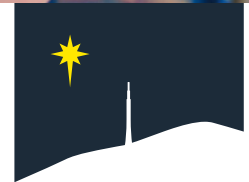




Annual Report 2021

SUPPORTING SOUTHERN TASMANIANS



**Hobart
City
Mission**

Caring since 1852

Hobart City Mission, through our values and practices acknowledge the sovereignty of Tasmanian Aborigines, the original owners of lutruwita (Tasmania). Tasmanians represent many cultures, social and economic backgrounds, all abilities, genders, sexualities and stages of life. We see strength in them all and embrace this diversity. Hobart City Mission understand that to truly meet diverse needs, we must model diversity, inclusion and healthy relationships at every level of our organisation, and we are committed to doing so.



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*Front cover: Renee and her son received Christmas Assistance support last year
Left: Sunset at Festival of Voices Big Sing where we raised money for the Winter Appeal*

About Hobart City Mission

Hobart City Mission has 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

Hobart City Mission's Strategic Direction aims 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 Direction.

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

Hobart City Mission delivered an increasing range of services to an increasing number of Southern Tasmanian clients in the past year.

The Safe Space was extended to a 24-hour service with additional services available to Hobart's rough sleepers. When the Mission was struggling to find suitable accommodation for this daytime service, it rearranged its office locations and relocated some of its staff to free up space in the Barrack Street Chapel building. With the deadline to move out of the YouthARC building in Collins Street, a new building for Safe Space became available in August 2021 and the program is settling well into its new home.

The purchase of the old Balmoral Motor Inn, was completed and the new accommodation facility, named Mountain View, was opened in late 2020. This provides over 30 living units and a commercial sized kitchen where meals are prepared for residents.

There has been a desire for some time to open a much larger Op Shop. This finally happened when a large building fortuitously became available next to our existing Moonah store. A grand opening of this huge shop in November 2021 was an impressive start to the venture. This store, along with our other eight City Mission Op Shops provides much needed revenue to support our many initiatives.

It also provides reasonably priced goods to people in our community, and provides a place for people to meet and connect. A group of dedicated staff and volunteers made the store opening happen within a very tight timeframe.

In 2020 we signed a final contract extension with CEO John Stubley. John commenced in 2013 and decided that by 2021, he needed to move on to a different phase of his life. We have had adequate time to work through a robust and thorough recruitment process to find a new CEO. We needed someone to carry on the good work and help the Mission continue to improve and further develop the services for those in need in our communities. The Board believes we have found that person.

On behalf of the Board, I pay tribute to the 8 years of dedication and hard work by CEO John Stubley. Under his leadership the Mission has grown to be a well-known and trusted charity in Southern Tasmania. It has grown significantly, and delivers a wider range of help and care to an increasing number of people in need in our local communities.

Thank you also to the Board members for their time and commitment.

Finally, I would again like to thank all our dedicated and passionate staff and volunteers, and our very generous donors, partners, and governments, for their continued support. They enable us to do what we do for those in need.



Message from the CEO

JOHN STUBLEBY

I am writing this message less than two months before my time at Hobart City Mission comes to an end. I very much have mixed feelings about that! I am looking forward to relaxing for a while, and putting some “balance” back into work-life. However, there is so much that I love about Hobart City Mission that I am going to miss, big time! The people who work here, particularly my management team and the board members, the people who volunteer, the donors that enable us to do what we do, the people in other organisations that I have worked with on various different projects or issues over the years, and most importantly, the clients we have helped, and the lives we have changed. They will all be missed. This is a “people business” after all.

I love that we have a culture, from the board down to everyone who works at Hobart City Mission, of being innovative in coming up with ideas to change the lives of people in dire need. All this made possible by our loyal donors and by our social enterprises. I do feel Hobart City Mission has become Hobart's charity, trusted to step up to help those who may need help, regardless of their circumstance.

It saddens me that we live in a society where organisations like Hobart City Mission are needed, because our system doesn't provide those doing it tough with the basic essential resources they need to live a life with dignity. I hope we can keep fighting to change that.

I am thrilled that Harvey Lennon will be taking over as CEO when I leave. Harvey has experience in the sector as a result of his years of service on the board of Colony 47, as well as from his various other career exploits. I know Harvey will very capable continue to lead the journey of Hobart City Mission.

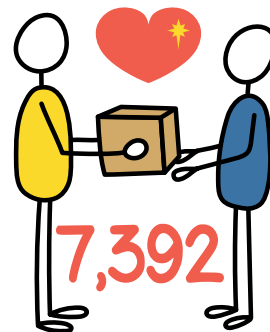
Some people have challenged me as to how I could possibly leave now, with so many exciting things on the go, but the reality is Hobart City Mission has been around for 169 years, and will be around for another 169 years I am sure! I am only a very small, humble part of that journey. I feel the time is right for a change and I trust Harvey brings the right skills to the organisation to continue to build the effort to help more people in Southern Tasmania.

I wish all those involved with Hobart City Mission all the best for the future. I will watch on from the sidelines with great interest and pride. Keep up the good work!

Summary and Highlights of 2020/2021

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

YOUR DONATIONS HAVE CONTRIBUTED TO...



7,392

FOOD PACKS AND FOOD VOUCHERS PROVIDED FOR PEOPLE IN NEED



2,397

INDIVIDUALS ASSISTED THROUGH EMERGENCY RELIEF, INCLUDING FOOD RELIEF AND APPOINTMENTS TO PROVIDE SUPPORT, ADVICE AND ADVOCACY



SUPPORTED HOUSING FOR

16 YOUNG MUMS,

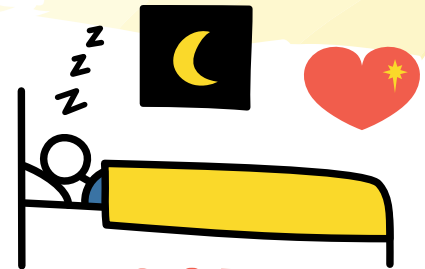
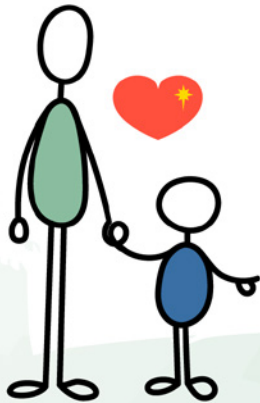
13 DADS AND

