEY OUTCOMES

- Generated \$6.1m in retail sales.
- Over \$1.1m contributed directly to City Mission community services, programs and administration.
- Over \$48,600 worth of goods provided through our shops supplied to people in need in our community.
- Donation sales generated \$4.6m and diverted over 1.4 million items from landfill.
- Over 36,000³ of items diverted from landfill through our tip shops and warehouse.
- Over 80 staff employed in North and North-West Tasmania.
- Supported by more than 500 volunteers each month, with 500 new volunteers 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 over 200 employees and more than 550 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

City Mission again experienced growth this financial year with paid staff increasing from 185 to over 200 due to the opening of new services and the expansion of existing ones. These paid workers, along with more than 550 volunteers make it possible for City Mission to transform lives across the North and North-West of Tasmania. While volunteering numbers fluctuated during the year due to Covid impacts, our workers demonstrated their resilience and determination in returning as soon as possible. We again honoured our volunteer workers, without whom the Mission would not be able to fulfil its commitment to the community.

We launched the Mission Wellbeing Program after receiving funding through Tasmania's Department of Health. This program enabled us to establish community partnerships to provide programs for the City Mission community of paid workers, volunteers and clients. The program is designed to target four areas: mental health, physical activity, healthy eating and smoking cessation.

This year also saw the relaunch of our reward program, acknowledging the employee, volunteer and service of the month. We received record nominations as workers embraced the new program. Winners were determined by a committee of staff, volunteers and leaders from the Mission in the North and North-West, and were recognised for their commitment to our core values of faith, justice, compassion, flexibility and enthusiasm.

KEY OUTCOMES

- Milestone of reaching over 200 paid staff.
- Mission Wellbeing Program established.
- Worker Reward Program relaunched.

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.

In this financial year

In the 2021/22 financial year, the department was incredibly busy and our hard work was rewarded with fantastic results all around. There was a significant increase in brand awareness, support, community engagement and media exposure that benefited the organisation greatly. We attribute our success to the implementation of the major marketing and communication strategic plans that were produced in the previous financial year. By implementing those strategies, we consolidated and strengthened our brand and connected with new market segments to gain many new supporters from schools, organisations, businesses, politicians and sponsors. We continued to minimise costs by developing our new branding and creative campaigns in-house, including the new visual identity for Mission Shops, Mission Garden & Outdoor, Mission Health, Missiondale and the Spring Food Drive. This more contemporary brand has been met with overwhelmingly positive feedback, paving the way for the next phase in our marketing journey.

This was another record-breaking year for fundraising. Our team worked hard to consolidate all the changes implemented in the previous financial year, from creative and operational changes to community engagement and corporate sponsorships, and began to improve on those areas with a lot of strategic insight. We couldn't be happier with the results. We once again witnessed large growth in new donor segments, donation value, corporate sponsorships, participation from schools and overall community engagement with City Mission. The organisation received the most goods and cash donations in recent history as donations poured in throughout the year. Seeing such a wonderful response from the community during a challenging time for our clients is inspiring and heart-warming. We thank our donors for their generous hearts and for continually partnering with our cause and we also thank God for his

ongoing provision. The money and goods raised continue to provide essential help to those in need, transforming lives in our local communities.

KEY OUTCOMES

- New branding launched for Mission Shops and Community Services.
- 22% increase in cash donations and 63% increase in goods donations when compared to last year.
- We raised more than \$470,000 from major fundraising appeals.
- More than \$355,000 was raised from general and programs donations.
- The City Mission Pay It Forward campaign raised over \$60,000 for our youth services.
- Over \$443,000 in food, toys and personal care items were donated.



CORPORATE PARTNERS & DONORS

City Mission is extremely 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 for donations from their ABC Giving Tree Appeal and The Examiner for proceeds from their Winter Relief and Empty Stocking Appeal that contributed significantly to the cause.

