



**Hobart  
City  
Mission**  
Caring since 1852

## Annual Report 2018



**WARM  
FOR  
NEED.**

affect anyone...  
tage of life.

By something clean, good  
at City Mission Winter  
I wonder items into the do  
it as the rest.

which on behalf of the Ho  
be donate a physical form  
ment to do so.

“  
Hobart City Mission were  
there in my darkest times.  
It was the small things,  
the a lot of love that  
helped to ease the stress.  
Sarah

”

DOMINIC WILSON



# Contents

About Us	3	Chaplaincy	24
Message from the President and CEO	4	Prison Chaplaincy Program	26
Workforce Planning	6	Family Support (IFSS)	28
Strategic Plan	7	Personal & Family Counselling	30
Highlights of Strategic Plan Process	8	City Mission Op Shops	32
Highlights of the Year	9	Our Volunteers	34
Our Year in a Snapshot	12	Meet the Board	36
DIY Dads	14	Our Senior Management Team	41
Small Steps	16	Our Employees	44
Emergency Assistance	18	Thank You	46
Housing Support	20	How Can You Help?	47
Disability Services	22		

# About Us

## Who is HCM?

**Hobart City Mission (HCM) has been serving the people of Southern Tasmania for over 165 years. This has only been made possible through the generosity of our supporters and volunteers.**

Established in 1852, HCM was the first City Mission in Australia and is the third oldest Mission in the world. HCM offers assistance to those who need it most in the Southern Tasmanian community by providing emotional, physical and financial support and guidance. We pride ourselves on developing innovative programs and services that empower people and enable them to participate in community life with a sense of dignity, purpose and self-reliance.

## Our Vision

Creating compassionate, resilient and connected local communities.

## Our Mission

Guided by Christian values, Hobart City Mission brings together people who give and people in need, through the provision of client focused, holistic and innovative services.

## Our Values



**Honesty**



**Innovation**



**Respect**



**Teamwork**



**Passion**

# Message from the President



**I would like to start by giving thanks for the dedication and support of all the staff, volunteers and generous donors over the last year. Their combined efforts have assisted so many in our local community in troubled times.**

Doing our utmost to help alleviate the stress experienced by many, whether it be access to appropriate and affordable housing, financial or health problems or a sense of isolation – is what Hobart City Mission was established to do, and always will.

Over the last year, Hobart City Mission took a very public position on the Pokies issue. This has not been our usual style, but was one where the adverse outcomes within our midst was such that we felt morally obliged to speak out.

**“ As a proudly local and independent entity, we are ever grateful for the financial support we receive from donors**

Our OpShops have continued their renaissance with several moving into bigger and better locations and the establishment of improved warehousing, sorting and distribution arrangements.

Whilst the delivering of government funded programs is important work for all the not for profit organisations such as ours, we have a deliberate aim to do more than just this. As a proudly local and independent entity, we are ever grateful for the financial support we receive from donors – big and small, private and corporate – who trust us to effectively deliver a wider range of services.

Our Small Steps and DIY Dads programs are true community partnerships where we have been able to use the generosity of donors to meet the ongoing operational costs to leverage the Government and private benefactor support that assisted us in providing the facilities. To continue these efforts and other initiatives in planning, I implore those who are able to continue to support our efforts.

**Barry Neilsen**  
**President of the Board**  
**August 2018**



# Message from the CEO

**Someone said to me recently that working at Hobart City Mission must be very challenging and upsetting. On the contrary! We certainly do see a lot of people that are down on their luck, or whose lives have taken a very challenging path, but there is no better feeling than being able to provide them with the help, support and assistance they need.**

This is made possible because of the incredible support given by our donors and volunteers, the agencies that provide us with funding, and also the very loyal group of staff who work at Hobart City Mission; all overseen by a very committed, capable and supportive board.

As the years go on, we only seem to get busier, which in this industry could either be considered a positive or negative. As you are probably aware we “re-branded” in May 2017 and we are now really seeing the benefits. It was a decision we didn’t take lightly, but our previous logo was not recognised or understood by most stakeholders.

The increased recognition has resulted

in increased financial support, donation of goods, patronage of our Op Shops and increased awareness by clients. The increased support, both through donations and increased turnover in our Op Shops is helping us to fund our Small Steps and DIY Dads programs, and has also provided us with the opportunity to increase the number and length of Emergency Assistance appointments we are able to offer to the most in need in our community.


The year ahead is no doubt going to be a very busy time with many new projects in the pipe line.

Of course at the top of this list is finding and funding ways to support even more people, to the fullest extent of our capability and capacity - something that is at the core of everything Hobart City Mission does.



**John Stubley**  
**CEO**

**August 2018**



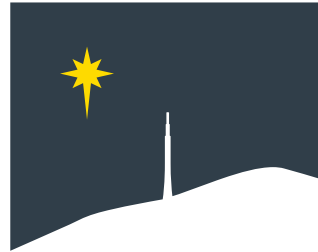
**“ The year ahead is no doubt going to be a very busy time with many new projects in the pipe line.**

# Workforce Planning

Earlier this year HCM undertook a review of the services they offer, what they are doing well, what they could do better, and how they were performing against the five-year Strategic Plan. This led to a workforce review in March this year and resulted in the re-defining of some roles, and creation of new roles.

Possibly the most exciting of these roles is a new dedicated Community Engagement Coordinator. This role is intended to work with communities to identify their specific needs and determine how we can assist those communities to meet those needs. This is very much focused on driving HCM towards its Vision Statement: *Creating compassionate, resilient and connected local communities*. This role will also look to build community networks to recruit further volunteers to assist HCM in various aspects of the business and to make sure current volunteers are well supported in their roles.

Please refer to page 44 to view the new Organisational Chart.



**Hobart  
City  
Mission**  
Caring since 1852

---

# Strategic Plan

HCM is now four years into their five-year Strategic Plan and through the hard work and dedication of staff and volunteers, progress towards achieving the strategic goals is advancing well.



# Highlights of Strategic Plan Progress

Towards the end of 2017, **HCM commenced a project in partnership with the Southern Midlands Council** to look at the issue of **youth unemployment in the Midlands**. HCM were fortunate to receive funding through the **Building Better Regions Fund** and are now working with the community to **develop a strategic plan to address this issue**. HCM owe a big thank you to **Bill Godfrey** who has volunteered countless hours to this project.

Over the last 12 months HCM have continued to **grow and revitalise the Op Shops** which has resulted in an **increase in both customers and revenue**.

HCM have been working in a consortium of other **community service** organisations to **develop a program for youth at risk of entering the justice system**. The result of this is a proposal that is **now sitting with Government to review**.



# Highlights of the Year

“ We will  
continue  
to fight.



## Pokies Fight

In the lead up to the 2018 state elections, HCM played a vocal part in the campaigning against Poker Machines in local Pubs and Clubs. This included a special presentation by Rev. Tim Costello at our AGM in 2017, and a community screening of the pokies documentary, Ka-Ching. Although the election didn't end in the result we hoped for, we were still proud of the community's commitment to the issue, and we will continue to fight.



## Op Shops on the Move

Following the operational reviews conducted in the previous financial year, City Mission Op Shops moved and expanded. This included Glenorchy, Huonville and the Sorting Warehouse, into larger premises, allowing for purpose built fit outs. Partridge Nest was also renovated to expand the premises into the vacant adjoining storefront.