43 CHILDREN

PLUS 45 SINGLE

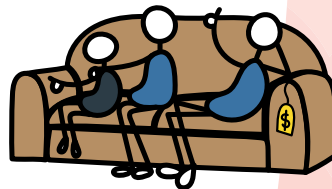
ADULTS AT

MOUNTAIN VIEW

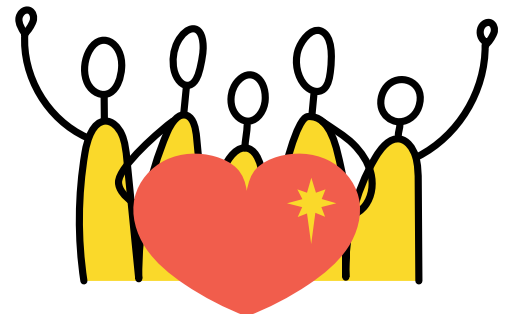


6,053

SAFE NIGHTS OF SHELTER



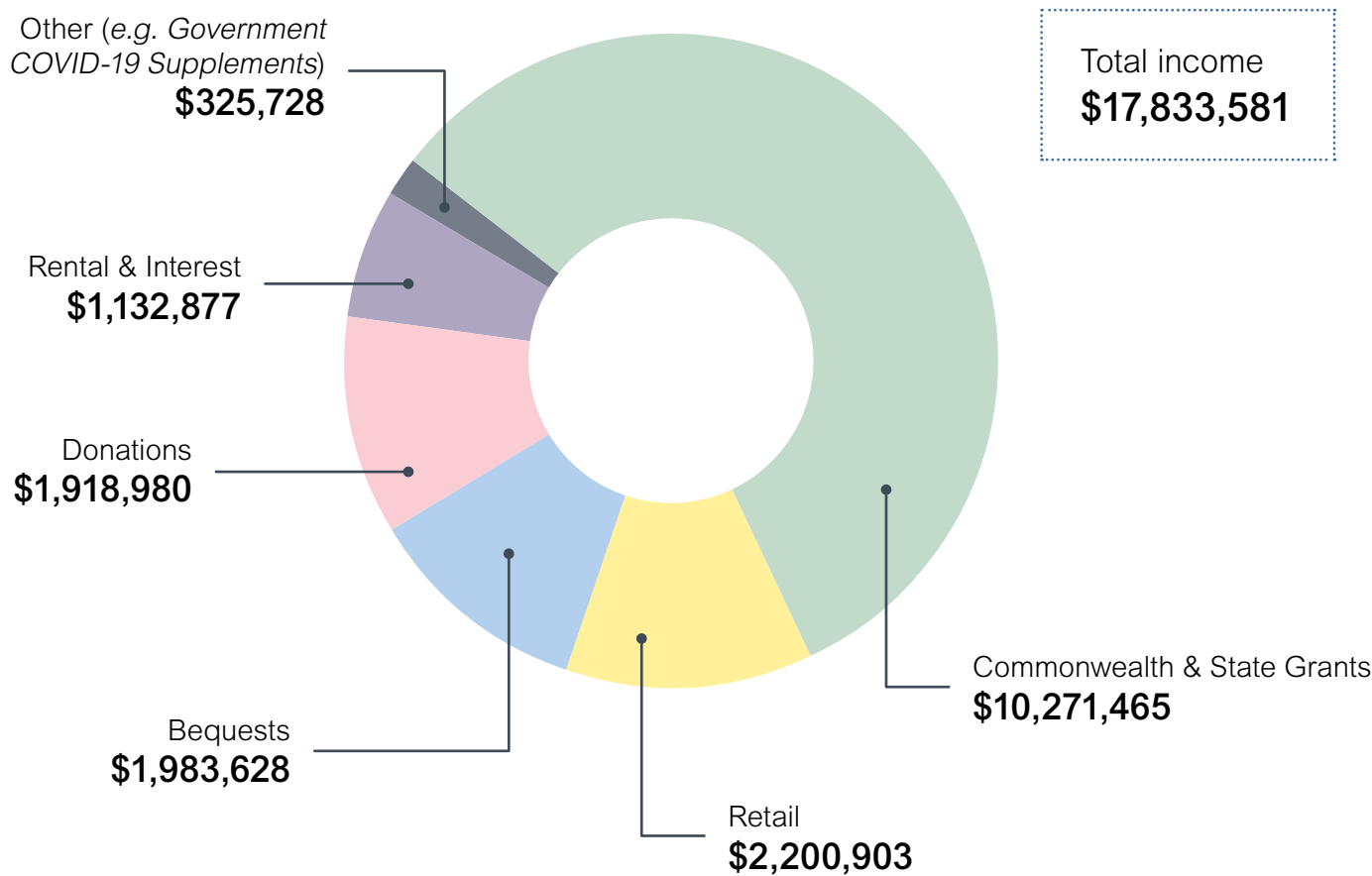
AFFORDABLE CLOTHES AND FURNITURE
AVAILABLE TO ALL SOUTHERN TASMANIANS



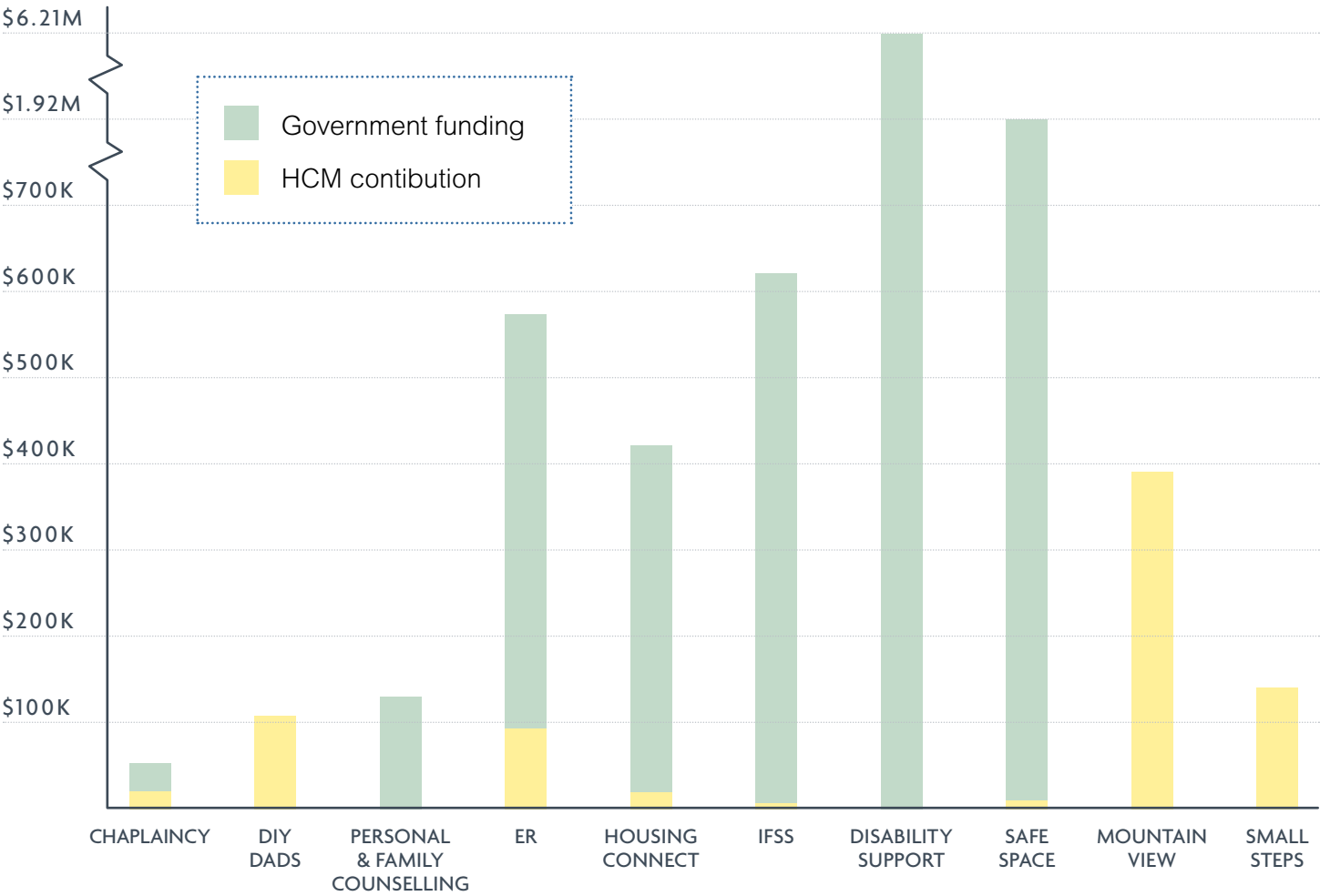
From the bottom of
our hearts, thank you

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

Timeline of the 2020/2021 year



15 OCTOBER

Mountain View opened
(see page 16)



20 NOVEMBER

Opening of Moonah
Clothing store

City Mission Op Shops took on their biggest project to-date, with the opening of a new store in Moonah. The warehouse-style store replaced the previous Moonah Clothing with 2000sqm of floor space. Hundreds of volunteers helped to set up the space in less than three weeks!

AUGUST 2020

Safe Space day
program moved into
Barrack Street Office

After months of searching, the Safe Space day program moved into the Barrack St office loft. Administration staff moved offices to accommodate the program. The Night Space continued to operate from the YouthARC location.



4 NOVEMBER

Safe Space receives
funding until June 2022

DECEMBER

Christmas Assistance
Program run out of
new Moonah op shop



19 DECEMBER

Safe Space
turns 1 year old



11 FEBRUARY 2021

Ron Marriott donates wheelchair accessible van to Mountain View

This generous donation means residents at Mountain View can access their community.



MAY

National Volunteer Week



MAY

100% Hobart Auction

The 100% Hobart Auction ran online for its second year in partnership with 7HOFM. Around 100 local businesses donated items to help us raise over \$30,000. Thank you to the 470+ who placed bids on the day to achieve this amazing outcome.



JULY

Festival of Voices

26-27 FEBRUARY

One Community Together hosts ChangeFest on the Road in Clarence Plains



MAY

Clothes Swap for Mothers Day

The Mother's Day Clothes Swap in our Moonah carpark saw Op Shop lovers swapping their pre-loved clothing for other's clothing items. Any people who identify as a mum were given an extra token to swap, as a special Mother's Day gift. All unswapped clothing was donated to our stores.



JUNE

John announces retirement

John Stubbley announced he would be stepping down from his role as CEO of Hobart City Mission. Under John's leadership Hobart City Mission has seen significant growth, particularly in the areas of diversity of service provision and supporter numbers.

Advocating for our community

EMERGENCY RELIEF

IN 2020/2021 ...



