Hobart City Mission (HCM) has been serving the people of Southern Tasmania for over 166 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.
**Message from the President**

The past year continued to throw up many challenges within our community. Hobart City Mission does its utmost to meet these challenges and alleviate the hardship faced by many, whether it be facilitating access to affordable housing, or dealing with financial, health, or family problems. HCM has been helping people for over 166 years, and will continue to do so long into the future.

This year, the City Mission Op Shops have continued to generate vital funds for the organisation and provide a “face” for the Mission in the community. At the end of this financial year, preparation was underway for the opening of the new Rosny Op Shop.

Whilst delivery of Government funded programs is important work for Hobart City Mission, we deliberately aim to do more than just this. As a local and independent entity, we are able to identify and fill the gaps in services through the continued support of our generous donors. All donations, whether big or small, private or corporate, help us to deliver a wider range of services to people in need.

Plans are now progressing for the development of a service to help aged and homeless men, which will be funded through the wonderful legacy left to HCM by Mr Donald Taylor.

Our Small Steps, DIY Dads, Emergency Assistance and to some extent Housing Conned programs are examples of true community partnerships. The generosity of donors has enabled us to meet the ongoing operational costs for these programs, and Government and private benefactor support has assisted us to provide facilities. To continue these efforts, and develop new initiatives where service gaps exist, I urge everyone who can do so, to continue to support HCM’s good work into the future.

Finally, I would like to thank all our staff and volunteers, and our very generous donors, for their dedication and support over the last year. Their contributions continue to help lift up vulnerable people in our community.

John Minchin
President
October 2019

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**Message from the CEO**

This year has seen a lot of discussion about the homelessness crisis that currently exists in Southern Tasmania. Hobart City Mission has been front and centre in those discussions. We have worked across various forums and stakeholder groups over the last eighteen months with a view to working out what can be done, particularly in the immediate future. HCM was instrumental in having Hobart City Council move a motion to press both the State and Federal Governments to do more to address the homelessness situation. As a result, the Greater Hobart Homelessness Alliance was formed to focus on developing solutions. This Alliance includes representatives from the welfare sector and government, as well as the mayors of the major Southern Tasmanian councils.

HCM’s Mission Statement talks about “…bringing together people who give and people in need”. I would like to take this opportunity to thank those people. Those who give includes our staff, and I would like to thank them for their wonderful efforts to help those who come to us for support. Those who give also includes all our wonderful volunteers who give anywhere from a few hours to four or five days a week to help us do what we do. It is their dedication to their role and to giving, that makes HCM a special place. And last but not least I would like to thank all those who donate to HCM. Without that ongoing support we would not be able to provide some of the services we provide and which are greatly needed by our community. Thank you, one and all!

And with regard to “people in need”, HCM has plans in place to open additional supported accommodation services in the coming year whilst continuing to fund Small Steps and DIY Dads, and contributing to the funding of our Emergency Assistance, Housing Connect and School Chaplaincy programs.

Also, whilst there has been a lot of “busyness” in the disability space in recent years, HCM has focused on developing a niche of helping those that other organisations are not able or willing to help. In a sector where there are many providers, this focus is true to our mantra of identifying areas of unmet need, and developing programs to address that need.

I would like to thank my management team for all their support, enthusiasm, and unbridled passion for who HCM is, and the people we support. They make this place what it is!

I would also like to thank the board for their continued support and trust in me to bring their vision for HCM to reality.

John Stubley
CEO
October 2019
Small Steps Playground

In September 2018, the Commonwealth Bank Community Grant was used in combination with C3 Church’s But to Serve initiative to develop the Small Steps courtyard into a sensory garden. The garden was designed by the Small Steps mums for their children. The makeover was a huge success and supported by the members of the C3 Church community, Sandy Bay Rotary Club, North Hobart branch of the Commonwealth Bank, Hobart City Mission staff and volunteers, and the mums themselves!

Cub Scouts donation at Winter Appeal

The Sandy Bay Cub Scouts completed a huge food drive for the HCM Winter Appeal, which was so successful the food couldn’t all fit in one vehicle! We thank this amazing team of youngsters for their hard work and continued support of HCM.

Blokes BBQ Breakfast

HCM partnered with Men’s Resources Tasmania in November 2018 to host a fundraising event held on International Men’s Day. The breakfast event raised awareness and funds for the DIY Dads Program and saw local band Luca Brasi play an acoustic set, and Tasmanian-born Ironman Champion, Matt Bevilacqua share his story of challenge and inspiration.

