



ANNUAL REPORT

2015/16



INTRODUCTION

Our task at City Mission is to continue to transform the personal stories of those without income and assets, the addicted, depressed, lonely and discouraged, into stories of true hope, progress and a future as they develop the resilience to re-engage and overcome social disadvantage.

For more than one hundred and sixty years City Mission has been there lending a hand, caring for the lost, the lonely and the broken.

The past year has been one of challenge and change. As you browse through these pages you will read about the life transforming impact that City Mission is having on communities across Northern Tasmania. People of all walks and all ages are finding a better way through City Mission as it meets community and human need and spreads the knowledge and the love of God.

We value faith, compassion, justice, flexibility and enthusiasm.

City Mission is focused on being a leader in delivering core services and support to those most vulnerable on our community.

Throughout the year City Mission has continued to transform lives in Jesus' name".

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

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OUR YEAR IN REVIEW

The 2016 Annual Report provides an encouraging overview of the successes of the past year.

City Mission's total budget continued to grow to almost \$8 million in the 2016 financial year. This was expended across operations with a paid workforce exceeding 110 and 450 volunteers assisting hundreds of clients as shown in the key indicator charts included in this report.

The Board of Launceston City Mission maintains a high standard of governance with a rolling program of policy review and effective audit and review processes. Board members are selected in response to the skills requirements of the Board to provide the governance required for the businesses and services that we operate. They form part of the skilled volunteer group that supports the work of the City Mission and without the dedication and commitment of all of these volunteers our organisation would no longer be sustainable.

Following this year's Annual Meeting Mrs Juanita Miller will resign from the Board after 22 years service. Our heartfelt thanks is extended to Juanita for her outstanding service to the people of Northern Tasmania through City Mission. We likewise acknowledge the years of practical volunteer support Juanita has provided through the Women's Auxillary.

The Board recognises the valuable contribution of Tony Demeijer and Mark Pennington who resigned during the year.

The Board welcomed the additional support from the Federal Government during the financial year to enable our Alcohol & Drug Therapeutic Recovery Centre Missiondale to continue in operation and improve the outcomes for the clients utilising this service. We have been able to expand grief and loss counselling services for children and youth programs delivered the Mish Youth Centre. The celebration dinners at Missiondale for our

AOD services teams and clients were inspiring and motivating for everyone in attendance. Emergency relief for individuals and families continued each day and each week, despite reductions in Government funding. Social enterprises achieved an improved revenue and we made significant progress with our quality and accreditation programs in particular our recycling services. We were pleased to be recognised as a high achiever organisation in the Employer of Choice Awards.

We thank the Board and Leadership Team for guiding us through another challenging year and displaying

unwavering compassion and commitment to meeting our client's needs.

The Board and Leadership Team remain confident that City Mission, through a range of continuing services and new initiatives, will continue it's vital role in working with our children, youth and adults to build hope and develop plans for their future. The reality is that the more people that can be assisted to contribute and participate fully in our communities through improved health, education and employment will significantly impact the growth and prosperity of our region.



