



ANNUAL REPORT

2018/19



“I get far more back than I give. Knowing I’ve helped put a meal on someone’s plate is satisfying.”

Helen, Kitchen Helper

#MISSIONBUDDIES

INTRODUCTION

For more than one hundred and sixty 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.

The past year has been one of challenge and change as we have pursued our vision of **'Transforming lives, communities and futures in the name of Jesus'**. As you browse through these pages you will read about the impact City Mission is having on communities across Northern Tasmania. People of all walks 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

The 2019 year has been another active year at City Mission and it's our pleasure to report again to our members and stakeholder on the important work that we undertake in Jesus' name. With ever growing community needs there is automatically increasing opportunity for us to help our much loved clients as they deal with life's challenges and opportunities in an ever growing variety of ways. Highlights include the completion of the new and energetic strategic plan of the organisation for the 2020 - 2024 financial years, expansion of our alcohol and drug, youth and children services within the community, acquisition of three properties to underpin our masterplan and the commencement of Mission to Employment services.

The expansion of the alcohol and drug services was a consequence of City Mission implementing new State Government funding to maintain our 8-bed residential service at Serenity House and increase capacity at our Missiondale Therapeutic Recovery Centre from 24 to 34 beds.

With new funding support from Federal and State Government and the ongoing contribution from our social enterprise services we recorded a net surplus of \$588,532 after inclusion of capital grants and estate distributions of \$288,694. Total income grew by 16% to \$11m and we supported 162 workers in the community with salaries and on-costs of \$7m. This does not include the contribution from our volunteer workers who served together for over 10,000 hours on average each month, an estimated average contribution to the northern communities of Tasmania of over

\$250,000 per month. The net surplus grew our net assets at 30 June 2019 to \$12m.

Following the commencement of Mish Makers mid-year, we were able to increase the reach and scope of Children's Services (Inside Out 4 Kids) and also commence Mission to Employment (M2E). M2E offers jobseekers in northern Tasmania a range of intensive personal support services, structured employability directed assistance and workplace exposure. Our goal is for 35 clients to successfully transition into employment, education, or training within a 16-month period. We especially thank Jane Laidlaw in commencing the Morton's Health Clinic, with support from UTAS staff, offering free health reviews and treatment for our clients at Morton's and Family Services weekly from the Chapel rooms.

Following the end of this financial year we farewelled Vanessa Cahoon

our Fundraising & Marketing Manager as well as Nicky and Sue Gray, Family Services Team Leader and Case Worker (Missiondale) respectively. We thank Vanessa for the contribution she made. And we farewell Nicky and Sue as they move to Queensland after many years of dedicated service to the Mission. Peter Vandenberg's role ended during the year after a lifetime of work caring and sharing with the workers and clients of City Mission. Thank you to Peter for his consistent and extended service. We particularly thank each and every worker whether paid or unpaid for their significant contribution to the work of the Mission in *"Transforming Lives, Communities and Futures in Jesus name"*

Our volunteer workforce includes our dedicated Board and for each we are most grateful for. The Board rely upon God for the wisdom and insight that develops our vision and directs our

planning at City Mission. With continued growth comes increased responsibility and the Board leads in the example of a patient trust in God and an earnestness to hear His voice in all that we do. During the year Mrs Narelle Howell stepped down from the Board and we thank Narelle for her service and contribution during her term as a Director.

A recent Board devotion from Isaiah 61:3 encouraged us all at City Mission to follow God's continued direction, seeking, "To comfort all who mourn, and provide for those who grieve in Zion - to bestow on them a crown of beauty instead of ashes, the oil of gladness instead of mourning, and a garment of praise instead of a spirit of despair. They will rebuild (establish families)

ancient ruins and restore places long devastated. They will renew the ruined (refresh the dry, parched) cities that have been devastated for generations." This is the opportunity that we have in the work of City Mission, establishing a 'family' for people whose own families are in ruins. Pouring God's love into dry, parched places. Helping people out of places of devastation and into community.

Transforming lives may not always look like we think it should. At the end of life, it is the people and relationships in our lives that are the most important. The work of City Mission is to be those people that provide love, belonging and meaningful relationships to all people to transform their lives in Jesus' name.