## Commonwealth Bank Christmas Collection

In November, HCM partnered with the Southern Tasmanian Commonwealth Bank branches to collect toy donations for the Christmas Assistance Program. The support from the branches and Commonwealth customers was overwhelming and we cannot thank them enough.



# Highlights of the Year



## Up-Cycling Workshops

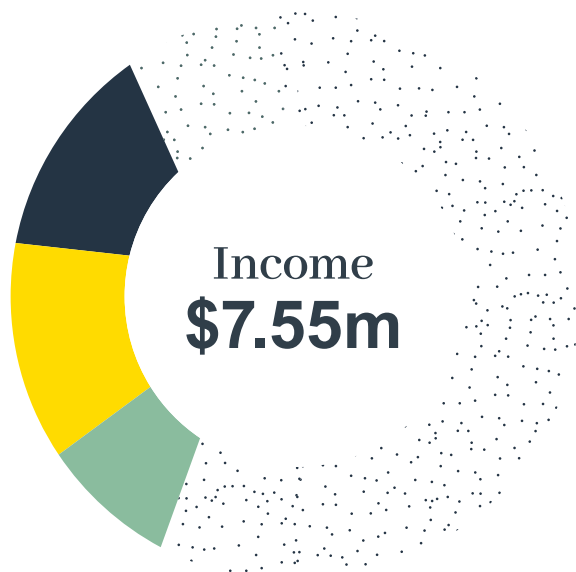
In 2017, City Mission Op Shops partnered with a local clothing design studio, Orenda Studios to offer a number of “Up-Cycling Workshops” to the public to promote and demonstrate ways that second-hand items that can’t be sold in the Op Shops can be reused.





## Eastlands Christmas Wrapping

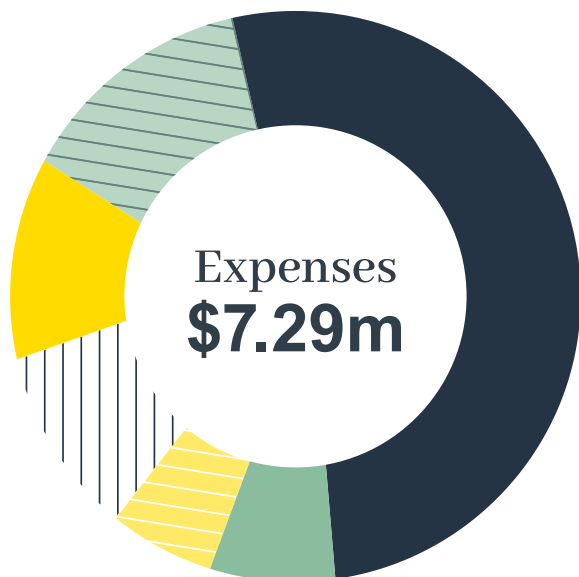
HCM was honoured to have the opportunity to man the Christmas Wrapping station at Eastlands Shopping Centre in December. Our dedicated team of volunteers helped to wrap approximately 500 presents over two weeks in the lead up to Christmas.









# Our Year in a Snapshot



	Commonwealth & State Grants	66%
	Donations	13%
	Social Enterprise	12%
	Rental & Interest Income	9%



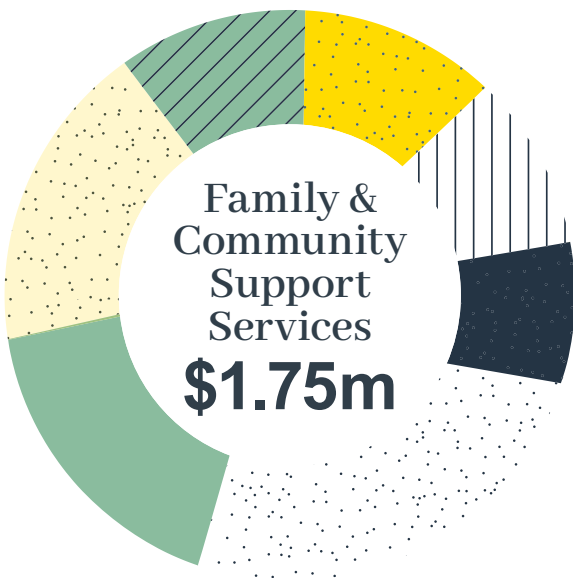
	Staffing Costs	75%
<b>Program Operating Costs:</b>		
	Family and Community Services	9%
	Retail and Social Enterprises	5%
	Disability Programs	2%
	Community Engagement	5%
	Business Services Support	8%



# Income Distribution by Service Delivery



	Disability Group Homes	42%
	NDIA Support	8%
	Disability Services	48%
	NDIA Case Management	3%



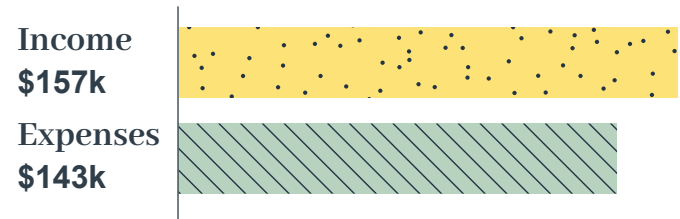
	Integrated Family Support Services	31%
	Housing Connect	21%
	Emergency Relief	24%
	DIY Dads	8%
	Pastoral & Community Engagement	6%
	Personal & Family Counselling	6%
	Small Steps	4%

Detailed information on HCM’s financials can be found on our website: [www.hobartcitymission.org.au](http://www.hobartcitymission.org.au)

# Our Services

## DIY Dads

In 2017/18:



Hobart City Mission developed DIY Dads, an innovative live-in program, to address the gap in services for single dads.


DIY Dads provides eight self-contained units for males who are either a full or part time carer of their children. The dads can be any age, and are able to stay at the DIY Dads program for up to two years. Each resident dad is supported to develop skills that can assist them in living independently in the community, such as budgeting, maintaining a tenancy and making healthy lifestyle choices.

**In the 2017/18 Financial Year, HCM introduced a dedicated Engagement & Activities Officer to the DIY Dads program who has been working on engaging the dads and the children in life skills training and education.**

The introduction of the Engagement & Activities Officer also coincides with the completion of the workshop on site to provide an area for the dads and children to get hands-on with the program.

In November 2017, the C3 Church community held a working bee at DIY Dads to construct and plant garden beds, clean and paint the units, and work on constructing the workshop. **We'd like to thank the C3 community for their hard work and support. It has been fantastic for some of the resident dads to be able to pick things from the garden to use in their cooking.**

Due to the incredible generosity of our donors we have had a small surplus of funds that will be utilised in the next financial year at DIY Dads where the needs are ever increasing.



Justin came to DIY Dads at the start of 2018 with his 12-year-old daughter, after staying with relatives and friends. Justin found it hard to find any support for single dads until his housing worker recommended DIY Dads to him, and now he feels he has a circle of support around him.

“I’ve made some mates here, which I found really hard to do before DIY Dads,” says Justin.

As well as being engaged with the programs and support provided through DIY Dads, Justin has also engaged with the community through volunteering for Hobart City Mission’s Op Shops. Being able to volunteer and gain experience allowed Justin to get back into the community and keep active.

It hasn’t only been Justin who has benefited from the program.

His 12-year-old daughter has gained skills and hobbies through the help of the program’s engagement officer, such as woodwork, cooking and knitting.