TIM HOLDER

CHAIRMAN



STEPHEN BROWN

CHIEF EXECUTIVE
OFFICER



OUR CURRENT BOARD



TIM HOLDER
BOARD CHAIR
DIRECTOR



ROYCE ALDRED
DEPUTY CHAIR
DIRECTOR



MICHAEL HARVEY
TREASURER
DIRECTOR



JO-ANNE FEARMAN
SECRETARY
DIRECTOR



JUANITA MILLER
DIRECTOR



ROSS NICHOLSON
DIRECTOR



GEORGE ELKHAIR
DIRECTOR

OUR LEADERSHIP TEAM



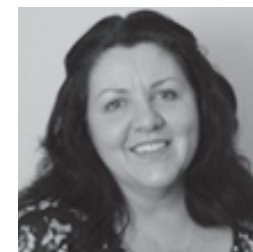
STEPHEN BROWN
CHIEF EXECUTIVE
OFFICER



JOHN CLEMENTS
BUSINESS & STRATEGY
MANAGER



KATRINA FISHER
CHIEF FINANCE OFFICER



BERNADETTE JONES
HR, QUALITY & ADMIN MANAGER



RAY GREEN
OPERATIONS MANAGER
CLIENT SERVICES



GREG HOWELL
OPERATIONS MANAGER
SOCIAL ENTERPRISE



TONY DEMEIJER
OPERATIONS MANAGER
RETAIL

DRUG & ALCOHOL RECOVERY

MISSIONDALE + SERENITY HOUSE

A highlight this year was the wonderful staff at Missiondale winning the Launceston Chamber of Commerce Business Excellence Award for "Services to the Community". This was a great achievement recognising the staff and volunteers whose professional and caring approach has created an environment where people can begin to make positive changes in their lives.

Missiondale is a place where people affected by addictions are "learning to live right"; where the therapeutic community values of honesty, responsible concern, work ethic and learning are encouraged and promoted. A significant percentage of Missiondale's staff are former clients. They have been through the recovery journey and are now helping others to do the same.



"
I'm excited about the journey I'm on and am looking forward to seeing further progress.
"

CLIENT STORY

"Missiondale is a therapeutic community where the residents support and grow each other as compared to "looking for reasons to use." I feel extremely loved and supported by my peers and feel blessed to be here. The staff here have also been a huge part of my recovery, and have challenged me in ways to help me grow. I can't say enough about how grateful I am to be here and to see my true self come out and not to be judged or rejected.

THIS YEAR HAS SEEN A RANGE OF ACHIEVEMENTS AT BOTH MISSIONDALE AND SERENITY HOUSE

- **143 CLIENTS** accessing short term rehabilitation support at Serenity House
- **80 CLIENTS** receiving long term support and rehabilitation at Missiondale
- **164 ENROLMENTS** in rehabilitation program stages (up 10%)
- Program completions at all-time record levels (up 27%)
- Occupancy at record levels at both Missiondale and Serenity House

Alcohol and methamphetamine (ICE) remain the main drugs of concern for those entering the program, with 90% of clients having one of these as their primary addiction. It is hoped that the forthcoming State Government review of Drug & Alcohol Residential Rehabilitation services delivers a long term strategic and funded approach to drug and alcohol rehabilitation in Tasmania.

COMMUNITY & FAMILY SERVICES

EMERGENCY RELIEF + MORTON'S PLACE

There are more people living in poverty in Tasmania than any other state, with the state's poverty rate now topping 15 per cent. (news.com.au)

A total of 353 new clients accessed the City Mission's emergency relief assistance in the past financial year.

Family Services is just one of five Launceston emergency relief outlets, and other services have recorded similar growth in new clients.

On a daily basis, caseworkers hear client stories of financial hardship, struggling to provide for their families. Insufficient affordable housing equals rental stress for many in the private rental domain, with over 50% of their income going towards rent costs. The list goes on with large power bills due to cold weather and poorly insulated homes.

Financial stresses such as these are often the underlying cause of relationship breakdown and suicide.

In the last financial year, approximately \$270,000 of assistance was given out through Family Services. Without funding from the Department of Social Services and the Cape Hope Foundation, along with generous donations from local communities, the support of those in desperate need would not be possible. The Family Services team thanks everyone who makes "Caring and Sharing in Jesus Name" possible.

CLIENT STORY

For 9 days in a row an elderly lady started walking to her car to come and ask for food assistance. She opened her fridge on the 10th morning and found absolutely nothing to eat. With great humility she finally presented at Family Services' reception and broke down crying. This reflects the underlying challenges and demand for these services.



CHILDREN GRIEF & LOSS SUPPORT

RAINBOWS

Children Services conducts the Rainbows program in schools to help young children deal with loss and grief. It has supported over 250 children in the last 12 months, and requests for this support continue to grow. Most of the children were seen due to parental separation; however quite a number were seeking support due to a death of a significant person in the family.

