



Annual Report 2022

CARING FOR 170 YEARS



**Hobart
City
Mission**

Caring since 1852



Hobart City Mission, through our values and practices acknowledge the sovereignty of Tasmanian Aboriginals, 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.

Above: HCM Staff at the 2021 Staff Conference.

Contents

Impact in 2021/2022	2	Building up resilient Tasmanians	30
About Hobart City Mission	4	<i>Personal and Family Counselling</i>	
Strategic Direction 2020–2025	5	Creating strong school communities	32
Message from the President	6	<i>School Chaplaincy</i>	
<i>John Minchin</i>		Clarence Plains comes together	34
Message from the CEO	7	<i>One Community Together</i>	
<i>Harvey Lennon</i>		Improving literacy and numeracy	36
Financial Report	8	<i>26TEN</i>	
Timeline of the 2020/2021 year	10	Minimising waste, maximising connection	38
Advocating for our community	12	<i>City Mission Op Shops</i>	
<i>Emergency Relief</i>		Our volunteer family	40
Providing safety and support	14	<i>Volunteering</i>	
<i>Safe Space Program</i>		Leading the way with compassion	42
A pathway out of homelessness	18	<i>Trauma-Informed practice</i>	
<i>Mountain View</i>		Finding innovative solutions	43
Supporting young mums and babies	20	<i>The Niche Team</i>	
<i>Small Steps</i>		Our Board	44
Helping dads and kids connect	22	Senior Management Team	46
<i>DIY Dads</i>		Organisational chart	48
A place to call home	24	Sleep Rough	50
<i>Housing Services</i>		Bequests ensure we're always there	52
Building stronger families	26	Thank you	53
<i>Integrated Family Support Services</i>			
Achieving personal goals	28		
<i>Disability Services</i>			

Front cover: Resident at DIY Dads, Broden, and CEO Harvey Lennon getting ready for Sleep Rough.

Impact in 2021/2022



4300+

individuals supported
through HCM's services



A SAFE AND SUPPORTIVE HOME FOR:



21 young mums
at Small Steps



16 dads at DIY Dads



34 children
across Small Steps
and DIY Dads



45 adults at
Mountain View

17,587

instances of support
for people facing and
experiencing homelessness
through Housing Connect
and Safe Day Space



9,429

food packs and vouchers
for people struggling with
the cost of living



8,046

safe nights of shelter
at Safe Night Space



\$136,000

worth of goods provided
to Emergency Relief
clients through
City Mission Op Shops

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 Standards 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's robust CEO recruitment process came to fruition in 2021 with the appointment of Harvey Lennon as its new CEO. He has developed strong relationships with the Board, staff, volunteers and other major stakeholders.

The Safe Space program, providing secure night and day accommodation for Hobart's rough sleepers continued and with additional Government funding has been extended to cater for 35 people per night. We were fortunate to find a permanent home for Safe Space when we purchased the Chapel at 47 Davey Street, with the help of donors. A recent review of the program by the University of Tasmania concluded that Safe Space is client centred, responsive to emerging needs, and is achieving its aim to provide shelter and connection with services.

In keeping with HCM's purpose, sound risk management principles and common practice for charitable organisations, the Board has established the Hobart City Mission Foundation Limited (the Foundation). The Foundation owns property assets which are leased to and used for the benefit of HCM.

It also holds funds which may be received and utilised by HCM for its various programs. It is a charitable entity, governed by a Board appointed by Foundation members and has a majority of HCM Board members.

This year we welcomed Peter Killick, Emily Cooper and Beverly Jefferson as new Board members, and Mulugeta Angamo as our first board observer. Thank you to all Board members for their time, energy and commitment.

2022 is Hobart City Mission's 170th anniversary. Very few organisations have that longevity. I reflected on how many of HCM's original challenges are still with us. There have always been people in need in the community, and HCM has always been, and continues to be there for them. We should all be very proud of that.

Finally, I thank our dedicated, passionate and hard working staff and volunteers, our generous donors, and our partners, and governments for their ongoing support. Collectively, they enable us to care for the vulnerable in our community.



Message from the CEO

HARVEY LENNON

Having joined the amazing HCM team last year, I have been incredibly impressed by the dedication, commitment and compassion of our employees and volunteers. I have also been overwhelmed by the support of our generous donors and the broader community. Without the contribution of all these people, HCM would simply not be able to do what it does best – help those in the community who need it most.

The operating deficit reported for the 2021-22 year was slightly better than budget and acknowledges the challenges of continuing to deliver services in a period characterised by the on-going impacts of a pandemic combined with a housing crisis and significant cost-of-living pressures. A deficit has again been budgeted for the 2022-23 year, albeit slightly less than last year and with a number of actions underway aimed at returning the organisation to surplus in 2024.

This year's Annual Report details the enormous impact that HCM and its various programs have in our Southern Tasmanian community. Whilst some of these programs are government funded, a significant number are either wholly or partly funded through donations from our compassionate community.

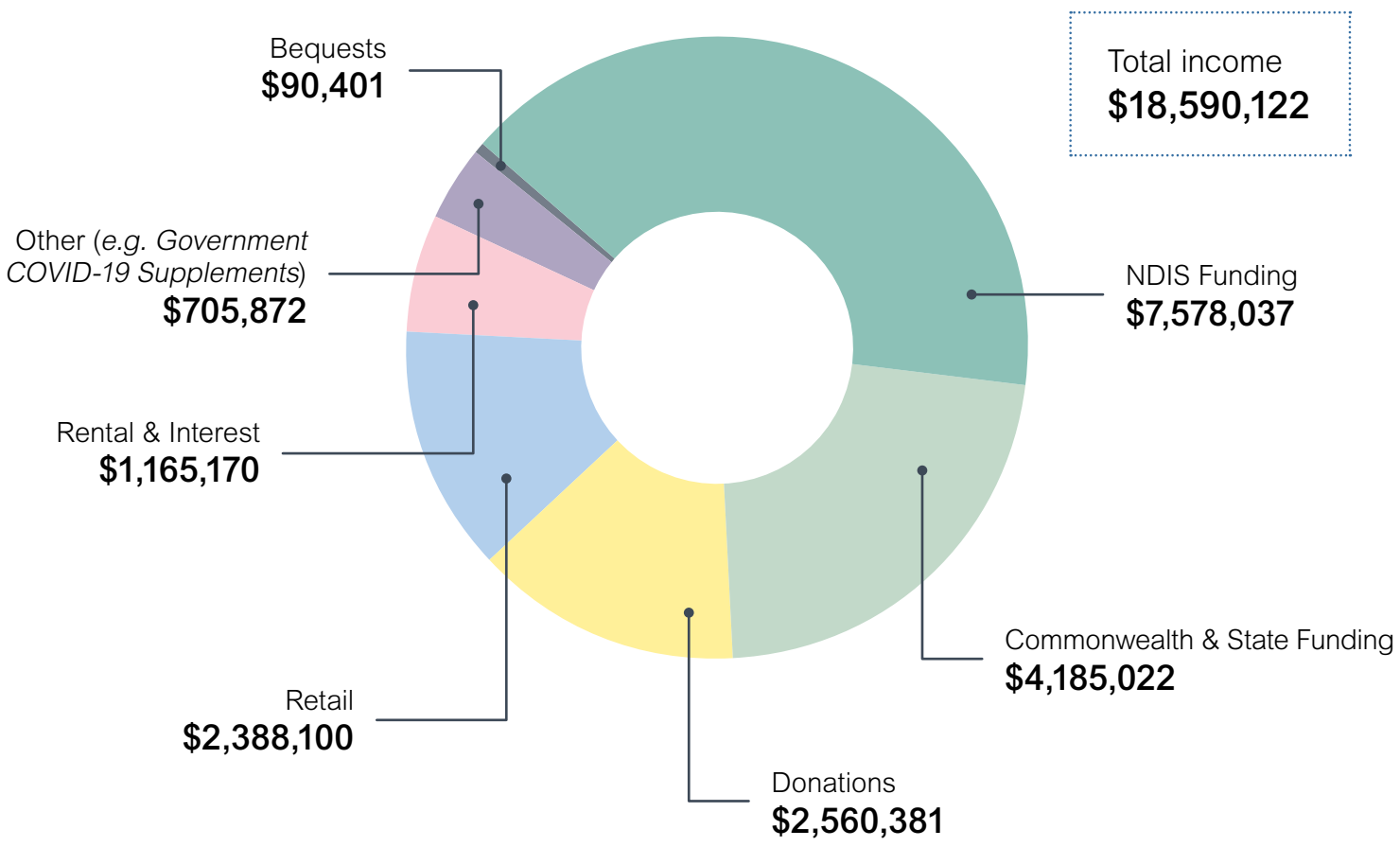
HCM continues to connect people who give with people in need. It is thanks to our supporters that the scope and flexibility of our programs is possible.

In May 2022, we held our inaugural Sleep Rough event at Princes Wharf No. 1 to raise awareness of homelessness in our community. This event also raised much-needed funds to support our donor-funded programs. It was amazing to have over 200 people sign up for the event with the \$138,000 raised being well above initial expectations. Turn to page 50 to read more about this fantastic event.

