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**Hobart  
City  
Mission**

Caring since 1852

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# Annual Report 2020

HELPING PEOPLE WHERE HELP IS MOST NEEDED







Hobart City Mission  
Christ Jesus 1852

Carneo  
& Sable  
Beauty  
6215 4225

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METER  
8:30-6:00  
MON-FRI



# Contents

<b>About Hobart City Mission</b> .....	<b>4</b>	<b>Building stronger families</b> .....	<b>26</b>
		<i>Integrated Family Support Services</i>	
<b>Strategic Direction 2020–2025</b> .....	<b>5</b>	<b>Achieving personal goals</b> .....	<b>28</b>
<b>Message from the President</b> .....	<b>7</b>	<i>Disability Services</i>	
<i>John Minchin</i>		<b>Building up resilient people</b> .....	<b>30</b>
<b>Message from the CEO</b> .....	<b>9</b>	<i>Personal and Family Counselling</i>	
<i>John Stubbley</i>		<b>Creating stronger school communities</b> .....	<b>32</b>
<b>2020: A year of community strength through uncertainty</b> .....	<b>11</b>	<i>School Chaplaincy</i>	
<b>Financial Report</b> .....	<b>12</b>	<b>Clarence Plains comes together</b> .....	<b>34</b>
<b>Help when crisis hits</b> .....	<b>14</b>	<i>One Community Together</i>	
<i>Emergency Relief</i>		<b>Minimising waste, maximising connection</b> ..	<b>36</b>
<b>Providing safety and support</b> .....	<b>18</b>	<i>City Mission Op Shops</i>	
<i>Safe Space Program</i>		<b>Our volunteer family</b> .....	<b>38</b>
<b>Keeping mums and bubs together</b> .....	<b>20</b>	<i>Volunteering</i>	
<i>Small Steps</i>		<b>Our Board</b> .....	<b>40</b>
<b>Helping dads develop</b> .....	<b>22</b>	<b>Senior Management Team</b> .....	<b>42</b>
<i>DIY Dads</i>		<b>Organisational chart</b> .....	<b>44</b>
<b>A place to call home</b> .....	<b>24</b>	<b>Thank you!</b> .....	<b>46</b>
<i>Housing Services</i>			

Hobart City Mission acknowledges Tasmanian Aborigines as the traditional owners of this island lutruwita (Tasmania). We are located at nipaluna—the country at and around Hobart, country of the Muwinina people. We honour those people and all the original tribes of lutruwita who are no longer here as a result of the brutal invasion, and the Tasmanian Aboriginal community of today who remain owners of these lands.

# About Hobart City Mission

Hobart City Mission have been supporting the people of Southern Tasmania since 1852.

We meet people where they are, when help is most needed. We support people with care, understanding and compassion. We don't shy away from the struggles of our community.

We look for new ways to support people through innovative programs and solutions. We empower people and help them to maintain their dignity, purpose and independence.

We would not be able to provide this support without our generous volunteers and donors.

## VISION

Creating compassionate, resilient and connected local communities.

## 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.

## VALUES



### Honesty

We are honest, ethical and transparent, and this will build trust with clients, staff and supporters.



### Respect

We respect you so you will respect yourself.



### Teamwork

We work together as a professional team to accomplish the outcomes that we strive to achieve.



### Innovation

We seek to find solutions where none seem to exist, to assist those in need.



### Passion

We are inspired to assist those in need regardless of circumstance and stature.



# Strategic Direction 2020 – 2025

At the start of 2020, the Board and Senior Management Team worked together to develop the Strategic Goals of the organisation for the next five years.

These six key goals will help guide Hobart City Mission to create compassionate, resilient and connected local communities. The Strategic Goals are supported by five Foundational Goals, that will ensure the success of the Strategic Goals over the coming five-year plan.

## STRATEGIC GOALS

01

### Niche Services

Identify relevant gaps in service and develop innovative services creating sustainable change in the community.

02

### Social Enterprise

Establish innovative Social Enterprises that contribute to building community wellbeing.

03

### Disability Services

Optimising opportunities to balance growth with provision of targeted disability services focusing on unmet needs.

04

### Fundraising

Grow our fundraising revenue to maximise our ability to meet our Strategic Goals.

05

### Facilities

Invest in and develop our facilities infrastructure to meet our strategic needs.

06

### Volunteer Program Development

Grow and develop our Volunteer Program in a flexible manner to accommodate strategic and future needs and trends.

## FOUNDATION GOALS

01

### Communication

People are told what they need to know, when they need to know it and how they want to hear it.

02

### Workplace Development, Engagement & Culture

We care about our people and we help them to do their job well and maximise their own potential.

03

### Governance

Governance structures that lead to best practice systems, policies and procedures. This is underpinned by a commitment to continuous improvement through Quality Improvement Council accreditation.

04

### Business Structures & Systems

Ensure growth is contained within an appropriate, manageable and functional business structure where growth and development are supported. Systems are appropriate to meet the needs of all staff and volunteers.

05

### Social Impact & Outcomes Measurement

Demonstrating that the work we do is making a difference to people's lives.









# Message from the President

JOHN MINCHIN

**In my report last year, I commenced by saying ‘The past year continued to throw up many challenges within our community’. Little did anyone know the challenges that would be thrown up by the COVID-19 global pandemic in 2020.**

While Tasmania has been thankfully spared some of the horrific outcomes seen elsewhere, the economic effects are great, and will undoubtedly be felt for a long time.

During the initial stages of the pandemic, Hobart City Mission rapidly implemented pandemic management plans in an effort to protect its clients, volunteers and staff. With this background and the many constraints and limitations, Hobart City Mission has continued to do all it can to meet the challenges and alleviate the hardship faced by many in our community.

The Board and management had been becoming more and more frustrated at the lack of action in dealing with the plight of the homeless. Together with the Salvation Army, a plan was hatched to create a safe place for people experiencing homelessness to sleep at night. With generous support from the community, the Safe Night Space opened in December. The program has been a great success, with accommodation for up to 17 clients provided during the first 5 months, and provision of key services (such as meals, medical, legal, housing referrals). A state-wide approach was proposed and supported by the Government. Recently, the renamed Safe Space added a daytime service. HCM is hoping for ongoing support by Government for this very necessary and successful program.

With so many people with un-met needs in the community, Hobart City Mission is continually looking to the future for ways to deliver targeted and innovative services.

Hobart City Mission is planning to provide supported accommodation for young couples with children and people otherwise stuck in hospital. This facility, with 10–12 housing units in Chigwell, is due to open in early 2021.

With an extremely generous donation of land by Presbyterian Care, HCM will also be able to commence construction of a 15 unit development in Rokeby for aged and homeless men. This will be completed in mid-2022.

Options for developing a new City Mission Op Shop “super store” are also currently being developed and considered.

Hobart City Mission undertook a Brand Awareness survey during 2020. The results demonstrated the significant strength and predominance of Hobart City Mission’s ‘brand’ in the Southern Tasmanian community. Op Shop awareness surveys were also undertaken and these showed a strong preference to donate to and shop with City Mission Op Shops in Southern Tasmania.

The exciting and innovative programs and facilities are made possible through the generosity of the local community—whether donations of money, bequests, donations of goods, or provision of the skills and the dedication of volunteers. I again 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 dedicated and passionate staff and volunteers, and our very generous donors, for their continued support. During a difficult 2020, their contributions continue to help the vulnerable in our community.





NO SMOKING





# Message from the CEO

JOHN STUBLEY

**Last year I opened my report by discussing the “homelessness problem” and the pivotal role that Hobart City Mission played in the meetings and discussions surrounding this issue.**

In August last year, with there being no movement by organisations in the sector to directly address the problem, the Hobart City Mission Board agreed to open an overnight shelter for people experiencing homelessness. We did this in conjunction with The Salvation Army who were also keen to address the problem. In a very quick fashion we developed the model, determined the costings, and raised \$300,000 to fund a six-month pilot. The State Government contributed \$150,000 to assist. Safe Night Space opened on 16 December last year.

When COVID-19 came along we suggested to the government that a Safe Space could be run 24/7 in Hobart, Launceston and Burnie. They accepted the idea and agreed to fund the model for six months as a COVID-19 response. Since then we have worked hard to prove the merit of the model and to justify its ongoing funding. We hope to hear in the State Budget that the funding will be ongoing.

The program has made an immense difference to people living on the streets. They now have somewhere safe to sleep at night, and this has been instrumental in helping to reduce their anxiety, both because they have somewhere to sleep, and because they can now have a good night's sleep. The day program is focused on connecting them to services they need to re-enter the social support system which many of them have lost faith in.

This has been a highlight of our year. Hobart City Mission is very focused on not just being another charity doing the same as everyone else. We are focused on being able to identify gaps in service delivery and developing programs to fill those gaps.

Safe Space is one such program. We could not have done this without the generous support of our very kind donors.

There are a number of other programs which our President has outlined that are exciting prospects for the future. A lot of these are focused on the needs of the homeless community, which comprises a number of different sub-groups: rough sleepers, people living with disability, people stuck in hospital with no home to go to, young couples with children, to name a few.

Also we have been inundated with support in our Emergency Relief Appeal (previously Winter Appeal) which we started early, due to the COVID-19 pandemic and the anticipated emergency help that would be required as a result. The support we received far exceeded our expectations and this has enabled us to bring forward some of our plans to help the homeless in the future. I would like to take this opportunity to thank everyone who has donated to Hobart City Mission over the past year, be it food, clothing, money, and a whole myriad of invaluable necessities that those doing it tough have needed. Thank you!