CHILDREN FEEL COMFORTABLE PARTICIPATING IN RAINBOWS BECAUSE IT OFFERS A SAFE PLACE TO SHARE AND EXPRESS THOUGHTS AND FEELINGS.

They learn that they are not alone in their situation and begin to understand that grief is a journey. Children learn to accept different family structures, the inevitability and need for change, and how to

solve problems within their new situation. They also learn a sense of belonging and to feel special and loved.

Regular enquiries from parents and schools emphasise the need for this service for children. A Principal from a local school expressed it this way: "We have been working with the Rainbows program for almost 10 years. This has provided much needed and highly valued support for those children who have experienced or are continuing to experience a significant life altering crisis or loss. Our students and their families have universally expressed their thanks for this supportive program that helps to help young people".



TEACHER FEEDBACK

John has thoroughly benefited participating in this program and has learnt many things in his short time with the Rainbows Facilitator. She has helped John to understand and label his emotions, whether they are negative or positive and in that understanding he has started to learn coping skills to help him through his negative emotions. John was very excited on Tuesdays when he was able to have time with the facilitator; she made the experience fun and easy for him to understand; ensuring that John would feel comfortable with her was of the highest priority, to form a relationship that was trusting and compassionate.

CRISIS ACCOMMODATION

ORANA HOUSE

Orana House provides accommodation relief to males aged over 18, and links its residents to services that will be beneficial in providing positive outcomes to those affected by homelessness. The City Mission recognises that everybody needs some help from time to time and the hope is that with some support from Orana staff, residents can find a positive way forward.

Nearly **93% occupancy** was achieved through 2015/16 for accommodation in the crisis rooms, long term rooms, independent units and family crisis unit. This reflects the underlying demand for these services. Work

continued to be done around the property, particularly in relation to the upkeep of garden beds – assisting with the continued growing of vegetables and herbs for the kitchen; the provision of a paved walkway from the lounge area to an outdoor area has increased utilisation of these spaces by the majority of residents.

Existing networks with other services such as Housing Connect continued to provide regular positive outcomes for Orana residents looking to move on. Each month there were men moving into their own secure, long term accommodation. For some, it was the first place they could truly call home for many years.



FOR SOME, IT WAS THE FIRST PLACE THEY COULD TRULY CALL HOME FOR MANY YEARS.



City Mission also assisted some of these situations with the provision of furniture and other household goods with the support of the Mission Shops and Family Services.

CLIENT STORY

Ben came to stay at Orana House after being diagnosed with cancer and having to travel to the Launceston General Hospital for chemotherapy treatment - this also coinciding with losing his existing accommodation on the north-west coast. Ben was feeling nauseous and was quite ill due to the treatment he was receiving. After a terrible few months of treatment and with support from the staff at Orana House, the all clear came back from doctors. Ben went on to finish his Certificate IV studies in drug and alcohol work whilst staying at Orana House. Ben's supported accommodation stay was for just over two years.

YOUTH MENTORING

THE MISH YOUTH CENTRE

The Mish Youth Centre has been developed to help young people at risk, more specifically those that are likely to, or have become disengaged with traditional education, employment and social networks. With this at the core, the Centre takes a holistic approach toward tackling issues surrounding youth by empowering and resourcing individuals to problem solve and adapt to their specific circumstances.

The key objective of the service is to build relationships with mentees through a variety of activities and programs designed to enhance and develop trust. Through these relationships, barriers to entry into education or employment are identified and worked through. Some young people are referred to other services for further assistance. Mentors assist by attending appointments when required and encouraging mentees to engage in local community groups - to build confidence and a sense of belonging.

CLIENT STORY

Zac is a beat boxer. He has been part of the music program at the Mish since April 2016 and with the help of his Mish music group facilitator has made steady progress towards his goal to kick-start his beat boxing career. Zac and his facilitator have been busking their way towards the purchase of a speaker, enabling him to perform independently. In June, through support from the Mish program, Zac was able to attend a gig to see one of his beat boxing heroes, Tom Thum, where he got to have an impromptu jam with his idol. Zac's story is just one of a number of lives that are being positively affected by the Mish programs through music, art and multimedia platforms.