SUPPORTERS & PARTNERSHIPS

- | | | |
|---|--|--------------------------------------|
| → ABC Giving Tree | → Federal Government | → Southern Cross Austereo |
| → ABC Northern Tasmania | → headspace Launceston | → TasCOSS |
| → Alcohol, Tobacco and Other
Drugs Council | → Healthy Tasmania | → Tasmanian Broadcasters |
| → Aurora Energy | → Independent Grocers of
Australia | → Tasmanian Community Fund |
| → Australian Federal
Government | → Foot And Playsted | → Tasmanian Christian Fund |
| → Aqua Fresh Carpet Care | → Lions Clubs | → Tasmanian Government |
| → Bell Bay Aluminium | → Local Motor Group | → Tasmanian Independent
Retailers |
| → Bruce Wall Estate | → Motors Foundation | → The Advocate Newspaper |
| → Burnie Baptist Church | → My State | → The Examiner Newspaper |
| → Burnie City Council | → Optimo Awnings | → The University of Tasmania |
| → Cape Hope Foundation | → Pandani Meats Somerset | → Toll Tasmania |
| → Catholic Care | → Presbyterian Care Tasmania | → Tones Electrical |
| → Central Coast Council | → Primary Health Tasmania | → Toyota Material Handling |
| → Circular Head Council | → Rascal Robot Art Space | → Van Diemen Project |
| → City of Launceston | → Reclink Connect | → Vos Construction & Joinery |
| → Coastal Caravans | → Redemption Hills Church | → Woolworths Burnie |
| → Cut Above Quality Meats | → Rotary Club of Central
Launceston | → Woolworths Wynyard |
| → Dan's Poultry Farm | → Skills Tasmania | → Winifred Booth Estate |
| → D'Antoine Foundation | → 6ty° | → Young's Vegie Shed |
| → Faulkner Family | → Sharman's Butchery | |

APPEAL SPONSORS

- | | |
|------------------------|------------------------------|
| → Collings Services | → Tones Electrical |
| → Grant Chugg Plumbing | → MDH Accounting |
| → TG Financial | → Vos Construction & Joinery |

2021/22 FINANCIAL SUMMARY

INCOME

2022 \$16.1 million | 2021 \$16.0 million



Government Grants **44%**
 Program Fees **6%**
 Social Enterprise **42%**
 General Donations **7%**
 Capital Donations **2%**

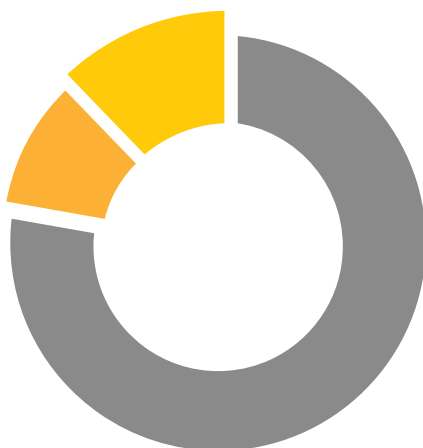
EXPENSES

2022 \$18.4 million | 2021 \$13.9 million



Staffing **60%**
 Property & Equipment **26%**
 Client Financial Support **4%**
 Operations **4%**
 Social Enterprise Purchases **6%**