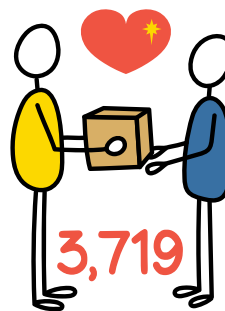
I would again like to thank our amazing workforce who make Hobart City Mission the client-focused, innovative support provider that it is. That workforce includes some 130 staff and 330 volunteers!

A special thank you to my management team for their tireless work to support the most vulnerable in our community, and to our Board that oversee our vision and support our endeavours with their time and wisdom.

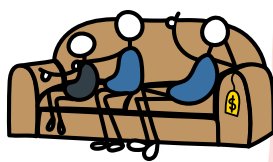


YOUR SUPPORT OVER THE  
LAST YEAR HAS HELPED  
SO MANY PEOPLE IN OUR  
LOCAL COMMUNITY.

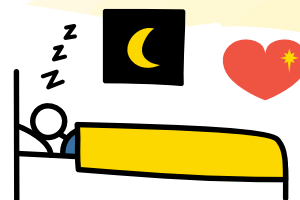
YOUR DONATIONS HAVE  
CONTRIBUTED TO...



EMERGENCY FOOD PACKS TO  
FEED LOCAL PEOPLE IN NEED



AFFORDABLE CLOTHES AND FURNITURE  
AVAILABLE TO ALL SOUTHERN TASMANIANS



2,407

SAFE NIGHTS OF SHELTER

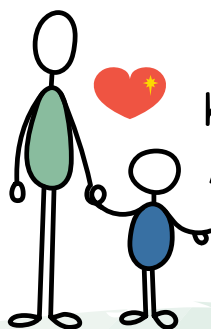


EMERGENCY RELIEF APPOINTMENTS  
TO IDENTIFY NEEDS AND PROVIDE  
A RANGE OF SUPPORT,  
ADVICE AND ADVOCACY

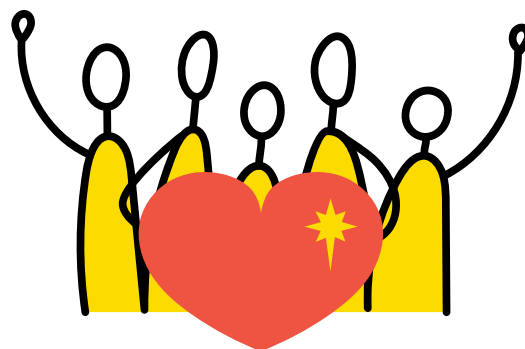


1,230

EXTRA APPOINTMENTS



SUPPORT TO  
KEEP PARENTS  
AND CHILDREN  
TOGETHER



From the bottom of  
our hearts, thank you



# 2020: A year of community strength through uncertainty

**No one could have predicted, at the beginning of the 2019/2020 financial year, just how different the world would look in 12 months' time. The COVID-19 pandemic has changed the way we live, and the full impact of virus is still revealing itself to the world.**

When the COVID-19 lockdowns began in Southern Tasmania, Hobart City Mission was adamant – we would do everything in our power to continue to serve our clients. The Senior Management Team, led by the CEO, and supported by the Board, acted quickly to ensure that services remained available, accessible and safe for our clients. The City Mission Op Shops closed for six weeks in order to protect customers, volunteers and staff.

Emergency Relief services expanded to new areas, enabling clients to stay close to home during the lockdowns. Staff adapted and worked from home where possible to keep one another safe. The community rallied around Hobart City Mission, donating food items when bans on bulk food orders put the provision of emergency food packs at risk.

This is not the first pandemic that Hobart City Mission has worked through. The organisation also served the local community through the Spanish Flu pandemic in 1918. We have been helping the people of Hobart and Southern Tasmania for 168 years, and with the support of our generous community, hope to serve for many more.

## MY COVID-19 STORY

by Mary-Ann Orchard, HCM School Chaplain at Oatlands District High School

During the early stages of the Covid-19 outbreak, it was very clear that there was going to be a massive amount of learning for all us, not just the school community. Some of us, including the school staff, had to change the way we provided service and the students had to come to terms with their education being delivered remotely.

One of HCM's strengths is its flexibility and focus on providing niche services to suit the community's need. Even though school life was interrupted, I found that my role of providing pastoral care was needed even more than before, just in a different format. During this time I was honoured to represent HCM by providing Emergency Relief vouchers, food packs and meals to the Oatlands district community. This provided a much needed 'local' service and was greatly appreciated.

I was also able to utilise this service to check-in with some of the school families.

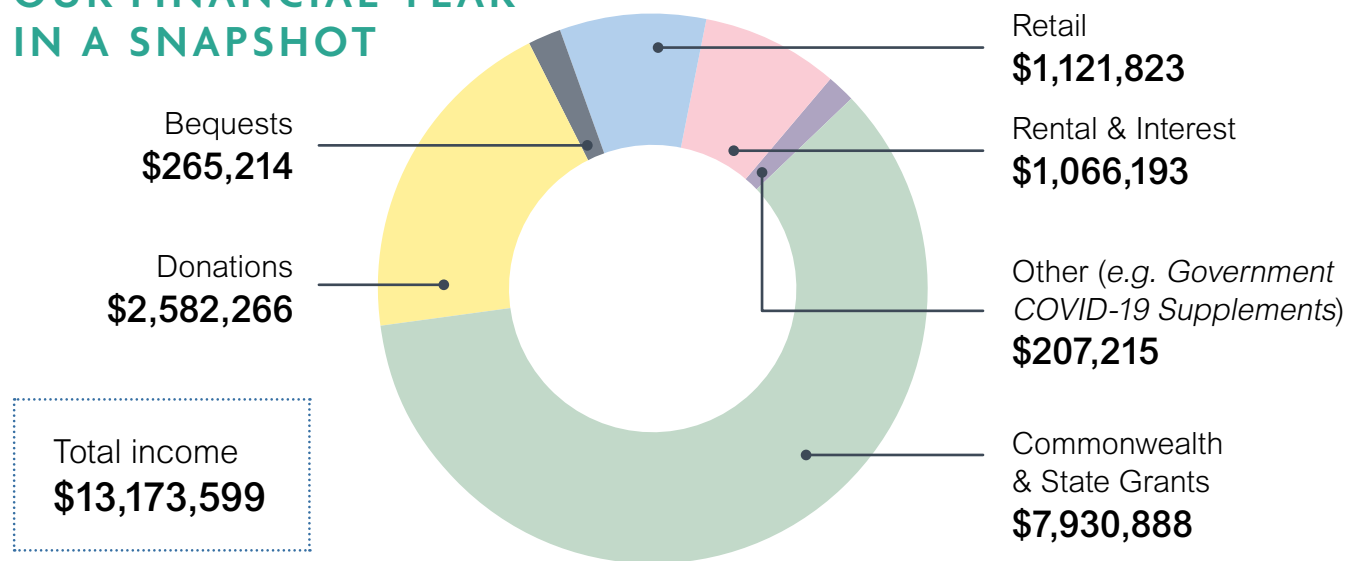
When staff returned to school it was great to be able to provide support and pastoral care (sometimes that took on the form of chocolate) to help relieve the pressure they were facing. Although all these changes created stress and fear, I also found that as a whole, everyone was resilient, utilising creativity and humour to adapt to the situation. During this time I was able to use my artistic skills to gently remind students to wash their hands via murals in the toilets.

Now that school life has returned to some sort of normality there is still that hint of fear hovering around and I'm not sure how long it will be before the scars heal.