THROUGH THE MENTORING PROGRAM, YOUNG PEOPLE DEVELOP RESILIENCE AND PROBLEM-SOLVING SKILLS.

The SMART Recovery Program (Self-Management and Recovery Training) is the most recent addition to the Centre's program schedule and aims to help individuals navigate complex habitual tendencies and behaviours. Foundational to SMART are cognitive behavioural therapy concepts that enable those struggling with addiction and undesirable behaviours to break free.



SOCIAL ENTERPRISE

RETAIL

The Mission Shops rely on the generosity of the public through their donations of fashion, furniture, shoes, manchester, books and bric-a-brac. These donated goods become the core stock for the Mission's Shops which are sold or donated to clients in need.

In the past year donated second-hand treasures contributed to over 80% of the total revenue raised by Mission Shops across Northern Tasmania. The remainder was derived from selling products that City Mission purchased for sale. Furniture, white goods and grocery lines are typical examples.

There has been a gradual decline in recent times of donated electrical items suitable to offer through Family Services for distribution to families in need. The decision to augment the range with low cost new items means that the Mission Shops can offer anyone an inexpensive quality item for their home.

In Launceston, the boutique shop "Mission on George" underwent further renovation, resulting in a fantastic store presentation aligned with the focus on higher-end clothing and collectables. Expansion of Mission Shops on the north-west coast over recent years has been rewarded with customer loyalty and steady revenue growth. Another shop on the north-west is planned and should make further additions to the revenues needed to further grow City Mission services to the region.

RECYCLING & LOGISTICS

The Social Enterprises division of City Mission has seen some changes that have increased the capacity to deliver services to the community.

Recycling and Logistics is responsible for the effective operation of e-waste, warehousing, the Launceston Recycling Centre including the Uptipity Shop, the food distribution centre and transport and logistics requirements for the City Mission.

E-Waste Tasmania currently employs the equivalent of 5 full-time employees. This year it achieved Certification for ISO standards 5377 and 14001. For the 2015/16 financial year, E-waste Tasmania processed 352 tonnes of electronic waste.

In conjunction with the City of Launceston, City Mission operates the Launceston Recycling Centre and Uptipity Shop. Through this operation, 43,833 cubic metres of recyclable material was diverted from landfill. Strong sales have been maintained throughout the year, making this operation a commendable asset to both the community and City Mission.

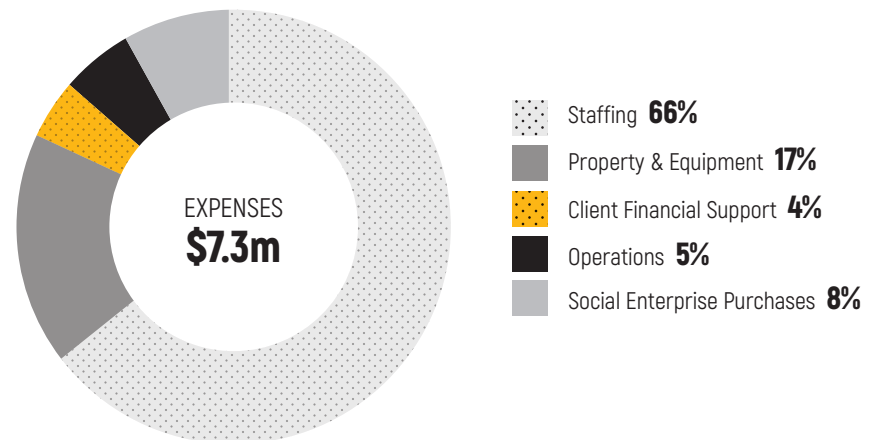
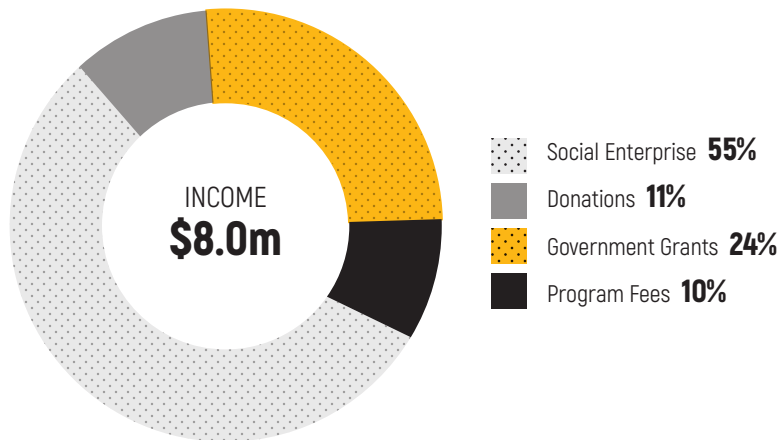
Warehouse operations continue to improve and streamline delivery of goods to Mission Shops. The annual City Mission Bookfest held in July continues to grow and has become an entrenched event in the Launceston community calendar.