PROGRAM FUNDING



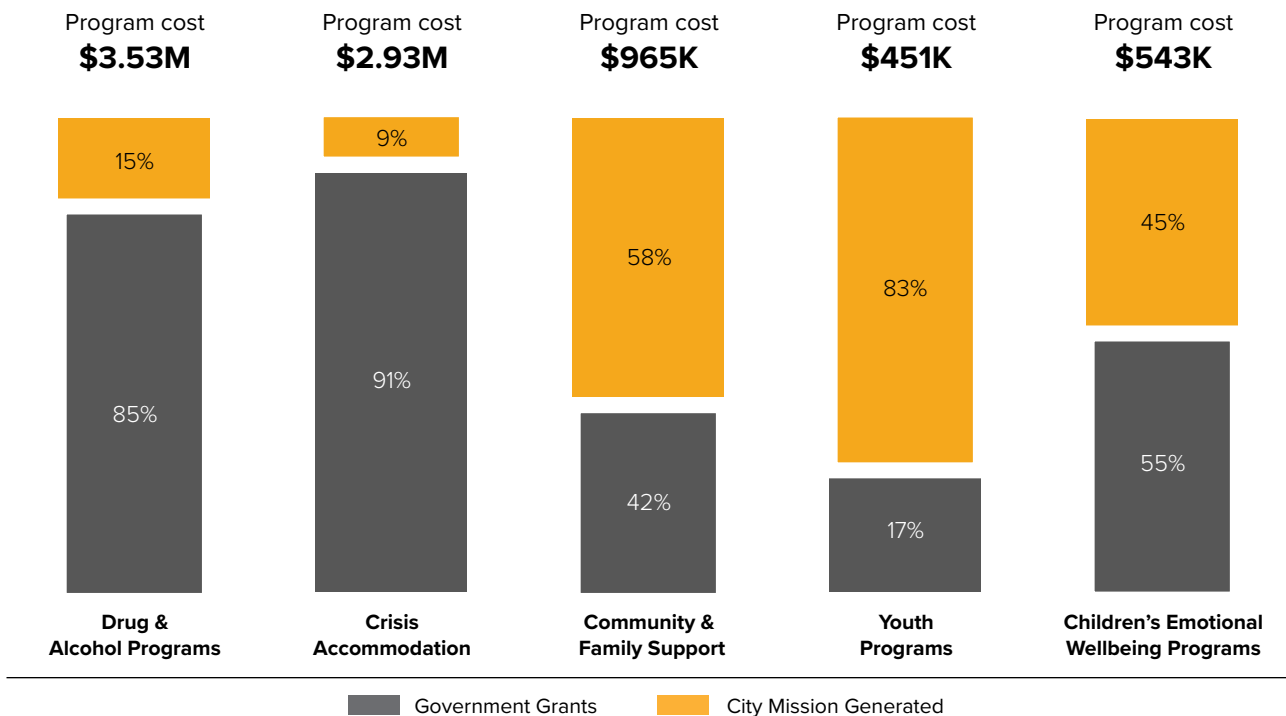
Government Grants **78%**
 City Mission Generated (Social Enterprise & Program Fees) **10%**
 General Donations **12%**

EXPENDITURE SUMMARY



Client Programs **47%**
 Social Enterprise **26%**
 Administration & Property Development **27%**

WHERE THE FUNDING COMES FROM BY FOCUS AREA



HEAD OFFICE

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

PHONE (03) 6335 3000 | FAX (03) 6334 3136 | EMAIL office@citymission.org.au | www.citymission.org.au

SOCIAL ENTERPRISE

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

MISSION GARDEN AND OUTDOOR, ULVERSTONE

Mon-Fri: 10:00am–5:00pm
Saturday: 10:00am–4:00pm
9 Fieldings Way, Ulverstone
(03) 6425 3036

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

ULVERSTONE MISSION SHOP

Mon-Fri: 10:00am–5:00pm
Saturday: 10:00am–4:00pm
7 Reibey Street, Ulverstone
(03) 6425 4698

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 AND OUTDOOR, YOUNGTOWN

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

CIRCULAR HEAD RESALE SHOP

Mon-Sun: 10:00am–4:00pm
22475 Bass Highway, Smithton
(03) 6409 4015

SUPPORT

FAMILY SERVICES

(03) 6335 3000 | familyservices@citymission.org.au

MISSION HEALTH

99 Wellington Street, Launceston Tasmania 7250 | (03) 6335 3000 | missionhealth@citymission.org.au

MISSIONDALE

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

SERENITY HOUSE

122 West Mooreville Road, Burnie Tasmania 7320 | (03) 6435 4654 | serenity.house@citymission.org.au

ORANA HOUSE

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

COLLECTION OF DONATED GOODS

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