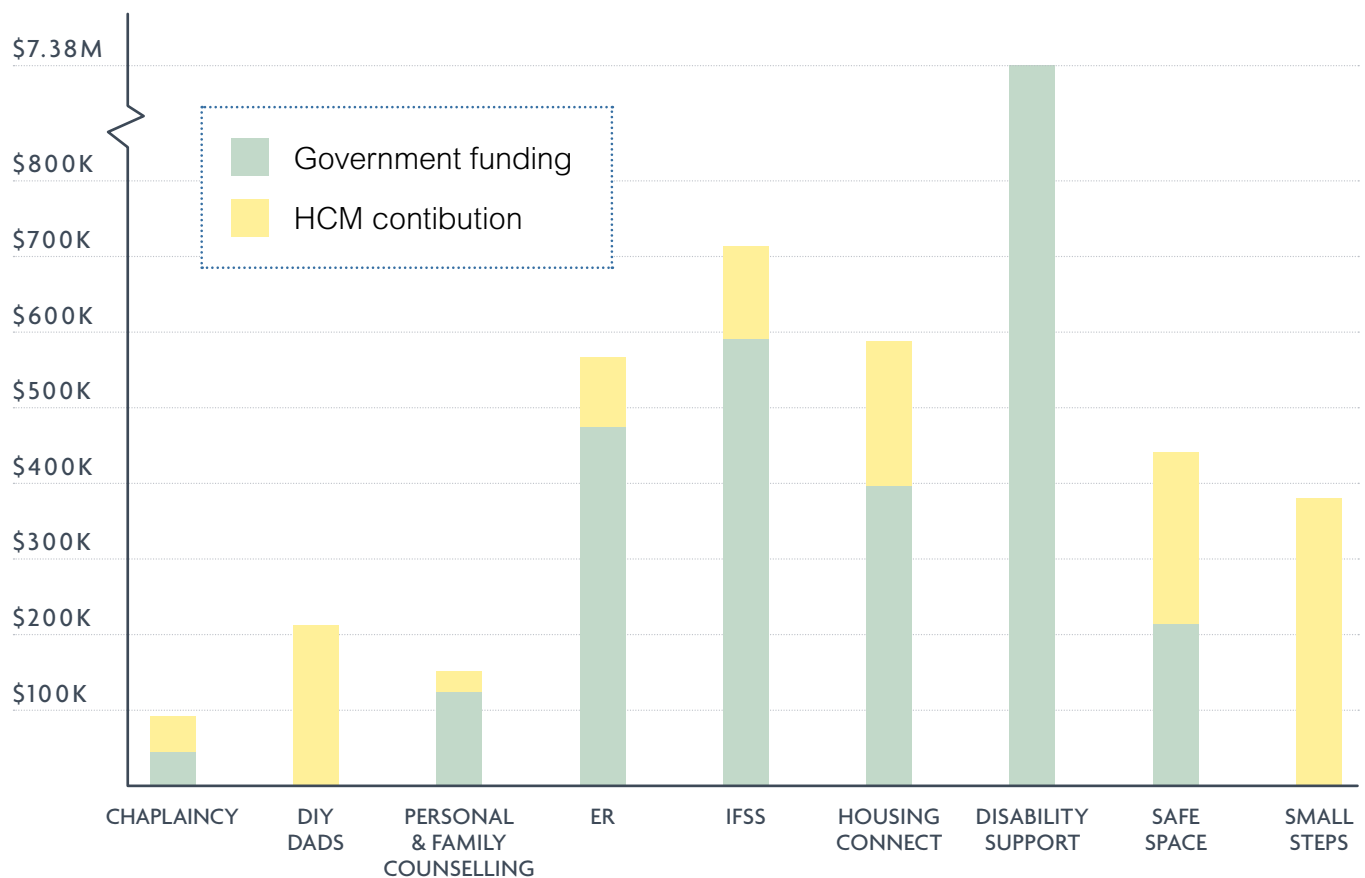


# Financial Report

## OUR FINANCIAL YEAR IN A SNAPSHOT



## CONTRIBUTION TO PROGRAM COSTS



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





# Help when crisis hits

## EMERGENCY RELIEF

IN 2019/2020 ...



**1677**

INDIVIDUAL CLIENTS  
WERE ASSISTED



**560**

MISSION MONEY  
VOUCHERS PROVIDED



**6744**

INSTANCES OF  
ASSISTANCE THROUGH  
VOUCHERS AND/OR  
FOOD PACKS (3025  
VOUCHERS AND  
3719 FOOD PACKS)



**135**

INDIVIDUALS  
ASSISTED  
IDENTIFYING  
AS ABORIGINAL



**804**

NEW CLIENTS  
ASSISTED



**499**

INDIVIDUALS  
ASSISTED WITH  
PRIMARY LANGUAGE  
OTHER THAN ENGLISH



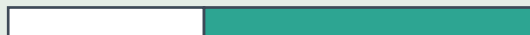
**60**

OVER 65+  
INDIVIDUALS  
ASSISTED



**509**

INSTANCES WHERE  
WE WERE UNABLE  
TO PROVIDE AN  
APPOINTMENT  
(DUE TO LACK OF  
RESOURCES)



INCOME

**\$1,267,199**

■ \$475,278 PROGRAM INCOME

■ \$791,921 FUNDRAISING INCOME



EXPENSES

**\$566,845**

Hobart City Mission has provided Emergency Relief since its beginnings in 1852. The Emergency Relief program helps vulnerable people by providing immediate support.

The aim is to identify the underlying causes of hardship and homelessness to break the cycle.

Hobart City Mission has helped hundreds of new clients this year, with food packs and vouchers for food, clothing, furniture, electricity, gas, and phone bills. The Emergency Relief program also assists clients in negotiating payment plans, budgeting and applying for No Interest Loans (through the NILS program).

Food packages are provided without appointment, to anyone who needs it. Assessment appointments are made for people who need vouchers or other further assistance.

In these appointments clients work with an Emergency Assistance Officer to identify the issues behind their situation, and develop in-depth solutions. While the Emergency Relief program receives some funding from the Government, the full scope of this service would not be possible without the generous support of our donors.

The start of 2020 saw a huge demand for Emergency Assistance appointments, with waiting lists of over 100 people per week. This was despite increasing the number of Emergency Relief appointments available in mid-2019.



During the COVID-19 pandemic Hobart City Mission collaborated with other organisations to distribute frozen meals to those experiencing food crisis.

Emergency Relief Appointments and food packs were also made available at a new location in Oatlands, and at our Sorell and Huonville City Mission Op Shops.

The Government's COVID-19 support payments eased the pressure for our 'regular' client base. However, people on disability pensions were still in dire need of support and we saw a huge increase in international students and temporary visa holders seeking support. It is expected that the need for Emergency Relief services will again sky-rocket as the government payments are rolled back in the coming months.

We would like to thank the community for their support through the COVID-19 pandemic.

In the early days of the lockdowns, the limits on bulk-buying meant that major supermarket retailers were unable to fill our food orders. After putting the call out to the public for support, we received an overwhelming number of food donations. These generous donations meant that families could still put food on the table. We were also able to share our excess with other not-for-profit organisations who were struggling with similar supply issues. The amazing response to our Emergency Relief Appeal (usually our Winter Appeal), means we are more ready for the expected increase in demand in the coming months and years. We can now also fast track the implementation of new programs for people experiencing homelessness to 2021. The generosity of our donors means that we can continue to be flexible in our service delivery, and help people where they need it most.

*Above: After an overwhelming response from the community, our store of food was replenished, ready to feed hungry clients.*





## Naz's story

**Naz moved to Tasmania with her husband and three children in February 2020. She came to study a PHD at UTAS, focusing on the issues of gender.**

Naz has a passion for education, particularly for women. Being a successful academic and principal in a public girls' high school in a rural area of Pakistan, she worked hard to open doors of education to all people in the rural area that she worked for. She introduced free language classes and organised activities to motivate the women in the area to gain an education. Her untiring efforts resulted in a tremendous increase in the institute's enrolment along with overall excellent academic performance amongst the students.

However, not everyone was happy with the positive changes that Naz was making in her community. To demoralize her, some local journalists, backed by certain 'higher-ups', started a media campaign against her by publishing false stories about her.

Naz's family members were also victimized to put pressure on her to give up.

It was then that she began writing letters to people in power to let them know what was happening to her and her family. In response to one of her letters, the Deputy Commissioner of the area called for an inquiry and in its findings found that Naz was being harassed by media persons on personal grudges. On the orders of the Deputy Commissioner, four government departments acted against those media persons and the license of their newspapers was cancelled.

The people of the area came forward in support of Naz. It was a moral victory, and it encouraged Naz to further pursue her studies in issues of gender at the University of Tasmania.

The COVID-19 pandemic hit Tasmania just after Naz had begun her studies. Naz and her husband were no longer able to transfer money from their bank accounts in Pakistan.

They were not eligible for support from the Australian government, and with a high rent to pay, Naz and her husband struggled to put food on the table. They sometimes went hungry so their three children could eat. She had heard about Hobart City Mission but was initially hesitant to ask for help. She was worried that people would have a negative attitude towards her and her family because they were new to Tasmania.

However, upon encouragement from HCM support workers, and with only \$12 in her account, Naz decided to make an Emergency Relief appointment to receive help.

"I burst into tears of relief when I got in the car after the appointment", says Naz.

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**"I so badly wanted to stay in Tasmania. I wanted to show all of the people who supported me back in Pakistan that a woman can be successful and achieve a PHD. I hope that through my study I can reach the policy makers in Pakistan and change the gender roles that are enforced as young children."**

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Naz penned a beautiful letter to the Emergency Relief Support Workers at Hobart City Mission, to thank them for their support through the COVID-19 pandemic.

**She was kind enough to share it with us here ...**

## WHEN THIS WILL ALL BE OVER!!

By Naz

I'll think of this period of social isolation in future sitting somewhere in any corner of the world. I'll think of the hard times the world went through. I'll definitely never be able to forget what people like me who were in foreign lands went through during this pandemic. I came to realize what 'pain' means. Amid all these disturbing thoughts I'll remember the kind gestures and spirit of love, respect, understanding and cooperation that our Tassie family exhibited which undoubtedly is a breeze of freshness and a legacy to be continued and feel proud of.

When I'll think of this wonderful Tassie family, I'll remember City Mission and the way it helped us all in hardest of times! The acts of kindness by City Mission and their wonderful team of awesome people is simply amazing and beyond the description of words. These lines are a humble attempt on my part to express my feelings of gratitude.

*I'll remember*

*A helping hand from the unknown*

*A shelter from the strangers*

*A hug from the ones I have never met before*

*And probably will never again*

*Free clothes to beat the wintery vibes*

*Blankets to fight the sheer cold*

*Food to feed*

*Milk to drink*

*Bread to eat*

*Vouchers to buy*

*Beds to sleep*

*love to share*

*Warm gestures of care*

*In the name of Mission!!*

*Mission to serve, mission to care, mission to share*

*Mission to feel, mission to kneel before the orders of their Lord!*

*Mission to be human, mission to be humane*

*Mission to abort hatred, mission to spread the word of love*

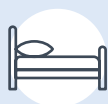
*Mission to be 'Mission'*



# Providing safety and support

## SAFE SPACE PROGRAM

IN 2019/2020 ...