OUR CURRENT BOARD



TIM HOLDER
CHAIRMAN



JO-ANNE FEARMAN
DEPUTY CHAIR



MICHAEL HARVEY
TREASURER



GEORGE ELKHAIR
SECRETARY



PAUL ARNOLD
DIRECTOR



KRISTIE MISDOM
DIRECTOR



ROYCE ALDRED
DIRECTOR

OUR LEADERSHIP TEAM



STEPHEN BROWN
CHIEF EXECUTIVE
OFFICER



PETER FREAK
GENERAL MANAGER
SOCIAL ENTERPRISE



KATRINA FISHER
CHIEF FINANCE OFFICER



BERNADETTE JONES
PEOPLE & CULTURE MANAGER



VANESSA CAHOON
FUNDRAISING & MARKETING
MANAGER



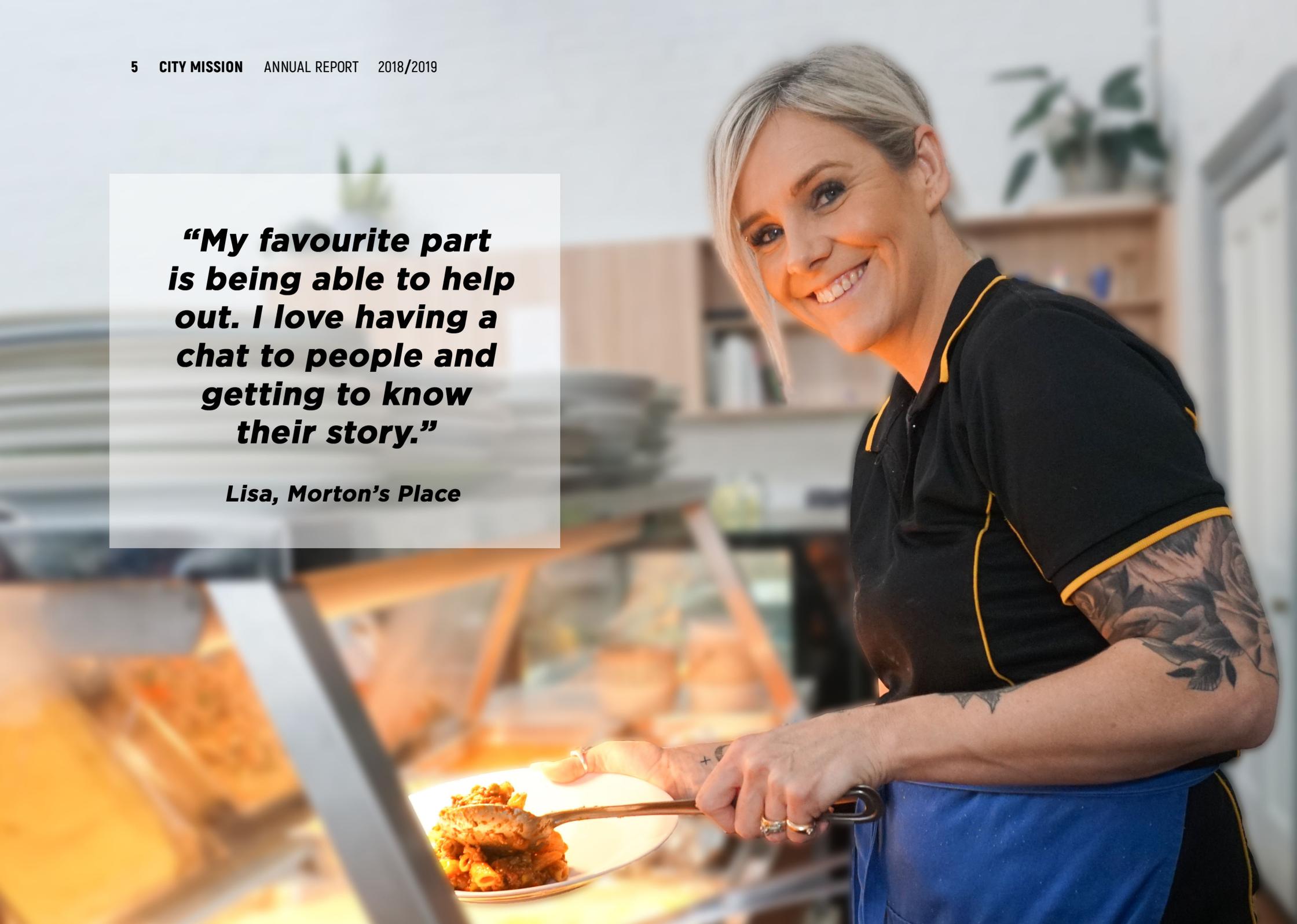
RAY GREEN
OPERATIONS MANAGER
CLIENT SERVICES



JOHN CLEMENTS
BUSINESS & STRATEGY
MANAGER

“My favourite part is being able to help out. I love having a chat to people and getting to know their story.”

Lisa, Morton’s Place



DRUG & ALCOHOL SERVICES

MISSIONDALE

It has been a big year of growth and service improvements for Missiondale. We were successful in our joint tender with the Salvation Army to secure funding to provide additional beds at Missiondale. We were able to employ key additional staff – Nurse, Psychologist, Chef, Team Leaders and Support Workers, and increase our bed numbers from 24 to 34 in our residential program.

The introduction of additional staff has opened a greater capacity for the support of clients. As the number of staff and residents grows, the more effective the Therapeutic Community model functions. This growth has seen a committed team effort of hard work and patience, leading to improved and consistent support to clients.

Following feedback from both an external and internal review of the Missiondale program, a new program structure was developed over the last 12 months. This has included new evidence based program material, the introduction of Art and Movement Therapy, new program stages, an updated evaluation process and a focus on pre and post support for clients. The transition to the new program was in consultation with the Therapeutic Community and was navigated with minimal issues. The clients have embraced the new structure and are enjoying the new group therapy material and stage leadership and privileges.

Our Garden of Hope continues to produce many varied vegetables and fruits which are harvested for use at Missiondale, plus other Launceston City Mission services – Orana, Morton's Place, Youngtown Cafe and Family Services Emergency Relief.

CLIENT FEEDBACK

MISSIONDALE

- **Missiondale has saved my life, I will always be grateful. Life is great!**
- **My family are thrilled to have me back in their life again.**
- **Missiondale is a very special place and I thank God every day for it.**
- **It has absolutely given me the power to take my life back, to be in control of me.**

KEY OUTCOMES

- **123 clients in program to June 2019**
- **72 stages of the program were completed by clients**
- **49% Identified alcohol as a primary substance of concern**
- **Garden grew 2.9 Tonnes of fresh garden produce, valued at over \$10,000**

ART THERAPY

The importance of Art Therapy in the drug and alcohol recovery process was highlighted recently by Missiondale residents. When exploring new ideas for Art Therapy, the clients at Missiondale jumped at the opportunity to create a tie-dyed t-shirt. They were keen to experiment by creating swirls, circles, hearts and stripes - breaking numerous rubber bands in their haste to make the perfect design. Each design was as unique as the individual who created it and once the coloured dye was carefully applied and the shirts were dried cheers of delight could be heard in every direction. Clients and staff can't help but smile as these "happy" shirts are paraded daily through the buildings at Missiondale, proving Art Therapy really can make a difference to our lives.



“Thank you for helping me get back on my feet. There’s nothing deceitful about your slogan ‘a hand up, rather than a hand out’.”

SERENITY HOUSE

There are exciting times ahead for Serenity House following the Federal Government's recent announcement to invest an additional \$6.3 million for new residential Alcohol and Other Drug (AOD) rehabilitation treatment facilities and services on the North- West Coast. The funding allows City Mission to assist the North West community by providing a boost in AOD support including a new purpose-built Serenity House in the Burnie region.