2397

INDIVIDUAL CLIENTS
WERE ASSISTED



857

NEW CLIENTS ASSISTED



7392

INSTANCES OF FOOD
ASSISTANCE (3673 VOUCHERS
AND 3719 FOOD PACKS)

904 MISSION MONEY
VOUCHERS PROVIDED

165 ASSISTED DIRECTLY
WITH UTILITY BILLS

173 ASSISTED WITH
A NO INTEREST LOAN
(PROVIDED BY NILS)

700 PEOPLE WAITLISTED
DUE TO A LACK OF
AVAILABLE RESOURCES.

200 OF THESE WERE ABLE
TO MAKE AN APPOINTMENT
DUE TO A CANCELLATION.
ALL WERE OFFERED FOOD.

Hobart City Mission has provided Emergency Relief since its beginnings in 1852. Emergency Relief helps people by providing food packs, food vouchers, and other support. The aim is to identify the underlying causes of hardship and homelessness to break the cycle.

Hobart City Mission gives out food packs to people struggling to put food on the table. We also provide further support to community members through Emergency Relief appointments. In these appointments we identify the underlying causes of a person's situation to better understand how we can help. We help to work out a budget with the community member, and offer emotional support. We provide food vouchers, help pay bills, and assist clients to apply for No Interest Loans. We advocate for community members and help them access other key service providers. We also provide 'Mission Money' vouchers to buy clothing or furniture at the City Mission Op Shops.

With the provision of the JobSeeker payments, many regular clients did not need to come to us for support. At the same time, there was an increase in the number of people who had never had to seek assistance before. These were community members who despite losing their jobs, were not eligible for the JobSeeker or JobKeeper payments.

When the payments ended, community members that we had not seen for months returned to us for ongoing regular help. There are many new clients who are still seeking our support. This has led to a significant increase in the total number of community members needing ER support.

Hobart City Mission has helped hundreds of new clients this year. The Emergency Relief Program receives some funding from the Government. However, the full scope of this service would not be possible without generous support from our donors.



Des' story

**Model used to respect Des' privacy*

Des and his mother have been receiving food and financial support via Emergency Relief for several years.

Des stopped working in 2008 to look after his father who was unwell. His father passed away in 2013, and since then Des has been caring for his mother, who has mental health challenges.

Her mental health means that she will not apply for an Aged pension. As a result, Des has been supporting the two of them on a single Disability Pension.

In an ER appointment, Des revealed that he was being charged rent on the basis that his mother does receive the Aged pension. This meant Des was paying double rent out of his single pension, and coming to Hobart City Mission for assistance. He had approached Housing Tasmania about recalculating his rent but with no success.

Des is an amazingly resilient man, doing all that he could to keep himself and his mother fed.

He juggled his income every week, making sure that his bills were paid, and came to Hobart City Mission for food and other support.

“Once my dad passed away, it was really hard. I had to start selling our furniture just to make ends meet”, says Des. “I couldn’t afford to heat the house because I was terrified of getting a huge bill. There were times that I couldn’t even afford a pair of socks. I remember when I worked I never had to worry about things like that. Until you are in that situation, you can’t fully understand what it feels like”.

After realising the full extent of Des’ situation, the ER team worked on a plan to advocate for Des. After speaking with the Tenants Union, the staff sent a letter to Housing Tasmania requesting that his rent be recalculated based on his actual income.

Housing Tasmania rang back a week later and said they had confirmed the key facts of Des’ case. They decided to disregard their usual policy of assessing deemed income rather than actual income. As a result, Des’s rental payments have dropped by around \$100 per week.

Providing safety and support

SAFE SPACE PROGRAM

IN 2020/2021 ...



TOTAL BED NIGHTS



INDIVIDUALS ASSISTED
AT NIGHT SPACE



INSTANCES OF SUPPORT
THROUGH THE SAFE
SPACE DAY PROGRAM



OF CLIENTS MOVED INTO
PERMANENT HOUSING

Safe Space provides 24-hour safety and support for people experiencing homelessness. It provides immediate support for people who are sleeping rough, and have nowhere else to go.

Safe Space operates as a Day Program, and a Night Program. The Night Program is a place for community members to sleep, with beds and meals provided. The Day Program is a space for people to relax, have a meal and connect with important support services. This includes Housing Connect, Mental Health services, Alcohol and Other Drug support, medical services, legal services, Centrelink, Orange Sky Laundry and much more.

Safe Space night and day programs operated from YouthARC during COVID-19 lockdowns. This space was generously provided by the Hobart City Council while YouthARC paused its programs. When YouthARC restarted, Safe Space needed to relocate. After much searching, it became clear that there were very few suitable options.

Hobart City Mission staff moved out of the Barrack Street office in August 2020, to make room for the Safe Day Space. A quick renovation meant that the service continued with no downtime. Barrack Street has now become a hub of support services.

The Night Space stayed at YouthARC for another year until August 2021. A new location was finally secured at the former Congregational Church on Davey Street. Community members spent the first night at the Davey Street Night Space on the 13th of August. There was much excitement in the weeks leading up to the move, and the community has settled into the space well.

Safe Space has been very generously supported since its launch. The Southern Tasmanian community donated the funds to get the program up and running. Since then, the community has kindly donated food, clothing and bedding. In November 2020 the State Government announced funding for Safe Space until June 2022. Thank you to everyone for their continued support of this life-changing program.

Tamika's story

When Tamika first came to Safe Space, she was pregnant with her now one-year-old son Ollie. She had been moving constantly, couch surfing and sleeping rough in North Hobart.

The staff at Safe Space supported her through her pregnancy. They set up a designated space for her and her dog Woof and tried to make her as comfortable as possible.

"When it came to the last couple weeks of my pregnancy I started to get worried about where I was going to go", says Tamika.

It was big news at Safe Space when Ollie was born. There were lots of tears from everyone – both the people staying at Safe Space and the staff. They were happy that Tamika had a healthy baby, but they also knew the baby would not be able to stay in her care, because she had nowhere to live.

"It was horrible", says Tamika. "I was allowed to go and visit him in the hospital until he went into care".

Tamika worked hard over the following months so she could be with Ollie again. She worked with an Alcohol & Other Drugs worker, and completed the Bridge Program.

After three months, she reunited with Ollie and they moved into Life without Barriers Mums and Bubs program. Then in February this year, Tamika found her new home.

"I moved in here in February with Ollie. It's great 'cos I can also have my dog Woof back again. I'm so glad that we can be all together".



*Tamika's son
Ollie and her dog Woof*

"I've kicked some big goals. I gave myself six months to get Ollie back into my care, and I did it in three months".

Tamika and Ollie now go to the local Child and Family Centre every week. Tamika also has her 7-year-old daughter come to stay on weekends.

"Safe Space helped me get the ball rolling", says Tamika. "Knowing that there was somewhere that you can sleep for the night was great. The people there all look out for each other too".

"I still like going in to the Safe Day Space to visit everyone. It's good to talk to people and let them know that they won't be homeless forever, things do change".

A Pathway out of homelessness

MOUNTAIN VIEW

IN 2020/2021 ...



45

INDIVIDUALS ASSISTED
THROUGH THE PROGRAM



50%

FROM SAFE SPACE (APPROX.)



7

RESIDENTS HAVE MOVED
ONTO OTHER HOUSING



>30%

OF TENANTS IDENTIFY
AS ABORIGINAL

AT THE END OF JUNE 100%
OF TENANTS HAD GOAL
PLANS AND APPROXIMATELY
60% WERE ACTIVELY
ENGAGED IN THOSE

Mountain View is a new program at Hobart City Mission, launched in October 2020.

The program provides supported accommodation for people on the Housing Tasmania priority waitlist. Located at the old Balmoral Motor Inn, Mountain View has 31 living units and includes meals and 24/7 support.

Mountain View is a next-step for people who have been experiencing, or are at risk of, homelessness. The bed-sit style rooms have private bathrooms and kitchenettes and can be a permanent home for residents. However, for many it is a stepping-stone towards finding more appropriate housing.

Residents have a communal living space, and meet weekly for community lunches. A donation of a wheelchair-accessible van has meant that residents have increased access to their community. They take excursions together, going fishing, visiting Richmond, and getting to appointments. Together the residents at Mountain View are working on making the space a home.

Having safe and secure housing means that residents are able to work on their personal goals. These goals can include reuniting with family, overcoming addiction issues, or gaining employment.

Approximately 50% of the residents at Mountain View have come from the Safe Space program. Hobart City Mission is proud to be providing a pathway out of homelessness, and walking alongside community members at each stage.