**2407**

TOTAL BED NIGHTS



**190**

INDIVIDUALS  
ASSISTED



**1466**

INSTANCES OF  
SUPPORT THROUGH  
THE SAFE SPACE  
DAY PROGRAM



INCOME

**\$418,743**

□ \$214,051  
PROGRAM  
INCOME

■ \$204,692  
FUNDRAISING  
INCOME



EXPENSES

**\$441,403**

**Safe Space is a 24-hour service providing shelter, safety and support for people experiencing homelessness.**

The Safe Space program is a welcoming and secure place for people to find shelter from the elements, rest, and link with support services. Clients connect with support services such as Housing Connect, Street2Home, Mental Health, and Alcohol and Other Drug workers. Moreton Group Medical Services, Louis Van and Orange Sky Laundry are among the services from the community sector to provide healthcare, food and clothes washing facilities. The Safe Space program currently runs out of YouthARC, which the Hobart City Council provides at no cost.

Hobart City Mission and The Salvation Army developed Safe Space in response to the limited options for people sleeping rough. The program launched in December 2019 as a 6-month pilot. Initially it operated as Safe Night Space, providing only overnight shelter between the hours of 8pm and 7am. In response to the COVID-19 pandemic, Hobart City Mission approached the State Government suggesting the service could be run statewide, 24-hours a day. The State Government committed to 6 months of funding for Safe Night Space to become a 24-hour service in Hobart. The funding also included two new locations in Launceston and Burnie (run by Launceston City Mission and The Salvation Army). The program was renamed Safe Space to reflect the expanded service to 24 hours.

Safe Space would not have been possible without the support of the community, who helped raise the initial \$450,000 required to launch the night program for the 6-month pilot. The State Government contributed \$150,000 of this with the other two-thirds raised by community members, local businesses and community organisations. Safe Space has been very well supported since its launch with food, clothing, sleeping bags and beds all donated by very generous members of the community.

For many clients Safe Space is a first step toward moving off the streets. One of the things that many Safe Space clients have told us is that being at Safe Space has allowed them to get a proper night's sleep – something many of them have not had for a long time. With proper sleep, warmth and social connection clients can focus their energy on improving their lives.

We thank the community for recognising the need for the Safe Space program. Thank you for taking the necessary action to change the lives of those who need our help.



## Matty's story

**Damon, or “Matty” as he’s known, first came to Safe Space in May, after he was attacked at the place he was staying at in Bridgewater.**

It was his birthday on the day of the attack and he knew he had to find a new place to stay. With nowhere to go, he contacted Housing Connect and after being assigned a support worker he was referred to Safe Space. He has been staying there most nights since, until he can move to Queensland to be with his daughter and 6-month old granddaughter.

Matty says that if it wasn’t for Safe Space he would have been lost.

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**“It’s such a great concept. It’s so much better than sleeping on the street, and the most important part is that you are safe.”**

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While Matty has found himself at Safe Space for the moment, he has lived a rich life. He’s travelled the world, spending a total of nine years at sea, over a 15-year career with the Royal Australian Navy.

Matty is a natural-born story teller, with a great dry sense of humour. He is in the process of writing an auto-biography for his daughter and when he listed the places he’d travelled, he easily filled four pages, both sides! He has been a butcher’s apprentice, worked as a Navy chef, spent a whole 12 days underwater in a submarine, and has met the Queen twice.

Matty says that the Safe Space program has been brilliant, and the connections with the various support services have helped him to stay on-track.

---

**“There’s always someone to talk to, and the staff understand what you’re going through. They bend over backwards to help you out. The facilities at Safe Space are also great. There’s lots of food and support. You can use the computers and get help for the things you need help with, such as referrals and assistance accessing Centrelink. It makes a difference to not have to tell people I’m homeless, now I can say, I’m staying at Safe Space.”**

---



# Keeping mums and bubs together

## SMALL STEPS

### IN 2019/2020 ...



25

MUMS ASSISTED



30

KIDS ASSISTED



15

MUMS EXITED



13

MUMS MOVING  
ON TO OWN  
ACCOMMODATION



2

MUMS RETURNING  
TO THE FAMILY  
HOME



56

ENQUIRIES/  
(FORMAL)  
REFERRALS



13

VOLUNTEERS

Small Steps is a live-in supported parenting and life-skills program for young mums from the ages of 15–25.

With space to house 12 young mums and their children, the families can stay in the program for up to two years.

Small Steps alleviates the immediate crisis of not having appropriate accommodation, and allows the mums to focus on being great parents and achieving their goals. Young mums can self-refer to the program, or be referred from health professionals, community nurses or social workers. Other organisations such as Housing Connect or local schools can also refer mums and their children to the program. The majority of the Mums go on to find permanent, independent living arrangements with their children, either through Housing Tasmania housing, or a private rental.

The life-skills program at Small Steps helps the mums develop the skills needed to smoothly transition to independent living. This includes developing skills such as cooking, maintaining a home, driving and budgeting. A group of dedicated volunteers mentor the mums, and mind the children while mums attend classes or workshops. Small Steps also connects young mums by creating peer support networks within the program.

This life-changing program keeps young mums and their children together and is one-of-a-kind in Australia. Small Steps does not receive any government funding, and would not be possible without the generous support of donors and volunteers. A special thank you goes to our Small Steps volunteer, Judy, who lives onsite full-time with the young mums. Her passion and dedication to the program is invaluable.



INCOME

**\$206,291**

■ \$70,414 PROGRAM INCOME  
■ \$135,877 FUNDRAISING INCOME



EXPENSES

**\$381,207**



## Cassie's story

**Cassie first came to Small Steps after leaving an abusive relationship. She had two young children, and was pregnant with her third child.**

She did not have support from her parents, and despite knowing the dangers of leaving her partner, she decided she had to escape. But finding a new home was much harder than she thought.

“When I couldn’t find a home, it was a punch to the gut”, says Cassie.

With nothing but a suitcase and a couple of toys in her hand, Cassie made a call to the Small Steps program. It was a call that would change her, and her family’s future, for good.

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**“It felt like a completely new beginning,” says Cassie. “It was like a breath of fresh air, just to be surrounded by positive people who cared about me and the kids.”**

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Cassie appreciated the support through the parenting and life-skills programs at Small Steps. She attended cooking classes, financial planning and a course on respectful relationships. Small Steps helped her to set long term life goals.

While at Small Steps, her middle child Ezra was diagnosed with epilepsy.

“Small Steps staff were right there when I needed help with Ezra. When I needed to be at the hospital with him, they looked after Quentin and Alfie, and organised transport. Little things like that just kept me so positive.”

After staying at the Small Steps program for 17 months, Cassie felt comfortable and confident enough to look for her own place to stay. In February 2020 Cassie secured a three-bedroom home on the Eastern Shore for her and children.

“I’m loving it”, says Cassie.

“There’s a great backyard and just so much freedom for the kids. We’re feeling very relaxed and it’s nice to have a big space—we’re not getting under each other’s feet”.

“Small Steps really helped me. Mental health wise it was the biggest help, and it got me ready to live on my own”, Cassie says.

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**“Now I know what I’ve got to do for my kids. Small Steps got us into a good routine, of taking the kids to school and playgroup, and that routine has really helped since moving out”.**

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“The kids love it here and I’m still working on my goals. I’d love to get the kids a trampoline and maybe even a dog. Further down the track I’d love to become a qualified mechanic”.

*Above: Cassie and Nonie, the program leader at Small Steps, enjoying some time in the courtyard.*



# Helping dads develop

## DIY DADS

IN 2019/2020 ...



12

DADS ASSISTED



26

CHILDREN ASSISTED



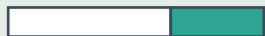
4

DADS MOVED  
ONTO PERMANENT  
ACCOMMODATION



36

REFERRALS  
RECEIVED DURING  
THE YEAR



INCOME

**\$218,153**

□ \$138,073  
PROGRAM  
INCOME

■ \$80,080  
FUNDRAISING  
INCOME



EXPENSES

**\$212,279**

**DIY Dads is a live-in parenting and life skills program for single fathers and their children.**

Single fathers who are homeless, or at risk of homelessness, often face many barriers that prevent them from securing accommodation. This means they may not be able to receive or maintain care of their children. Hobart City Mission developed DIY Dads in 2017 to address this gap in services and enable children and their fathers to stay together.

There are eight self-contained units available for dads 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.

The parenting and life skills program help the dads to engage with their children and strengthen these important relationships. Skills developed at the program include budgeting, maintaining a tenancy, making healthy life choices, and relationship building.

This year has seen an increase in the number of dads learning how to drive, with some achieving their goal of gaining their L2 Drivers Licence. The dads also participated in a community project making picnic tables for Rosetta Primary School, Chigwell Child and Family Centre and Chigwell House. This was a wonderful opportunity to contribute to the local community and see their hard work valued. Four picnic tables have been made so far, with many more to come through this ongoing project. The dads were also invited by the Goodwood Community Centre to repair their sandpit. Woodworking is one of the favorite past times at DIY Dads and a good time to connect and communicate with one another.



## Laura's story

**Laura\* was 11 when she first moved into the DIY Dads program with her dad.**

It became clear quite early on that the trauma Laura had experienced in her life had had a severe impact on her. She was suspended from school frequently. It was on these days when she didn't have a lot to do, that she spent time engaging with the Activities Officer at DIY Dads.

She learnt how to cook and even participated in the 'cooking on a budget' life-skills program with her Dad. One of the key successes of the life-skills program has been the opportunity for the dads to learn guiding behaviours and develop important parenting skills. This has helped Laura to better understand boundaries, something that she initially struggled with.

*\*Name changed and models used for privacy reasons.*



# A place to call home

## HOUSING SERVICES

IN 2019/2020 ...