CLIENT FEEDBACK

SERENITY HOUSE

- Serenity House has made me feel very excited about continuing my path with rehabilitation.
- What helped me the most were the conversations that I had with the staff when I was finding things difficult
- There isn't really any other detox program run like it

KEY OUTCOMES

- 182 episodes of timeout
- 1738 bed nights provided
- 36% of clients go onto Missiondale rehabilitation (2018 - 28%)
- 13% of clients go to other rehabilitation services (2018 - 21%)
- 23 clients utilise the service for Sobering Up/Place of Safety (POS)

SERENITY HOUSE VEHICLE

City Mission's AOD & Accommodation Manager, Stephen Hill, received the keys to a new 9-seater wagon courtesy of a grant from the Tasmanian Government in August. The van will be used to transport clients staying at Serenity House. The demand follows City Mission's recent extension of available beds, from 6 to 8, made possible by the repurposing of the on-site care-takers unit.



CRISIS ACCOMMODATION

ORANA HOUSE

Orana House is a boarding house for men providing 12 rooms, 4 independent living units, 2 place of safety beds as well as a family unit (for men with children). Residents staying at Orana receive three meals a day and have access to shared facilities including games room, laundry and quiet reading room.

Orana continues to see high demand for services with 97% occupancy and nearly 1000 unmet requests for accommodation and support. This highlights the continuing Tasmanian housing crisis and lack of affordable options for people trying to secure, appropriate and safe housing. However, we are grateful for the continued partnership with Housing Connect which assists clients in securing places at Orana House.

CLIENT FEEDBACK

ORANA HOUSE

- Orana gave me a place to stay at a time I needed it most
- I have really appreciated all the help ... as it has changed my whole situation
- All the staff were prepared to help me in any way they could ...they were amazing

KEY OUTCOMES

- 6619 Bed nights provided
- 254 clients supported accommodation
- 995 unmet requests for accommodation
- 48 supported POS/Sobering Up services



COMMUNITY & FAMILY SERVICES

EMERGENCY RELIEF

CLIENT DEMAND FOR ASSISTANCE REMAINED STRONG

The 2018-2019 year saw City Mission's Government funding renewed for the North of Tasmania and on a positive note, expanded to include the North West Coast. Overall client numbers have increased with over 6000 people supported through assistance packages. These packages included food parcels, personal hygiene products and bill payments for essential services. Our Family Services team listened to over 3000 clients share a common story of financial hardship with a significant number of clients reporting being impacted by rental stress. This combined with escalating food and utility prices resulted in more people reaching out for help, many for the first time.

KEY OUTCOMES

- Over 6000 people assisted through support packages
- 463 new clients
- Family Services North West Coast formally commenced 2019
- Over \$282,000 of support provided in the North & North West (Client Bills & Food)

CLIENT STORY

Judy was in her mid-fifties and came to us feeling overwhelmed with trying to find paid work saying no-one wants to employ her at her age. In talking to her City Mission caseworker:

"Newstart is not sufficient to live on, yet you are expected to do this and find work" she shares. "I use Cash Converters as I have no other way of paying those larger expenses. You start with one loan and then there's two and three and before you know it most of your Newstart benefit has been taken just to meet the repayments. Now I am having to come here and ask for food help at my age" she shares with tears flowing down over her cheeks trying hard to compose herself.

"I feel so demoralised needing to ask for help. I have been involved in fund raising in the past for charity, and now look where I am.... seeking help for myself. It is so wrong"



OUR CASE WORKERS HELPED JUDY UNDERSTAND THE DANGERS ASSOCIATED WITH HIGH INTEREST LOANS AND WERE ABLE TO OFFER ASSISTANCE WITH BUDGETING AND FOOD.

MORTON'S PLACE

The dedicated team at Morton's Place continued to provide a therapeutic sanctuary for those seeking respite from long-term or situational adversity. Throughout the year clients received over 5,000 episodes of additional support including mental and emotional health care, material aid, social literacy support and referral to specialist community and healthcare services.

On top of the regular service provision, it has been a busy year at Morton's Place. Renovations were completed creating a purpose-built community space to support recovery and provide a place to rest and connect with others. Our thanks to project funders and tradesmen in delivering this outstanding outcome.

Clients and visitors to Morton's Place enjoyed a range of activities and events throughout the year including St Patrick's Day celebration, Harmony

Week inspired lunch, Beanie Day, Easter and Christmas celebrations and our very competitive Footy Tipping competition. Our gratitude to all the local businesses that continued to support Morton's guests through their generous food and monetary donations including the sponsorship of our monthly 'Morton's Big Breakie'.

KEY OUTCOMES

- **Over 16,000 meals served for breakfast and lunch at Morton's Place**
- **Over 5000 forms of direct client support**
- **Pay It Forward dinners (2 of) raised \$24,000 towards funding the meals and services at Morton's Place**



COMMUNITY DEVELOPMENT

A committed and vital group of volunteers continue to facilitate important weekly community programs, resourcing and equipping vulnerable community members to overcome challenges and bring about positive transformation. These programs include Overcomers, Club Monday, Choir of High Hopes, Ashley Detention Centre's Youth Outreach, and the Family Prison Run.

WOMEN'S AUXILIARY

The hard work of the Women's Auxiliary has continued throughout the year with several events held. The work of the auxiliary has been a much valued and a long running part of the City Mission. We are indebted to Helen Slater and Juanita Miller for their long serving and tireless work.

CHAPLAINCY

City Mission Chaplains have again offered care and support to people from all walks of life. During the year we welcomed Shannon Watson to the Chaplaincy team as our Community Engagement Chaplain enabling City Mission to increase our chaplaincy workforce and our engagement with local churches.