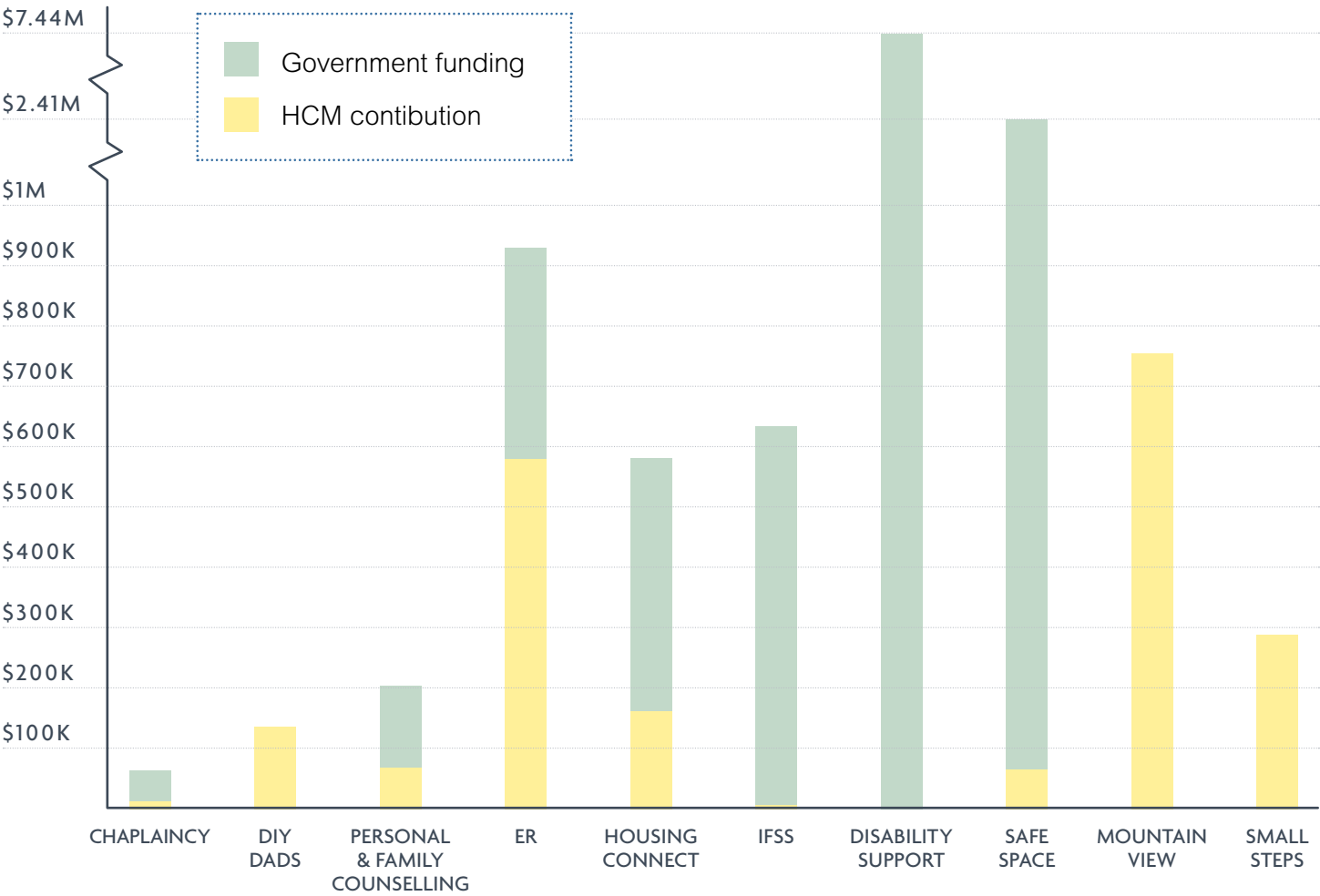
I would like to acknowledge the work of my predecessor, John Stubley, in delivering significant growth and several innovative and high-quality programs in recent years. A huge thank you to the Board and Senior Management Team for their effort in what has been a somewhat challenging period. And once again, thank you to our amazing donors, employees and volunteers, without whom, Hobart City Mission wouldn't be the respected organisation that it is.

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

In 2021/2022 ...



OCTOBER

C3 Church landscape the gardens at Mountain View, creating garden beds and outdoor seating areas.

OCTOBER

John Stubley finishes his time as CEO of HCM. Harvey Lennon joins the organisation as the new CEO.



DECEMBER

Christmas Assistance Program.

More than 700 families and 1,200 children receive assistance and gifts at Christmas time, thanks to donations from the community.



AUGUST 2021

Safe Night Space finds new home at 47 Davey St.

After months of searching, a new location is found for the Safe Night Space program.



NOVEMBER

HCM Staff Conference.

Staff come together to connect, celebrate the wins and refocus on our goal of making Tasmania a better place for everyone.



NOVEMBER

Ann starts volunteering at Small Steps.
(See page 40)

NOVEMBER

City Mission Op Shops hosts huge Moonah Clothing Birthday Party.

To celebrate one year since the opening of the Moonah Clothing store, City Mission Op Shops threw an all-night birthday party with live music, dancing, and lots of discounts.





JANUARY

The number of beds available at Safe Night Space increases from 20 to 35.



APRIL

Jason moves into a home that's right for him.
(See page 28)

APRIL

HCM purchases 47 Davey St.
Safe Night Space building at 47 Davey St goes to market. HCM purchases the property with the support of donors and funding from bequests.

MAY

National Volunteer Week.

HCM Volunteers are recognised and celebrated. A week of events and catch-ups provide a time to reflect on the huge impact volunteers have on Southern Tasmania.



MAY

Maree* and her daughter finally find safe, secure accommodation at Caroline House.
(See page 24)

FEBRUARY

Chigwell units officially opened.

Ten new units in Chigwell are officially opened, providing a place for people living with disability to call home.



APRIL

26TEN launches in Clarence Plains.
(See page 34)



MAY

Sleep Rough.

HCM puts on it's first community sleep-out event. Participants of *Sleep Rough...so others don't have* to raise a whopping \$138,000 to support people facing hardship and homelessness.
(See page 50)



Food and support for Warren

EMERGENCY RELIEF

IN 2021/2022 ...



2019

INDIVIDUAL CLIENTS
WERE ASSISTED



102

PEOPLE ASSISTED
WITH UTILITY BILLS



350

NEW CLIENTS
ASSISTED



209

ASSISTED WITH A
NO INTEREST LOAN
(PROVIDED BY NILS)



5174

FOOD PACKS
HANDLED OUT



683

PEOPLE WAITLISTED
DUE TO A LACK
OF AVAILABLE
RESOURCES, AND ...



4255

ER APPOINTMENTS



200

OF THESE WERE
ABLE TO MAKE AN
APPOINTMENT
WITHIN A COUPLE
OF DAYS – ALL WERE
OFFERED FOOD



1205

MISSION MONEY
VOUCHERS ISSUED

Warren had never had to ask a charity for help before. He's a man with three university degrees who served in the military for 35 years. But after moving to Tasmania from Melbourne, he fell on hard times.

He was renting a tiny room for \$490 per week and had no money after paying for his cancer treatment and rent.

"For three weeks I had nothing to eat. I just couldn't afford it. And then someone told me about HCM's Emergency Relief (ER) program".

ER provides food packs and toiletries to people in immediate financial crisis. It also includes one-on-one appointments with support workers to help people identify the underlying causes of their crisis.

From there, HCM can provide practical and financial assistance including supermarket vouchers, help to pay bills, and other advocacy and support.

Emergency Relief would not be possible without our incredible donors—their continued support helps fund the program and allows people to get the help they need.

"I'd never asked for help like that before", says Warren. "I'm nearly 61 and it's a bit ... I dunno ... it didn't feel right. But I rang and HCM slotted me in straight away. They told me not to be embarrassed about asking for help".

“

Without food
there's no life,
and without HCM
there's no food”



*Warren had never
had to ask for help before.*

“Places like HCM, they see it every day, and they do it with love and compassion and understanding. That's all you can ask for as a human being”.

In the past year HCM has provided 5174 food packs, and 4255 Emergency Relief appointments to people needing immediate support.

HCM has offered ER from its Hobart and Moonah offices for years.

In April, HCM also expanded its ER services to Oatlands, after seeing an increasing need in the Southern Midlands. This allows families in the area to receive the support they need, without the lengthy and expensive drive into town. The expansion is in collaboration with The Salvation Army Family Communities for Children program.

Oatlands ER is also supported by a team of dedicated volunteers who grow and harvest fresh herbs and vegetables for the food packs.

HCM receives some Government funding for the ER program, however the full scope of the service, would not be possible without the generous support of donors.

Warren says that without this kindness, he does not know how he would put food on the table.

“I'd just like to say thank you to all the people that do donate. It makes a huge difference in my life personally. But I also know it makes a huge difference to everybody that comes to HCM to get help—whether it's for food or for the Safe Day Space or just somewhere to be overnight”.

“If donors really want to see what their money does, have a look at people's faces when they realise, ‘wow, there's food—I can have something to eat!’”.

“Because without food there's no life, and without HCM there's no food”.

Providing safety and support

SAFE SPACE PROGRAM

IN 2021/2022 ...



10,502

INSTANCES OF SUPPORT
THROUGH THE SAFE
DAY SPACE PROGRAM



476

INDIVIDUALS ASSISTED
AT SAFE DAY SPACE

Safe Space provides 24-hour safety and support for people experiencing homelessness. It is a welcoming place for community members to shelter, rest, and link with support services.

Safe Space provides immediate support for people who are sleeping rough, and have nowhere else to go.

Safe Space has been very generously supported since its launch. The Southern Tasmanian community donated the funds to get the program up and running. In November 2020 the State Government announced funding for Safe Space until June 2022, which has again been extended to June 2023.