The purchase of the Mountain View property was partly funded by the State Government, who contributed \$2.1 million. Hobart City Mission provided the other \$2.2million, and pays for the ongoing costs to run the program. Hobart City Mission's contribution was only possible through the support of the community. A major donation and a very generous bequest made the purchase of the property possible. A very big thank you to those donors, without whom this program would not exist.

Mad's story

Mad was one of the first residents to move into Mountain View late last year. They had been sleeping rough and couch surfing for over a year and experiencing significant health problems.

"I was pretty much constantly moving", says Mad. "When I first arrived at Mountain View there were a lot of difficulties for me. I suffered badly from social anxiety and physical health problems, as well as suffering financially".

Since moving to Mountain View, Mad has been able to work on personal goals. They've received some financial counselling and are now seeing a psychologist regularly. They have also finally had surgery to address their long-term pain from sciatica.

"Before surgery I wasn't able to walk, I was just in constant pain. Now I've got my mobility back, and that wouldn't have been possible if I wasn't living here".

"There were things I was always trying to accomplish while I was homeless, like getting proper healthcare, but it's just so hard when you're always worrying about where you're going to sleep".

"The staff at Mountain View have been very, very supportive. Erik came with me to my specialist appointments and got me there and back which was a big help. I don't drive so even the idea of having transport to appointments is incredible".



Mad didn't want a photo taken, but provided us with this hand-drawn self-portrait

Mad is now looking forward to finding work again, and continuing to improve on their health. They are passionate about board games and are using their new home to reconnect with this passion.

Mad adds that seeing the other residents at Mountain View overcome their challenges helps to motivate them.

"As each person achieves their goals, you think, 'well they've managed to do that, so I can do it too'", says Mad. "So, there's almost a follow the leader mentality and it is very inspiring".

Supporting young mums and babies

SMALL STEPS

IN 2020/2021 ...



MUMS ASSISTED



CHILDREN ASSISTED



MUMS EXITED



MUM IDENTIFYING AS
ABORIGINAL AND/OR
TORRES STRAIT ISLANDER



MUM FROM A CULTURALLY
AND LINGUISTICALLY
DIVERSE BACKGROUND



MUMS AND THEIR CHILDREN
ON THE WAITLIST TO ACCESS
SMALL STEPS

Small Steps is a live-in supported parenting and life-skills program for young mums aged 15 to 25.

With 11 units available, the young mums and their children can stay in the program for up to two years.

Small Steps provides safe and stable housing for young families. The program relieves the immediate crisis of not having appropriate accommodation. This allows the young mums to focus on growing their parenting skills and bond with their baby. The mums can recognise their baby's developmental milestones and identify and achieve their own personal goals.

The life-skills program assists mums develop the skills to transition to independent living. This includes cooking, maintaining a home, driving and budgeting. Small Steps has a group of dedicated volunteers to assist the mums, where needed. Volunteers provide a regular playgroup. Childminding can also be provided to assist mums to attend classes or workshops.

Young mums can self-refer to Small Steps, or be referred from health professionals and social workers. Housing Connect or local schools can also refer mums and their children to the program. Most mums and their children move into independent living arrangements after Small Steps. This is either through Housing Tasmania housing or a private rental. In the last financial year, 6 mums and their children exited the Small Steps program.

Small Steps is a life-changing program, helping keep young mums and their children together. It is a one-of-a-kind program in Australia. Small Steps does not receive government funding and would not exist without the generosity of donors and volunteers.



Louise's story

Imogen is a happy, curious toddler!

Louise came to Small Steps in January 2021, with her 12-month-old daughter Imogen.

They had been living at her mother's house along with Louise's four younger siblings. It was only a three-bedroom house and unsuitable for the whole family.

"It's been a real relief to have my own space with Imogen", says Louise.

"I didn't really feel like I had much independence before".

Louise found out about Small Steps through a Family Support Worker from Hobart City Mission. They had been supporting Louise's mum and helped her to refer in to the program.

Louise and Imogen can now learn and grow together as an independent family unit. Since coming to Small Steps, Louise has been kicking goals. She's working with the Activities Officer, Cara, to achieve her goals and is settling into being a new mum.

"Cara has been really great", says Louise. "She's helped me with life skills and I've recently got my driver's license".

"Imogen and I like going to Rhyme & Storytime sessions in town. Being a mum feels really natural to me. It's something I always wanted to do".

"I want to go to TAFE next year and would love to work in community services. I just really love how helpful support workers have been to my family so I'd like to do that".

Louise enjoys spending time with the other mums and kids at Small Steps. When the weather is nice they all play in the outdoor play area.

"Being here has been so good for Imogen. Before this, with the COVID-19 lockdowns, she hadn't really spent any time with kids her age. She loves it".

Helping dads develop

DIY DADS

IN 2020/2021 ...



13

DADS ASSISTED



27

CHILDREN ASSISTED



2

FAMILIES EXITED



1

DAD IDENTIFYING AS
ABORIGINAL AND/OR
TORRES STRAIT ISLANDER



1

DAD FROM A CULTURALLY
AND LINGUISTICALLY
DIVERSE BACKGROUND



7

DADS AND THEIR CHILDREN
ON THE WAITLIST TO ACCESS
DIY DADS

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

It provides housing for fathers who have been homeless, or have been at risk of homelessness. Without secure housing, these dads may not be able to receive or maintain care of their children.

Hobart City Mission developed DIY Dads in 2017 to address a gap in services. The program enables kids and their dads to stay together and build loving, healthy relationships.

There are eight self-contained two-bedroom units at DIY Dads. The dads can be any age, and are able to stay in the program with their children for up to two years.

DIY Dads has two full-time staff on-site, who work with the dads to help them with parenting and life skills. These skills include budgeting, maintaining a tenancy and relationship building with their children.

In late 2020, the DIY Dads communal spaces had a make-over. The Rotary Club of Sandy Bay spent a day in the garden, planting an amazing vegetable patch. The C3 Church refurbished the playroom, painted the buildings, and even installed a basketball hoop for the kids. The dads and children at DIY Dads all chipped in at both working bees, and the new areas look fantastic.

The DIY Dads program receives no on-going government funding. The program is only possible thanks to the support of generous donors and volunteers.



Daniel's story

When 42-year-old dad Daniel first arrived at DIY Dads in 2019, he was completing a drug and alcohol program and was homeless.

Daniel had been struggling with illicit substance use since he was 15 years old. Daniel has said in his own words that he was “broken”. His 9-year-old son had been chroming, avoiding school and was in trouble with the police. Daniel had also been in trouble with the police and had spent many years in and out of jail.

With continued support and encouragement from DIY Dads staff, Daniel and his son are now free from harmful drugs. Daniel has returned to work and proudly moved into permanent housing with his son, Ben. Daniel is now proud to have work that he loves, a fully furnished house, and a car. Daniel manages his finances, and provides excellent parenting to his son (who he now has 100% care of) and his other children.

He now strongly encourages his children to finish their education and make something of their lives and to stay away from drugs. Ben* is back at school and looking forward to High School next year.

Daniel often speaks about how proud he is of DIY Dads. How, without the stable supported safe accommodation, Daniel and his son would not be where they are today!

When asked for permission to share his story for fundraising or other purposes, Daniel's usual response is, “if it will help the DIY Dad's program, I'll do it. I'm loving life now”.

Daniel is also now a mentor to other dads and says he would like to volunteer at DIY into the future.

**Name changed and models used to respect Daniel and Ben's privacy.*

A place to call home

HOUSING SERVICES

IN 2020/2021 ...



302

CLIENTS ASSISTED



224

NEW REFERRALS



400

BED NIGHTS IN BROKERED
ACCOMMODATION PROVIDED



2075

INDIVIDUAL CONTACTS MADE
TO PROVIDE SUPPORT



107

CASES CLOSED AS IMMEDIATE
NEEDS MET AND GOALS ACHIEVED

HOUSING CRISIS, AFFORDABILITY
STRESS AND INADEQUATE OR
INAPPROPRIATE DWELLING ARE
THE MAIN PRESENTING ISSUES.

Hobart City Mission is passionate about ending homelessness in our community.

Our Housing Connect team help people to find appropriate housing. They work hard to get results for people experiencing, or at risk of, homelessness.

All Housing Connect referrals come through Colony 47's 'Front Door' service. Our Housing Connect team then work with community members to help them find and maintain appropriate housing.

The Housing Connect team will often link clients with other services at Hobart City Mission. This includes Emergency Relief, Personal and Family Counselling, and Integrated Family Support Services. They will also refer clients to helpful services at other organisations. This support helps people to address issues that might be stopping them from finding a home.