The Chaplaincy team is enjoying a major re-development with the focused and intentional coordination of our teams in Launceston and the NW Coast. With the newly created volunteer role of 'Chaplaincy Assistant' coming online, we now have about 15 full-time and volunteer chaplains operating throughout the Mission. The Alpha course has also been refreshed with updated material and methods being rolled out in the Frederick Street Chapel and at Missiondale. Relationships with local church congregations is also a key area of renewal, with the message being carried one of mutual support and enhanced partnership. This is an exciting time of vision and growth for chaplaincy at City Mission.

CHOIR OF HIGH HOPES

The Choir of High Hopes can be heard joyously singing every Wednesday in the Frederick Street Chapel. The aim of the choir is to provide an avenue for community members to develop confidence, self-worth, self-esteem and peer support to enhance their social integration and inclusion within their community. The choir is supported by committed volunteer mentors in areas such as singing coaches, musicians, conducting and steering committee members.

Merelyn Briton played a leading role in establishing the choir and said:

"When I watched the ABC's program on the Choir of Hard Knocks, I was inspired to bring something like that to our local community. From that point, I worked to establish a group of like-minded people who could help bring the idea to life. On the 5th September 2007, the Choir Steering Committee was formed, and Launceston's Choir of High Hopes was born".



LAUNCESTON OUTREACH TRAILER

The Community Outreach Trailers are an essential program providing care, support, recreation and referrals to 17 locations across the north of Tasmania. This year saw over 100 events held which were attended by over 16,000 participants. These programs reach out to many socially isolated families and individuals and in conjunction with other organisations, work hard to deliver much needed help and fun children's activities promoting team play, physical and cognitive skill development in partnership with PCYC, YMCA and the Neighbourhood House network.

These outreach events are vital for many struggling children as expressed by a local teacher who commented "you have no idea how your program affects some of our kids. One kid that's always in trouble at our school is in grade 6, he has the most terrible home life. When we asked him if there was anything he looked forward to in the week, he said it was the City Mission BBQ and the friendly people there".



MISSION 2 A FUTURE

Mission 2 a Future supported many clients to achieve various goals over the past year. The program uses a life coaching approach to assist individuals achieve their chosen goals. These goals could include something as fulfilling as starting a job after being out of the workforce for many years to being in one's 60s and reading a book for the first time. The flexibility in the way the support is offered makes this program very successful in achieving outcomes where many other systems have failed.

MISSION 2 EMPLOYMENT

Starting in 2019, Mission2Employment is an employment focussed program supporting job seekers to gain practical skills, achieve personal goals and transition successfully into employment or further education. Funded under a Federal Government employment trial initiative, the program is running until June 2019.

MISSION HEALTH

In partnership with the UTAS School of Nursing and Tasprac, City Mission have launched Mission Health. Located at City Mission in Frederick Street, Mission Health operates every Thursday morning. The service is free to anyone in need of health care and treatment and advice is available on a range of health issues. Client appointments are not required making it easier for them to engage. The service complements City Mission programs, and provides an accessible, free service so everyone can access health treatment.



NORTH WEST SERVICES

City Mission's activities on the North-West coast continued to expand during the past twelve months with City Kitchen extending its hours and the introduction of Emergency Relief services to Burnie.

With additional support from organisations such as Produce to the People, Loaves and Fishes, Woolworths Upper Burnie, we have been able to provide meals and food items to many who are struggling to make ends meet on a daily basis.

The Mission 2 A Future program, delivered by Case Worker Deb Hergatt, provided assistance to a number of clients, many of whom have gone onto future training and employment opportunities. The program also works at supporting individuals to achieve life goals and build confidence.

The Community Outreach Trailer continues to support thousands of individuals through its regular after school programs (Kommunity Kids) as well as its broader involvement along the coast, attending many local community events and community sector awareness days.



Gail and Scott, North-West Services

NEW-LOOK BURNIE CITY KITCHEN

We celebrated a new look for Burnie City Kitchen, thanks to funding from the Stronger Communities Partnership grant program, City Mission and the Burnie Baptist Church. The upgrade included the installation of a new kitchen and equipment, oven ventilation and improved flooring and benches to meet safety and relevant standards.

City Kitchen offers a safe space and support to people who are marginalised by poverty, homelessness, mental health issues and social isolation. This year, City Kitchen provided more than 3000 meals to the vulnerable and isolated in the Burnie community.



New look Burnie City Kitchen

CHILDREN'S TRAUMA GRIEF & LOSS SUPPORT

INSIDE OUT 4 KIDS

The Inside Out 4 Kids program (IO4K) has continued to grow but demand still exceeds our resources. This year saw a 260% increase in the number of children supported to deal with trauma, grief and loss and a 17% increase in the number of schools participating in the program.

To facilitate this, our IO4K team conducted training for Chaplains, Teacher Aides, Social Workers and Psychologists.

As more children are affected by emotional and social well-being issues, we continue to offer the IO4K program in local schools at no charge to assist children through the trauma process. Participants meet weekly in small support groups with a trained facilitator. In this safe, confidential and loving environment, children can talk, share, cry, listen and participate in activities and games while learning strategies to deal with their grief. The program also helps children develop resilience, build courage and find hope for the future with joy and a greater sense of self.

A new development this year has been a new program called "Unstuck" an anxiety focussed program for children aged 7 to 14 years. Our facilitators can effectively deliver a participant-led, first-line treatment for mild anxiety recovery as an interim measure before referral to professionals as required.

IO4K has been generously supported by Motors Foundation, Harcourts Foundation, Rotary Club of Central Launceston, WD Booth Estate, CMK Distributors and numerous other partners. Importantly the Federal Government has recently provided funding for the program to help build our professional capacity and program direction in 2019/20. We also greatly appreciate the support of our Ambassador Jo Palmer, and the many donations of games, books, blankets, teddies and toys from community schools, children and their families.