Safe Space operates over two separate locations; the Day Space and Night Space. Both provide unique support for Tasmanians experiencing homelessness.

Day Space

The Day Space is a place for people to relax, have a meal and connect with important support services. This includes Housing Connect, Mental Health services, Alcohol and Other Drug (AOD) support, medical services, legal services, Centrelink, and much more. Orange Sky Laundry visit Safe Space two times a week, so that community members can wash their clothes.

Dean is an AOD Peer Support Worker at Safe Space. He was the first paid AOD Peer Support Workers in the state, after completing his training last year. He has also been providing AOD support at the Mountain View program (see page 18).

Dean says that having lived experience of AOD helps him to support guests at Safe Space and Mountain View in a non-judgemental way.

“

People open up more
when they are talking
to someone with
lived experience”



Dean supports people at Safe Space who are struggling with alcohol and other drug addictions.

“What sometimes starts out as a 5-minute chat, can turn into hour long conversations”, says Dean.

“People open up more when they are talking to someone with lived experience. They feel more comfortable and like they’re speaking to someone they can relate to”.

People experiencing homelessness have physical and mental health conditions and alcohol and drug use at higher rates than the general population. Adults who experience homelessness also report higher experience of trauma and Post Traumatic Stress Disorder (PTSD) than the general population.

The Safe Space Day and Night programs take a person-centred and trauma-informed approach to their services. The staff meet people where they are, and provide a low-barrier to accessing support.

Dean says the benefit of the Safe Day Space is that it creates a hub of services for guests. Referrals can be made on the day when a person is ready to connect.

The Day Space is open to anyone who needs to connect with support services, not just those who are sleeping rough.

Dean says this is particularly important for people who had been staying at Safe Space, but have recently been housed.

“Guests of Safe Space come back for a visit, and have a meal or a coffee or tea. They have a chat and see all the staff and their friends. That’s really important for people who have moved into their own place. One of the main things they miss is interaction with other people”.

Safe Day Space is located at Hobart City Mission’s head office at 50 Barrack St, Hobart. Opening hours are 8am to 6pm every day of the year. Everyone is welcome at Day Space.

Providing safety and support

SAFE SPACE PROGRAM

IN 2021/2022 ...



8046

TOTAL BED
NIGHTS PROVIDED



307

INDIVIDUALS
SUPPORTED THROUGH
SAFE NIGHT SPACE



28%

OF CLIENTS ARE
KNOWN TO HAVE
MOVED INTO OTHER
ACCOMMODATION
OR HOUSING

Night Space

Safe Night Space provides emergency accommodation for people who would otherwise be sleeping rough. It is a place of shelter, safety and support for up to 40 people every night, and is based at 47 Davey St, Hobart. Beds, bedding and meals are provided and referrals are made through Housing Connect.

Safe Night Space helps people like Rob to take the first steps out of homelessness.

When Rob left prison, he vowed he would turn his life around.

And with his determination and the support of the team at Safe Space, he did just that.

Rob has been through multiple traumatic events, with the death of his mother in 2014, and then just ten months later, the murder of his older brother.

Rob started using drugs, as a way to cope with the pain of his grief.

“I was in a really dark place. I was self-medicating and the drugs basically numbed my emotions”, says Rob. “I didn’t know what else to do”.

After getting out of prison, Rob spent around three months at Safe Night Space. He had stopped using drugs when he was in prison, and hasn’t touched them since.

“I was basically killing myself. From the day of my release I said to myself I’m never going back. I’m going to get a job and be there for my kids and improve my quality of life”.



“

The best thing was knowing that I had somewhere to go and rest my head at night.”

*Team members
at Safe Night Space*

In the first two weeks after leaving prison, Rob found full-time work at a timber mill. He spent every day at work, and then returned to Safe Night Space to sleep.

“The best thing was knowing that I had somewhere to go and rest my head at night. And the team at Safe Space are just an awesome bunch of people. They’re doing really good things.”

Rob says that the staff at Safe Space gave him the emotional and practical support he needed to achieve his goals. He has since moved to pursue another job, where he’s been kicking goals. His manager has recently put his name forward for team leader training, which Rob says is “just another positive thing in the direction I’ve been going”.

“The Safe Space staff were a huge help in the process of me moving here and applying for the new job”, says Rob.

“I’m not that good at computers and the team helped me apply, writing a cover letter & sending my resume. They even helped me find a place to live”.

“And when things sometimes got a bit much for me, they were really understanding, creating space for me so I could have some time on my own. At the time that was really helpful”.

Rob is now focused on continuing his work, spending time with his children, and reconnecting with his Dad. He says he’s so grateful for the support he’s received to help him change his life.

“As hard as it was to break away from [my previous life], I’m so glad I did because I feel amazing. Everything’s going well. It’s all been because of my efforts, and the support that I’ve had from the guys from Safe Space”.

Thank you for your continued support of this life-changing program. For many people Safe Space is a first step toward moving off the streets. With proper sleep and social connection community members can focus on improving their lives.

A pathway out of homelessness

MOUNTAIN VIEW

IN 2021/2022 ...



45

INDIVIDUALS
ASSISTED



14

NEW RESIDENTS



44%

OF RESIDENTS
COME TO
MOUNTAIN VIEW
FROM SAFE SPACE



23%

OF TENANTS
IDENTIFY AS
ABORIGINAL OR
TORRES STRAIT
ISLANDER

SINCE MOUNTAIN VIEW'S LAUNCH IN OCTOBER 2010 ...



16

RESIDENTS HAVE MOVED
ON TO OTHER HOUSING

When Deb first found out she had a home at Mountain View she couldn't quite believe it.

Deb had been experiencing homelessness for about a year and a half. She had been moving every couple of months between her best friend's house, the Hobart Women's Shelter, and then stayed at HCM's Safe Space emergency shelter for around three months.

"When the Mountain View staff told me I could move in, I just squealed with excitement and jumped up and down", says Deb. "I was just so happy and I couldn't believe it. I moved in that very same night."

Mountain View provides long-term housing and support for people who have been experiencing homelessness. Located at a former motel, Mountain View has 31 units, a large communal space and includes meals and 24/7 support.

Approximately 50% of the residents at Mountain View have come from HCM's Safe Space emergency shelter. Mountain View is a next-step for people who have been facing homelessness and can be a permanent home for residents, or a stepping-stone towards other housing.

For Deb, moving into Mountain View couldn't have come sooner.

"Throughout my whole life, I've always had a little bit of faith, hope and love to get me through. But after being homeless, I was just done. I had tried everything, and I was like 'I can't do it anymore'. I was going to end it."



“

New beginnings are always a bit scary. But I've come good, because of the support of the staff here”

Deb can finally relax at Mountain View.

“I've been homeless a few times before but never for this long. When you're homeless, you're in fight-or-flight mode all the time, and you can't wait to get somewhere and just relax. Mountain View is that place where I can relax”.

“New beginnings are always a bit scary. But I've come good, because of the support of the staff here; the support from Kelly, and Megane and Erik.”

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

For Deb, her focus will now be on her health. A workplace incident when nursing 12 years ago left her with a serious back injury, and she needs operations on both knees.

“I put off dealing with it all whilst I was homeless because I had more important things to deal with”, says Deb.

“Now that I'm here my hope is to get well physically. The workers at Mountain View are great—they said ‘whatever you want to do, we'll support you’”.

Mountain View has been running since October 2020, and has supported 58 people since then. There are three full-time support workers as well as an activities officer, overnight and weekend staff and a small team of volunteers. This team work alongside residents to create a strong feeling of community. The residents often head out for the day together, going fishing, visiting new places, and coming together for weekly community lunches.

Mountain View is 100% donor funded and would not be possible without the support of the Southern Tasmanian community.

Deb has a simple message for anyone who would like to donate or volunteer to support Mountain View – “Just do it!”

Supporting young mums and bubs

SMALL STEPS

IN 2021/2022 ...



21

MUMS ASSISTED



2

MUMS FROM A
CULTURALLY AND
LINGUISTICALLY
DIVERSE
BACKGROUND



24

CHILDREN ASSISTED



11

MUMS MOVED ON
TO STABLE HOUSING



20

MUMS ON THE
WAITLIST TO
ACCESS SMALL STEPS
ALONG WITH ...



11

MUMS IDENTIFY
AS ABORIGINAL
AND/OR TORRES
STRAIT ISLANDER



24

CHILDREN

Shania first came to Small Steps after her mum's house became too crowded. She was pregnant with her second child and had been sleeping on the couch with her three-year-old son.

"I couldn't afford a private rental", says Shania. "It's about \$300 or \$400 a week minimum. I'm on the Housing Tas waitlist but I've been waiting five years and all they keep saying is 'hang in there, you'll be right'".

Small Steps provides a home and support to young mums aged 15 – 25 and their children. There are 12 units at Small Steps, as well as communal lounge room, playroom and courtyard. Mums can stay at Small Steps for around two years.

The program relieves the immediate crisis of not having appropriate accommodation. This allows the young mums to focus on their parenting skills and bond with their children. It also means they can work on their personal goals, and develop the skills needed to move into independent living. This includes cooking, maintaining a home, driving and budgeting. It could also mean finishing education or finding employment.

Since moving into Small Steps Shania has gained her learners driver's license. She's also been working on a creative project to help brighten up the shared spaces at Small Steps and help other mums as they move into the program.