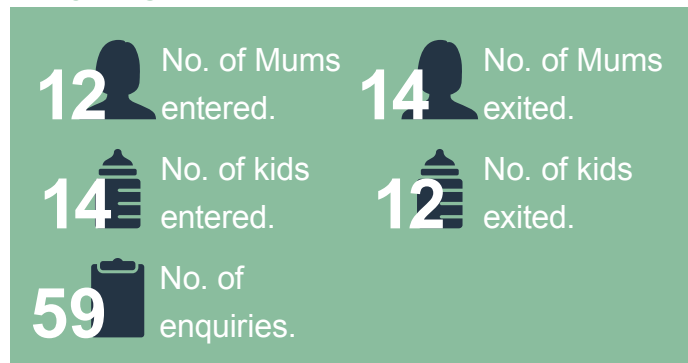
“Life would be messy. I’d probably be couch surfing” says Justin reflecting on where his life would be now if it wasn’t for DIY Dads, “I wouldn’t have the relationship I have with my daughter.”

Things are looking good for Justin, who is hoping to be housed before Christmas, to complete his white card training and help other men who are in similar situations.

# Our Services

## Small Steps

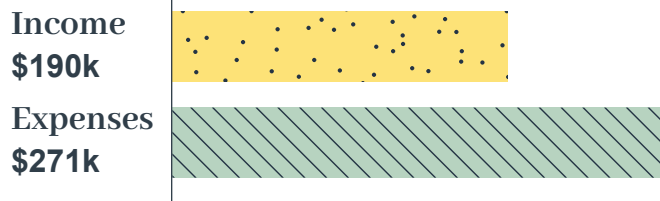
In 2017/18:



Small Steps is one of Hobart City Mission's flagship programs, which provides a live-in parenting and life skills program for 12 young mums (under 25 years old) at a time. The mums can stay in the program with their babies for up to two years.

**Since its establishment in June 2014, Small Steps has provided assistance to over 40 mums, the majority of whom have moved on to successful independent living with their child.**

In August 2017, the program welcomed a new Coordinator, Nonie, who has continued to develop and adapt the program to best suit the young mums. This included the building and strengthening of community connections with organisations such as BRAVE, Pathways Home, Save the Children, Uniting, CSS, Doorways to Parenting and CHAPPS.



**Six new volunteers began during 2017/18 to help connect and engage with the mums as mentors.** A specific life skills program was also implemented for residents, with the introduction of the new Engagement & Activities Officer.

**In May, Small Steps was awarded a Commonwealth Bank Community Grant to fund a redevelopment of the programs court yard into a sensory garden for the mums and babies.**

The current resident mums have designed the garden and are very much looking forward to a working bee with the C3 Church community to make the design a reality.

**Small Steps after hours' volunteer, Judy, who lives onsite, was nominated for the Southern Cross Volunteer Award for National Volunteer Week.** Judy's unconditional contribution to the program is incredibly valued by staff, residents and fellow volunteers.





At the age of 24, Maddy came to Small Steps with her two-year-old daughter as she had no accommodation, no money and was on the verge of homelessness. “At first I saw it as a roof over my head,” admits Maddy, who became very engaged with everything that Small Steps had to offer.

“Marg would help me with my homework, she was my mentor.”

The community aspect of Small Steps was very valuable to Maddy, who really relied on the other mum’s support, and the encouragement from Nonie (Program Leader) and the volunteers when times were getting tough.

Through HCM’s corporate partnership, Maddy was given the opportunity to do work experience in the office at DJs Motors. Maddy was very excited for this opportunity as she had just finished her certificate in business and wanted the experience on her resume.

Her drive and commitment at the work experience resulted in Maddy receiving an offer of employment from DJs, where she has been working for the last five months – the first job she has held for eight years.

Maddy hopes to eventually work in the community service sector to be able to give back and provide advice to others based on her experiences.

*\*model used for privacy reasons*

# Our Services

## Emergency Assistance

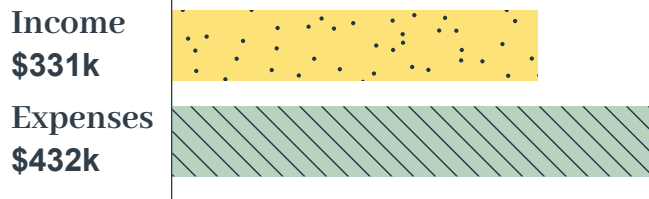
In 2017/18:



Hobart City Mission (HCM) has provided emergency assistance from its beginnings in 1852.

Over 165 years later, it is still one of the core operations. However, HCM not only helps the immediate needs with handouts, but also tries to give a hand up by identifying the underlying reasons for hardship and homelessness, to break the cycle.

Assistance can include food packages, or vouchers for food, clothing, electricity, gas and



phone bills. HCM also provides assistance and advice in negotiating payment plans, budgeting and advocacy.

Food packages are provided without appointment to those who are experiencing immediate hardship.

HCM's program model of having assessment appointments with qualified staff is historically unique to Hobart City Mission and is only made possible through the generous support of donors.

The support from the community to philanthropically fund the program beyond government funding, allows HCM to adapt and individualise the assistance to best meet the client needs.

In February 2018, HCM received a significant donation from a very generous donor for the Emergency Assistance Program, which will allow for more appointments to be available, as well as appointments to be extended to 45 minutes, allowing for a more in-depth triage service for clients.



Stuart had a harder than usual upbringing, but believes he has “made a full circle”.

When he returned to Tasmania seven years ago, he came to HCM to ask for support. “My headspace was chaotic,” says Stuart, who was assisted with Emergency Relief.

Stuart has come to HCM on and off since then, and knows that the help is there when he needs it – even if it is just to say “hi”.

After initially receiving help from HCM, Stuart began volunteering at the Moonah

Office in an administration role to help give back. Because of Stuart’s past, he admits he has always been socially conscious and tries to contribute to community when possible.

“I was able to make a good network around me with the employees and volunteers at HCM,” says Stuart, who believes that people with mental health issues really need the additional community and support systems.

“Even if you don’t think you can contribute, just a little can still make a difference.”



# Our Services

## Housing Support



In 2017/18:



Hobart City Mission has a strong passion for addressing homelessness within the local community. HCM's Housing Connect team strive to get the best outcome for clients experiencing housing stress and homelessness or who are at risk of homelessness.

The Housing Connect team have worked very hard during the last 12 months to develop strong connections with other organisations and stakeholders within the community, to work holistically for the client. HCM have had a lot of successful outcomes in the past year, with 265 clients being provided with housing support, and 199 cases being closed.