Christmas Assistance Program

Every year, with the support of the local community, Hobart City Mission provides food vouchers, toys, hampers and gifts to families doing it tough. In 2018 the Christmas Assistance Program helped over 450 families and saw over 700 children receive gifts!

Mountain Challenge

Our CEO, John Stubley, teamed up with Kym Goodes, CEO of TasCOSS, Bernie Black founder of BRAVE Foundation and Australian Tasmanian of the Year, and a number of Government department heads, to walk from our office in Barrack Street, to the top of kunanyi/Mount Wellington. This was a fundraiser for Small Steps, as well as a personal challenge for all involved! The walk was completed in just under five hours.
Our Financial Year in a Snapshot

Income
$9.03m

- Commonwealth & State Grants: 63%
- Donations: 13%
- Social Enterprise: 12%
- Rental & Interest Income: 12%

Detailed information on HCM’s financials can be found on our website: www.hobartcitymission.org.au

Family & Community Support Services – Government Funding and HCM Funding

- ER: $100k
- IFSS: $200k
- Housing Connect: $300k
- Disability: $400k
- Small Steps: $500k
- DIY Dads: $600k
- Personal & Family Counselling: $4.15m
- Chaplaincy: $4.15m
DIY Dads is a live-in life and parenting skills program for single fathers at risk of homelessness. Hobart City Mission developed DIY Dads to address a gap in services where single fathers who are homeless, or at risk of homelessness, face many barriers within the system, preventing them from securing accommodation. These barriers can prevent the fathers from receiving or maintaining custody of their children. Without DIY Dads these fathers had no support to address this issue.

DIY Dads provides eight self-contained units for men who are the full- or part-time carers of their children. The Dads can be any age and are able to stay in the program for up to two years. Each resident Dad is supported to develop skills that will help them to parent and live independently in the community. Skills developed at the program include budgeting, maintaining a tenancy, making healthy lifestyle choices, and parenting skills. This year, the Activities Officer at DIY Dads has continued to run a variety of activities to help the Dads to engage with their children and strengthen relationships.

This year saw the introduction of a Project Program where the Dads are funded to build an item for them to sell. The Dads, with the help of a mentor, have been developing their skills in carpentry and building furniture at the on-site communal workshop space. They’ve built timber children’s picnic table sets, which are then sold through City Mission Op Shops and social media. DIY Dads participants put the proceeds of the sale back into the tools and material for the carpentry program and are now building items to order.

James* came to the DIY Dads program six months ago, with his little brother Jack*. They had left the family home because their mother’s partner was addicted to drugs. They no longer felt safe in their own home and decided to leave.

James and Jack lived in their car, sleeping with the seats down, cooking on a gas stove, and using showers at the gym. James doesn’t have his license so their older brother would move the car to a new location every couple of days. They applied for private rentals but to no avail.

After two months of living out of their car, they were referred to DIY Dads program. While James and Jack are not father and son, their status as primary carer and dependent, and the flexibility of the DIY Dads program has meant they have gained access to safe and secure accommodation.

Since moving into DIY Dads, the pair have been able to focus on achieving their goals. James has gained employment and Jack has continued with his high school education.

“Having a place to stay is the biggest relief”, says James. “We’re not lacking anymore, and we have every resource here at DIY Dads.”

“It’s been really good. I’ve been working with Ben and Tenille [the Program Leader and Activities Officer respectively] on my goals. I’m now working towards getting my driver’s license.”

*Names changed and models used for privacy reasons.
Small Steps provides a live-in parenting and life skills program for young mums from the ages of 15 to 25. With space to house 12 young mums and their children, the families can stay in the programs for up to two years.

Since its establishment in June 2014, Small Steps has provided assistance to over 68 mums, the majority of whom have moved on to successful independent living with their child.

In September 2018, the Commonwealth Bank Community Grant was used in combination with C3 Church’s But to Serve initiative to develop the Small Steps courtyard into a sensory garden designed by the mums for their children. The courtyard makeover was a huge success and supported by the members of the C3 Church community, Sandy Bay Rotary Club, North Hobart branch of the Commonwealth Bank, and Hobart City Mission staff and volunteers.

This year has seen Tenille, the Activities Officer at Small Steps, working with the Mums to develop important life skills such as cooking, maintaining a home, driving and car maintenance and parenting skills.