“

Everyone comes from different backgrounds at Small Steps”

“There’s one brick wall at Small Steps and it’s just unpainted”, says Shania. “The other walls that are painted with murals, so we thought it would be cool if we could paint something on the blank one. And then the idea grew into a mural with the theme of women and empowerment”.

“Everyone comes from different backgrounds at Small Steps; some people come from domestic violence, some people have been homeless”.

“I’d like it if someone could look at the mural and feel like “yeah women are strong”. No matter what you’ve been through. Like, we gave birth! We can literally grow a human in our body! We can do anything!”

Since the idea began, Shania and one of the other mums at Small Steps have been working with the Life Skills Mentor to develop the concept. They are also learning how to make a hand bound book.

“We want to write a book and share what it’s like to be a young mum and the difficulties we face. There can be a lot of criticism being a young mum, and people do judge you”.

“We want the book to stay at Small Steps to help the new mums coming through”.

Most mums and their children move into independent living arrangements after Small Steps. This is either through Housing Tasmania, reuniting with family, or through private rental. Since its launch in 2014, Small Steps has provided 95 mums and 115 children with housing and support.



Shania's drafts and plans for the Small Steps walls

Small Steps is staffed by a Program Leader and Life Skills Mentor. The program is also supported by a dedicated team of volunteers, who work in shifts overnight and on the weekend to provide out-of-hours on-site support. They give low level guidance and emotional support to help the mums take care of themselves and their children. Small Steps would not be possible without this dedicated team.

Small Steps would also not be possible without significant community support. This life-changing program helps keep young mums and their children together and is a one-of-a-kind program in Australia. Small Steps does not receive any government funding and would not exist without the generosity of donors and volunteers.

Helping dads and kids connect

DIY DADS

IN 2021/2022 ...



16

DADS ASSISTED



5

DADS AND THEIR
CHILDREN WHO
HAVE MOVED ON
FROM DIY DADS



30

CHILDREN ASSISTED



13

NEW FAMILIES



66

REFERRALS TO
DIY DADS

“

The stability of
having our own place
helped us relax.”

Mark* and his son Lewis* arrived at the DIY Dads program with a suitcase full of clothes and a bed. They'd been living at a share house with three other men and weren't sure where they would go next.

With a history of significant trauma, being a victim of violence and long-term struggles with substance use, Mark was desperate to make a positive change in his and his son's lives.

“Before DIY it was just me and Lewis” he says. “I had no family support network and it really did feel like me against the world”.

The DIY Dads program provides a home and support for dads and their children. It was developed in 2017 to address a gap in options for fathers who are experiencing, or at risk of homelessness. Without secure housing, these dads may not be able to obtain or maintain custody and care of their children.

Mark and Lewis found long-term security, support and care with the team at DIY.

“The stability of having our own place helped us relax. Dave (DIY Dads Program Coordinator) has lived experiences like mine and it felt so good to be in a place where I didn't have to feel guilt or shame. It took us about three months to settle in, get Lewis back into school and start to put our lives back on track.”

“

DIY helped me get into the right head space to face all of the issues I was dealing with”



Mark and Lewis have moved into their new home.

There are eight self-contained two-bedroom units at DIY Dads, with two full-time staff on-site. These staff work with the dads to help them develop their parenting and life skills and achieve their goals.

Families at DIY can stay for up to two years, and are supported to find long-term permanent housing during that time.

Mark's commitment to being the very best father he can is exceptional.

He has worked tirelessly to improve his family's situation and has completed numerous rehabilitation and parenting programs — both before and during his time at DIY.

“DIY helped me get into the right head space to face all of the issues I was dealing with. Lewis deserved it. He's been through a lot. I have no idea where I would be without DIY, how I would've completed all these programs or even whether or not Lewis and I would still be together”.

DIY Dads is just one of HCM's programs that is wholly funded by donations. It is thanks to the local community that Dads, just like Mark, can provide a brighter future for their children.

**Names changed and models used to protect privacy*

A place to call home

HOUSING SERVICES

IN 2021/2022 ...



247

NEW REFERRALS



124

CLIENT CASES
CLOSED AS
IMMEDIATE
NEEDS MET AND
GOALS ACHIEVED



204

BED NIGHTS
IN BROKERED
ACCOMMODATION
PROVIDED (APPROX)



344

CLIENTS ASSISTED
IN THE YEAR



7085

INDIVIDUAL
CONTACTS MADE TO
PROVIDE SUPPORT
(OVER 4,120 HOURS)

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

When Maree* and her daughter were forced to leave their home, they had nowhere to go.

They stayed with family for a short time, before moving constantly between motels, shelters and sleeping on the streets.

“We were usually staying in bus shelters or anywhere that was sheltered from the rain”, says Maree.

“Somewhere I could watch over my daughter. She was my main concern”.

“She was scared that somebody was going to attack us in the middle of the night ... And I didn’t feel much safer than that either”.

Maree got in contact with Housing Connect, and was referred to HCM to help her find suitable accommodation and housing.

Housing Connect is provided by six organisations in the state. All referrals in the south of the state come through Colony 47’s ‘Front Door’ Service. All Housing Connect organisations help people who are experiencing, or at risk of, homelessness.

HCM is passionate about ending homelessness in our community. HCM’s Housing Connect team work hard to find community members safe accommodation and long-term housing solutions. They will often link clients in with other important support services. These connections can help people to address issues that might be stopping them from finding or maintaining a home.

“

If it wasn't for Aqua helping us, we'd still be out on the streets now”



Aqua helps people who are sleeping rough to find accommodation and long-term housing

HCM Housing Connect Worker, Aqua, says that there are very few options for people experiencing homelessness in Tasmania right now.

“There's Safe Night Space and some other shelters”, says Aqua.

“Apart from that there are a few hotels and boarding houses that take reduced rates for long term guests—and after that it's couch surfing, a tent or sleeping rough. Of course, these options are not long-term—but often they're the only options. That's how bad the housing crisis has gotten”.

“Without HCM's Housing Connect services, you would have 300 people in Hobart with no-where to turn, no one to speak with, and no help getting housing”.

After months of moving from place to place, Maree and her daughter finally have a safe, stable place to stay at HCM's Caroline House. Caroline House provides supported accommodation for women who may need extra support such as NDIS or mental health support.

Maree says that she's grateful for the support that Aqua provided during that time.

“We moved into this place two months ago. It's very hard sometimes and I'm still flighty when it comes to certain things. But I am a lot happier. It was good to have somebody on my side, beside me, helping me. If it wasn't for Aqua helping us, we'd still be out on the streets now”.

**Name changed for privacy reasons*

Building stronger families

INTEGRATED FAMILY SUPPORT SERVICES

IN 2021/2022 ...



94

FAMILIES ASSISTED



47

FAMILY CASES
CLOSED AFTER
GOALS REACHED



208

CHILDREN ASSISTED



14

FAMILIES
IDENTIFYING AS
ABORIGINAL AND/
OR TORRES STRAIT
ISLANDER



7

FAMILIES FROM A
CULTURALLY AND
LINGUISTICALLY
DIVERSE
BACKGROUND

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

HCM is one of eight organisations that provide IFSS to families in Southern Tasmania. The goal of IFSS is to help primary caregivers learn parenting and life skills to help their children grow and flourish.

IFSS Support Workers support parents and caregivers to work on self-identified goals. These goals relate to the health and wellbeing of their children and could include improving communication skills, building relationships or managing challenging behaviour.

Denise Brazendale is the Program Manager of Family and Community Support Services at HCM. In addition to other program teams, she leads a team of five IFSS Support Workers who work at HCM.

Denise says that IFSS is a broad program that supports families from all walks of life.

“IFSS deals with the very low-level stuff, such as parents who need help setting up a routine to get their child to sleep, through to the pointy end, where there’s concerns for the safety of the children”.

Families come to IFSS through the Advice and Referral Line. IFSS Workers will initially meet with a family to understand their goals, and then work with them on a weekly basis to achieve those goals.

IFSS Workers will often connect clients in with other support services.



“

We are respectful
in the way we work
with families, and
we never judge”

*Denise leads the
IFSS team in her role.*

“IFSS is a voluntary service, and it’s absolutely client-centred and client-driven”, says Denise.

“We are respectful in the way we work with families, and we never judge”.

“There’s not one parent alive who sets out to be a ‘bad parent’. And there’s no such thing as a ‘bad kid’ either. You hear that said about ‘bad parents’ and ‘bad kids’ and I just don’t believe that.”

“These challenges happen because parents have either had a trauma in their past, they’re in a challenging situation themselves or they haven’t many opportunities in their own life. And it’s about the parents naming up what they want to know, and someone listening to them and working with them on their goals. They’re often so resilient already, all you’ve got to do is tap into that strength and help guide them”.

“Recently we had a family who’s five-year-old was starting kindergarten. By the end of his first week, the school said he could only come one hour a week because he was so hard to manage”.

“Our IFSS Worker helped his mum to put some routines into place, and by working with the school, and the school social worker, they were able to build him up to attending 2 hours a week, and then 3 hours a week and so on. Now he’s in school full time”.

HCM’s IFSS team continue to develop their practice, completing training and gaining underpinning theory to ensure the best outcomes for families.

“They’re a great team”, says Denise. “They are all highly skilled and they use theory and their collective knowledge to help change these family’s lives”.

“We often get comments from families like “I could never have got through this without the support of my IFSS worker”.

The IFSS program is funded by the State Government until June 2023.

Finding a home that's right

DISABILITY SERVICES

IN 2021/2022 ...