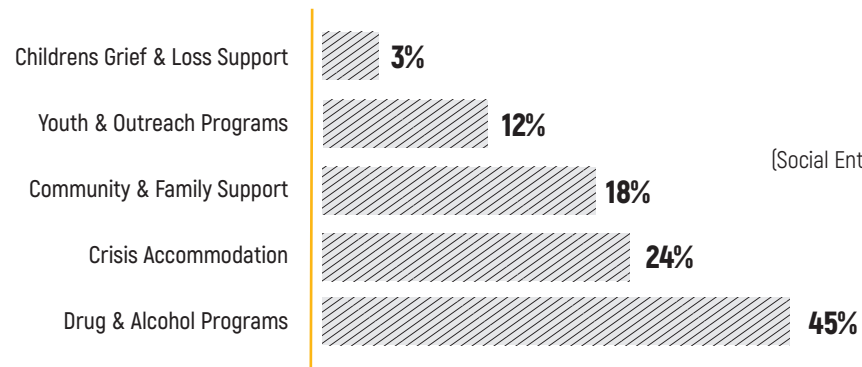
The food distribution centre continues to supply community services with vital food and general supplies required to assist the neediest in our community.

Proudly in conjunction with the Retail team, the Social Enterprise team have helped fund 35% of the City Missions' charitable support programs. This is an outstanding result.

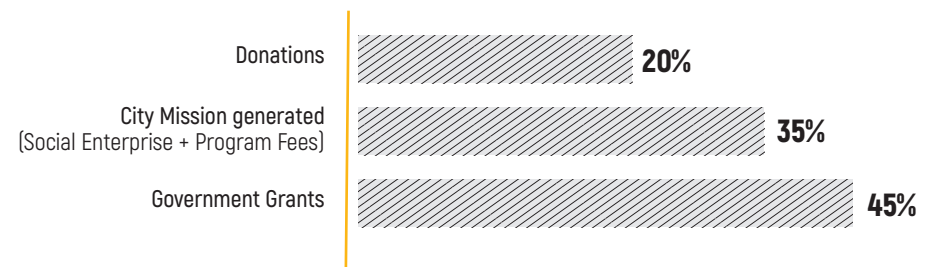
KEY OUTCOMES SUMMARY




What programs are funded




How programs are funded



 **16,000**
breakfast, lunch & food packages **Mortons Place**

 **13,305**
young people impacted **Youth + Outreach**

 **>250**
children supported **Children's Grief & Loss Support**

 **6,430**
Bed nights provided **Crisis Accommodation**

 **266**
clients assisted **Drug + Alcohol Recovery**

12% ADMINISTRATION

88% CLIENT PROGRAMS

112 STAFF

390 VOLUNTEERS

DONORS & SUPPORTERS

The City Mission is sincerely grateful for the significant relationships built with donors and supporters. Without this ongoing support, much of the organisation's achievements would not be possible. Members of the Northern Tasmanian community and further afield have supported the City Mission's work through giving generously to the major annual campaigns:

- **Future Hope Youth Appeal**
- **Winter Appeal**
- **Christmas Appeal**
- **Spring Food Drive**

Some supporters opt to give regularly through Mission360; others have remembered City Mission in their wills, or through making major contributions towards further enhancing the services provided.