Small Steps celebrated its fifth anniversary in June 2019, and the program’s success is set to continue, thanks to the incredible support from donors, mentors and volunteers.

In 2018/19:

<table>
<thead>
<tr>
<th>No. of Mums entered</th>
<th>No. of Mums exited</th>
<th>No. of kids entered</th>
<th>No. of kids exited</th>
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<tbody>
<tr>
<td>16</td>
<td>13</td>
<td>18</td>
<td>12</td>
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<thead>
<tr>
<th>No. of enquries / (formal) referrals</th>
<th>No. of intake applications</th>
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<td>38</td>
<td>19</td>
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Income $249,038

Expenses $340,280

Sarah* entered Small Steps in January this year, to enable reunification with baby Georgia*. She has since focussed on building her life skills and completing her education, and the results have been nothing short of amazing.

Sarah has thrown herself into the life skills training available through Small Steps, including cooking, budgeting, learning to drive, weaning babies, maintaining tenancy, and even cleaning heat pump filters! She is on track to complete her high school education this year, and is planning to move onto matriculation college next year (Grade 11), thanks to her own determination and the support offered through Small Steps. Sarah has also become a trailblazer at her school – two other young mothers are now studying at the same school, using the resources and programs initially setup with Sarah to allow her to complete her studies whilst caring for Georgia.

Small Steps Coordinator Nonie Pople says Sarah is an inspiration and role model for other young mothers: “Sarah’s reunification with Georgia is a credit to all her hard work, commitment and engagement with the Small Steps program and supports on offer. Continuing her education and paving the way for other young mums to complete their studies is not easy when you have a two-year old, but Sarah is determined to focus on the future and be the best mum she can be to Georgia”.

*Names changed and model used for privacy reasons.
Our Services

Emergency Assistance

Hobart City Mission has provided Emergency Assistance since its beginnings in 1852. It remains as one of our core operations to this day. The Emergency Assistance program helps clients by providing immediate relief, and aims to identify the underlying causes of hardship and homelessness in order to break the cycle.

In 2018/19:

- 1796 Individual clients were assisted
- 4376 Instances of assistance through vouchers and/or food packs
- 482 New clients assisted
- 396 Mission Money vouchers provided
- 39 Individuals assisted age 65+
- 176 Aboriginal and/or Torres Strait Islander peoples assisted
- 48 Individuals assisted with primary language other than English
- 1285 Number of instances where we were unable to provide an appointment (due to lack of resources)

HCM has helped hundreds of new clients this year, with food packs and vouchers for food, clothing, furniture, electricity, gas, and phone bills. HCM also assists clients in negotiating payment plans and budgeting.

Food packages are provided without appointment, to anyone who needs it. Assessment appointments are made for people requiring vouchers and further assistance. All people who use the service are encouraged to make an appointment, where they work with an Emergency Assistance Officer to identify the issues behind their situation, and develop in-depth solutions. While we do receive some funding from Government we would not be able to provide the full scope of this service without the generous support of our donors.

Thanks to the community support of our hugely successful Winter Appeal, we have been able to increase the number of Emergency Assistance appointments by two days per week at Hobart and Moonah. These funds have also enabled us to provide Emergency Assistance appointments at our new Rosny office. While it has been fantastic to be able to increase these services, sadly the need continues to outstrip our resources.

Income $764,555
Expenses $593,452

Racheal* came to HCM’s Emergency Assistance program in need of a vital piece of technology for her daughter, Katie*. Katie has type 1 diabetes and an intellectual disability, and uses the Dexcom mobile app to manage her diabetes. Dexcom is a small sensor that measures glucose levels underneath the skin. A transmitter sends data to a mobile phone and alerts users when blood sugar levels are abnormal. This is particularly important in Katie’s case, as she shows no physical signs when her blood sugar drops, and she cannot communicate when she begins to feel unwell.

If Katie’s blood sugar drops too low, it can be life threatening. To use the sensor and app Katie needs a smart phone. When Katie’s phone broke, Racheal had no idea how she was going to pay for a new one.

As a single mother of two children, both with intellectual disabilities, Racheal relies on a carers pension. Her son, Jamie*, has severe autism, anxiety and is non-verbal which means he needs a high level of care. Racheal approached the NDIS for a new smart phone for Katie, however they were unable to fund this vital technology. Thanks to the incredible generosity of our donors, Emergency Assistance staff were able to arrange a new smart phone for Katie. She is now able to go out with her support workers and attend school without worrying about her blood sugar levels.