20

PARTICIPANTS IN
SUPPORTED INDEPENDENT
LIVING (SIL) (INCLUDES
GROUP HOMES)



21

COMMUNITY
PARTICIPANTS



13

NEW PARTICIPANTS

Jason moved into HCM's Chigwell Units in April, after having a run of bad experiences with his previous housing providers.

He was promised a house by another provider that would be purpose built for his needs. He had seen photos and was ready to move in. But when it came to moving day, it became clear the photos weren't of the same house. It was not at all appropriate for Jason.

"We got into this house and he couldn't access half of the rooms", says Jason's sister Virginia. "There were big stairs down to the backyard, he couldn't get into the kitchen, couldn't access the bathroom, and could only get to his bedroom and lounge room".

"He was in there three weeks but we needed to get him out. If there was a fire he was just not safe".

That's when he contacted HCM about the Chigwell Units. These 10 units provide housing for people with a disability and include onsite support, additional to any other support services that residents require.

Jason and Virginia say that one of the biggest drawcards of moving into his new unit, was the ability to bring five of his support staff with him, who HCM have now employed.

"Jason could bring the staff that knew him well and stuck up for him when that stuff was going on", says Virginia. "So, there was a team that we knew had Jason's best interests at heart and HCM were happy to have those staff come with him".

Jason says that he's now regaining his independence, something that is extremely important to him.

"I'm slowly getting out and about", says Jason. "I want to remain as independent as possible and I'm getting there. It's a bit of freedom. Even just going shopping or down to my mailbox, these are things I didn't do before".

“

It's not like you're
a client to a carer
— it's more like
a friendship”



*Jason says that he's got his
freedom back since moving into his new unit.*

“This feels like home and I just love it here. I get to be me. And everybody is kind. It's not like you're a client to a carer—it's more like a friendship”.

Jason and Virginia also like the community feel that is created with the ten units on one site at Chigwell. He recently met the other residents at one of their monthly meetings, which Jason kindly hosted in his unit.

The Chigwell Units were officially opened by Her Excellency the Honourable Barbara Baker AC, Governor of Tasmania in February, and are the newest addition to HCM's Disability Services.

HCM operates seven other Supported Independent Living (SIL) properties, similar to the Chigwell units. Residents make these houses their homes, and support can be 1:1 or in a group living situation. These homes enable people to live with the level of support and independence that suits them.

HCM also offers Social and Community Participation.

This service supports people to enjoy recreational activities and engage with their community in a way that aligns with their interests. This could include things like sporting activities, spending time with friends, volunteering, or learning new skills.

Last year, HCM acquired the Caroline House program, after the Caroline House board wrapped up in June 2021. Caroline House is a supported accommodation model that has run since the late 1970's. This program provides housing and support for women experiencing mental health challenges.

HCM has continued the Caroline House mission and is currently supporting three women who are experiencing mental health challenges. Two of the women had previously been staying at a women's shelter and had nowhere else to go. With a safe and stable home at Caroline House, they are now able to work towards receiving an NDIS plan and the right supports for them.

Building up resilient people

PERSONAL AND FAMILY COUNSELLING

IN 2021/2022 ...



87

CLIENTS ASSISTED
WITH PERSONAL
AND FAMILY
COUNSELLING
(NEW AND
PRE-EXISTING CLIENTS)



10

NDIS PARTICIPANTS
ENGAGED WITH
COUNSELLING



15

REFERRALS
MADE TO NDIS
COUNSELLING



150

REFERRALS TO
THE SERVICE



62

PEOPLE WAITLISTED
DUE TO HIGH
DEMAND

Bridget* left a violent relationship after 22 years of abuse.

She had been isolated from her friends and family, and survived extensive emotional and physical abuse at the hands of her partner.

Then, within a year of leaving her husband, her mother and two of her closest friends died. She was still grieving the loss of her father who passed a couple of years earlier, and was struggling to cope.

When she attended her first counselling session with HCM, she was doubtful about how much it could help.

“I didn’t think anything was going to change to be honest”, says Bridget. “I thought that nothing would work, but my counsellor Lyn is just amazing. She has a way of explaining things that makes you see your situation in a whole different light”.

HCM provides free professional counselling for individuals and families. Clients receive much-needed support to work through life struggles, build resilience and create a sense of well-being.

Lyn supports people to help them deal with grief, trauma or relationship breakdown. They work together in fortnightly appointments to build self-awareness, self-understanding and self-empowerment.

For Bridget, she says the counselling changed her life for the better.

“

I hope that by sharing my story, I can convince other people to go and get help”



For Bridget HCM's Counselling service has helped her to start a new life.*

“If it wasn't for Lyn I don't know where I'd be. If I hadn't seen Lyn then I probably would have gone back with my husband. And that's frightening.”

“Lyn helped me to realise that I was worth more than that and recognise when he was pulling me back in. You hear stories on the news about people dying from domestic violence. I'm a survivor, but I might not have survived”.

Since going to counselling, life has changed for Bridget. She has rebuilt her relationship with her children and is reconnecting with friends.

“My future is positive now, now that he's out of my life. I didn't see my kids for 22 years because I wasn't allowed to see them. I'm lucky enough that they've given me a second chance to come back into their lives”.

“Now I'm holding onto them tight and I see them all the time”.

The free counselling sessions are funded by the State government. This year, HCM's Counselling Services have also expanded to include specialised services for people living with disability. These appointments can be accessed by people with counselling in their NDIS plan.

HCM is hoping to expand the counselling services, to meet the growing demand in the community.

For Bridget, she's now a huge advocate for counselling.

“I hope that by sharing my story, I can convince other people to go and get help”.

“I'm not the only one, I know there are other people in similar situations to me. I tell everyone who's suffering, to go see Lyn, and give counselling a go”.

**Name changed and model used to protect privacy*

Creating strong school communities

SCHOOL CHAPLAINCY

IN 2021/2022 ...



3,952

PASTORAL CARE
CONVERSATIONS
WITH STUDENTS



208

PASTORAL CARE
CONVERSATIONS
WITH SCHOOL STAFF



494

PASTORAL CARE
CONVERSATIONS
WITH PARENTS/
FAMILY/CARERS



962

STUDENT FOCUSED
CONVERSATIONS
WITH SCHOOL STAFF

The HCM school chaplaincy program is based in pastoral care—a model of emotional, social, and spiritual support that is found in many cultures, traditions and religions.

HCM offers School Chaplaincy at three primary schools in Southern Tasmania.

HCM school chaplains walk alongside the school community, building meaningful relationships and providing support with sensitivity to a child's background or beliefs. They work with the children, their families, and teachers to foster empowerment, resilience, and connectedness.

Verrity joined HCM as a School Chaplain at Collinsvale Primary. She has a background in psychology, theology and the arts.

“After finishing school, I worked in the arts and spent a lot of time helping kids with study and other youth work” she says.

“After a while I was offered a role as a chaplain and found myself at a school in Brisbane's south. It was really big and I loved it—there is always so much going on in the school environment and I am really passionate about watching these kids grow”.

After relocating to Tasmania for her husband's work, Verrity was thrilled to find a role with HCM and took the plunge.



“

I'm here to provide space for young people, their families and staff to talk”

Verrity supports students and the school community at Collinsvale Primary.

“It's very different to my school in Brisbane, but I love it!”

“Chaplaincy is a very relational role and I'm really enjoying defining what it actually means at Collinsvale Primary. I'm here to provide space for young people, their families and staff to talk; to listen and encourage or bring a sense of hope on those days that might not feel so great”.

HCM School Chaplains support students and the school community by facilitating groups, fun activities and mentoring. They also connect students and families to other resources and organisations, and make referrals for further support.

Already, Verrity is a unifying force for the Collinsvale school community.

“At the end of last term, we started a 'stories by the fire' afternoon. It was a great way to get our families together, get to know them and incorporate them into their child's learning—which has been quite difficult over the last couple of years!

“They've been really special events, but also a great way for the school community to see what the point of chaplaincy is. Which is connection, bringing the community together and caring for us as a whole!”

The School Chaplaincy program is funded by the State Government with some input from HCM's fundraising program.

Clarence Plains comes together

ONE COMMUNITY TOGETHER



IN 2021/2022 ...



25

COMMUNITY
AND LANDCARE
WORKING BEES



2

'COMMUNITY
CONVERSATION'
GATHERINGS



8

26TEN WORKSHOPS,
PROGRAMS
AND EVENTS



4

SHAPING THE
PLAINS STORIES
SHARED



3

COMMUNITY
CLEAN UP EVENTS
(CLEAN THE PLAINS
AND HARD TO SKIP)



5

COMMUNITY
CELEBRATIONS

Clarence Plains includes the suburbs of Clarendon Vale, Glebe Hill, Oakdowns and Rokeby. One Community Together ("OCT") is a collective of residents, community groups and organisations working in Clarence Plains.

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

OCT formed in 2014, to expand on the good things that were happening in these communities. The collective is guided by a Steering Committee, and supported by Focus Teams. Representatives in the group include local residents, Neighbourhood Houses, Grace Church, Clarence City Council, The Clarence Plains Child and Family Learning Centre and many other local organisations and services.

A full-time Project Officer is employed by Hobart City Mission and works with OCT to provide support that helps co-ordinate the projects and outcomes of OCT. The Project Officer role commenced in early 2019 and is funded by a Tasmanian Community Fund grant. 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.

The OCT Focus Teams work on many projects throughout the year that are developed with the local community. This can include events such as the annual hard waste and rubbish clean up, "Clean the Plains", the Clarence Plains Community Awards as well as community conversations and celebrations.