KEY OUTCOMES

- 1400 children supported
- 62 schools
- 46 trained facilitators



CLIENT STORY

Jenny's Story - A Mum

Jenny has two boys aged 7 & 9. Last year their father passed away due to cancer, it all happened so suddenly. The children's school suggested Jenny contact IO4K. When Jenny made contact, an IO4K facilitator was able to support her two boys over a number of weeks with remarkable results. The facilitator reflected on the words this mother spoke *"I have had no one to talk to and I am really struggling to cope"*.

Through the program, the boys were able to begin to deal with their grief and loss. They started to share stories about their dad, and how much they miss him. "It's amazing how much they love coming to IO4K", said Jenny. "They are so much happier at home and leave the IO4K sessions jumping around full of spirit again. "They are more resilient at school, calmer and see setbacks more positively. I am so grateful for your help and support."

YOUTH SERVICES

THE MISH

The Mish is City Mission's own youth service, supporting young people in the North and North West of Tasmania. Through the support of our mentors, and while engaged in our programs, young people grow in self-awareness, resilience and ambition, building the foundational skills required to sustain future education and employment.

The Mish continues to provide:

- Art
- Music
- Culinary skills
- Media
- Barista skills
- Holiday activities
- Camps
- Mish Makers
- Participation in events such as Youth Week, Brainwaves and Mental Health Week

MISH MAKERS

Mish Makers supports young people to explore their creative side in art, craft and design. Participants can access resources and materials through City Mission, with an emphasis on reusable and recyclable materials that can be used to create products including clothing, jewellery, artwork, furniture and home décor items.

Mish Makers can also support participants to develop their entrepreneurial skills and potentially start up, organise and manage a business selling their art and craft. Participants are supported by mentors, skilled local artists and craftsmen and community volunteers.

The program has received significant community interest and support. Major funding has been received from Tasmanian Community Fund and the Cape Hope Foundation and this has allowed a positive program start-up phase in 2019.

Part of the Cape Hope support resulted from an innovative corporate philanthropy program between Cape Hope Foundation, Sarto Advisory and the ASX-listed Future Generation companies. This approach led to a significant donation and highlights how corporate Australia can make a positive difference for our young people through innovative philanthropy.



Cape Hope Foundation Board members Hugh McKenzie and Rodney Loone

CLIENT STORY

Having grown in confidence in the Mish art program it was a courageous move for Sarah to step out of her comfort zone and apply for University, so it hit extra hard when her application was unsuccessful.

Thankfully, she continued to commit to her involvement at the Mish and with the help of her Mish mentor discovered her resilience and began to rebuild her plans for the future. Despite her setback, she has been able to identify a potential career path that motivates her and aligns with the lifestyle she desires for her future. She is excited to take the next steps in making her career happen, which now includes volunteering with City Mission as a stepping stone on this journey.

SOCIAL ENTERPRISE

RETAIL ACTIVITY

Retail sales continued to grow during the past financial year with over 9% increase on last year, resulting in a direct contribution of over \$585,000 to support City Mission's community services, programs and administration.

Donated homewares and fashion items continue to be the backbone of our retail operations, with an increasing interest in our Bric-a-Brac. We continue to support this core with non-donated products, which have received a great response from shoppers, especially our homewares and grocery lines.

Mission shops at Burnie and Wynyard are now established and have performed strongly over the past financial year. Our Prospect Mission shop led the pack in growth rate in greater Launceston with Uptipity also continuing to grow and attract new people.

New retail outlets include Mission Garden and Salvage, our nursery and salvage yard at Youngtown and the Central Coast Resale Shop, our Tip Shop at Ulverstone. Thanks to the Central Coast Council for their support in establishing this shop.

So many people are involved in making this possible. From our Shop Managers, staff and #missionbuddies who work hard to continually replenish stocks to ensure we deliver a diverse product offering to our loyal customers, to our donors who continue to support us with quality donations – a big thanks to those that take the time to drop them into our shops or warehouse. Of course, ongoing customer support is vital and greatly appreciated.

KEY OUTCOMES

- **Generated \$5m in retail sales across all businesses**
- **\$585,093 contributed directly towards City Mission community services, programs and administration**
- **Community support helped Mission Shops generate \$3.3 million from donation sales**
- **330,000 items of clothing, shoes and accessories were recycled and sold**
- **38,000 cubic metres of clothing and oddments diverted from landfill**



TRANSPORT, WASTE AND RECYCLING

Each year our Recycling & Logistics Operations provide and manage essential services for the community and are an integral component of City Mission's Social Enterprise activities.

These activities include the diversion of significant amounts of waste from landfill, supporting our tip shop and Mission shop operations. The increased community support for Reuse and Recycling can be seen in the strong sales growth in all of our tip shop style stores.

Our warehouse team is the foundation of all of our Social Enterprise operations, managing huge volumes of donations, and maximising value in our unsaleable donations. The collection, sorting, delivery and disposal of goods completed by this group is quite astounding. Corporate volunteering groups always go away inspired and in awe of the work done by this team.

Our thanks go to the Launceston, Burnie and Central Coast Councils for their ongoing support in our retail tip shops.

KEY OUTCOMES

- **42,338 boxes of recycled items distributed to our retail outlets from the Youngtown Warehouse**
- **Over 8,000m³ of goods were diverted from landfill to our shops**
- **Launceston Recycling Centre diverted over 30,000m³ of items from landfill**
- **Over 329,000kg of clothing reused or recycled**



MISSION GARDEN & SALVAGE

As we welcomed the arrival of Spring, we also celebrated the opening of our new venture, Mission Garden & Salvage at City Mission's Youngtown site. Stock is constantly changing and includes a range of low cost, affordable plants and gardening equipment, second hand tools and salvage items including building materials. With great support from some local builders we are also supplying salvage materials for home handy persons and renovators.



CENTRAL COAST RESALE SHOP

City Mission continues to grow and build capability in the reuse and resale of materials through tip shops, as we established our third shop in December 2018. Our newest tip shop is operated on behalf of the Central Coast Council. The team at the Central Coast Resale Shop have quickly established themselves with a regular customer base and are continuing to refine and improve the way we do things.