“Having this app and a new phone has been life-changing”, says Racheal. “It gives Katie access to the community that she wouldn’t have otherwise. Her support workers can feel comfortable taking her out and about.”

*client names have been changed to protect confidentiality.
In 2017/18:

349 Clients assisted
240 Cases closed
240 New referrals

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

This year saw an increase in the number of clients assisted through Housing Support. As the housing crisis continues in Tasmania, Housing Connect organisations have struggled to find appropriate accommodation for the number of people seeking help.

HCM’s Housing Connect team work extremely hard to achieve successful outcomes for their clients, in what can often be a very challenging area. They work with clients to move forward with confidence and pride, and provide them with the skills to establish and maintain long-term housing.

The Housing Connect team also refer clients to other HCM programs, such as Emergency Assistance, Personal and Family Counselling, and Integrated Family Support Services. Where HCM is not able to provide support via other HCM programs, Housing Connect Case Managers will work with other organisations and stakeholders in the community to achieve the best outcome. This creates a holistic, rounded experience for the client and ensures we’re taking a ‘whole-person’ approach.

HCM’s Housing Connect team are dedicated to staying up-to-date with the best practice principles. This year staff developed their skills with training such as DV Alert Training, ‘Working with Complexity’, and Nurturing connection & growth in children affected by trauma.

Marcela came to Hobart City Mission after being evicted from her rental home. Her housemate had moved out unexpectedly, taking a number of Marcela’s belongings and leaving Marcela to pay double the rent.

Marcela tried desperately to find another housemate, but none of the applicants would sign a lease. By the time Marcela found someone, her real estate agent had already served an eviction notice.

With nowhere to go, Marcela contacted Housing Connect’s Front Door, the referral pathway for HCM’s housing services. Marcela was then linked with a HCM Housing Connect Support Worker.

Marcela and her Support Worker, Nellie tried for months to find suitable accommodation. Together they applied for rentals and rooms in share houses, called shelters twice a day, and reached out to other support services. Marcela showed enormous resourcefulness and resilience during this time as she moved between backpacker accommodation, until something became available.

“I’d never been in that situation before”, says Marcela. “I'd worked, I'd raised three children, I'd been married. It was a very humbling experience”.

“Nellie called me every day to see how I was doing. Some days it was tough. I felt upset that nothing was happening. But we were a team. It felt like we were climbing a mountain together – some days we'd slip down a couple of steps, but we'd always pull each other back up”.

Finally, after months of feeling like there was no solution, Marcela was provided a unit at Anglicare’s supported accommodation. She has been living there for a month now and is grateful for the help of HCM.

“I really don’t think I could have done it without Nellie and Hobart City Mission. Everyone was so supportive and encouraged me. I’m just so thankful”.

<table>
<thead>
<tr>
<th>Income</th>
<th>$376,143</th>
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</thead>
<tbody>
<tr>
<td>Expenses</td>
<td>$499,926</td>
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Disability Services

Our Services

Hobart City Mission’s Disability Services cover a wide range of support for people living with a disability. Choice and control are the fundamental rights for participants, and HCM upholds these rights by supporting participants in their life choices. HCM is as an accredited provider with the National Disability Insurance Scheme (NDIS), and helps participants through four main service offerings.

Support Coordination helps participants to connect with various support services. It assists participants to design, build and maintain their supports, with an emphasis on linking services across a complex service delivery environment. HCM focuses on supporting participants to direct their life, not just their services.

HCM currently operates four shared Supported Independent Living (SIL) homes, and supports one other participant in their own home. SIL provides a home environment for the participants and support is given to each person dependent on their needs. This includes help and supervision with daily living and life skills. HCM focuses on developing the skills of each individual to live as autonomously as possible.

The Social and Community Participation program enables participants to enjoy recreational activities and engage in the community. This support is directed by the participant and their NDIS plan. HCM supports participant’s choice, control and flexibility in the program.

HCM is also a provider of the Commonwealth Continuity of Supports (CoS) program. This program supports people living with a disability, who are over the age of 65 and ineligible for the NDIS. HCM currently supports four CoS participants, and ensures they have the same level of support, choice and control as participants registered under NDIA.