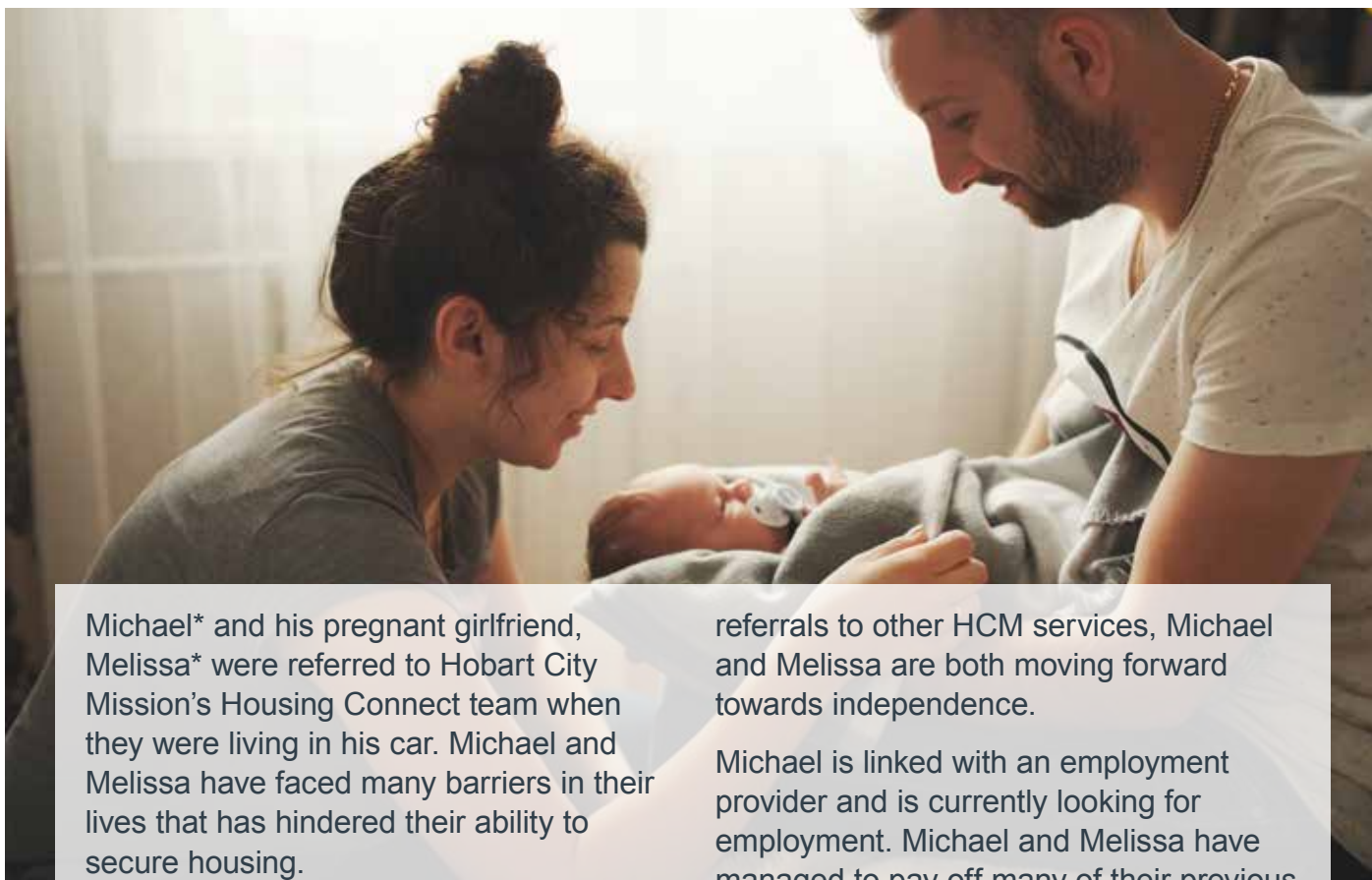
HCM takes pride in working to assist clients to achieve the best outcome for them. Their support ensures that they are able to move forward with their lives with pride, and the

appropriate knowledge to establish and maintain long term housing.

HCM's Housing Connect team are able to refer clients to other programs within HCM such as Emergency Assistance, Personal and Family Counselling and Integrated Family Support Services (IFSS) to provide a rounded approach.

HCM's Housing Connect team are committed to staying up to date with training and supports available in the community to best suit our client's needs. During the last financial year attended a number of courses, including Start Today Again and DV-Alert Training.





Michael\* and his pregnant girlfriend, Melissa\* were referred to Hobart City Mission's Housing Connect team when they were living in his car. Michael and Melissa have faced many barriers in their lives that has hindered their ability to secure housing.

Michael and Melissa were offered a Hobart City Mission transitional property after spending some time in emergency accommodation. Since moving to this property Michael and Melissa's lives have changed completely.

The couple now have a young daughter who is thriving, and Michael and Melissa have been able to heal strained relationships with family. With the help of HCM's Housing Connect team and their

referrals to other HCM services, Michael and Melissa are both moving forward towards independence.

Michael is linked with an employment provider and is currently looking for employment. Michael and Melissa have managed to pay off many of their previous debts including their Housing Tasmania debt, which has allowed them to start to look at accommodation options within both the social housing sector and private rental sector.

Michael and Melissa are looking forward to moving on to the next chapter of their lives. The progress the couple have made is a testament to their character, they have shown remarkable resilience in the face of adversity.

*\*name changed & model used for privacy reasons*

# Our Services

## Disability Services

In 2017/18:



Hobart City Mission's Disability Services cover a wide range of support for those living with a disability, through five main service offerings.

As an accredited provider, HCM has been transitioning services and clients to the National Disability Insurance Scheme (NDIS) as the scheme rolls out.

These service offerings include Support Coordination, to assist and strengthen participant's ability to connect with supports services, and to increase capacity to maintain support relationships and participation.

HCM operates four shared Supported Independent Living (SIL) homes, and currently supports one participant in their own home. HCM is committed to providing a home environment for the SIL participants, either residing in a shared or an individual home. The funding for shared SIL homes transitioned to the

National Disability Insurance Scheme (NDIS) during 2017/18, which has been great for Participants, who now have choice and control over the support they deserve and need.

HCM has continued to provide Social and Community Participation program which is to support off site activities to promote and provide a wide range of flexible leisure and recreational activities to clients. The activities are participant directed and added into all individual plans.

Individual Support Packages (ISP) provide assistance with, but not limited to, coordination and transition planning, personal care, and support to complete everyday tasks and to participate in a leisure activity.

Finally, HCM is a provider of the new Commonwealth Continuity of Supports (CoS) program, which provides support for people living with disability over 65 years, who are currently receiving state-administered specialist disability services, but who are ineligible for the NDIS.

Throughout all of these services, HCM has formed and strengthened relationships with other organisations during 2017/18 to best support participants.



Sabrina\* was one of first participants whose support was rolled over to National Disability Insurance Scheme (NDIS) in 2013. She engaged with Hobart City Mission for Support Coordination and Community & Participation Support services.

HCM's Support Coordinator's first role was to find her safe and secure affordable housing with 24/7 support. After this accommodation was secured, it was then our Support Coordinator's role to source an accommodation and Social & Community Participation provider.

Sabrina's relationship with her family was fractured when she came to us. Sabrina struggled with trust and requested that HCM be her provider for her accommodation and Social & Community Participation.

A strong and dedicated team was found and within the first year the 24/7 support that Sabrina required slowly decreased. Everyone could see Sabrina achieving some amazing goals and developing some lifelong skills that, to this day, she has maintained.

Sabrina will agree that over the years she has had some setbacks, especially during the transitioning process of reducing support hours during the nights, however she was strong and determined to live on her own.

Today Sabrina is undertaking work placement and hopes to secure employment when completed. Sabrina is only receiving two, three hours blocks of support a week and has returned home to her family.