The past couple of years have been very challenging for Housing Connect organisations. A lack of affordable housing options in the state has meant that it's hard to get positive results. Despite this, our Housing Connect team helps community members move forward with confidence. They provide clients with comfort during some of their toughest times.

Housing Connect is a State Government funded program. However, Hobart City Mission, through our generous donors, provides additional funding for the program. This provides extra staff and practical assistance to clients.



Josh's story

Josh is one of four Housing Connect workers at Hobart City Mission. He currently has a case load of 30 clients who are facing, or experiencing homelessness.

Josh works four days a week in Housing Connect and also does one shift a week at Safe Space.

“Working across both sites works really well”, says Josh.

“A lot of my Housing Connect clients also access Safe Space, which means I can build more of a connection with them”.

Josh and the Housing Connect team help clients find a home, and access important services. They advocate for clients, and provide referrals to external supports.

“Currently in Housing Connect, we’re seeing lots of family violence, and Alcohol and Other Drug issues. Mental health is a really big one too”, says Josh.

“It’s not just about finding somebody a house. It’s all the other work you do—from the time someone first comes to us, to the time they are housed—that’s the important stuff.

Josh says that while it’s often a challenging area to work, there are lots of great outcomes.

He recently had a client who was accessing Safe Space, and had high alcohol and drug dependency. She’s now completing to rehab and has a housing outcome.

Another client of his had been moving from shelter-to-shelter for months. She now has a house and her children are back in her care.

“It’s all about empowering people”, says Josh. The majority of these guys have had it hard enough. They just need someone to care, someone that can show them there is a different path”.

“A client told me the other day ‘I really look up to you and respect you Josh, because you look out for me’”.

“Making a difference is the most rewarding part of the role” says Josh. “You really stop taking things for granted when you work in this space”.

Building stronger families

INTEGRATED FAMILY SUPPORT SERVICES

IN 2020/2021 ...



104

FAMILIES ASSISTED



217

CHILDREN ASSISTED



17

FAMILIES IDENTIFYING
AS ABORIGINAL AND/OR
TORRES STRAIT ISLANDER



6

FAMILIES FROM A
CULTURALLY AND
LINGUISTICALLY
DIVERSE BACKGROUND

Integrated Family Support Services (IFSS), provides outreach support for families with children aged 0 to 18 years.

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

The goal of IFSS Support Workers is to teach parents the skills to keep their children safe and healthy. They work with families to increase confidence in parenting. This includes improving communication skills, building relationships and helping manage difficult behaviour.

Support Workers help families develop and achieve goals that are specific to them. They provide parents with the tools to help children grow and flourish. They identify what the family's needs are and advocate for them. The Support Workers can also refer families to other helpful services and programs.

Families in the IFSS program have been supported this year by donations made through GIVIT. GIVIT is an online platform where generous donors can fund items needed in our programs. Some of the items donated to families include school supplies and educational games.

Families come to IFSS through the Strong Families Safe Kids Advice and Referral hotline. This provides a single-entry point to all government-funded family services in Tasmania. The IFSS program is currently funded until June 2023.



Carol & Ken's story

**Models used to respect Carol, Ken and Caleb's privacy*

When Carol and Ken first came to IFSS they were at “breaking point”.

They have been caring for their grandson Caleb for 11 years. In recent years Caleb had been displaying difficult behaviours. His school referred Carol, an IFSS support worker from Hobart City Mission, to them.

“Carol was absolutely fantastic”, says Carol & Ken of their IFSS worker.

“She helped us to develop a plan for Caleb, and gave us lots of tips and support on how to manage his behaviour”.

Caleb's first couple of years had been difficult. There was family violence in the home and his parents struggled with substance abuse. Carol flew to Sydney to bring him back to safety when Caleb was just two years old.

“Caleb suffered some trauma through his early years”, says Carol.

“Carol helped us to understand more about trauma and how it can affect you in later years. It's helped us to understand Caleb better”.

Carol worked with the family with fortnightly visits, and phone calls every week. She also had some one-on-one meetings with Caleb.

“Caleb still has his good days and his bad days”, says Carol.

“It's been great to know there's a support person there that we can call if we need to. That's been a great comfort”.

“If it weren't for Carol, I don't know where we'd be”.

Achieving personal goals

DISABILITY SERVICES

IN 2020/2021 ...



19

SUPPORTED INDEPENDENT
LIVING PARTICIPANTS



63

SUPPORT COORDINATION
PARTICIPANTS

(THIS PROGRAM IS WRAPPING UP
IN THE NEW FINANCIAL YEAR)



40

COMMUNITY PARTICIPANTS



7

SUPPORTED INDEPENDENT
LIVING PROPERTIES

Hobart City Mission's Disability Services provide support for people living with a disability. We are an accredited provider with the National Disability Insurance Scheme (NDIS). We support people in their individual goals and life choices.

We currently operate seven Supported Independent Living (SIL) properties. Participants make these houses their homes, and support is 1:1 or in a group living situation. SIL enables people to live with the level of support and independence that suits them.

Social and Community Participation is another important part of our Disability Services. This service supports people to enjoy recreational activities and engage with their community. This is directed by the participant and written into their NDIS plan.

We have recently changed the way we offer our Disability Services, so we can provide a better experience for participants. After a review of our operations, it was decided to wind up the Support Coordination service. Moving forward, the focus of our Disability Services will be the provision of housing and support for people living with a disability.

A number of new Disability Support programs are expected to come online in the new financial year. Recently 8 units in Chigwell launched as supported accommodation for people living with a disability. These were built by Centacare Evolve Housing, and are managed by Hobart City Mission.

Caroline House is a supported accommodation model that has run since the late 1970's. This program provides supported accommodation for women with substance use issues or experiencing mental health issues. The Caroline House board approached us regarding continuing the program under our umbrella of services. The Caroline House board wrapped up in June 2021, and the house is currently being renovated before residents move in under Hobart City Mission's banner.



Wes & Ollie's story

*Ollie and Wes
outside their new home*

Wes and Ollie moved into their new home with Hobart City Mission in mid-2021.

They had both been living at Tolosa Street Adult Mental Health Services, and decided to move in together.

Hobart City Mission met with Wes and Ollie before they moved in, to find out what they wanted from their new living situation. Our Disability Services staff helped them to transition to their new home.

Support workers join them every morning and evening to support them with day-to-day activities.

“They help us to prepare meals, do a bit of cleaning and we do grocery shopping”, says Wes. “They’re great, I really enjoy their company”.

“We like living here. It’s nice and peaceful”, says Ollie. “We go for walks to the shops, and watch TV together. We were watching lots of the Olympics when it was on”.

“It’s been good. We’ve got more freedom to do what we want since we’ve moved here”, says Ollie.

Building up resilient Tasmanians

PERSONAL AND FAMILY COUNSELLING

IN 2020/2021 ...



168

TOTAL CLIENTS ASSISTED
(INCLUDING PRE-EXISTING CLIENTS)



122

REFERRALS TO THE SERVICE



33

CLIENTS WERE WAITLISTED
DUE TO HIGH DEMAND

Hobart City Mission's Counselling Services provide free counselling to adults, families and children.

The service aims to develop client's self-awareness and understanding. We focus on promoting self-empowerment, and building resilience. Our experienced counsellor helps clients through trauma, anxiety, depression and conflict in relationships. We provide a safe and non-judgmental environment for clients to express their feelings.

COVID-19 created a higher than normal demand on the Counselling service. There was a period of phone appointments only, due to isolation rules. Phone appointments are still offered to clients, or in outreach appointments if needed.

Counselling services are now operating out of our Moonah office in a dedicated space. This new room is more welcoming and clients can relax in a safe environment.

Appointments are available at our Moonah office and over the phone. If you need to speak to someone, please call 6215 4200 to book a free appointment.



Christie's story

Christie is now helping other people through her photography and storytelling

Trigger warning: This story touches on suicide

Christie came to Hobart City Mission's counselling services after attempting to take her own life. She had reached a low point after years of abusive relationships and needed support.

Lyn, the counsellor at Hobart City Mission, worked with Christie to address the traumas and abuse in her life. They saw each other weekly to begin with. The free counselling meant Christie could take the time to work through her trauma, without fearing the cost.

"Together, we built a timeline of my trauma, going right back to when I was a child", says Christie.

"Some of the things I talked about with Lyn, I had never told anyone before. It was a big weight to carry. To share it just frees you up somehow".