Michael came to Hobart City Mission after his mother passed away in 2002. After living with his sister for 12 months, Michael worked with a local area coordinator from Baptcare to arrange secure accommodation at one of HCM’s four shared Supported Independent Living (SIL) homes.

Michael enjoys living in his SIL home and has built strong relationships with the other participants in his home. He enjoys going on walks, going to the movies, and exercising at the local pool, with the help of support workers from HCM. Michael is very active in the community. He recently participated in a ten-pin bowling competition with his friends, and loves seeing live music.

Michael previously worked at Oakdale Enterprises, where he packed bulk mail for businesses in Tasmania. He held this role for over 40 years before retiring recently.

Michael says his support workers at HCM have helped him to have access to the local community.

“Hobart City Mission has helped me a lot”, says Michael. “They’ve helped me to be more confident to do things, like catching the bus on my own”.

### Income

- $5,582,664

### Expenses

- $5,639,700

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<th>No. of Supported Independent Living Participants</th>
<th>14</th>
</tr>
</thead>
<tbody>
<tr>
<td>No. of Support Coordination Participants</td>
<td>38</td>
</tr>
<tr>
<td>No. of Community and Participation Participants</td>
<td>24</td>
</tr>
<tr>
<td>No. of Continuity of Care Participants (SIL, Community participation. These are not included with the NDIA funded above)</td>
<td>4</td>
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In 2018/19:

- No. of Support Coordination Participants: 38
- No. of Community and Participation Participants: 24
- No. of Continuity of Care Participants (SIL, Community participation. These are not included with the NDIA funded above): 4

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<thead>
<tr>
<th>Income</th>
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<tbody>
<tr>
<td>Expenses</td>
<td>$5,639,700</td>
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Hobart City Mission’s School Chaplaincy Program provides pastoral care to support the emotional wellbeing of children at five schools in southern Tasmania. The chaplains provide support to students through one-on-one meetings, group sessions and during school trips or excursions. They run lunchtime programs and extra-curricular activities for students, and provide a friendly connection in the school community.

Chaplains are an additional adult support in the school, and help students to feel engaged, included and listened to. The three most common issues that students discuss with chaplains include family, friendship and behavioural issues. The chaplains offer emotional support to students and help them work through problems to build resilience and confidence.

Chaplains also engage with parents and carers of the children, along with their teachers, to identify any issues and find solutions together.

In the past year HCM has continued successful chaplaincy programs at Oatlands District High School, Rosetta Primary School, Moonah Primary School, Kingston Primary School and Campania District High School.

Mary-Ann is the Hobart City Mission school chaplain at Oatlands District High School, where she supports the emotional wellbeing of students from Kinder to Grade 12.

In this role, Mary-Ann works individually with students to develop their social skills and resilience, and runs a range of activities and programs. This includes coordinating the Breakfast Club, which is partly funded by HCM and supported by parent volunteers.

Mary-Ann also takes a group of students to the Oatlands Community Shed once a fortnight, where they learn carpentry skills. These sessions are an important introduction for many students, some of which have moved on to pursue careers in construction. This is also an opportunity for students to interact with a community outside of the school.

This year, Mary-Ann supported one of the students, Kendylle, to achieve her Duke of Edinburgh Award. Kendylle knitted 35 woollen beanies for HCM as a part of the Voluntary Service component of the Award. The donated beanies were distributed to people experiencing crisis and homelessness, and were very much needed over the winter months.

Mary-Ann says that she’s enjoyed seeing the students develop and grow over her ten years at the school.

“When I first started, there were some kids who weren’t really engaging at school or with the community”, she says. “It’s amazing to see them blossom into confident young adults.”
Hobart City Mission operates the Integrated Family Support Services (IFSS), which provides outreach support, for eligible families with children aged 0 – 18 years. This in-home support focuses on increasing the safety of vulnerable children, young people and families, by tailoring approaches to meet individual and family needs.

IFSS Case Managers work with families in a strengths-based, client-focused manner to increase confidence and capacity in parenting, communication skills, and relationship building. Case Managers assist families to develop and achieve goals that are relevant and specific to their needs. IFSS Case Managers can facilitate referrals to appropriate services for clients and advocate for families as they gain confidence and understanding of the systems and processes.

This year IFSS Case Managers took part in professional development through a variety of training courses. This included a two-day course on complex trauma run by the Australian Childhood Foundation, and a ‘Less is More! Workshop’, which helps Case Managers working with clients who live in hoarding and clutter. Other workshops included ‘Structured Decision Making for Clients’, and training to assist Case Managers working with children who display problematic or harmful sexual behaviours.