The OCT Landcare Group has been transforming public spaces in Clarence Plains.

Landcare Group

The OCT Landcare Group is an initiative of the Community Spaces Focus Team. This teams' goals are to improve the public spaces in Clarence Plains, including community gardens and public parks and create an attractive and welcoming landscape. This came from residents voicing their desire for more welcoming spaces in the area.

So far, the Landcare group has had a huge impact, establishing an edible tucker garden in the local park, working alongside primary school students in the community fruit and vegetable garden, and holding regular garden working bees.

These events bring people together in nature to make a difference to the public landscape. The Landcare Group members are all local volunteers who enjoy coming together to garden, meet new people and take part in growing food and improving the green spaces for their community.

What Community Members are saying about OCT:

- I feel proud when people come together to help out
- The area is growing and full of possibilities
- People are working hard to change the stigma attached to this community
- People are actually talking about the issues in the community

Improving literacy and numeracy

26TEN

Nearly half of all Tasmanians have trouble with everyday reading, writing and maths. This can make it hard for people to fill in forms, understand medical notes, get a drivers license or read the news. Community members in the Clarence Plains area told One Community Together they wanted to be able to help their kids with their homework and read them bedtime stories.

One Community Together's Work and Learning Focus Team heard these concerns, looked for solutions, and applied for funding from the adult literacy organisation, 26TEN.

They were successful, and the community now has a full-time 26TEN Community Coordinator, working from the Clarence Plains Child and Family Learning Centre.

The project, 'Parents, Families and Carers — Learning for our Kids', is managed by Kate. Kate organises training of Volunteer Tutors, chats with community members and people who want to increase their literacy and numeracy skills, and matches tutors to adult learners.

Families enjoying a Stories at the Centre session as part of 26TEN.



“ Now I feel like I can [come to classes] and it will help me get a job. I want to be able to support my kids”



She also runs literacy awareness and plain English workshops with schools and organisations.

The 26TEN program is already helping residents to achieve life-changing goals.

Leah is a young mum who wanted to improve her reading and writing, increase her confidence, and update her resume and cover letter so she could apply for jobs.

Leah worked with a tutor through 26TEN's Tutoring program, and is on her way to achieving her goals. Her confidence has improved, and she has enrolled in two TAFE courses: Get Ready for Work, and Get That Job.

“Before I wasn't really thinking that I could get up and come to classes”, says Leah.

“Now I feel like I can and it will help me get a job. I want to be able to support my kids”.



Minimising waste, maximising connection

CITY MISSION OP SHOPS

IN 2021/2022 ...



200,864

PURCHASES AT CITY MISSION OP SHOPS



585,754

ITEMS SOLD



\$136,000

WORTH OF SUPPORT GIVEN TO EMERGENCY
RELIEF CLIENTS THROUGH STORES



36,000

\$1 ITEMS SOLD



59,096KM

TRAVELLED BY TRANSPORT TEAM COLLECTING
DONATIONS AND DELIVERING GOODS

When Susannah joined the City Mission Op Shops team this year as Retail Coordinator, she was already a key player in the Op Shopping community.

She had managed preloved fashion markets, volunteered with the City Mission Op Shops online store, and worked as a Store Manager at Red Cross Op Shops.

It was in this role at Red Cross that Susannah joined the very first Southern Tasmanian Op Shop Collective in late 2021. The market-style event saw eight charity retailers come together in our Moonah Clothing store. Thousands of shoppers turned out for a huge collaborative day of sales.

“It seemed to me like the charity stores weren’t really talking to each other before then”, says Susannah. “The Collective Market was a great opportunity for everyone to come together and celebrate our collective impact”.

“What stood out for me on the day was just how welcoming the space was. I knew that HCM talked a lot about celebrating differences and diversity. But I don’t think I’d really seen it in action until then because I hadn’t spent a full day in a City Mission Op Shop. It was such a great community feel”.

“

Knowing that by working together, we're positively impacting our local community is just incredibly warming”



Susannah has been a passionate Op Shopper and friend of City Mission Op Shops for years.

There are nine City Mission Op Shops in Southern Tasmania offering affordable and unique clothing, homewares and furniture. They are a place of social connection for customers, volunteers and staff. City Mission Op Shops are a friendly face of the organisation for people using our services.

Susannah has been an avid Op Shopper for years and enjoys the creativity that it allows.

“I remember it being something my family always did. It seemed so much more fun than regular shopping because you had the thrill of the hunt. You could try out different things, and it was an affordable way to find your own style”.

“There are also the sustainability reasons and the ethical considerations as well. It's good to see that Op Shopping is becoming more mainstream”.

City Mission Op Shops is proud to be a place where people can give their items a second life. Donating good-quality items is an environmentally-friendly alternative to throwing out unwanted goods. City Mission Op Shops are also an option for customers who don't want to support wasteful fast fashion.

There are many ways people can support City Mission Op Shops, whether that be through shopping in stores or online, donating quality second-hand goods, or volunteering.

All items sold at City Mission Op Shops will help to fund life-changing programs. These include Small Steps (on page 20), DIY Dads (on page 22) and Mountain View (on page 18). Without the Op Shops and community donations, these programs would struggle to survive.

‘Working alongside volunteers, greeting both shoppers and donors of goods, just brings me so much joy. Knowing that by working together, we're positively impacting our local community is just incredibly warming’ Susannah said.

A very big thank you to everyone who has shopped, donated, or volunteered at City Mission Op Shops in the past year!

Our volunteer family

VOLUNTEERING

IN 2021/2022 ...



493

ACTIVE VOLUNTEERS



84%

OF VOLUNTEERS
ARE IN RETAIL



91,011

TOTAL VOLUNTEER
HOURS

\$3,928,944

VALUE OF THE HOURS THAT
VOLUNTEERS CONTRIBUTED

Ann signed up to volunteer after a visit to the Moonah City Mission Op Shop. She liked the atmosphere, and had been looking for an opportunity to volunteer since stopping work due to an injury.

“I really missed interacting with new people every day”, says Ann. “When you’re a nurse you’re always talking to people and when I stopped working I was quite low for a while. I didn’t feel like I was doing anything useful”.

HCM is supported by a wonderful team of passionate volunteers. They dedicate their time and energy to helping others in the local community. HCM’s programs would not be possible without them.

Like Ann, many HCM volunteers find that they get just as much from volunteering as they give.

“It gives me a purpose to get up in the morning, and I just love coming in”, says Ann. “All the other volunteers are so friendly and helpful, and the managers are so caring”.

“My mum volunteered at a Vinnies store for around 40 years, and it was the same for her. It gave her some purpose and she made some very special friendships”.

In November 2021, HCM put a call out for a team of volunteers to support the mums at Small Steps. Small Steps provides a home and support for twelve mums aged 15 – 25 and their children.



“

It gives me a purpose to get up in the morning, and I just love coming in”

Ann says that volunteering gives her a sense of purpose and some great friendships.

The volunteers stay on-site overnight and over the weekend. They help mums by providing emotional and practical support and help to make them feel safe and comfortable.

Ann volunteers at Small Steps one night per week, as well as her two morning shifts at the Moonah City Mission Op Shop.

“It’s great to see the work that Small Steps does, and how the money that’s raised at the Op Shops supports this program”.

“I love it. I’ll play with the kids and read them stories, or do cooking sessions. Recently we had a young mum who’d had a caesarean section so we were there to help her lift things and recover”.

There are lots of volunteering opportunities across HCM, with new roles opening up as our programs grow. The majority of roles are in our City Mission Op Shops, Sorting Warehouse or Transport teams. There are program support positions at our Mountain View, Safe Space and Small Steps programs. Many volunteers also choose to support HCM through event-based or admin volunteering.

We could not support our community without our team of kind-hearted volunteers. A very big thank you to all of the wonderful volunteers at HCM. Their compassion and dedication creates a more caring community in Southern Tasmania.

Leading the way with compassion

TRAUMA-INFORMED PRACTICE

HCM has always focussed on providing compassionate support. We pride ourselves on meeting people where they are, and being non-judgemental in our approach. This extends across all programs and sites, including at HCM offices and City Mission Op Shops.

In the past year, HCM has worked with Dr. Ron Frey, Adjunct Senior Researcher at the Tasmanian Institute of Law Enforcement Studies at the University of Tasmania. Ron is a psychologist who specialises in trauma informed practice, and is training all HCM staff in how to provide trauma-informed support to HCM's clients.

Trauma can occur from a single or repeated negative event in a person's life. Complex trauma occurs when these negative events are repeated or extreme in nature, or when the trauma occurs in childhood. Some causes of complex trauma include physical, sexual or emotional abuse, neglect, family violence, war or refugee trauma, separation and loss. Often complex trauma will occur when the abuser is someone close to the victim such as a parent or a partner.

These traumas can affect a person's ability to cope with life. Trauma can cause mental health issues, increased risk of alcohol or other drug dependence, and difficulty maintaining healthy relationships.

"The reality is that many people who access HCM's services have had some form of trauma in their lives", says Ron.

"In my role as a consultant, I'm helping HCM to bring trauma-informed care into all the areas of the organisation. The more staff members who are engaged in this learning, the more likely we are to have a collective wisdom around how trauma affects people".

Ron says that people who have experienced trauma will often develop strategies to keep themselves safe.

"These strategies may not always make sense to someone who hasn't experienced trauma. By taking a trauma-informed perspective, we begin to understand why someone is using a certain strategy. Then once we understand it, we can work with them to find alternative ways to deal with a situation so that they can heal. Alternatively, we can adapt the way we interact with that person, in appreciation of how they are managing their current and past traumas".