Now Christie is using her life experiences as part of a large-scale art project, called 'We ARE Enough'. The project draws on Christie's photography skills, in partnership with her friend and writer Amanda. Together they are sharing the stories of 1600 women, through photography and writing.

The project is confronting, and aims to say 'Enough' to violence, sexism, racism, shame, and discrimination.

Christie says that helping other women through their trauma has given her a purpose.

"I got to a point with my therapy where I was so much more confident. Before I started counselling, and my art project, I wasn't good at looking people in the eyes. I wouldn't ever have spoken on the radio, like I have now. I was very shy and not confident. But Lyn got me to a point where I had the confidence to start this art project, and then the other women spurred me forward".

"Reaching out for help was the right thing to do", says Christie. "I'm so glad I did. I wouldn't be doing the art project, I wouldn't be following my dreams, or helping other women, if it wasn't for counselling".

If you, or someone you know needs immediate support, you can call Lifeline Australia on 13 11 14, or Beyond Blue on 1300 224 636.

Creating stronger school communities

SCHOOL CHAPLAINCY

IN 2020/2021 ...



4680

CONVERSATIONS WITH STUDENTS



660

CONVERSATIONS WITH PARENTS



840

CONVERSATIONS WITH STAFF
REGARDING PERSONAL ISSUES



1440

CONVERSATIONS WITH STAFF
REGARDING STUDENT ISSUES



720

GROUP ACTIVITIES
WERE FACILITATED BY
SCHOOL CHAPLAINS

Hobart City Mission runs the School Chaplaincy Program at three schools in Southern Tasmania.

School Chaplains support the whole school community, including children, parents and staff. They look after the emotional wellbeing of students and are a friendly connection for children and their families. School Chaplains provide support through one-on-one meetings, group sessions and during school trips.

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

Activities run by School Chaplains include school choir, visits to the Men's Shed and team building activities. There is also a focus on arts and crafts including ceramics, photography and reading. The School Chaplains also run Breakfast Club and provide in-class support.

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



Kevin's story

Mary-Ann supported Josephine and Wil through the Chaplaincy Program

Kevin first got in touch with the School Chaplaincy program after his wife Monika passed away. His twin children were seven at the time and the loss of their mum was devastating.

The children were both going to Oatlands District High School at the time. Mary-Ann is the School Chaplain at Oatlands. She worked alongside the children's teacher, Whitney Bowerman, to support the family through their grief.

"Mary-Ann rang me not long after Monika died", says Kevin.

"She explained what she would be doing to help the kids. I wasn't doing that well myself at the time and Mary-Ann was absolutely amazing".

Mary-Ann worked with the children, spending time with them and providing extra support. She played games like cards or creating Minecraft creatures using boxes. Through casual play, the children relaxed and the conversations started to flow.

"My son, Wil, didn't want to talk to anyone at that time", says Kevin. "Mary-Ann managed to get him to open up. Will is as stubborn as a mule so for her to get him to talk to her was huge. I really don't think he would still be at school if it wasn't for Mary-Ann".

Clarence Plains comes together

ONE COMMUNITY TOGETHER

IN 2020/2021 ...



4500

COMMUNITY
CONNECTION
PACKS DISTRIBUTED
DURING THE COVID-19
LOCKDOWN



328

COMMUNITY VOICES
WERE GATHERED IN
OUR CLARENCE PLAINS
VOICES SURVEY

130 PEOPLE ATTENDED
THE CHANGEFEST

60 LOCALS ATTENDED
THE COMMUNITY
CONVERSATION
AFTERNOON TEA

150 CUBIC METRES
OF RUBBISH REMOVED
FROM THE COMMUNITY

One Community Together (OCT) is a Collective Impact initiative of residents, community groups and organisations in Clarence Plains.

They work together on shared goals that are developed with, and for, the local community. These goals build on the collective strengths of those involved to create positive change together.

Clarence Plains includes the communities of Clarendon Vale, Glebe Hill, Oakdowns and Rokeby. OCT formed in 2014 to expand on the good things that were happening in these communities. OCT is guided by a central steering committee, and supported by smaller focus teams. Representatives in the group include local residents, the Clarence City Council, Tasmania Police, Neighbourhood Houses, and the Clarence Plains Child & Family Centre, among others.

Hobart City Mission provides the project support service to One Community Together. This role allows communication, alignment and collaboration between the participating groups. This ensures real-life, systematic change in the community.

A full-time Project Officer is employed by Hobart City Mission and works from the Grace Centre in Rokeby. The Project Officer role began in early 2019 and is funded by a grant from the Tasmanian Community Fund. This grant runs over a five-year period, and reduces every year. Fundraising income from Hobart City Mission is replacing the grant amount as it decreases.

26TEN is a literacy and numeracy program in Tasmania. Hobart City Mission employs one 26TEN Project Officer who works in Clarence Plains. This role came out of a community conversation with One Community Together. It was identified that there were low levels of literacy and numeracy in the community. The 26TEN Program Officer now works in the community five days a week. This role is funded by 26TEN for a further two years, with the possibility of extending for a further three years.

Finn's story

Finn joined One Community Together (OCT) in 2020. She received a postcard about the group during lockdown, and was keen to get involved. When OCT mentioned they were looking for a storyteller, Finn knew she was in the right place.

Finn works as a freelance writer and is using her skills for the Shaping the Plains project. Shaping the Plains tells the stories of people living in the Clarence Plains community. Using a “Humans of New York” style of writing, Finn interviews people who are making a difference in the area. She shares their experiences, celebrates their achievements, and highlights the issues affecting the whole community.

“Through the project I’ve met lots of really cool people who just want to make positive change in the community”, says Finn. “They are these amazing covert volunteers that no one is aware of”.

Finn says that one of the people she’s interviewed that stands out the most is Jen Dare.

“Jen is one of those amazingly humble people and came from a family with very little”, says Finn.

“She had low literacy skills herself. When her son was diagnosed with dyslexia, she decided she wanted to make a change. She joined the 26TEN literacy program at the Child and Family Centre and improved her reading and writing”, says Finn.



“Jen also fundraised to build a wheelchair swing in Clarendon Vale, as several local kids use wheelchairs, including her daughter. The community all chipped in and now the wheelchair swing is there for everyone to enjoy. It just goes to show the change you can make in your community if you fight ... but really, you shouldn’t have to fight”.

Finn’s goal in the Shaping the Plains project is to let people know they are not alone, and that everybody’s story is special.

“It’s important for people to realise it’s not just them in difficult situations. I hope that people will read these stories and be inspired. I want people to feel hopeful that they can make a change for themselves too”.

“People need to know there is value in their experiences, even if they don’t realise it. Everybody has something in their life that others can deeply resonate with, and that’s what I’m hoping to share through Shaping the Plains”. Finn wants to continue sharing the community’s stories beyond the initial 12 months of the project.

Minimising waste, maximising connection

CITY MISSION OP SHOPS

IN 2020/2021 ...



272,800

PURCHASES (OVER HALF
OF TASSIE'S POPULATION)



768,456

ITEMS SOLD



360

RETAIL VOLUNTEERS



\$138,000

WORTH OF SUPPORT GIVEN TO
OUR CLIENTS THROUGH STORES
(FURNITURE AND CLOTHING)



\$32,236

IN CASH DONATIONS
MADE THROUGH STORES

City Mission Op Shops play an important role in the community.

These nine stores offer affordable, unique clothing and furniture options and are a place of social connection for customers, volunteers and staff. They also provide a friendly face of the organisation for people using our services.

City Mission Op Shops promote recycling and sustainability. Our stores are an environmentally-friendly alternative to throwing out unwanted goods. Our stores also provide an alternative for customers who don't want to support wasteful fast fashion practices.

Donating second-hand items to City Mission Op Shops is a way for people to support the work of Hobart City Mission. All profits from the Op Shops helps to fund programs like DIY Dads and Small Steps. By shopping and donating to City Mission Op Shops, you are helping to provide these life-changing services.

In November 2020 we opened one of the largest Op Shops in Tasmania. There was just under three weeks between receiving the keys, to the store opening. We reached out to the community, asking for help to hang and price over 20,000 items of clothing. Hundreds of people came to help out, with many of them deciding to join us for regular volunteer shifts.

Since its opening, we've held regular sales and community events at Moonah Clothing. These events such as the 'Fill-a-bag for \$5' sales, and clothes swaps draw in hundreds of passionate Op Shoppers.

The number of paid staff at City Mission Op Shops has increased this year, resulting in a direct increase in sales in our stores.

A very big thank you to everyone who has shopped, donated, or volunteered at City Mission Op Shops.