HCM is currently an Alliance Member of the Gateway Services, along with Baptcare and Mission Australia. This provides a single entry point to all government funded family and disability services in Tasmania. The IFSS program is currently funded until June 2021, which means that HCM will continue as an Alliance Member of the Gateway Services for a further two years.

Sarah* and her three children were referred to Hobart City Mission’s IFSS program after concerns were raised with Child Safety Services. Sarah had experienced severe family violence and for the safety of her family she had moved from her interstate home to a Hobart women’s refuge. During this time Sarah’s ex-partner (father of her three children) was imprisoned for crimes against her as well as drug related crimes.

Speaking about her thoughts on family violence, Sarah said “the actual hitting wasn’t the hardest part...I can deal with that, it was the mind games...”.

Soon after meeting with the family, Jennifer, the HCM IFSS Worker, strongly suspected there was possible undiagnosed disabilities in at least one of Sarah’s children. Jennifer also recognized attachment disturbances, high levels of trauma behaviours and the misuse of substances by one of the children.

Jennifer and Sarah worked on safety planning to keep the children safe, anxiety/trauma responses the household was displaying, substance misuse of a child, family routines, attachment and bonding, the importance of play, and education around health.

Sarah and Jennifer worked together on the attachment/bonding of one of the children who was displaying disturbing behaviors. Sarah worked very hard on this goal and now is able to have eye contact with her children, coming in for cuddles and affection. Sarah’s responses are more predictable to the children which has resulted in improvements in their behaviours.

Jennifer provided advocacy and case coordination with the children’s school, medical services, housing and disability services, all while educating Sarah on how the systems worked so that she can now take the lead for these services.

When Sarah was asked what she liked about the IFSS program she stated “you listened and spoke up when I felt others didn’t listen”. One of the children now has a formal diagnosis and NDIS supports in place. We’re hopeful that soon, Sarah’s other child will have a diagnosis and appropriate support services in place.

Sarah now feels ready to see a therapist to talk about her past trauma and on-going anxiety. Sarah would like to return to education herself and possibly become a child-carer or teacher’s aide. Sarah has a long term goal of buying her own house and is currently working on getting her license.

*Names changed and model used for privacy reasons

### Income and Expenses

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<thead>
<tr>
<th></th>
<th>Amount</th>
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<tbody>
<tr>
<td>Income</td>
<td>$572,730</td>
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<tr>
<td>Expenses</td>
<td>$579,506</td>
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</table>

In 2018/19:

- **Families Assisted**: 42
- **No. of Children Assisted**: 94
- **Income**: $572,730
- **Expenses**: $579,506
Hobart City Mission provides free and confidential Personal and Family Counselling to adults, children and families. This service operates five days a week and appointments are available at both the Hobart and Moonah offices.

Our qualified and experienced counsellor works with clients through issues including trauma, anxiety, depression, low self-esteem, and conflict in relationships. Counselling is conducted face-to-face in a confidential setting, or over the phone when suitable. Counsellors may also refer clients to other services if and when required.

HCM’s Personal and Family Counselling program focuses on empowering clients, developing their capacity and strengthening resilience in today’s complex environment.

In 2018/19:

- No. of clients referred for counselling: 144
- No. of clients referred from other services within the organisation: 66
- No. of clients referred from external organisations: 17
- No. of clients self-referred via phone or internet: 61
- No. of clients who engaged with the service and received support: 72

The number of clients assisted in the past twelve months has increased by 44 from the previous financial year, and the number of people self-referring via phone or the internet increased by more than 20.

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

Catherine came to Hobart City Mission for free counselling services seven months ago. Her regular psychologist was going on leave and Catherine wanted support during this time. Having experienced mental ill-health for a number of years, Catherine knew it was best to continue counselling while her psychologist was away.

After a quick internet search Catherine made an appointment with HCM’s counsellor.

“Hobart City Mission’s services were wonderfully easy to access and they were very helpful” says Catherine. “Often it can be hard to ask for help.”

Catherine continued weekly counselling sessions with HCM after her psychologist returned from leave. HCM’s counsellor now works in consultation with Catherine’s psychologist, to make sure the therapies complement one another.

Catherine says her counselling sessions are helpful to regularly unload her feelings. By continuing with both sessions, Catherine feels clear headed and maintains good mental health.