"For someone who has never been able to trust anyone, it can be difficult for them to accept that someone wants to genuinely help them".

"So, a lot of it is about building trust, creating safety and never judging someone for the way that they have managed to cope with their traumatic circumstances".

"We know that the services we provide like housing or family support will be more effective if we also address the underlying trauma that someone is experiencing".

"HCM is a sector leader in this space. And often we're exploring issues that no one really knows the answers to yet. But together, as an organisation, and alongside other community services, we'd like to build the solutions to these challenges in our community".

Finding innovative solutions

THE NICHE TEAM

HCM has a strong culture of understanding the needs of the community and as an organisation, HCM has a willingness to address those needs no matter how challenging.

A relatively flat organisational structure means HCM has the ability to provide niche, flexible services. The organisation can identify and meet service gaps where other providers are unable or unwilling.

HCM's Niche Team works to identify these service gaps and develop innovative programs that create sustainable change in the community.

The Niche Team is made up of staff from across the organisation, who meet regularly to explore opportunities and develop programs.

The questions that the Niche Team explore include:

1

Demonstration of a need

- Does the program fill a gap in services?
- How do we know the gap exists?
- Is there anyone else addressing this need?

2

Viability

- Does HCM have the skill base?
- Is this the most effective way of meeting the need/addressing the gap?
- Does it connect/fit with any other program? Within HCM or in collaboration with other organisations?
- Sustainability and funding possibilities

3

Development

- How likely are people to use it?
- Does it fit organically into the community?
- Does it make sense?

After answering these questions, the Niche Team will prepare briefing papers, business cases and a program logic for presentation to the Senior Management Team & the Board.

Many of HCM's programs, including Small Steps and DIY Dads were developed after the Niche Team identified a desperate need in the community. Both Small Steps & DIY Dads are one-of-a-kind programs that are wholly funded by generous community donations.

Our Board

The HCM Board is voluntary and made up of a group of local community members. The Board are responsible for the overall governance 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



JOHN MINCHIN

President – B.Eng, MBA

“I am proud of the work the staff and volunteers of the Mission do in caring for the less fortunate in our community, and I am grateful for wonderful support provided by our donors and benefactors. I am particularly impressed with the success of Trauma-Informed practice in helping people towards a better future.”



PETER GARTLAN

Deputy President – B.Com MAICD

“I want to help people in need in my own local community, Hobart. And no one does that better than Hobart City Mission. Homelessness in Hobart is a massive problem, so establishing the Mountain View program with 32 self-contained units and dedicated support staff has been a great achievement for Hobart City Mission.”



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.”



EMILY COOPER

"I am thoroughly pleased in being a part of an organisation that solely gives back to the local community, and provides support, which can help facilitate the transition of people from supported accommodation into the community, in addition, to other important services."



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."



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."



BARRY NEILSEN
B.Eng, FIE Aust, MAICD

"I have been a board member for 23 years and continue to be energised by being part of this dynamic and caring organisation. An important role for the Board is to ensure that the day to day leadership of the organisation is in good hands. This last year saw the retirement of John Stublely and the recruitment and transition to Harvey Lennon's tenure has been very smooth and heralds an exciting new chapter for the Mission."



BEVERLEY JEFFERSON
B.Arts, Grad Dip. Film & TV,
Grad Cert. Business

"I have always been impressed by how this organisation takes practical action at a local level to address disadvantage. For me, volunteering for the Mission is about putting my energies where I can see impressive results for my local community."



PETER KILLICK

"I have always been impressed with the work that HCM does in our community and I am pleased to be able to assist the organisation in my own small way by being on the Board. To see the HCM purchase 47 Davey Street providing a permanent home for our Safe Space program is a wonderful achievement, and will provide real benefit to the community."

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. They make recommendations to the Board through the CEO, regarding the aspects of HCM within their responsibilities.



HARVEY LENNON

**Chief Executive
Officer**

“I was very pleased that we were able to double the capacity of our Safe Night Space from 20 to 40 beds earlier this year. It was also exciting to purchase the 47 Davey Street property, with support from generous donors. This provides much-needed certainty about the home for Safe Space.

What I love about Hobart City Mission is our amazing employees and volunteers and the range of programs we offer to those in need in our community. I am also impressed with the huge amount of support we receive from the community to enable us to deliver the services we offer.”



VERITY DAVIS

**Senior Manager,
Social Enterprise**

“I’m proud of our ability to continue to provide support to those in the community during a really challenging year. The dedication and passion shown by our staff and volunteers during this time has seen City Mission Op Shop doors remain open with our shelves and racks filled, ready to support the needs of the community through thick and thin!

I love that we’re inclusive and don’t judge people. We’re here for all Tasmanians and put people at the centre of our decision making.”



MICHELLE FOLDER

Senior Manager,
Communications & Fundraising

"The biggest achievement in the Communications and Fundraising team this year has been launching the inaugural Sleep Rough event. It was inspiring to see so many people showing up to care for their community.

I love that HCM is an organisation that genuinely cares about the people we serve as well as volunteers and staff. HCM is an organisation that very much 'walks the talk'."



JAMES ROACH

Senior Manager,
Disability & Business Services

"The biggest achievement in my team this year has been the opening of our Disability accommodation at Chigwell. It's ten units for people living with disability who were struggling to find a home.

I love that everyone who works at HCM has a 'get in and do it' attitude."



JANE THIESSEN

Senior Manager,
People & Culture

"The last 12 months have seen significant change across the organisation including change of CEO, restructuring Disability Services and continued growth resulting in an increase in staffing/volunteer numbers. Despite these changes our internal organisational culture has remained strong.

I love the passion our people have for Hobart City Mission, they are committed, connected and engaged."