Vivek's story

Vivek in the
City Mission Op Shop Moonah store

To say the past year has been an achievement for Vivek would be an understatement. Vivek is the store supervisor at Moonah Clothing, and was instrumental in its launch.

He had previously managed the Kingston City Mission Op Shop, the Sorting Warehouse, and the smaller Moonah Clothing store.

Since the launch of the new store, Vivek has gone from managing a team of 20 volunteers every week, to over 170. Customer numbers have significantly increased from around 25 people per day, to more than 200 per day. It's been a big year, and Vivek has been there the whole way through.

He remembers the opening day of the new Moonah Clothing store.

"I knew that it was going to be a big day. I remember looking at the queue lining up outside the store, and thinking 'wow—this is going to be a very big day ahead'".

Vivek does an amazing job of managing the high work load in such a large store. He works with two other paid staff members, and knows all the volunteers by name.

"I feel satisfaction in this job, knowing that my work, whatever I'm doing, is all for a good cause. Whatever revenue we've made from the store goes towards our cause, and that makes us feel proud".

Vivek is always looking for new ways to improve the customer experience in store.

"You need to change the store around to keep it interesting", he says. And while it's already been a big year of improvements, Vivek has only just got started.

"We've got events planned for the whole year. This store has so much potential—this is just the beginning!"

Our volunteer family

VOLUNTEERING

IN 2020/2021 ...



540

ACTIVE VOLUNTEERS



273

NEW VOLUNTEERS



1174

VOLUNTEER ENQUIRIES



79.4%

VOLUNTEERS IN RETAIL

\$2,436,039

VALUE OF THE HOURS THAT
VOLUNTEERS CONTRIBUTED



56,429

VOLUNTEERS HOURS

Hobart City Mission is supported by a wonderful team of passionate volunteers.

They dedicate their time and energy to helping others in the local community. Many of Hobart City Mission's programs would not be possible without volunteers. We are so grateful for their kindness and for choosing to support their community.

People volunteer with Hobart City Mission for many reasons. Some use it as a way to meet people and make new friends. Others volunteer as a way to learn new skills, and as a potential pathway to employment. Many of our volunteers simply enjoy the feeling of giving back to their local community.

There are many ways that people can volunteer at Hobart City Mission. There are child-minding opportunities at our Small Steps and DIY Dads programs. We are often looking for friendly faces in our City Mission Op Shops, and transport teams. We never run out of things to do for our admin volunteers in HR, payroll and reception. Recently volunteer roles started at our Safe Space shelter for people sleeping rough.

There are lots of volunteering opportunities for schools or corporate and community groups. These can be project-based in our programs such as gardening days or working bees. Many groups join us in the Sorting Warehouse to learn about fast fashion and responsible donating.

We celebrated National Volunteer Week (NVW) in style this year, with a week-long schedule of events to thank our volunteers. This included lawn bowls, a family picnic, a Derwent River boat cruise and a tour of the Tasmanian Museum.

A very big thank you to all of the wonderful volunteers at Hobart City Mission. Their compassion and dedication are the backbone of our caring community at Hobart City Mission.



Julia & Kristian's story

Julia and Kristian outside
the Safe Space Day Program

In May 2021, we put the call out for volunteers to join us at Safe Space. Safe Space provides a place of shelter for people sleeping rough in Hobart.

The volunteers at Safe Space help to set up and pack down the night space. This includes setting up and packing down beds, making food & drinks, and being a friendly face in the space. They chat to community members and build relationships.

There are 15 volunteers who work morning and night shifts through the week at Safe Space. Julia and Kristian both came to volunteering with a desire to help people in their community.

Julia is currently studying a Diploma in Community Services. Volunteering at Safe Space has been an opportunity for her to gain some experience in the sector.

"It's great to get a taste of what it's actually like to be working within the community services sector", says Julia. "I didn't have that before and I'm very grateful for this opportunity".

Kristian is a chemical engineer turned community organiser, and also wants to study social work next year.

"I started volunteering at Safe Space not really knowing what to expect", says Kristian.

"It was incredibly heart-warming to find how friendly people are. It's a very kind and accepting place and there's so much laughter".

"I've been so inspired by the resilient people I've met here. I also feel very privileged that they feel comfortable to share their stories with me".

"You realise that a lot of people are just one pay cheque from needing to use services like Safe Space".

Both Julia and Kristian love the feeling they get from volunteering at Safe Space.

"If I get home and know that I've put a smile on at least one person's face, then that's the most important part for me", says Julia.

"I would suggest to anyone that wants to volunteer to definitely give it a go and not be afraid. Step in, be warm and empathetic, and you'll help people who are facing some difficult issues".

Robert's gift changing lives

When Robert left a gift in his Will he wanted to help people experiencing homelessness.

He experienced isolation throughout his life, and wanted to provide a place of community for people like him. With his vision in mind, we developed the Mountain View program.

Now, thanks to Robert's generous gift, 31 Tasmanians who have been experiencing homelessness have a safe place to sleep every night. Located at the former Balmoral Motor Inn, the program has supported more than 45 people since its 2020 launch. It is a next step for people who have been sleeping rough, or at risk of homelessness.



Bequests such as Robert's empower us to support our community in innovative ways. Mountain View provides a space for people to build the foundation for a more stable life. Residents are able to move forward, knowing they have a safe, secure place to stay. Some are reconnecting with their children. Others are gaining employment, or studying to further their skills. All feel the relief of not having to spend their days searching for a place to stay.

The purchase of the Mountain View site would not have been possible without Robert's gift. His bequest and a contribution from the state government, meant we could make his dream a reality.

We're incredibly grateful to Robert for his contribution to Mountain View. His legacy is a kinder, more caring Southern Tasmania.



Isaac (above) and Jo (left) are just two of the people who have had their life changed by Mountain View.

Thank you!

Hobart City Mission is your local charity. It exists because of you, to help the people you know. The people you pass on the street. The people in your neighbourhood. The people who call Southern Tasmania home. We are so grateful to you for making home a better place for everyone.

7HOFM

ABC Giving Tree

Andrew & Margaret Walter

Artery

Ashgrove Cheese

Athenaeum Club

Aurora Energy

C3 Church & Convention Centre

Channel Foundation

Chrysanthemum Foundation

Commission for the Conservation
of Marine Living Resources

Commonwealth Bank of Australia

Construction 3

Cooper Screen Academy

Crowne Plaza

Fairbrother Foundation

Firefly Studio

GIVIT

Hartzview Vineyard

Hilary Wallace

Hobart City Council

Hobart Friendly Care Pharmacies

Hydro Tasmania

Lansdowne Crescent Primary School

Leith Hope Memorial Foundation

Mike Harris

Military Mumma Headquarters

Pooley Wines

Presbyterian Care Tasmania

Rotary Club of Sandy Bay

Select Foundation

St John's Presbyterian Church

Tassie Mums

TDT

The Friends School

The Good Box

The Mercury

The Order of St Lazarus of Jerusalem

Unica Wealth

WIN TV



MERCURY



C3 CHURCH
HOBART

Our Board

The Hobart City Mission Board is a voluntary board and is made up of a group of local community members. The Board is responsible for the overall governance, management and strategic direction of Hobart City Mission 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



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 Hobart City Mission because I want to help disadvantaged people in my community. I think anyone who enjoys good circumstances should share the benefits and support Hobart City Mission."



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 and individuals it supports."



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."



GIL SAWFORD

MBA

"Tasmanians are volunteers and I am proud to be a steward of Hobart City Mission's 169 years of being Hobart's central source for enabling people who give to help those in need."



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."

At the end of the 2020/2021 Financial Year, the Hobart City Mission Board has three vacancies. We are currently in the process of recruiting to ensure a broad skillset on the Board.

We thank Miles Smith, Gabby Brown and Ruth McArdle for their time on the Hobart City Mission Board. Their skills and experience have been valuable to achieving our Vision and Mission.



**MILES
SMITH**



**RUTH
McARDLE**



**GABBY
BROWN**

Senior Management Team (SMT)

The Senior Management Team (SMT) leads the organisation to achieve goals, deliver services and plan for the future.

The SMT provide operational direction and makes decisions on initiatives and branding. The SMT make recommendations to the Board through the CEO, regarding the aspects of Hobart City Mission within their responsibilities.

In the 2020/2021 financial year, the SMT recognised the need for a dedicated Senior Manager of People & Culture. This comes after a steady increase in the number of staff and volunteers in the organisation.



JOHN STUBLEY

Chief Executive
Officer

"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

Senior Manager,
Business Services

"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

Senior Manager,
Communications & Fundraising

"My favourite thing about Hobart City Mission 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."