**296**

CLIENTS ASSISTED



**230**

CASES CLOSED



**201**

NEW REFERRALS



INCOME

**\$396,462**



EXPENSES

**\$587,941**

**Hobart City Mission is passionate about addressing homelessness and housing stress in Southern Tasmania.**

Hobart City Mission's Housing Connect team strive to get the best results for their clients who are experiencing homelessness, or who are at risk of homelessness.

All Housing Connect referrals come through the Housing Connect Front Door, which is operated by Colony 47. Hobart City Mission's Housing Connect team then work with their clients to help them move forward with confidence and pride. They provide their clients with the skills to establish and maintain long-term housing, and persevere in what is often a very challenging environment.

The Housing Connect team regularly refer clients to other programs within Hobart City Mission, including Emergency Relief, Personal and Family Counselling, and Integrated Family Support Services. They will also refer to other programs and other organisations where needed, to provide holistic support. By engaging with these other programs, clients can address some of the issues they may be facing that are preventing them from securing and maintaining housing.

The past couple of years have been very challenging for Housing Connect organisations due to a lack of affordable housing options in the state. The COVID-19 pandemic and subsequent travel bans meant that many short-term accommodation options such as AirBnB and hotel/motel rooms were returned to the long-term rental pool. This eased the pressure temporarily, however caseloads for support workers remain high and there are still limited options for people who are facing homelessness.

*The Hobart City Mission Housing team have a growing garden of paper flowers pinned to a board in their office. Each flower represents a client that they have housed; a beautiful visual reminder of the work that they do.*



## Housing Services

### **The past couple of years have been challenging for the Housing Connect team at Hobart City Mission.**

The housing crisis has meant there are limited options for the many individuals and families who are at risk of homelessness in Southern Tasmania.

Hobart City Mission's Housing Connect team includes four amazingly resilient and kind-hearted workers; Amanda, Kate, Nellie and Tara. They work tirelessly to help their clients through crisis, building trusting relationships and advocating to find the best possible outcomes.

No single day looks the same for a Housing Connect worker. They could be helping a client to find emergency accommodation one day, and keeping a woman and her children safe from family violence the next. They work closely with their clients and take a holistic approach. They know that housing is just one element to a healthy and happy person. They help their clients access other supports they may need such as mental health, alcohol & other drug services, translation services, and NDIS to name a few.

They currently help between 20–35 clients each and expect their caseloads to increase, as the impact of COVID-19 causes more people to be evicted from rentals they can no longer afford. The majority of their clients cannot access private rentals as they are either too expensive, do not allow pets, or are too far away from transport and other support services.

This leaves most of their clients on the public housing waitlist. There are currently 3,500 applications for housing across Tasmania, with the average wait time for priority applicants sitting at 59 weeks.

In this environment it would be easy for the Housing Connect team to feel defeated. However, they approach every day with passion and determination. They know that they are doing life-changing and, at times, life-saving work.

Tara recently housed Mel\*, a young woman who had significant mental health diagnoses, and had been in and out of the hospital for months. Mel needed a new place to live due to domestic violence within her family. She had made some unhealthy choices to escape from the trauma of her situation which had further effect on her mental wellbeing. Tara helped Mel to access important programs and find a psychologist that she connected with. She spent many hours with Mel, working through crises and relapses, to help her reach her goals and become well again. After two years, and many hurdles overcome, Mel is now thriving, living in her own place and in a new relationship.

"It was a long journey but she's come a long way" says Tara. "I built trust and rapport with Mel over a 2-year period. This relationship took this time to foster as Mel had stated many times that she had never trusted anyone before and had always felt let down. She is still working on trust and now has established healthy relationship patterns. She's doing so well."

*\*Name changed for privacy reasons.*



# Building stronger families

## INTEGRATED FAMILY SUPPORT SERVICES

IN 2019/2020 ...



FAMILIES ASSISTED



CHILDREN ASSISTED



INCOME

**\$591,035**



EXPENSES

**\$712,923**

Hobart City Mission's Integrated Family Support Services (IFSS), provides outreach support for families with children aged 0–18 years.

This in-home support strengthens families and improves the wellbeing and safety of vulnerable children.

IFSS Support Workers tailor their approach to meet each family's individual needs. They work with families to increase confidence and capacity in parenting, improve communication skills and build relationships. Support Workers help families to develop and achieve goals that are relevant and specific to them. They provide parents with strategies and structures to help their children grow and flourish. They identify any unmet needs and provide advocacy for the family, at times referring them to other helpful services and programs.

This year saw the IFSS team work hard to continue supporting their clients during the COVID-19 lockdown and restrictions. As an essential service they were able to continue visiting their clients and followed all safety precautions such as social distancing and proper hand hygiene. Some clients were able to connect through phone consultations instead of meeting face-to-face.

HCM is currently an Alliance Member of the Gateway Services that provide Integrated Family Support Services. This Gateway Service provides a single entry point to all government-funded family services in Tasmania. The IFSS program is currently funded until June 2021.



## Paul's story

**Paul and Melissa first received support from Hobart City Mission's Family Support Services 12 months ago. Two of their children were displaying challenging behaviours at school and the school suggested they get in touch with Hobart City Mission.**

Carol, one of HCM's Family Support staff, worked with Paul and his family, equipping them with techniques to manage the children's behavior.

"Carol was amazing", says Paul. "She helped us by teaching us strategies to use with our kids. She taught us how to talk to our kids to really find out why they were acting up, and check in with how they're feeling. Now we work with them to find out what is setting them off and helping them to identify these triggering emotions".

Paul and Melissa have 6 children between the ages of 9 and 16. Carol met with Paul and Melissa at least once a fortnight and regularly caught up with all of the children together. Carol also helped when one of Paul's daughters, Sophie, was being bullied at high school.

Carol talked to Sophie one-on-one, and supported Paul in a meeting with the school to address the bullying.

Paul says that since working with Carol, the whole family has been getting along well, and the issues at school have reduced.

"It's ten times better now", says Paul. "I've only received one phone call from the school this year, which would have been ten times as many before.

"These parenting strategies aren't things that I knew about growing up, and there was nothing like this when I was a kid. Before, we were sending the kids to their room, or banning them from watching TV when they were playing up. Now we've completely changed our way of thinking and we have lots of strategies to help our kids deal with their emotions.

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**"Hopefully this is something that our kids take into their lives and use with their kids, so it's a positive cycle. We're very grateful for the help Carol gave to our family."**

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# Achieving personal goals

## DISABILITY SERVICES

IN 2019/2020 ...



18

SUPPORTED  
INDEPENDENT  
LIVING PARTICIPANTS



60

SUPPORT  
COORDINATION  
PARTICIPANTS



29

COMMUNITY  
PARTICIPANTS



6

SUPPORTED  
INDEPENDENT  
LIVING PROPERTIES



74

STAFF IN DISABILITY  
SERVICES — MIX OF  
CASUAL, PART-TIME  
AND FULL TIME



INCOME

**\$7,378,833**



EXPENSES

**\$7,251,700**

**Hobart City Mission's Disability Services cover a wide range of support for people living with disability.**

Hobart City Mission upholds every participant's right to have control of their life, by supporting them in their goals and life choices. Hobart City Mission is an accredited provider with the National Disability Insurance Scheme and helps participants through three main service offerings: Support Coordination, Supported Independent Living and Social and Community Participation.

Hobart City Mission's Support Coordination helps participants to choose and connect with the various support services that will best suit them. HCM Support Coordinators help participants to design, build and maintain their support based on their individual goals and needs. Hobart City Mission focuses on supporting participants to direct their whole life, and link services where possible to provide a holistic approach.

HCM currently operates four shared Supported Independent Living (SIL) homes and two 1:1, supporting a total of 18 participants in SIL. SIL provides a home environment for participants and support that allow them to live as independently as possible within their means.

Social and Community Participation enables participants to enjoy recreational activities and engage with their community. This support is directed by the participant and written into their NDIA plan.

The Disability Services team moved to the Rosny office in July 2019, which meant that support staff and participants had a central location to connect. Disability Services was particularly affected by the COVID-19 pandemic, with all staff working hard to keep participants fit and well. The support staff did an outstanding job to keep everyone safe by following risk management protocols, accepting changes to their rosters and quickly following new procedures as they were implemented.



## Rick's story

**Rick has used Hobart City Mission's Disability Services for around 18 months, and receives 1:1 community support.**

He lives in South Hobart where Hobart City Mission support workers help him with day-to-day activities. Rick was previously in the Defence Force and also worked as a chef before he was diagnosed with epilepsy.

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**"Hobart City Mission have been really good. They were there for me when I needed it", says Rick. "They've provided a roof over my head, and my support workers are like big brothers to me—that's the way I see it really. They're like a family."**

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Rick still loves cooking—his specialty is sweets and patisserie items, and has a green thumb in the garden.

"Everyone calls me Peter Cundall", he laughs.

Through the community support provided by Hobart City Mission, through the NDIS, Rick has also been able to go on fishing trips to the East Coast and the Lakes area.

*Above: Ricky enjoys gardening and taking fishing trips with the support of HCM support workers.*



# Building up resilient people

## PERSONAL AND FAMILY COUNSELLING

IN 2019/2020 ...



TOTAL NUMBER  
OF REFERRALS



FROM WITHIN HCM



FROM OTHER  
ORGANISATIONS



SELF-REFERRED



TOTAL CLIENTS  
ASSISTED



REFERRALS  
RECEIVED DURING  
COVID-19 PERIOD  
(MARCH – JUNE)

*(Personal and Family  
Counselling operated  
via phone call only  
during this time)*

The Personal and Family Counselling Program provides free and confidential counselling services to adults, families and children. Appointments are available five days a week 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. This program focuses on empowering clients, strengthening their resilience and providing them with tools to manage their mental health.