Central Coast Resale shop opening

PEOPLE & CULTURE

STAFF & VOLUNTEERS

In the 2018/19 financial year, City Mission experienced significant growth with our paid staff growing from 138 to 166. Along with our 536 active volunteers, this means over 700 people are working with us to transform lives across the North and North West of Tasmania. We continue to attract quality job applicants and the contribution of our volunteer workforce continues to enable our enterprises and services to excel.

In the past year we have significantly increased the number of staff at Missiondale in response to a much-needed increase in government funding. We have also added the role of Community Engagement Chaplain to the organisation, enabling us to increase our chaplaincy workforce and our engagement with local churches. Our commitment to health and wellbeing continued with the finalisation of our mission2quit smoking cessation program for employees and volunteers in partnership with Healthy Tasmania.

We also offered free flu vaccinations for workers for the first time.

We introduced a new program for staff called 'strengthsfinders', designed to help workers discover and grow their key strengths. We continued to focus on our Character Core program, recognising and commending workers for displaying character qualities that contribute to a positive workplace culture. We also underwent a mid-cycle Accreditation Assessment. The independent report stated: "Launceston City Mission is to be commended for consolidating and growing to serve the people who access the organisation".

During the year we were honoured to be invited to present at Employer of Choice events. We continued to award Employee and Volunteer of the Month Awards celebrating achievements of individuals each month and their demonstration of the Mission's core values of Faith, Justice, Compassion, Flexibility and Enthusiasm.

EMPLOYEE AND VOLUNTEER AWARDS

Employee and Volunteer of the Month Awards celebrate the achievements of individuals and their demonstration of the Mission's core values of Faith, Justice, Compassion, Flexibility and Enthusiasm.

This year City Mission presented Employee and Volunteer of the Month Awards to the following team members:

EMPLOYEE OF THE MONTH

Michele RYAN	Chaplaincy
Paul RUSTON	Warehouse
Caitlin WHYTE	Youngtown Café
Mark SYTSMA	Orana House
Steve HILL	AOD
Chris BROWNING	Retail
John CLEMENTS	Management
Steve MORRISON	Finance
Kel MOORE	The Mish
Teenette VAN DYK	IO4K
Loucinda PEARCE	Burnie Mission Shop

VOLUNTEER OF THE MONTH

Dennis SHORT	Burnie Resale
Vicky WITHERS	Prospect Mission Shop
Christopher LEWIS	MoG
Jenny JACKSON	Devonport Mission Shop
Anne RIRIKA	Wynyard Mission Shop
Peter LING	Prospect Mission Shop
Carmen FRELEK	Morton's Place
Jenny BUTTON	Ulverstone Mission Shop
Tim HARRIS	Burnie Mission Shop
Sheryl BROOMHALL	Devonport Mission Shop



Jenny Jackson receiving her Volunteer of the Month Award from Stephen Brown & Julie Bissett

FUNDRAISING & MARKETING

FUNDRAISING

Tasmanians have continued to generously support the work of City Mission, enabling us to continue to provide assistance to over 10,000 people across Northern Tasmania.

The Fundraising team had a full calendar of activity delivering three major Appeals, Winter, Christmas and the Future Hope Youth. Combined, these appeals contributed around 40% of philanthropic income, directly supporting individuals and families with food, shelter and clothing during the past financial year.

Throughout the year our Spring Food Drive and Mission Possible delivered essential food and personal care supplies for people in need. Our special thanks to Rick Gale from Riverside Lions Club, who again undertook leadership for the Spring Food Drive, bringing in around \$7,000 worth of non-perishable food and personal care items while The Examiner's Mission Possible made a valued contribution.

EVENTS

Pay It Forward Dinners

City Mission's annual Pay It Forward Dinners continued to grow in popularity as we welcomed several hundred guests to two events held in Morton's Place in July 2018 and June 2019.

Anna and Henry Terry, former contestants of My Kitchen Rules TV show hosted the July event with guests enjoying their specialty entrée dish, Truffle Croque Madame.

In June this year, Tasmanian celebrity chef, Massimo Mele, showcased his culinary flair, cooking up a storm and delighting guests with his rustic style share platters comprising of roasted chicken, pork, celeriac, broccolini, and spinach puree.

Guests at both events also enjoyed the gastronomic skills of Morton's resident chef, David Velvick, with dessert prepared by The Mish Culinary School.

Special thanks go to our many sponsors who generously donated product, infrastructure and time. These included Tasmanian Food Company, Weeding Hire, Young's Vegie Shed, Coca-Cola Amatil, Blueline Laundry and Matson Catering. Their support, combined with the generosity of guests, raised a combined total of around \$24,000.



Blues Brothers Gala Event – Star Theatre

In partnership with Launceston’s iconic Star Theatre, our Blues Brothers Gala event was held in August 2018. Around 80 guests dressed in the Blues Brothers theme, coming together for a night of fun, film, dancing and a silent auction. With support from local businesses and guests, the evening raised around \$4000. A special thank you to volunteer event coordinators Ros Rees and Rosie Mostogl.

Dare to Rewear

New to the fundraising calendar, the Dare to Rewear Challenge invited local businesses to take up the challenge of wearing something from an Op Shop to work and raise funds as part of City Mission’s Winter Appeal. Thank you to City of Launceston, Cityprom, LAFM and Walker Designs for supporting our inaugural Dare to Rewear.

KEY OUTCOMES

- Major Appeals & Events raised over \$240,000
- Program and General Donations raised over \$200,000
- Approximately \$71,000 in food and personal care items donated



Dare to Rewear

SUPPORTERS & PARTNERSHIPS

PARTNERSHIPS

We enjoyed success through sponsor partnerships which allowed us to deliver projects, making improvements for clients, staff and volunteers.