JANE THIESSEN

Senior Manager,
People & Culture

"Being relatively new to HCM, I am impressed with the way the organisation genuinely puts people at the centre of decisions. This extends from staff and volunteers through to customers and clients. It's refreshing and rewarding to support an organisation with this focus."



ANNETTE CLARK

Senior Manager,
Disability Services

"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

Senior Manager,
Family and Community Services

"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."

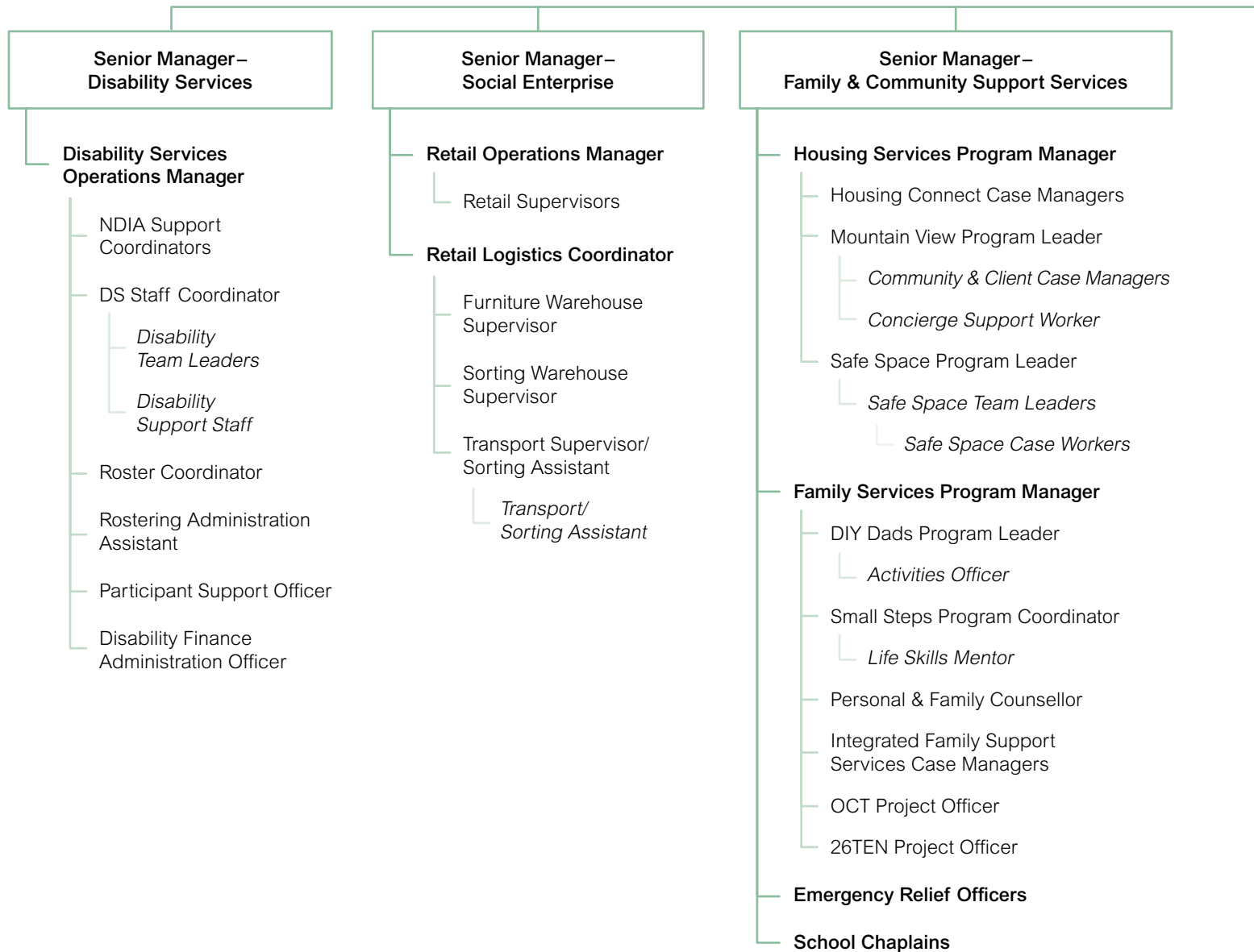


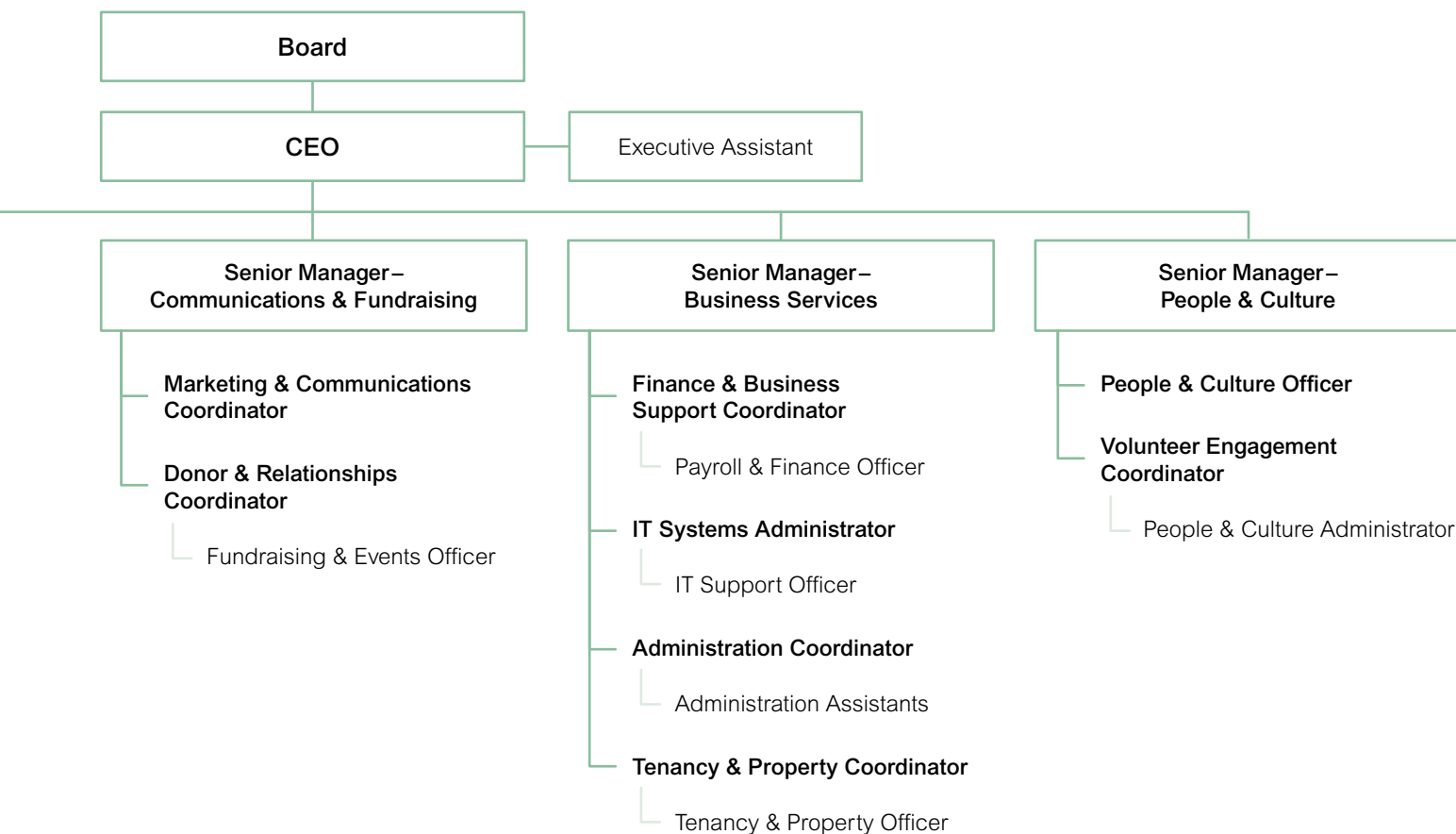
VERITY DAVIS

Senior Manager,
Social Enterprise

"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."

Organisational chart





How you can make a difference

- ★ Donations—one off or regular 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 to Friday: 8am–5pm
-  info@hobartcitymission.org.au
-  www.hobartcitymission.org.au
-  (03) 6215 4200



@hobartcitymission
@citymissionopshops



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local community



**Hobart
City
Mission**

Caring since 1852