Previously counselling was conducted face-to-face in a confidential setting, or over the phone when suitable. During the COVID-19 restrictions, all appointments moved to over-the-phone sessions, which some clients preferred even as the restrictions eased again.

The Personal and Family Counselling service saw a significant increase in referrals from August through to December 2019. It dropped off over the first few months of 2020, and increased again from March to June as the impact of COVID-19 was felt by much of the Southern Tasmanian community.

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



INCOME

**\$124,945**



EXPENSES

**\$151,914**



## Helen's story

**Helen\* first came to Hobart City Mission's Counselling Service to seek guidance on how to navigate a new relationship and becoming part of a blended family.**

It was her first time as a full-time mum and she saw her responsibility to be a positive influence as overwhelming. She needed advice on how to deal with a teenage daughter who needed support, and encouragement at this stage in her life.

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**"I recognized that my partner's daughter was at an impressionable age", says Helen. "I didn't want to be the cause of any damage. I needed to learn ways to support her whilst I established healthy boundaries so I was not taken advantage of. More importantly though I wanted to be a great role model to her".**

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Helen also wanted to maintain a healthy, positive relationship with her ex-husband and felt confused about how to do that while in a new relationship. Initially she had counselling sessions once a week, and as time passed Helen found that the focus of her sessions shifted.

"I went to counselling for one thing and it opened up a can of worms. I needed help to pull it all apart and get clarity. Lyn (the counsellor at HCM) gives you things to think about and to implement. She helped me to set boundaries and work through conversations that needed to happen."

Helen says that coming to HCM for counselling has helped her and all of the people around her.

"Without the counselling I have no doubt that I wouldn't be in a relationship, and that would be sad because I would not have the wonderful connection that I do now with my step-daughter" says Helen.

"Lyn got me through so many hurdles. She brings lots of life experience to her job and never made me feel less than. She makes me feel heard and the sessions are very productive because I never have to repeat myself, which is something that happened with previous therapists."

"I get off the phone from a counselling session and I always feel so much lighter; my overwhelm seems so much easier to manage. My burdens disappear, and my head is clearer. Lyn listens attentively and helps me to sort out the concerns I am experiencing, and enables me to cope with all the noise in my busy head."

Helen's relationship with her partner is now much stronger and she has tools to help her maintain healthy communication, and provide solutions to everyday dilemmas. Her relationship with her stepdaughter is also strong, and their bond is something that Helen is very proud of. She shares the tools and techniques that Lyn has taught her with the important people in her life, and says that that she can be more supportive to others when she is in a better place.

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**"The power of therapy is that you never know the full extent of the healing. The ripple effect is just amazing".**

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*\*Name changed and models used for privacy reasons*



# Creating stronger school communities

## SCHOOL CHAPLAINCY

IN 2019/2020 ...



**4200**

CONVERSATIONS  
WITH STUDENTS



**600**

CONVERSATIONS  
WITH PARENTS



**960**

CONVERSATIONS  
WITH STAFF REGARDING  
PERSONAL ISSUES



**1560**

CONVERSATIONS  
WITH STAFF REGARDING  
STUDENT ISSUES



INCOME

**\$45,000**



EXPENSES

**\$91,905**

**Hobart City Mission's School Chaplaincy Program supports the emotional wellbeing of children at three schools in Southern Tasmania.**

The School Chaplains support students through one-on-one meetings, group sessions, and during school trips or excursions. They are an additional adult support in the school, and are a friendly connection for children and their families.

Chaplains help students to feel engaged and included. They provide support to children who may be struggling in their social or family life, or who are going through significant changes in their lives. Chaplains offer emotional support to students and help them to build resilience and confidence. Chaplains can also work with parents and carers of the children and teachers to assist with behavioural issues and help to find solutions together.

In the past year, Hobart City Mission has continued successful chaplaincy programs at Oatlands District High School, Rosetta Primary School, and Margate Primary School. The Chaplaincy Program is partly funded by the government, and partly funded by Hobart City Mission.





## Jon's story

**Jon is the Hobart City Mission school chaplain for Rosetta Primary School. The chaplaincy program at Rosetta has facilitated a number of strategies to support student wellbeing and engagement across the school from Kinder to Year 6.**

The ongoing development of break-out and activity spaces have encouraged student participation at school and scope for students to pursue their own interests. Jon has worked to support students in their interests, developing engagement programs that include photography, film-making, drawing, story-writing and many other creative areas. This strategy has sought to inspire student "voice", confidence and resilience in expressing their thoughts and feelings in a safe and secure environment. Students have found success entering the MyState Film Festival and have been motivated to undertake a blanket drive for vulnerable people.

During COVID-19, many students became isolated from their schools and peer groups. For families and students during this time, new challenges have arisen. In an attempt to avoid students disconnecting entirely, Jon developed an online "Chaplaincy Corner", providing weekly check-ins for students to engage on their own terms, reflect on their experiences and undertake wellbeing activities. As the world remains an uncertain place, this new section of the program will continue to evolve.

Most of the work chaplains do isn't normally high-profile. Sometimes it is as a person to listen, as an advocate, mediator or as a positive role-model. It also extends to tying shoelaces, finding lost property, playing board games, figuring out who forgot their lunch, reading out stories or just having an inkling that someone just isn't feeling great. Chaplains support schools, students, teachers and staff, families, parents, carers and in that way, the community.

*Above: Jon, the Hobart City Mission school chaplain at Rosetta Primary School.*



# Clarence Plains comes together

## ONE COMMUNITY TOGETHER

**One Community Together is a collective of residents, community groups and organisations that work together to create positive change in the Clarence Plains community.**

Clarence Plains is made up of four suburbs on the eastern shore; Clarendon Vale, Glebe Hill, Oakdowns and Rokeby. The One Community Together collective work with, and for the people in this area, and ensure that the goals of the One Community Together group align with the needs of the community.

One Community Together formed in 2014 to expand on the good things that were already happening in these communities, and help address some of the challenges the area still faced. One Community Together is made up of various focus teams that are all guided by one central steering committee. Representatives in the group include local residents, the Clarence City Council, Tasmania Police, neighbourhood houses, Libraries Tasmania, church groups and organisations such as Hobart City Mission and Mission Australia, among many others. Hobart City Mission's role is to provide backbone support with a full-time project officer working from the Grace Church in Rokeby.

The project officer role began in early 2019 and is funded by a generous grant from the Tasmanian Community Fund. This grant runs over a five-year period, and reduces every year. Fundraising income from Hobart City Mission will replace the grant amount as it decreases.

In the past year, One Community Together has worked on a number of projects that aim to achieve its Vision; supporting a welcoming, proud, safe and attractive Clarence Plains community. This includes a 5th birthday celebration for the One Community Together group, community clean up days, and a 'Colour the Plains' campaign, where seed packs were handed out to residents so they could plant their own flowers.

The 'Together We Are Here' art project that One Community Together worked on was installed in November 2019. The large-scale brightly coloured artworks were designed by Alaskan artist Karen Larsen and feature four bold words selected by the community. The words 'Here', 'Home', 'Welcome' and 'Together' all sit alongside the South Arm Highway, greeting people as they drive in and out of the community. This project was funded by a grant from the Tas Community Fund, and was in partnership with Hobart-based design studio, Futago, and the Clarence City Council.

As a way to keep the community engaged during the COVID-19 lockdown restrictions, the One Community Together group delivered chalk and paper hands to all the houses in the area. People in the Clarence Plains community wrote messages on the hands and place them in their windows, as a way to keep connected from a safe distance.



INCOME

**\$156,120**



EXPENSES

**\$191,807**



## Linda's story

**Linda has lived in the Clarence Plains community with her husband and two sons for nearly 20 years. She joined One Community Together after connecting with the group through her choir and the community health centre.**

She is one of the community members in the One Community Together Steering Committee, along with many others in the collective. Linda uses her experience of living in Clarence Plains and individual valuable skills to make positive change to the area.

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**"I really enjoy being part of One Community Together", says Linda. "It's something to focus on, and it gives me personal hope for the future of Clarence Plains."**

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Linda says that the services involved in One Community Together really care about the community and listen to the community's needs and wants.

"One Community Together works under a Collective Impact model" says Linda. "We ask the community what issues affect them and we work through them. Whatever projects we do, they have all come directly from the community."

Linda says while there are some negative stigmas directed at some areas of Clarence Plains, there are so many good-hearted people in the community and wonderful things happening.

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**"I'm glad I moved here. It opened my eyes and taught me not to be so judgmental. Just because people don't have the same experience as you growing up, doesn't mean that they don't deserve the same opportunities. They deserve to be safe and happy and have positive outcomes for their families. I get excited for the future of Clarence Plains. Being part of One Community Together is my way to give back to the community."**

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*Above: Linda lives in Clarence Plains and is a passionate member of the One Community Together Steering Committee.*



# Minimising waste, maximising connection

## CITY MISSION OP SHOPS

IN 2019/2020 ...

**253,098**

CUSTOMERS



**251**

RETAIL VOLUNTEERS

**65,000KG**

OF CLOTHING  
SENT TO SHOPS



**60KG**

OF CLOTHING  
GIVEN TO  
EMERGENCY  
RELIEF CLIENTS



**33**

ITEMS SOLD ON  
ONLINE STORE  
FROM 25 MAY TO  
30 JUNE

City Mission Op Shops are the social enterprise arm of Hobart City Mission. These nine stores play an important role in the local community and are very generously supported by our volunteers and the general public.