“It’s so helpful having someone you can trust with your emotional health who will advocate for you. It’s safe and nurturing and it’s so important to have this ongoing relationship”.

<table>
<thead>
<tr>
<th>Income</th>
<th>$119,627</th>
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<tbody>
<tr>
<td>Expenses</td>
<td>$129,771</td>
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City Mission Op Shops are the social enterprise arm of Hobart City Mission. The nine stores raise revenue to fund HCM’s programs, and act as an important touch point in the local community.

The Op Shops are a place for staff, volunteers, and customers to connect and build relationships. They bring together people in need, with those that want to support their community through donations. The Op Shops promote recycling and sustainability by providing an environmentally friendly alternative to throwing out unwanted goods.

In 2018/19:

- **50,000** Kilograms of clothing placed in stores
- **220,000** No. of customers per year, (18,000/month)
- **50,000** Kilograms of clothing sent to recycled rags
- **169** No. of volunteers
- **9** No. of staff, with two new staff last financial year

A massive 50,000 kilograms of clothing were placed in City Mission Op Shops in the 2018/2019 financial year, and another 50,000 kilograms of donations were sent for recycled rags. This saved 100,000 kilograms of clothing from being thrown into landfill.

City Mission Op Shops saw solid growth in the last financial year, which led to the opening of a new store at the start of the 2019/2020 financial year. The new Rosny store is located on Bayfield Street and increases the number of City Mission Op Shops on the Eastern Shore to three. Our team of staff and volunteers worked tirelessly to prepare in the lead up to opening day, and two additional staff were employed to manage the growing number of stores.

The Moonah Op Shop also had a makeover, and the layout was reviewed to improve traffic flow through the store. A continued effort on social media has seen a steady increase in the number of people following the City Mission Op Shops Facebook page.

David has seen some interesting sights over his 27 years with HCM. He still remembers going to pick up a wardrobe that was being donated, only to find it had live chickens nesting inside! He’s also been witness to new store openings, and renovations to the Partridge Nest Op Shop and Barrack Street office.

David enjoys working in the retail space, saying that the connections and sense of community created by the Op Shops is amazing.

“Working at HCM is fantastic. Every day is different and you never know what’s going to happen next”. We thank David for his commitment over the past twenty-seven years. His dedication has been an asset to HCM’s staff, volunteers and customers.
Hobart City Mission is supported by a team of dedicated and passionate volunteers whose contribution to the organisation is invaluable. Volunteers work across different areas of the organisation, learning new skills, gaining experience and making life-long friendships. Many volunteers use their experience volunteering with HCM as a pathway to employment or further training, and value the opportunity to contribute to the local community.

In the 2018/2019 year, a Volunteer Training Program was created to support volunteers in the Small Steps program. Six volunteers attended the training which aimed to develop their skills and knowledge, and support the outcomes of the program. The training focused on styles of parenting, effective communication and program delivery.

The majority of volunteers (70%) work in City Mission Op Shops, where they ensure the day-to-day running of stores, interact with customers and act as ambassadors for the HCM brand. Many volunteers develop friendly relationships with regular customers and other volunteers.

The events volunteer team contributes to HCM through promotion of the organisation and important fundraising activities. The team assisted HCM at various events in the 2018/2019 year, including the Festival of Voices Big Sing, Bunnings BBQs, Dark Mofo Winter Feast Donation Collection, Winter Appeal Auction, Christmas Assistance, Blokes BBQ Breakfast, Small Steps Courtyard Makeover, Christmas Pageants, Volunteer Morning Tea and the Volunteer Christmas Dinner.

In the 2018/2019 year a total of 32,554 volunteer hours were logged across all areas of the organisation. This equates to approximately $1,516,130 in value to HCM. With a total of 239 active volunteers across the organisation this hard working and committed team are crucial to the success of HCM and its programs.

Marguerite has been a dedicated volunteer at Hobart City Mission for ten years, and at 89 years of age, Marguerite is HCM’s oldest volunteer.
Marguerite began volunteering at the Warrane Op Shop in 2009, before moving to the Moonah store where she now works two days a week. In her time at HCM she has volunteered for over 1,700 hours.

Marguerite enjoys pricing and organising the products at the Op Shop and meeting new people in the role.

“You get to know customers who come in regularly and they become like old friends”, she says.
Marguerite has also made long-lasting friendships with the other volunteers, who she catches up with regularly.