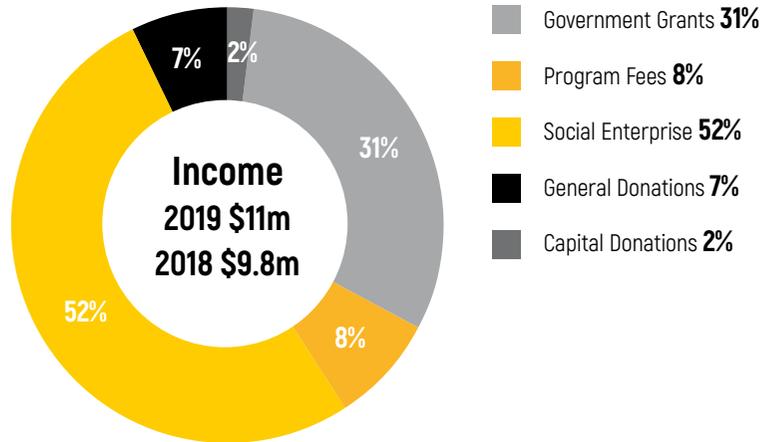
A special thank you to Bushby Property Group for their ongoing support with our Christmas and Winter Appeals, ABC Northern Tasmania for their donations from the Giving Tree and Fairfax for promoting and proceeds from their Empty Stocking Appeal and Mission Possible campaigns.

MAJOR PARTNERSHIPS

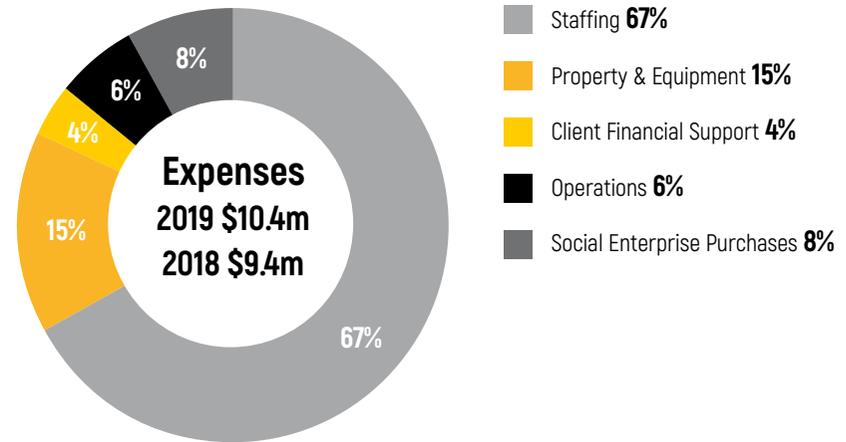
- ABC Northern Tasmania
- Bruce Wall Estate
- Burnie City Council
- Bushby Property Group
- Cape Hope Foundation
- Commonwealth Bank
- Coopers Foundation
- Cradle Coast Council
- D’Antoine Foundation
- Faulkner Family
- Federal Government
- Future 2 Foundation
- Harcourts Foundation
- Launceston City Council
- Lions Clubs
- Moonbeam Foundation
- Motors Foundation
- Northern Tasmanian Waste Management Group
- Presbyterian Care Tasmania
- Rotary Club of Central Launceston
- S. Group
- Southern Cross Austereo
- Tasmanian Broadcasters
- Tasmanian Community Fund
- Tasmanian Christian Fund
- Tasmanian Government
- Tasmanian Independent Retailers
- The Examiner
- The Tasmanian Food Co.
- Winifred Booth Estate
- Young’s Vegie Shed