City Mission Op Shops are a place of social connection for customers, volunteers and staff. They offer affordable, unique clothing and furniture options and help to fund Hobart City Mission's various programs. The money raised through the Op Shops allow Hobart City Mission to provide flexible services to those most vulnerable in the community.

City Mission Op Shops also promote recycling and sustainability by providing an environmentally friendly alternative to throwing out unwanted goods. This keeps quality items out of landfill, and enables people to support the work of Hobart City Mission through donations of their second-hand items.

2020 was a challenging year in the retail space. During the COVID-19 lockdowns, the Op Shops closed in order to keep customers, volunteers and staff safe. Most of the Op Shops were closed for a total of 6 weeks. The Moonah stores (Clothing and Furniture) re-opened to Hobart City Mission clients first, as it became clear that many people still needed to access affordable clothing and furniture. The Sorting Warehouse continued to accept donations throughout the lockdown, ensuring that items were quarantined before being sorted, which saw an influx in donations being processed.

The retail team quickly adapted to the store closures, training in new areas of the organisation, such as Disability Services. An online Instagram store was launched, offering free delivery to people in Hobart and selected surrounding suburbs. This online offering has continued with quality second hand goods uploaded to the Instagram page every week. This has captured a new audience who are eager for high-value, vintage or brand name clothing and homewares and has also increased City Mission Op Shops brand awareness.

The physical stores began to reopen in early May and slowly returned to normal operating hours. Strict social distancing measures have been in place since, including limits to the number of people who can be in a store at any one time, and hand sanitiser stations at the entrance of all shops. The stores have seen good growth since reopening, with steady sales figures in all stores. The Warrane store has been trialling a new Point of Sale system, which will roll out in all stores over the coming year.



## Kylie's story

**Kylie joined Hobart City Mission in November 2019 as the Warehouse Supervisor.**

She came at a crucial time for the retail arm of the organisation, which had been experiencing a period of growth. The Sorting Warehouse had reached capacity, and extra space was needed to store and sort donations.

Kylie's first job was to extend the racking and organise the donations in the new warehouse space, and assess safety processes and practices in the new area. Kylie has extensive experience in warehouse operations, after working at K&D Warehouse for over 13 years. She has brought with her improved procedures to ensure a safe and productive work space.

Kylie has also had a very successful career as a professional runner. She won silver in the 10km at the Kuala Lumpur Commonwealth Games in 1998 and competed in the 1996 Olympic games in Atlanta and the 2000 Sydney Olympics.

Kylie and the warehouse team overcame many difficulties this year through the COVID-19 crisis. The social distancing restrictions meant that volunteers had to stop sorting donations for some time. The incoming donations also had to be quarantined for three days before being sorted. This resulted in a backlog and a massive pile of donations to sort when the volunteers finally did return. Kylie kept a cool head and approached this influx of donations as a 'challenge'!

Kylie says that she likes the camaraderie in the warehouse and across the organization.

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**"The staff in retail arm all work well together", says Kylie. "We communicate well which is so important in a warehouse environment. The volunteers who work at the Sorting Warehouse all work well together too. They love to have a laugh and a chat – it's very social. I really enjoy working here. The people here are doing it because they enjoy it. It's not just about making a profit; it's about helping people out."**

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# Our volunteer family

## VOLUNTEERING

IN 2019/2020 ...



**316**

ACTIVE VOLUNTEERS



**137**

NEW VOLUNTEERS



**551**

VOLUNTEER  
ENQUIRIES



**78.4%**

VOLUNTEERS  
IN RETAIL

**\$1,478,261**

VALUE OF THE  
HOURS THAT  
VOLUNTEERS  
CONTRIBUTED



**33,700**

VOLUNTEER HOURS

**Hobart City Mission is supported by a wonderful team of over 300 volunteers.**

These dedicated and passionate community members provide their time, expertise and enthusiasm to help Hobart City Mission achieve its vision and mission.

Volunteers at Hobart City Mission enjoy giving back to their community, meeting new people and making life-long friends. Many volunteers use their volunteering experience as a way to learn new skills or as a potential pathway to employment. There are a number of volunteering opportunities across the organisation including in the City Mission Op Shops, at the Small Steps and DIY programs, at events and fundraisers, and in admin and reception roles.

The 2019/2020 financial year saw the development of a new Volunteer Strategy. One of the key recommendations of the strategy was to increase the hours of the Volunteer Coordinator from 3 days a week to 5 days a week, in order to better serve the volunteers. This aligned with the new Strategic Plan for 2020 to 2025, which recognises that maintaining and growing the volunteer base is crucial to achieve the goals of the organisation.

In a challenging and unusual start to the role, the new Volunteer Coordinator started as the COVID-19 restrictions began. This meant calling almost 300 volunteers to let them know that the Op Shops would be closing temporarily and they would not be able to volunteer in the coming weeks.

The volunteers were very well communicated with during this time, and were kept updated through weekly emails, phone calls and letters in the mail for those without email access. A brand-new Facebook group was launched so that volunteers could connect with one another through the pandemic. This has continued to be a place of sharing and positivity even after the restrictions lifted.

The volunteers were celebrated at the Volunteer Christmas Lunch in December, and again in a socially-distanced morning tea held in National Volunteer Week in May. Some of the stores were open again at this time and volunteers enjoyed the morning tea in-store. Other volunteers who were still isolating at home could join in the fun through a group Zoom chat hosted by the Volunteer Coordinator.

A very big thank you to all of the wonderful volunteers at Hobart City Mission. Their time, dedication and commitment are crucial to the success of the programs at Hobart City Mission.



## Tammy's story

Tammy started volunteering with the Small Steps childminding program last year. After losing her job due to injury, she had been looking for an opportunity to help those who needed a helping hand.

**“After losing my job, and having my mum pass away, I decided I wanted to give back to the community”, says Tammy. “I saw the ad about childminding at Small Steps and thought, ‘I can do that’. I know that my daughters value me as a mum so I knew I had something to offer the young mums at Small Steps.”**

Unbeknownst to Tammy, she already had a connection to Hobart City Mission before she started volunteering. One of her daughters had been living in HCM's transitional housing. Tammy's daughter had severe depression and HCM support workers had been helping her find safe accommodation. Tammy had met the support workers at her daughter's home, but it wasn't until she saw them at Small Steps that she made the connection.

“The support HCM provided to my daughter was amazing. She stayed for about a year, and her mindset has completely changed”.

Tammy has been an asset to the team at Small Steps. She has helped the Small Steps program leader, Nonie, with sorting donations, inspecting the properties and making Welcome Packs for the new families at Small Steps.

“Every day is totally different”, says Tammy. “One day I could be outside playing with the kids on the jungle gym, and the next day I'm sorting donations”.

“I've met lots of great people through volunteering. When I first started I did the childminding with another lady and we made a great duo—we're both from different backgrounds but we get along so well”.

**“The Small Steps program means a lot to me. I'm so happy to be there for the girls when they need a chat. I go home happier, because I know that I've helped someone.”**

*Above: Tammy making welcome packs for the new mums at Small Steps.*



# Our Board

The HCM Board is a voluntary board and is made up of a group of local professionals. The Board is responsible for the overall governance, management and strategic direction of HCM in accordance with the organisation's goals and objectives.

Full biographies of Board Members can be found on our website at [www.hobartcitymission.org.au/meet-the-board](http://www.hobartcitymission.org.au/meet-the-board)



## JOHN MINCHIN

President – BE, MBA

"I continue to be amazed by the work the dedicated staff and volunteers of the Mission 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."



## PETER GARTLAN

Deputy President – B.Com MAICD

"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."



## BARRY NEILSEN

B.Eng, FIE Aust, MAICD

"Ever since I became involved with the Mission, 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 Mission activities. I am pleased to be able to be part of this team who provide their time and skills for the benefit of our local community."



## DAMIAN EGAN

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

"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."



## GIL SAWFORD

MBA

"Tasmanians are volunteers and I am proud to be a steward of HCM's 168 years of being Hobart's central source for enabling people who give to help those in need."



## DR GABBY BROWN

BBiotech (Hons), PhD

"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."



## MILES SMITH

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

"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."



## 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."



## ANNIE CURTIS

"Hobart City Mission's commitment to making a difference to local people is why I am pleased to be a part of the organisation. I find the dedication of the Hobart City Mission team to be very inspiring, they are innovative, flexible and focused on positive outcomes for Tasmanians."



## RUTH McARDLE

"I have long admired the programs delivered by HCM's staff and volunteers and their commitment to supporting and empowering the most vulnerable members of our local community. When I was asked to join the Board, I jumped at the opportunity to become part of such a worthwhile cause."



# Senior Management Team

**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, and planning strategically for the future.**

The SMT provide operational direction, facilitates discussions and makes decisions on initiatives and branding. The SMT make recommendations to the Board through the CEO, regarding all aspects of HCM within the scope of their responsibilities.

The 2019/2020 financial year saw a change in the management of the Op Shops, with Verity Davis moving into the Social Enterprise Manager role. Verity had previously been working as the Volunteer Coordinator at Hobart City Mission and brings with her a passion for all things Op Shops and retail. Tim Saul, the previous Social Enterprise Manager, moved into a new role as the Development Manager. This role includes seeking new opportunities for properties as required by the organisation's programs and Op Shops.



**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 more innovative ways to create more change in the community."



**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."



## 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 and 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 in need."



## VERITY DAVIS

Social Enterprise Manager

"I love the direct impact that City Mission Op Shops have on the organisation's ability to meet community needs. I also love the sense of community that staff and volunteers foster in the stores and extend to customers and clients."