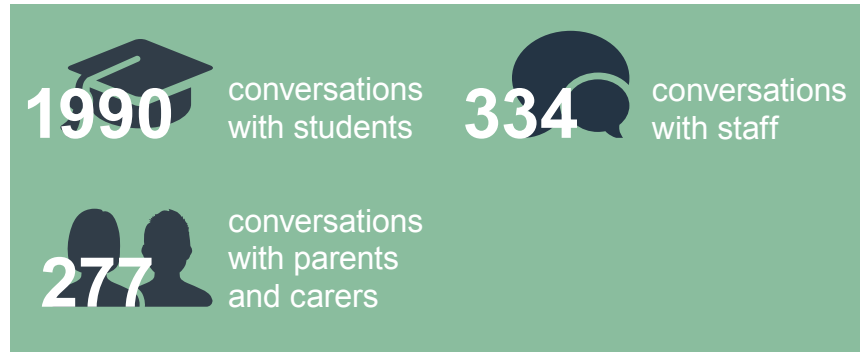
"I would not be where I am today without the support from Hobart City Mission," says Sabrina.

*\*name changed & model used for privacy reasons*

# Our Services

## Chaplaincy

In 2017/18:



Hobart City Mission (HCM)'s School Chaplaincy Program is there to provide support to help the emotional wellbeing of students. HCM's chaplains provide emotional support to students through one-on-one meetings, group sessions, cooking activities or during school trips and excursions. By being there when the students' needs them most, HCM's chaplains create a friendly connection with students within the school community.

HCM has continued the Chaplaincy Program in the past year at Kingston Primary School, Moonah Primary School, Rosetta Primary School, Oatlands District High School and Campania District High School.

The most common issues brought up by students in conversations with Chaplains during

2017/18 were bullying, resilience, family, grief and self-esteem.

Chaplains also have conversations with parents and carers of children, and teachers to help identify and tackle issues or potential disengagement of students.



Funded by the Australian Government  
Department of Social Services








## Our Services

# Prison Chaplaincy Program

In 2017/18:

**95**  No. individual prisoners visited.

**26**  No. repeatedly visited while others have moved on.

**23**  No. received practical assistance

Hobart City Mission's Prison Chaplaincy Program provides pastoral care and support for inmates at the Hobart Reception Prison. This support works towards creating a connection for the inmates, and to provide skills and support that can help the individual transition and participate in the community after their release.

Support to prisoners can include areas such as isolation, estrangement from family and friends, peer dynamics, and aspirations post prison.

HCM's Prison Chaplaincy Program is funded through the generosity of donors.



## Our Services

# Integrated Family Support Service

In 2017/18:

82  Families Assisted.

Hobart City Mission is an alliance partner with Bapcare and Mission Australia's Gateway services, a single entry point to all family and disability services in Tasmania.

HCM operates the Integrated Family Support Services (IFSS), which provides outreach family support, for eligible families with children aged 0-18 years, with a focus on increasing the safety and well-being of children, young people and families.

IFSS Case Managers work with families in a strengths-based, client-focused manner to increase confidence and capacity in parenting, develop communication skills, strengthen relationships, increase resilience and to facilitate referrals to appropriate services based on the family's individual needs.

HCM's IFSS team travelled to Sydney in November to be trained in Circle of Security-Parenting (COS-P) training. This training

allows them to deliver the COS-P program to parents whilst also giving the IFSS team a tool to use with families to incorporate theory of attachment. It also gives clear practical ideas on how to increase/improve attachment with their children. Feedback from families so far has been positive, and families are now beginning to use a common language regarding attachment.

HCM has been involved in the redesign of Child Safety Services as part of being a lead agency and alliance partner, by providing information and feedback.

In 2017, the State Government committed to extending the funding for the IFSS program to June 30th 2021. This means that Hobart City Mission will continue as an Alliance Member of Gateway Services and will continue providing support to families through IFSS for a further three years.





The Marshall\* family were referred to Hobart City Mission's IFSS program after leaving their family home due to family violence. Their isolated community meant that there were limited support services available to them, which also influenced their move to a safer area.

Hobart City Mission's IFSS program was able to provide a range of supports, including strategies to manage children's trauma behaviours, informal counselling, approaches to positive relationship building within the family, routine development in the home, guidance with budgeting skills, and support to access Legal Aid.

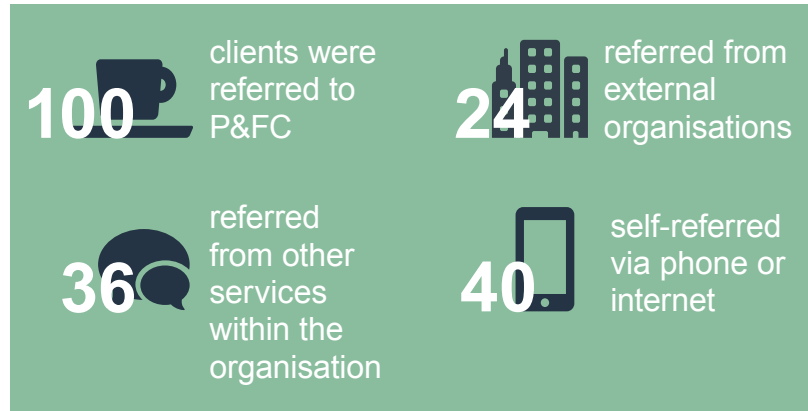
The Marshall family are now out of crisis and are becoming more settled as a family. A routine has been established by the family for the children, who have begun responding to their emotional and developmental needs with the knowledge they have gained from the IFSS support. The Marshall family now feel empowered to create positive change in their life.

*\*name changed & model used for privacy reasons*

## Our Services

# Personal and Family Counselling

In 2017/18:



Hobart City Mission provides personal and family counselling services to help reduce the stress and struggles of everyday life.

The free, professional counselling service provides an experienced counsellor for children, adults and families in need.

This service operates five days a week and appointments are available at both the Hobart and Moonah offices.

The service focuses on empowering, developing capacity and strengthening resilience for today's complex environment.

The number of clients assisted has increased by 23 in the last twelve months due to the counselling service being available five days a week rather than two days.

If you need to speak to someone, please call 6215 4200 to book a free appointment.



When Linda\* came to Hobart City Mission for help 12 months ago, she was struggling to cope with the abundance of emotions that were troubling her as a result of family conflict.

**“I was overwhelmed,” admits Linda.**

Supported by Hobart City Mission’s Personal and Family Counselling services, Linda was able to process the issues, and was provided with advice as to how to approach and solve the issues.

The help she has received through the program has also helped with a number of issues that were identified in the interim, which has had a follow on benefit to the whole family.

“I wouldn’t have been able to get the help if it wasn’t free. It has saved me,” says Linda, who believes she wouldn’t be speaking to her daughter without the help she received.

*\*name changed & model used for privacy reasons*

# Our Services


## City Mission Op Shops

In 2017/18:

37,500  kms driven by transport.

16,000+  customers per month,

46+  tonnes of clothing placed in stores

46+  tonnes of clothing sent to rags, saving land waste footprint.

Hobart City Mission's social enterprise, City Mission Op Shops is an important part of HCM's community presence, providing a point of contact for those in need, volunteers, and individuals who want to support their community.

Following the operational review conducted in the previous financial year, during 2017/18 City Mission Op Shops moved and expanded. This included Glenorchy, Huonville and the Sorting Warehouse, into larger premises. Partridge Nest was also renovated to expand the premises into the vacant adjoining storefront. The addition of another vehicle to the transport fleet helped to expand the transport team,

and allowed the employment of a dedicated Transport Supervisor for community pick-ups and deliveries.