2019 FINANCIAL SUMMARY

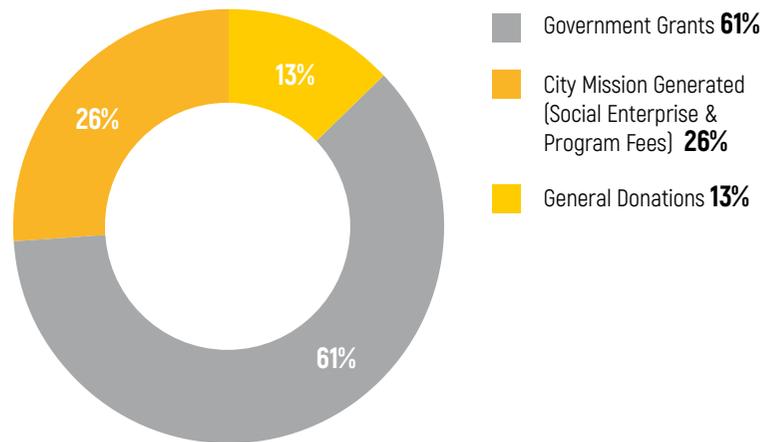
INCOME



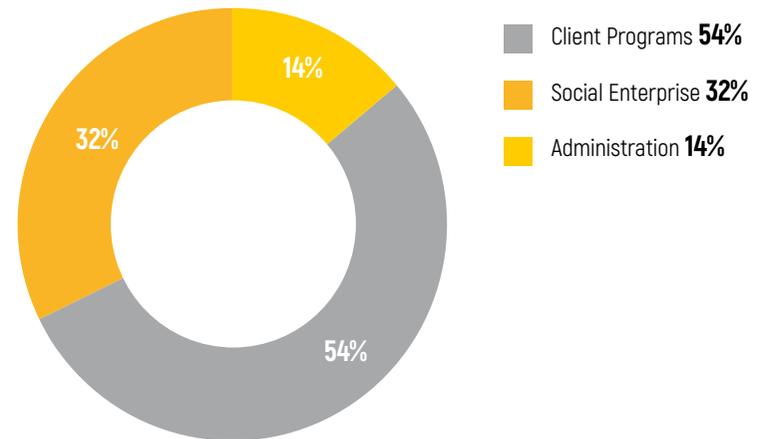
EXPENSES



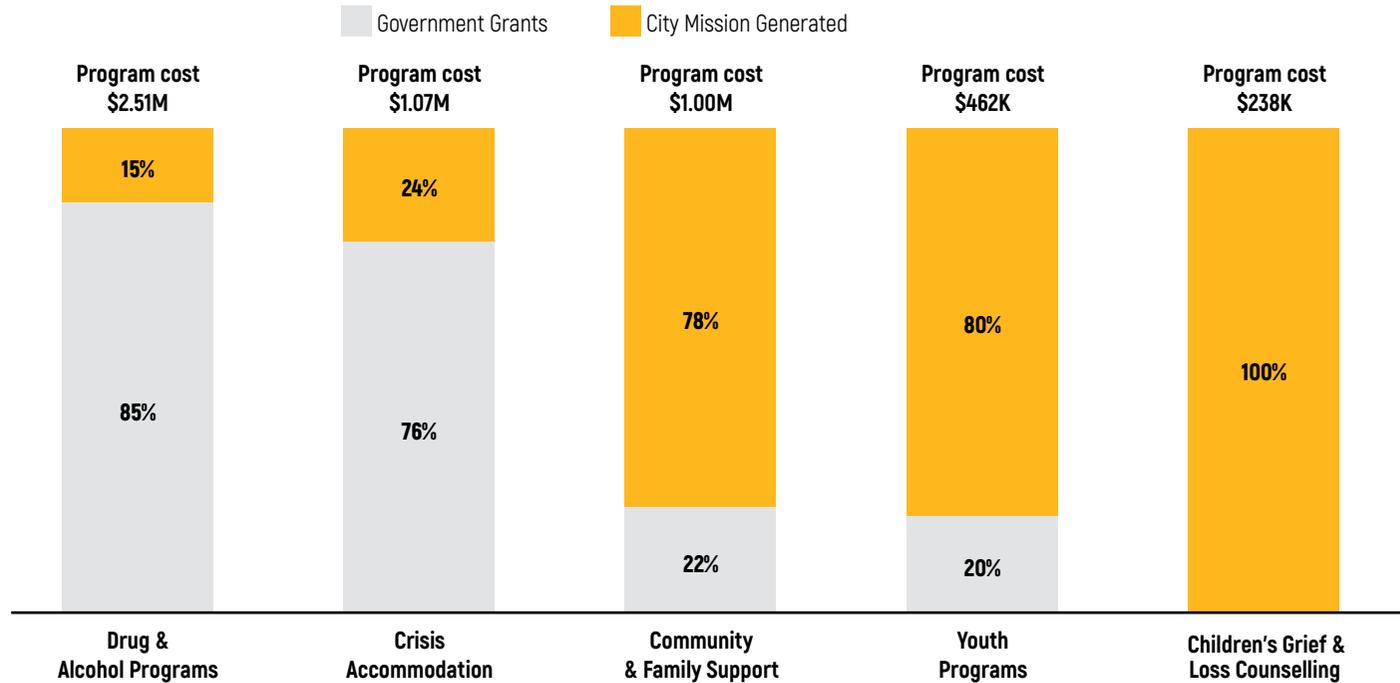
PROGRAM FUNDING



EXPENDITURE SUMMARY



WHERE THE FUNDING COMES FROM BY FOCUS AREA



 **>19,000**

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

 **102**

young people helped to reach potential via The Mish

 **1,400**

children supported by Inside Out 4 Kids

 **6,619**

bed nights provided by Orana House

 **305**

clients assisted with Drug + Alcohol Recovery

SOCIAL ENTERPRISE CONTRIBUTION TO CITY MISSION PROGRAMS \$585K

14% ADMINISTRATION **86%** CLIENT PROGRAMS & SOCIAL ENTERPRISE

166 STAFF **536** VOLUNTEERS

Special Pies \$5.00
 Lettuce, Avocado, Tomato
 Local Raisin Bread \$4.00
 Local Oat Filings \$6.00
 Specialty Pies \$7.00
 Wraps with fillings \$8.50
 Gluten Free Wraps \$8.50
 Chicken or Ham Sausage \$8.00
 Small Ice Cream Sundae \$4.00
 Banana Split when available \$6.00
 Extra Shot Coffee
 Local Chocolate
 Long Coffee
 Milk Shakes
 Malt or Ice Cream add
 Local Flava
 Buns \$1.20
 Buns \$1.50
 Buns \$1.80



SPECIAL

Banana Split
 with Ice Cream

Supporting your
LOCAL
 Free Range
 Supplier
 Olson's Eggs

AUSTRALIAN
 GIRLS IN G...

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

LAUNCESTON MISSION SHOP

Mon-Fri: 9:00am–5:00pm
Saturday: 9:00am–4:00pm
Cnr Wellington & Frederick Streets,
Launceston
(03) 6335 3000

MISSION ON GEORGE

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

PROSPECT MISSION SHOP

Mon-Fri: 9:00am–5:00pm
Saturday: 9:00am–4:00pm
142 Westbury Road, Prospect
(03) 6343 5914

RAVENSWOOD MISSION SHOP

Mon-Fri: 9:00am–5:00pm
Saturday: 9:30am–4:00pm
65–67 Ravenswood Road, Ravenswood
(03) 6339 6173

NEWNHAM MISSION SHOP

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

DEVONPORT MISSION SHOP

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

ULVERSTONE MISSION SHOP

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

BURNIE MISSION SHOP

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

WYNYARD MISSION SHOP

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

UPTIPTITY

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

BURNIE RESALE SHOP

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

HUNTA GATHA

Mon-Fri: 10:00am - 5:30pm
Saturday: 10:00am - 4:00pm
76 St John Street, Launceston
(03) 6724 2940

CENTRAL COAST RESALE

Wed-Sun: 9:00am–5:00pm
106 Lobster Creek Road,
West Ulverstone
(03) 6442 4769

MISSION GARDEN & SALVAGE

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

SUPPORT

MISSIONDALE

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

FAMILY SERVICES

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

SERENITY HOUSE

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

ORANA HOUSE

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

COLLECTION OF DONATED GOODS

PHONE (03) 6343 2115
PHONE (03) 6431 9930