“The group of volunteers I work with are amazing”, says Marguerite.

“I came in the other day on my birthday. I didn’t think they knew but they had all surprised me. One of my co-workers even came in on his day off with a cake, flowers and a lovely card. They really are amazing.”

“Hobart City Mission is a good organisation. I know that whatever I do it’s helping somebody”. 
Meet the Board

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
President
BE, MBA

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
Deputy President
B.Com MAICD

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 Neilsen
B.Eng, FIEAust, MAICD

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.Z. (Hons), BSoC. Admin

Full biographies of Board Members can be found on our website: www.hobartcitymission.org.au
Meet the Board

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.

I am proud to be a steward of HCM’s 166 years of being Hobart’s central source for enabling people who give to help those in need.

My favourite thing is the Mission’s focus on real local issues and needs. Supporters know they make a difference in their community. I am honoured to be part of it.

I volunteered 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.

Damian Egan
B.Ec., LL.B, CTA, FAICD

Gill Sawford
MBA

Dr Gabby Brown
B.Biotech (Hons), PhD

Miles Smith
B.Com, Grad.Dip.Sci(Hons), Grad.Dip. EnvMgmt, GAICD, FCPA
Meet the Board

Patrick Carlisle
GAICD

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.

Bernadette Ulbrich-Hooper
GAICD, LLB. Grad Cert. in Legal Prac; B.App Sc. Grad Cert. of Education (TESOL)

Bernadette left Hobart City Mission Board in July 2019 after taking on the role as Marketing and Fundraising manager at St Vincent De Pauls Tasmania. Bernadette joined the Board in August 2015 and served on the Finance, Investment and Property Management Committee. We thank Bernadette for her four years on the board and wish her all the best with her future endeavours.

Robyn Retiring

After 46 years on the Hobart City Mission Board, Robin Errey is retiring. Robin joined the Hobart City Mission Board in 1973 and has filled the roles of Co-President, Deputy President and Secretary during this time. Most recently she has been a member of the Governance, Risk and Audit Committee.

Robin has lengthy work experience at practitioner and management levels across government agencies, and worked in the Welfare and Community sectors. Her passion and understanding of social justice issues has been an asset to HCM. Robin maintains voluntary roles for a number of other not-for-profit organisations and has an active church commitment.

Robin has been involved in many incarnations of HCM during her time on the Board. She remembers the effect of the 1975 Tasman bridge disaster on HCM’s services, which made the round trip between the East and Western shores a massive 103km. HCM opened an office in Bellerive at this time, to ensure services could continue for the Eastern Shore community.

Robin was also involved as the development of HCM’s Disability Services in the early 1990’s, which started as four group homes for people moving out of Willow Court, and heralded a more active involvement by HCM with government-funded programs.

Robin says that she has enjoyed her time on the HCM Board and has always felt that the organisation was flexible to meet the needs of a changing community.

“The organisation has always had such a beating heart”, says Robin. “It has always felt rich with new things happening. It has never felt stale, something that I don’t think you could say about many organisations”.

We’d like to thank Robin for her dedication, commitment and expertise over her 46 years on the board. Her passion and understanding of the sector have been invaluable and we wish her all the best in her future endeavours.
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.

John Stubley
CEO

“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!”

James Roach
Business Services Manager

“I love that Hobart City Mission has the ability to assist people in need, whom otherwise may be ineligible for support, and that we are always looking for innovative ways to create more change in the community.”

John sharing a special moment with our wonderful volunteer Judy, from Small Steps, at the Small Steps fifth anniversary
**Michelle Folder**  
**Partnership 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.*

---

**Tim Saul**  
**Social Enterprise Manager**

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

---

**Annette Clark**  
**Disability Services Manager**

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

---

**Bob Walker**  
**Family & Community Services Manager**

*It’s a great pleasure to work alongside people in an organisation that focuses on addressing local issues through connecting people that give to people that need.*
Thank You

Hobart City Mission would like to thank all of our generous donors and supporters, who help those in our local community.

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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
- Attend our fundraising events
- Consider a gift in your will
- In-kind donations
- Develop a corporate partnership with Hobart City Mission
- Volunteer and donate your skill and time

Thank you in advance, for supporting those most in need in your community. Your generosity makes a real difference to the lives of those most vulnerable.

For more information on these opportunities to help, visit www.hobartcitymission.org.au or call (03) 6215 4200.