Subsequent to the relocation of the Glenorchy Op Shop, a discount clearance Op Shop was opened in the old premises until the lease ended in July. The Discount Op Shop was a hit with customers looking for low prices items, with nothing over \$4. This was a great exercise to experiment with a shop with a niche and targeted audience.

Early in 2018, the Op Shops conducted in-store research to better understand the customers that shop at each store. This market research was conducted by a marketing intern from the University of Tasmania, under the direction of HCM's Marketing & Communications Coordinator. The final report identified many differences between the wants, needs and motivations of customers at each shop, which will be utilised in future operational and marketing decisions.

A number of brand new product lines were introduced to the stores to expand the product offering initially having been launched in the previous financial year. These new products included floating shelves, gardening gloves, hoodies and blankets, which provide another quality and affordable option to clients.





The Op Shops provide many benefits to the community, including providing affordable second-hand items and providing HCM with funding for vital services. But one of the more unspoken benefits is the presence in the community as a place of outreach and initial touch point for many of HCM's clients – similar to a community hub.

Nancy & Jenny were volunteers at our Goodwood Op Shop before we unfortunately had to close the store. They now volunteer at the new Glenorchy Op Shop and say that many of the Goodwood regulars now travel to visit them.

"They come in for a chat," says Jenny, "to talk about their problems and things that are happening in their life."

**"We are listeners," says Nancy, "I think they feel comfortable here in the Op Shop."**

Although Nancy & Jenny are happy to listen and help, they always try to refer customers to services at Hobart City Mission to get professional help and advice, and this is one of the many reasons the Op Shops are essential to the community outreach side of HCM.

*Pictured: A corporate volunteer from Commission for the Conservation of Antarctic Marine Living Resources (CCAMLR) at the new Sorting Warehouse.*

# Our People

## Volunteers

In 2017/18:



At Hobart City Mission, the dedication and hard work of the volunteer workforce is truly valued. The 207 active volunteers, more than double the paid workforce, work tirelessly and unconditionally to help HCM achieve their Mission and Vision.

Whether it is in one of the Op Shops, or assisting to distribute Christmas presents, volunteering with HCM is a rewarding and valuable way to make a contribution to the Southern Tasmanian community.

Many of HCM's volunteers have gained invaluable skills and experience, made lifelong friends, and a sense of belonging in the community.

In 2017/18, HCM's volunteers dedicated over 56,489 hours to the organisation in all areas. This equates to

approximately \$1,468,714 in value to Hobart City Mission.

A majority (84%) of volunteers assist in the Op Shops to help the stores operate each day, providing a service to the community and raising vital funds for the many programs Hobart City Mission manage without government funding.

The events volunteer team contributes to HCM through promoting the organisation in the community whilst also raising vital funds. The team is a combination of regular volunteers from all departments and volunteers who are able to assist on an occasional basis.

During the 2017/18 year, the events volunteer team assisted HCM at the Great Southern Pram Push, Festival of Voices Big Sing Bonfire, Bunnings BBQ, Christmas Assistance Program, Eastlands Christmas Wrapping Station, Northgate Mother's Day Wrapping Station, the Hobart Myer Christmas Parade, and many more.





Chris & Cheryl met each other whilst volunteering at the Partridge Nest Op Shop on Fridays. They are now great friends who volunteer together three days a week at the CBD located op shop.

“Volunteering has given us the opportunity to meet a whole new crowd of people that we would otherwise probably never have met, both employed staff and other volunteers,” says Chris.

Chris began volunteering with Hobart City Mission four years ago because she was looking for something to do in her spare time after semi-retiring.

Cheryl began volunteering with Hobart City Mission in March 2017 after popping into the Kingston Op Shop and offering to help. She started to volunteer at the Kingston Op Shop, before moving to Partridge Nest to help fill a gap in the roster.

“We know many of our “regulars” by name and enjoy the contact with old and new customers,” says Cheryl, who confesses she has a song and dance with some of the many “regular” customers who have become friends.

**“Hobart City Mission has become our “second” family.”**

## Our People

# Meet the Board



Ever since I became involved with HCM, I have been both humbled and appreciative of the enormous effort provided by the dedicated team of staff and the large number of volunteers that deliver the wide range of activities.

**Barry Neilson**

**President**

**BEng, FIEAust, MAICD**



I continue to be amazed by the work the dedicated staff and volunteers of HCM do, and the positive outcomes they achieve with the less fortunate members of our community. As a Board Member I hope that I can support their work.

**John Minchin**

**Deputy President**

**BE, MBA**





“ In my experience, Hobart City Mission has always been community-focused, ‘meeting people where they’re at’ in discovering and addressing their needs. All staff contribute a great sense of purpose and team spirit.

**Robin Errey**

**B.A. (Hons), BSoc. Admin**



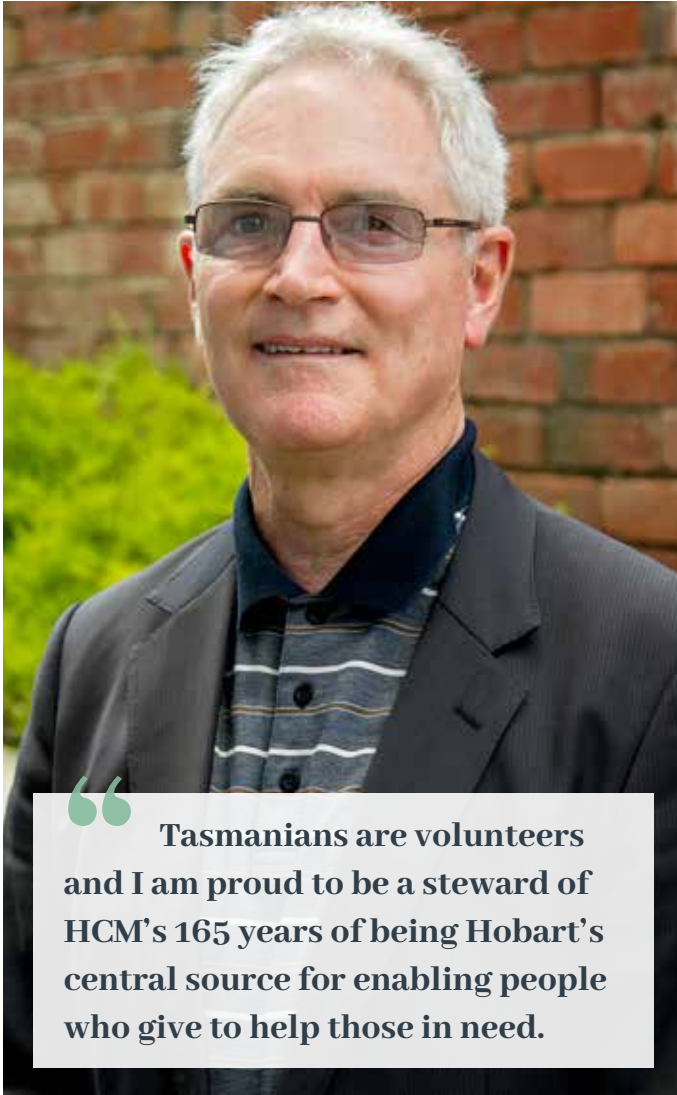
“ I am pleased to volunteer as a Director of Hobart City Mission because of its commitment to our community and the positive impact on the families/individuals/clients it supports.