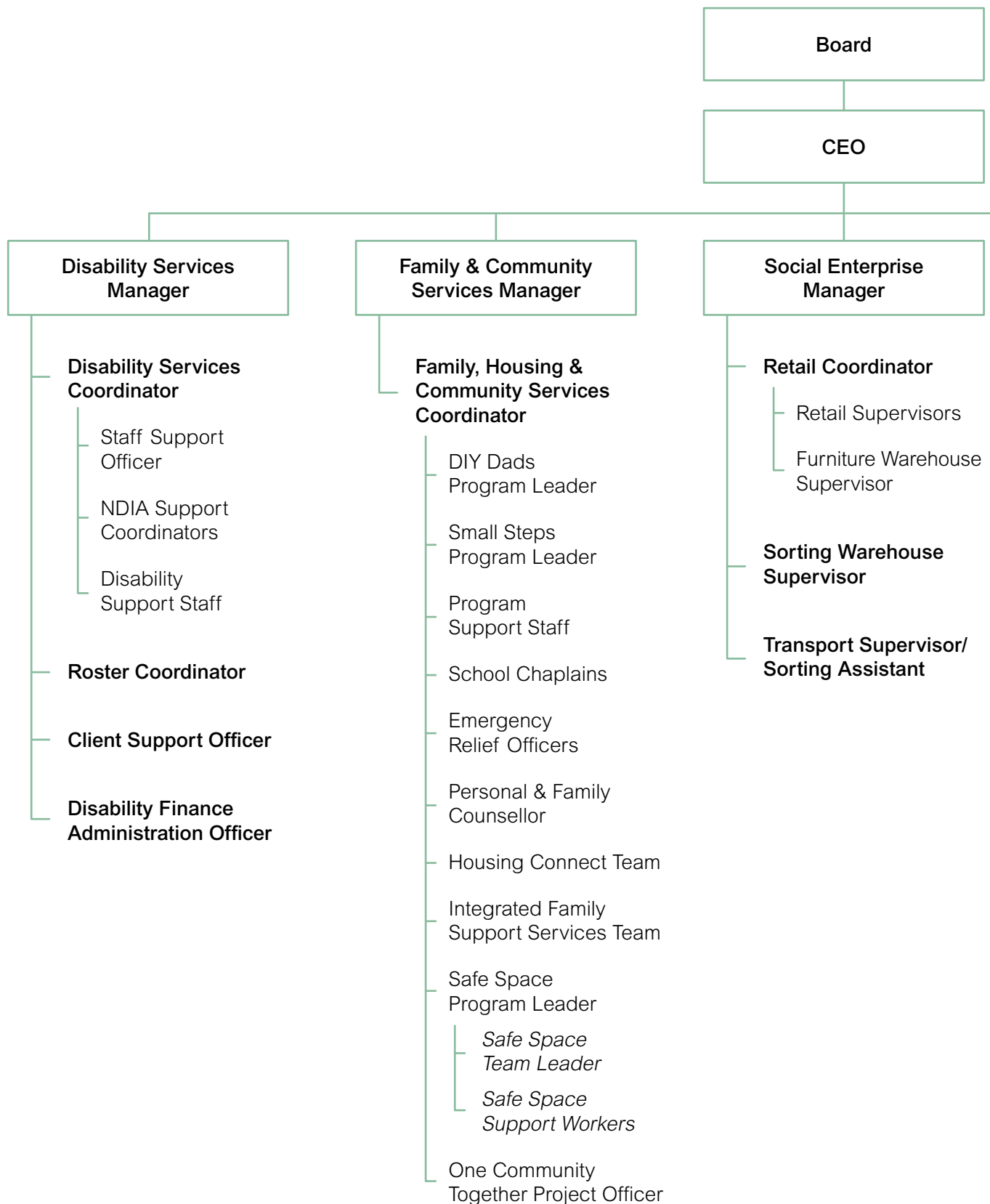
## TIM SAUL

Development Manager

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



# Organisational chart

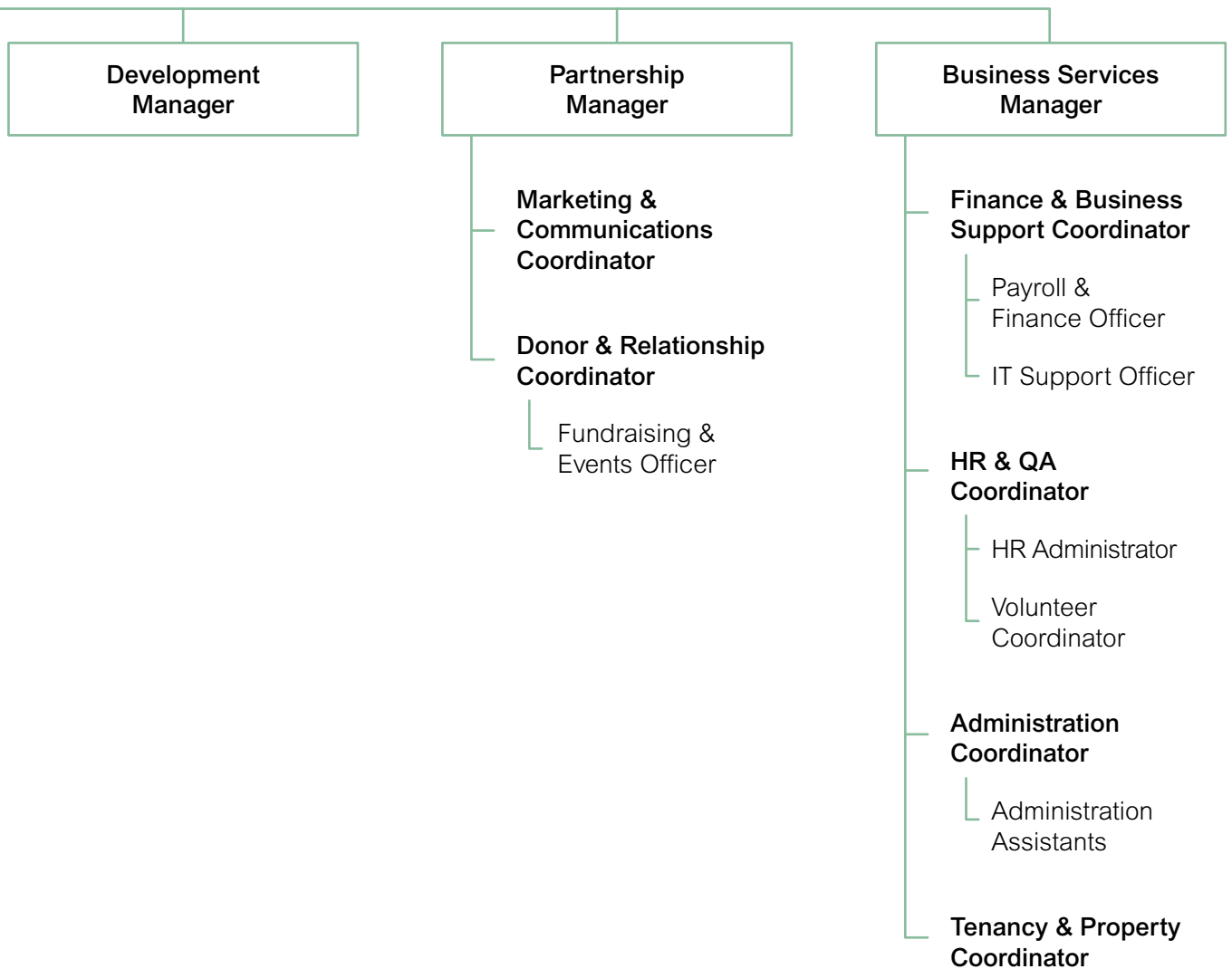






# Hobart City Mission

Caring since 1852



# Thank you!

Hobart City Mission would like to extend a heartfelt thank you to all of our generous donors and supporters. Your kindness over the past year has helped so many individuals and families in our local community.

4Lunch	Construction 3	Pooley Wines
7HO FM	Hartzview Vineyard	Presbyterian Care Tasmania
ABC Giving Tree	Hilary Wallace	Rotary Club of Sandy Bay
Andrew & Margaret Walter	Hobart City Council	Select Foundation
Artery	Hobart Friendly	Southern Cross
Athenaeum Club	Care Pharmacies	St John's Presbyterian Church
Aurora Energy	Hydro	TDT
Australian Antarctic Division	Juicy Isle	The Fairbrother Foundation
C3 Church & Convention Centre	Leith Hope Memorial Foundation	The Friends' School
Channel Foundation	Mike Harris	The Mercury
Chrysanthemum Foundation	Motors Foundation (Johns Group)	The Order of St Lazarus of Jerusalem
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Firefly Media	PF—Bridge Business College	
GIVIT	Gift Account	



**MERCURY**












# How you can make a difference

- ★ Donations—one off or regular ongoing donations
- ★ Attend our fundraising events
- ★ Volunteer your time and share your skills
- ★ Develop a corporate partnership with us
- ★ In-kind donations to our programs
- ★ Donations to our Op Shops
- ★ Leave a gift in your will
- ★ Fundraise for us (community fundraising)

Thank you for your support. Your generosity makes a real difference to people doing it tough in our community.



## CONNECT WITH US

-  50 Barrack St, Hobart TAS
-  Monday–Friday: 8.30am to 5.00pm
-  [info@hobartcitymission.org.au](mailto:info@hobartcitymission.org.au)
-  [www.hobartcitymission.org.au](http://www.hobartcitymission.org.au)
-  (03) 6215 4200



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@citymissionopshops

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