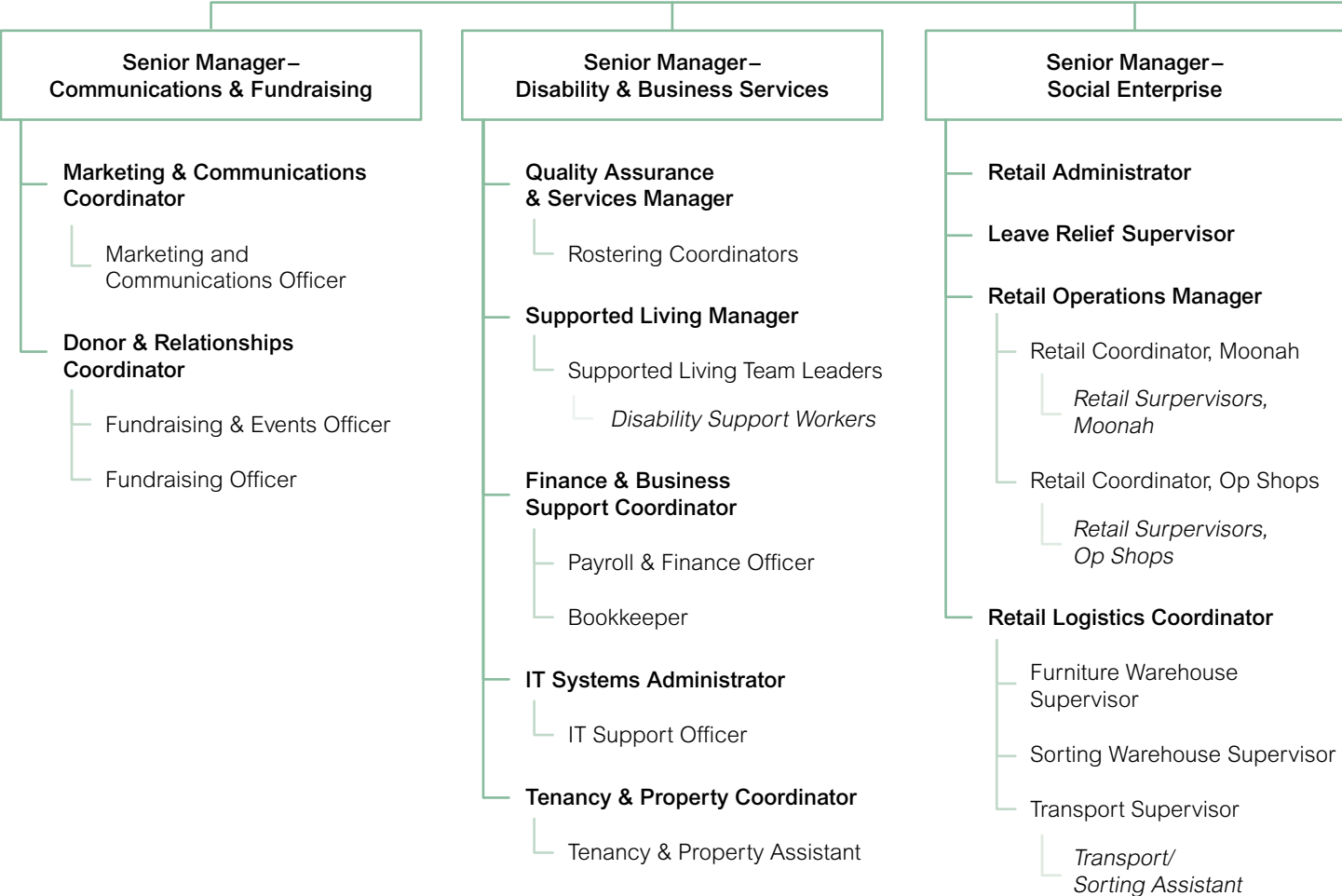
BOB WALKER

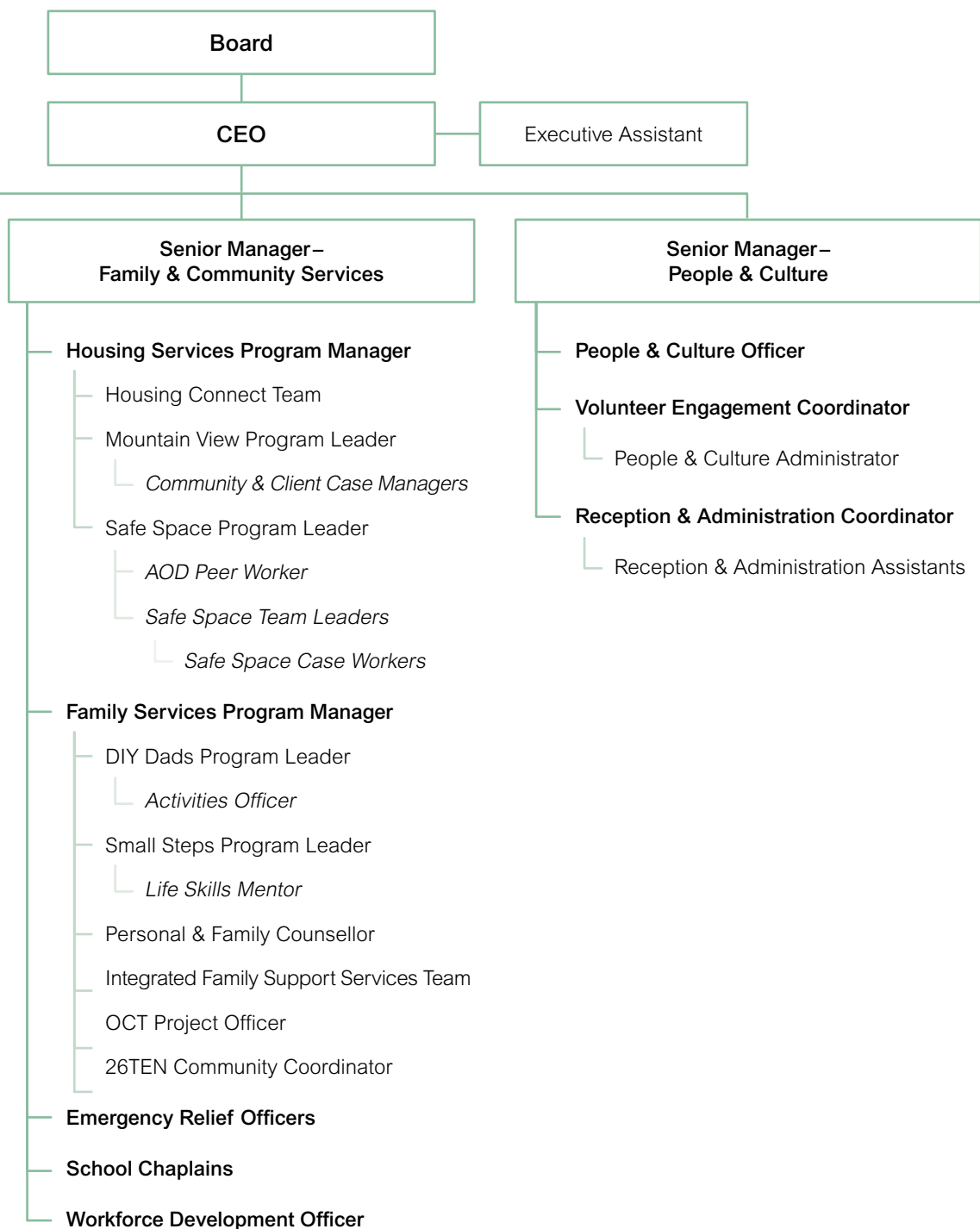
Senior Manager,
Family and Community Services

"For me, the biggest achievement has been in providing as much support and resources to assist the staff and volunteers in their roles. This in turn helps the people that access HCM's programs.

I love the way staff and volunteers work day-in, day-out to meet the need in our community. "

Organisational chart





Sleep Rough

In May 2022, Tasmanians took a stand against homelessness by joining the very first Sleep Rough ... so others don't have to.

Around 200 people took the challenge, sleeping at Princes Wharf Shed No. 1 for one night to get just a small taste of what it might be like to sleep rough.

What a turnout! It was fantastic to see so many community members come together to take a stand against homelessness (a BIG thank you if you were one of them!)

People arrived from 5pm onwards, lugging sleeping bags and grabbing a piece of cardboard on their way in, ready to set up for the night. There were activities, soup and bread for dinner, and program booths that highlighted Hobart City Mission's various programs to help people facing homelessness.



Staff, volunteers, and even residents who live at the programs spent time talking to event-goers. They shared how each of the programs helped to fight homelessness in the community, and the impact that donations and fundraising efforts have.

It was a great mix of people, each attending for their own personal reasons.

Some people had experienced homelessness themselves, after falling on hard times. Others joined as a way to teach their children about homelessness and instil a sense of giving. Some came with community groups, and some came on their own.

While the majority of the attendees slept on cardboard inside PW1, around 40 or so braved the cold and slept in the forecourt area outside.

No matter where attendees slept, there was noise, cold, and discomfort that made getting any actual sleep extremely difficult...

But it didn't stop these fantastic fundraisers.

A total of \$138,634 was raised for people experiencing homelessness in Southern Tasmania, from an original goal of \$50,000!

We knew Hobart was a kind-hearted community, and Sleep Rough was just another example of this compassionate spirit.

Left: HCM staff shared information about the impact of the fundraising at Sleep Rough.

Right: Attendees at Sleep Rough settling down for the night.

A big thank you to
our Major Partner



CLENNETT'S
MIGHTY HELPFUL

\$138,634

raised is the equivalent of funding for:

- **1,734** safe, secure nights in a unit at Small Steps for a young mum and her bub.
- **5,545** food packs to help families keep food on the table during crisis.
- **2,852** nights (almost 8 years!) in a Mountain View unit.



Rotary Club of Lindisfarne, Endota Spa, Tas Caffe Coffee Roasters, Hunt Security Services, IGA, TFH Hire, and The Old Woolstore.

HCM is looking forward to seeing everyone (plus more!) at Sleep Rough again next year.

A very big thank you to everyone that came to Sleep Rough and to those who donated. When there are so many people in dire situations, it's heartening to see that there are just as many who care enough to take action and help one another out.

HCM would also like to thank our Major Partner Clennett's Mitre 10 for their support, as well as partners and supporters, Petrusma Property, Unica Wealth, TasNetworks, Alive Technologies Group, My Millennial Money, City of Hobart, DinkyLune,



Bequests ensure we're always there

In April 2021, HCM secured a permanent home for the Safe Space program, with the purchase of the church at 47 Davey Street, Hobart.

This was only possible, in part, thanks to a very generous donor, who left a significant gift to HCM in their Will.

The purchase of the church provided much-needed stability for the guests and staff at Safe Space. Safe Space had already moved locations twice in just two years, as HCM struggled to find a permanent home that was suitable for the needs of Safe Space guests.

Program Leader Hanna, and guests at Safe Space outside the church on the day of the announcement.

Despite all of this, Safe Space had never once closed the doors, always making sure there was somewhere for people to sleep, have a meal, and connect with support services.

This is not the first time that a bequest has had a huge impact on people facing homelessness in our community. In 2020, HCM was able to purchase a former motel in Glenorchy thanks, in part, to a generous bequest. This program, called Mountain View, now provides housing and support for 32 residents who might otherwise be homeless.

With the help of caring people in our community, HCM has always been there for those who are doing it tough—ever since 1852!

Every gift Willed to HCM, no matter how big or small, can help make sure that someone is always there for our community moving forward.



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.

We'd like to say a very big thank you to all of our donors, bequestors and regular givers. We'd also like to thank all of the community groups, businesses, schools and individuals who fundraised or donated gifts in kind to our programs.

7HOFM 101.7

ABC Giving Tree

Andrew & Margaret Walter

Athenaeum Club

Australian Philanthropic
Services Foundation

C3 Church & Convention
Centre

Channel Foundation

Chrysanthemum Foundation

Commonwealth Bank
Community Grants

Community Underwriting

Fairbrother Foundation

Festival of Voices

Firefly Studio

GIVIT

Government House

Hilary Wallace

Hobart Friendly
Society Foundation

Leith Hope Memorial
Foundation

MyState Foundation

Select Foundation

Southern Cross Austereo

Drs Steve & Laetitia Carter

Taste of Summer

TDT






WIN TV

How you can make a difference

- ★ Donate through one off or regular donations
- ★ Attend our fundraising events
- ★ Volunteer your time and share your skills
- ★ Develop a corporate partnership with us
- ★ Give in-kind donations to our programs
- ★ Donate 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

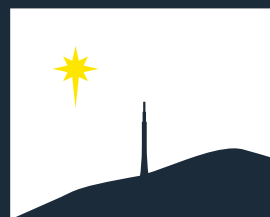
-  50 Barrack St, Hobart TAS
-  Monday to Friday: 8:30am – 5pm
-  info@hobartcitymission.org.au
-  www.hobartcitymission.org.au
-  (03) 6215 4200



@hobartcitymission
@citymissionopshops



Scan this code to
support people in your
local community



**Hobart
City
Mission**
Caring since 1852