**Damian Egan**

**B.Ec., LL.B, CTA, FAICD**

## Our People

# Meet the Board



Tasmanians are volunteers and I am proud to be a steward of HCM's 165 years of being Hobart's central source for enabling people who give to help those in need.

**Gil Sawford**

**MBA**



I volunteer for Hobart City Mission because it works tirelessly at the coal face of need in the community and is making a real difference in people's lives.

**Bernadette Ulbrich-Hooper**

**GAICD, LLB. Grad Cert. in Legal Prac;  
B.App Sc. Grad Cert. of Education  
(TESOL)**



**I am always impressed by how diverse the activities of Hobart City Mission are. They have programs to support those in need at all levels in the community. They make such a difference and touch**

**Dr Gabby Brown**

**BBiotech (Hons). PhD**



**I volunteer for HCM because I want to help disadvantaged people in my community. I think anyone who enjoys good circumstances should share the benefits and support HCM.**

**Peter Gartlan**

**B.Com MAICD**



# Our People

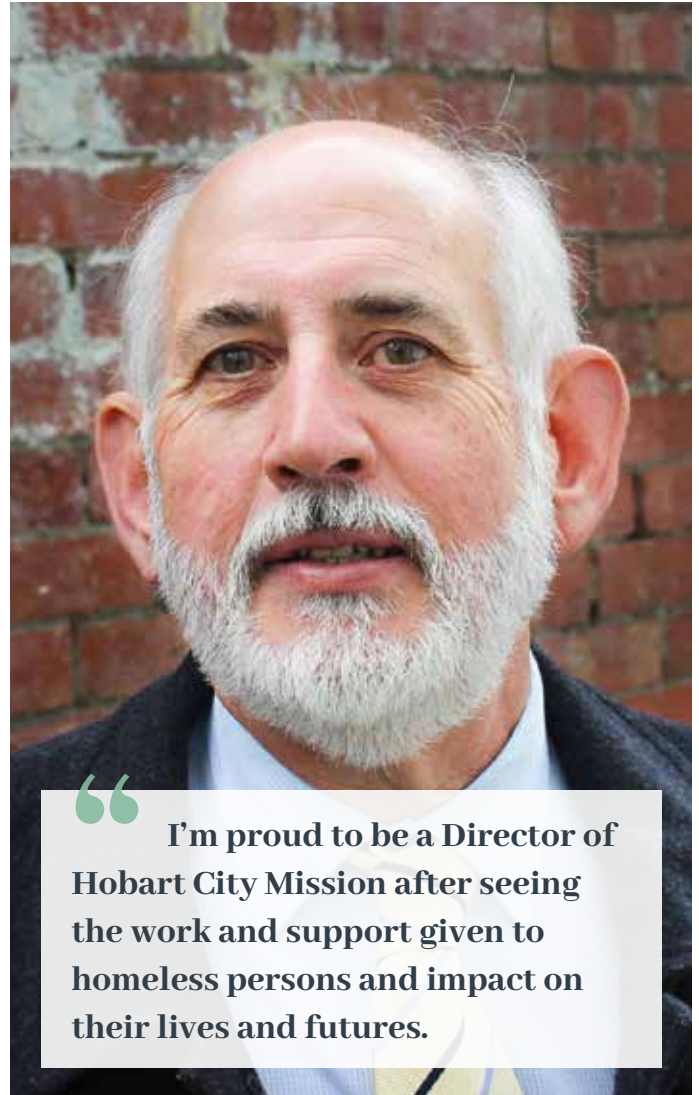
## Meet the Board



I volunteer to serve on the HCM Board because they are 100% local, they have a passionate and committed group of volunteers and staff and they make a significant positive impact in the local community.

**Miles Smith**

**B.Com, Grad.Dip.Sci(Hons), Grad.Dip.  
EnvMgmt, GAICD, FCPA**



I'm proud to be a Director of Hobart City Mission after seeing the work and support given to homeless persons and impact on their lives and futures.

**Patrick Carlisle**

**GAICD**



# Our People – Meet the CEO & Senior Management Team



“

I love Hobart City Mission because we are able to help those in our community who need it most, and everyone here is completely committed to doing just that!

**John Stuble**

CEO

**Hobart City Mission is committed to developing and sustaining a leadership team that will lead the organisation in achieving our goals, delivering services and outcomes, planning strategically for the future, providing operational direction, facilitating discussions and making decisions on initiatives and branding.**

HCM's Senior Management Team (SMT) aims to meet this commitment, whilst promoting and endorsing HCM's values and culture in all aspects of the organisation and operations. The SMT, through the CEO, advise and make recommendations to the Board regarding the scope of their responsibilities.

# Our People – Meet the CEO & Senior Management Team



I love Hobart City Mission because it has an inspiring purpose, it provides practical solutions to help the community and it has a great team of people.

**Laurretta Stace**

**Business Services Manager**



I love the sense of community and the unselfish support that are traits repeatedly displayed by volunteers and staff alike.

**Tim Saul**

**Social Enterprise Manager**



“

I love that from top down, we continually strive to look outside the box to find solutions where there are none for the most vulnerable in our community.

**Annette Clark**

**Community Services Manager**



“

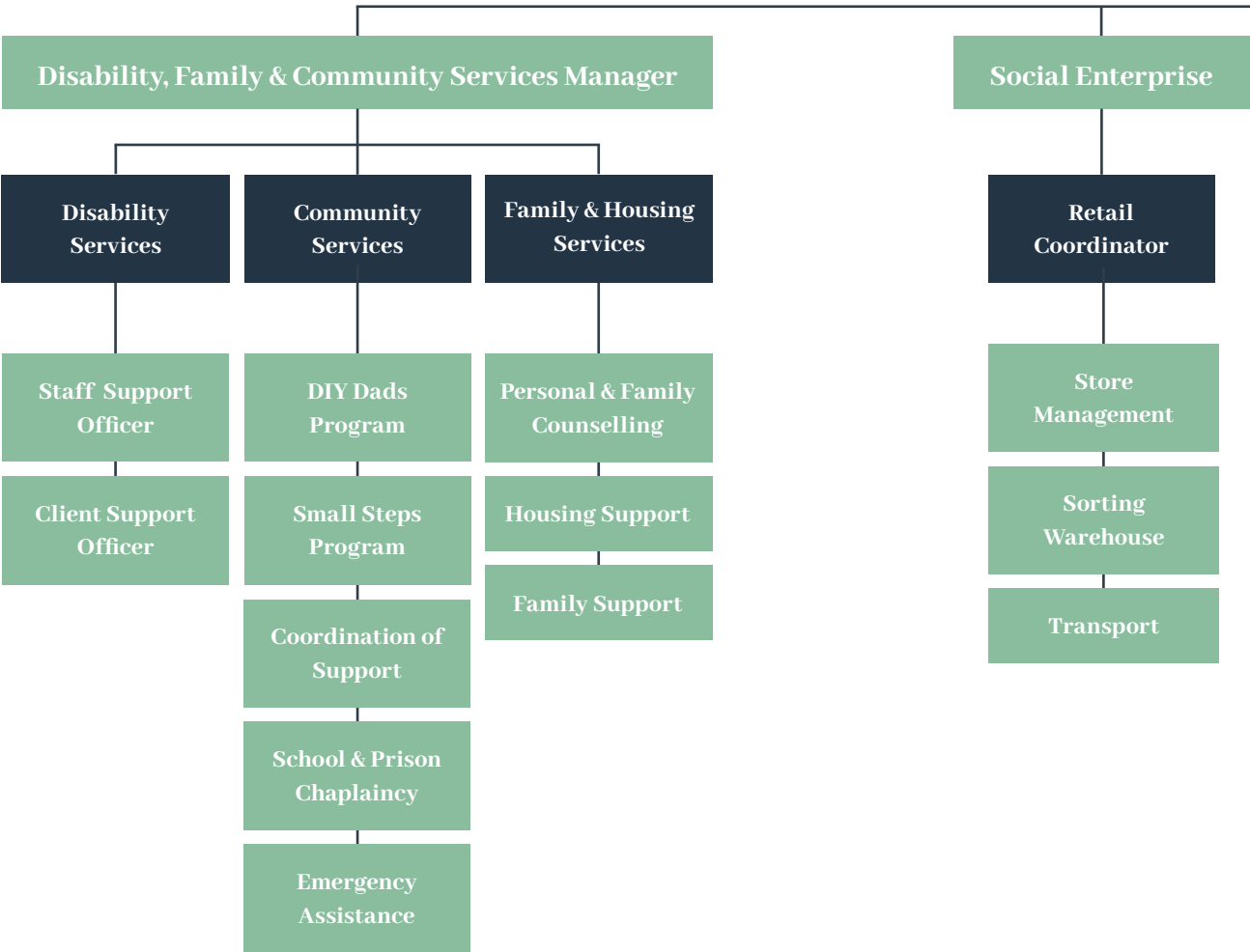
My favourite thing about HCM is the flexible way in which we are able to meet the needs of those experiencing hardship in our community so that we never have to turn anyone away.