Every dollar given is channelled towards the provision of services. The success of the Mission's social enterprises provides sufficient revenue to cover operational and administrative costs, thereby ensuring donations have maximum impact in assisting those who need it most.

The City Mission sincerely thanks all its donors and supporters – may all who provide this significant assistance be blessed through their generosity. Peoples' lives are being transformed because of this support.

HOW YOU CAN HELP

MAKE A DONATION

You can make a donation any time or during one of our major appeals. Log onto www.citymission.org.au and click the "donate today" button.

You can also donate via your smart phone by getting the 'Give Easy' App on your phone and donating directly to us.

Join Mission360, a regular giving program where you can "set and forget" your monthly or quarterly pledge. Phone 6335 3000.

Recycle your unwanted and reuseable goods by donating them to our Mission Shops. All profits made through our shops are redirected into maintaining and growing our community services.

LEAVE A LEGACY

Make arrangements with your legal advisor to leave a bequest in your will.

BECOME A CHURCH OR CORPORATE PARTNER

Church and corporate partnerships open up new opportunities for your members and staff to be involved through volunteering, training and financial support.

RUN YOUR OWN FUNDRAISING EVENT

It's up to you what you do. Every dollar you raise will be used to support our client services.

VOLUNTEER

Everyone has something to offer. Donate your time and skills.

PRAY FOR US

We believe in the power of prayer. Please keep us on your prayer lists. Pray for our workers, our clients and for God's provision.

FOLLOW US

Our website contains lots of information and is regularly updated. www.citymission.org.au

STAY CURRENT BY LIKING US ON FACEBOOK.
www.facebook.com/LauncestonCityMission

SUBSCRIBE TO OUR NEWSLETTER.
Email: office@citymission.org.au



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EMAIL office@citymission.org.au
www.citymission.org.au

MISSION SHOPS

YOUNGTOWN

351 Hobart Road,
Youngtown Tasmania 7249
PHONE (03) 6343 2115

NEWNHAM

67a George Town Road,
Newnham Tasmania 7248
PHONE (03) 6326 2222

RAVENSWOOD

67 Ravenswood Road,
Ravenswood Tasmania 7250
PHONE (03) 6339 6173

CITY

Cnr Wellington and Frederick Streets
Launceston Tasmania 7250
PHONE (03) 6335 3000

PROSPECT

140 Westbury Road,
Prospect Tasmania 7250
PHONE (03) 6343 5914

DEVONPORT

52 Don Road,
Devonport Tasmania 7310
PHONE (03) 6423 5984

ULVERSTONE

9 Fieldings Way,
Ulverstone Tasmania 7315
PHONE (03) 6425 4698

SOMERSET

65 Wragg Street,
Somerset Tasmania 7322
PHONE (03) 6435 1876

SUPPORT

MISSIONDALE

75 Leighlands Road,
Evandale Tasmania 7212
PHONE (03) 6391 8013
FAX (03) 6391 8255
EMAIL missiondale@citymission.org.au

SERENITY HOUSE

354 Preservation Drive,
Sulphur Creek Tasmania 7316
PHONE (03) 6435 4654
FAX (03) 6435 4661
EMAIL serenityhouse@citymission.org.au

ORANA

156 George Town Road,
Newnham Tasmania 7248
PHONE (03) 6326 6133
FAX (03) 6326 2277
EMAIL orana@citymission.org.au

FAMILY SERVICES

PHONE (03) 6335 3000
FAX (03) 6335 3034
EMAIL famserc@citymission.org.au

E-WASTE TASMANIA

351 Hobart Road,
Youngtown Tasmania 7249
PHONE (03) 6343 2115

MISSION ON GEORGE

73 George Street,
Launceston Tasmania 7250
PHONE (03) 6331 2710

COLLECTION OF DONATED GOODS

PHONE (03) 6343 2115