**Michelle Folder**

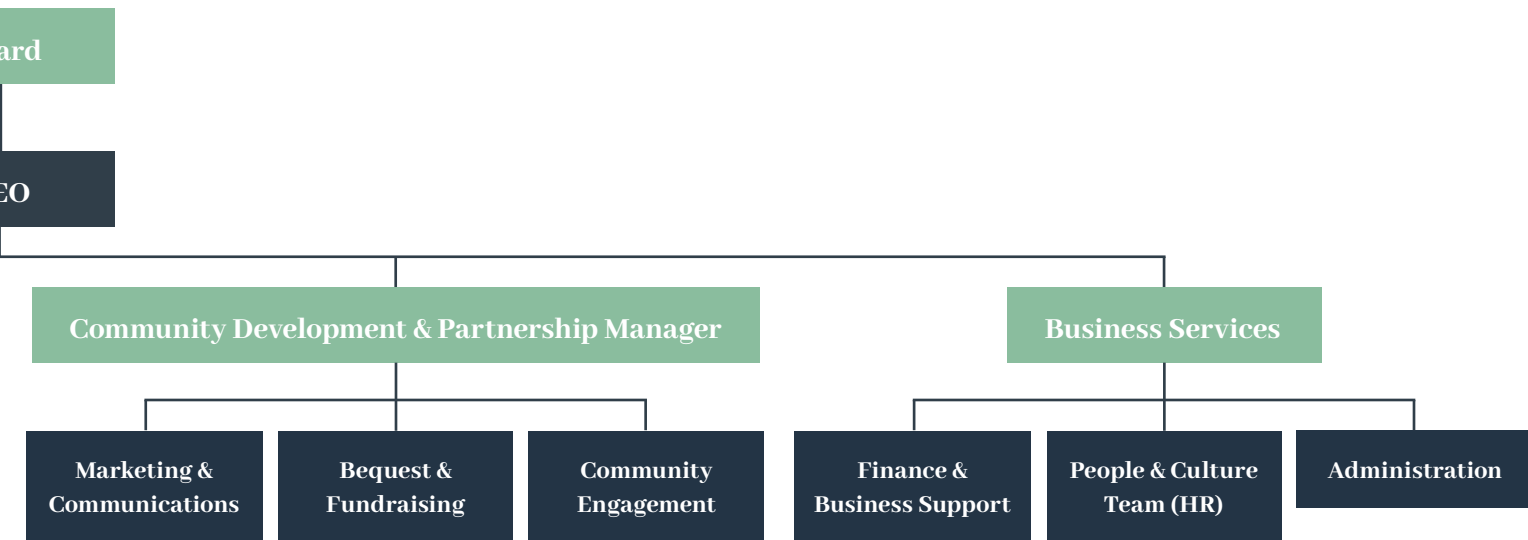
**Partnerships Manager**

# Our People

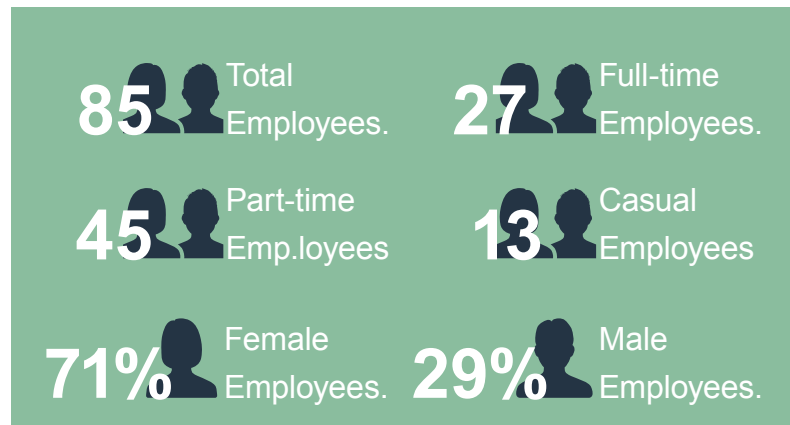
# Employees







### In 2017/18:



# Thank You

Andrew & Margaret Walter

Ian & Lou-anne Folder

Hilary Wallace

Leith Hope Memorial  
Foundation

Motors Foundation

The Myer Foundation

The Jetty Foundation

ABC Giving Tree

Commonwealth Bank

Community Grants

Tadpac

Vicinity -

(Eastlands & Northgate  
Shopping Centres)

7HOFM 101.7

Bendigo Bank

The Mercury

WIN TV

Community Sector Banking

Cooper Screen Academy



# How Can You Help?

**There are many ways that you can support Hobart City Mission:**

- Financial donations via our website, over the phone or in person

- In-kind donations

- Consider a gift in your will.

- Develop a Corporate Partnership with Hobart City Mission

- Volunteer and donate your skill and time.

- Attend our fundraising events.

**Thank you in advance, for supporting those most in need  
in your community.**

**For more information on these opportunities to help, visit our website or call (03) 6215 4200.**

**(03) 6215 4200**

**50 Barrack St, Hobart**

**Monday to Friday**  
8.30am – 5.00pm

[info@hobartcitymission.org.au](mailto:info@hobartcitymission.org.au)

[www.hobartcitymission.org.au](http://www.hobartcitymission.org.au)

[@hobartcitymission](https://www.instagram.com/hobartcitymission)



**Hobart  
City  
Mission**

Caring since 1852



2016 TAS CATEGORY WINNER

Printed by:



Designed by:



THE HONOURABLE