Impact Report 2023

BUILDING CONNECTED COMPASSIONATE COMMUNITIES



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 is committed to the safety and wellbeing of children and young people and takes action to promote child wellbeing. Hobart City Mission understands 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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YOUR MPACT in 2022/2023

4,5004

people supported across all of our services A safe home for ...



23

young mums at Small Steps

12

dads at DIY Dads

53

children across Small Steps and DIY Dads

40

adults at Mountain View



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





food packs and vouchers for people in financial crisis

\$126,589



worth of vouchers given to Emergency Relief clients to use at City Mission Op Shops



17,365



safe nights of shelter at Safe Night Space

Message from the President

I'd like to commence by thanking a number of people for their significant contribution to Hobart City Mission.

Firstly, our passionate and dedicated staff and volunteers, without whom Hobart City Mission could not do its important work. Our generous and supportive donors who provide funds that are needed more than ever, and our partners, and governments for their ongoing support that enables us to care for our community's most vulnerable.

Directors and senior staff, assisted by an external facilitator, developed a new strategy—*Future Directions*—'*Taking the Step-Up*' for 2023-2027. This plan is an important document that sets out the goals and priorities for the years ahead and guides the operational plans that help us to achieve our objectives. At Hobart City Mission's 170th anniversary reception at Government House in November, Her Excellency the Governor launched the book *Always There* which tells the story of Hobart City Mission and its people. The Board believes it is very important that Hobart City Mission recognise those people who have devoted significant time and effort for the benefit of the organisation and its clients over many years. As a result, a process for identifying significant contribution is now in place and we will announce the first group of Life Members soon.

The Sleep Rough event took place in May, and this year a small but keen Board Team braved the hard concrete to help raise awareness of the plight of the homeless in Southern Tasmania. The event was very successful. This year the Board was disappointed to farewell Annie Curtis who provided valuable expertise and insights into the disability sector during her tenure with Hobart City Mission. Thank you Annie, and all Board members for their time, energy and commitment.



John Minchin President



To launch Sleep Rough 2023, the team laid out 236 sleeping bags, to represent every person sleeping rough in Tasmania

Message from the CEO

The Hobart City Mission team have strived during the 2022-23 year to meet the considerable demand for food and financial support across the community.

Increasing interest rates, higher rental costs, and the costs of most necessities like food, power and fuel have seen the demand for support from our Emergency Relief team grow significantly. We are expending almost twice what the State and Federal Governments provide in grants in order to meet the post-pandemic demand. Thank you to our generous donors for their assistance which enables us to meet the current level of need in our community.

During the year we completed construction of 15 units in Rokeby and during July started welcoming residents. This is an important step for Hobart City Mission, which has been several years in the making. The new program is called *Coming Home* and is aimed at providing long term accommodation for older men who have experienced homelessness. The complex includes three units which have been designed to accommodate participants with disabilities.

A key focus is executing the Strategic Plan approved by the Board in June 2023. In the near term this will include new programs to support people who have been experiencing homelessness, expanding our disability support service with a focus on participants with complex needs and expanding the reach of our charity retail program through pop-up shops and events.

We are currently working on plans to start a new program for couples with young children, to be known as *Growing Together*, and also re-establishing Caroline House, a program for older women experiencing mental health challenges.

> Volunteers in our Hobart Office who help to pack food packs

We have just welcomed Taryn Townsend to the position of Senior Manager, Charity Retail and thank Verity Davis for her leadership of the Social Enterprise over recent years. I would also thank all our hardworking employees and volunteers, without whom we could not support the many people we assist across Southern Tasmania.



Harvey Lennon CEO



7

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.

Purpose

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.



Legacy

Our Christian heritage has guided our values since 1852. As we grow with our community, our faith-based values guide us in welcoming people from all backgrounds.

Strategic Direction 2023-2027

Hobart City Mission's Strategic Direction for 2023–2027 focuses on 'Taking the Step Up'.

It centres around four key goals, that will give the organisation a united focus for the coming years.

The Strategic Direction was developed by the Board with involvement from the Senior Management Team.

Our goals



Meeting unmet needs and building resilience in our community

for participants with complex needs

2

3

To be a leader in the Charity **Retail sector**

Build solid foundations through shared services

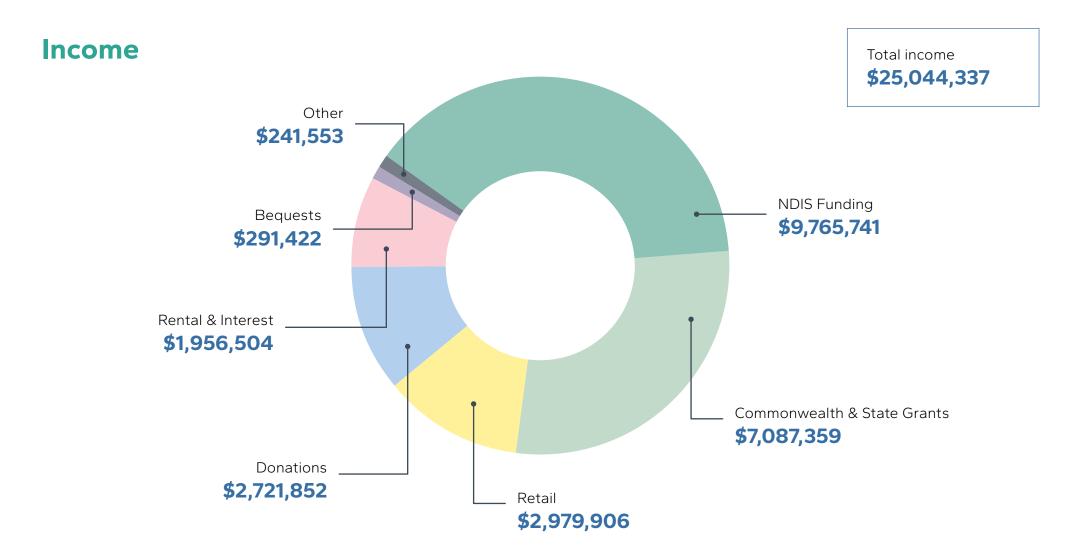


Volunteers with the Food Van handing out food at Huonville





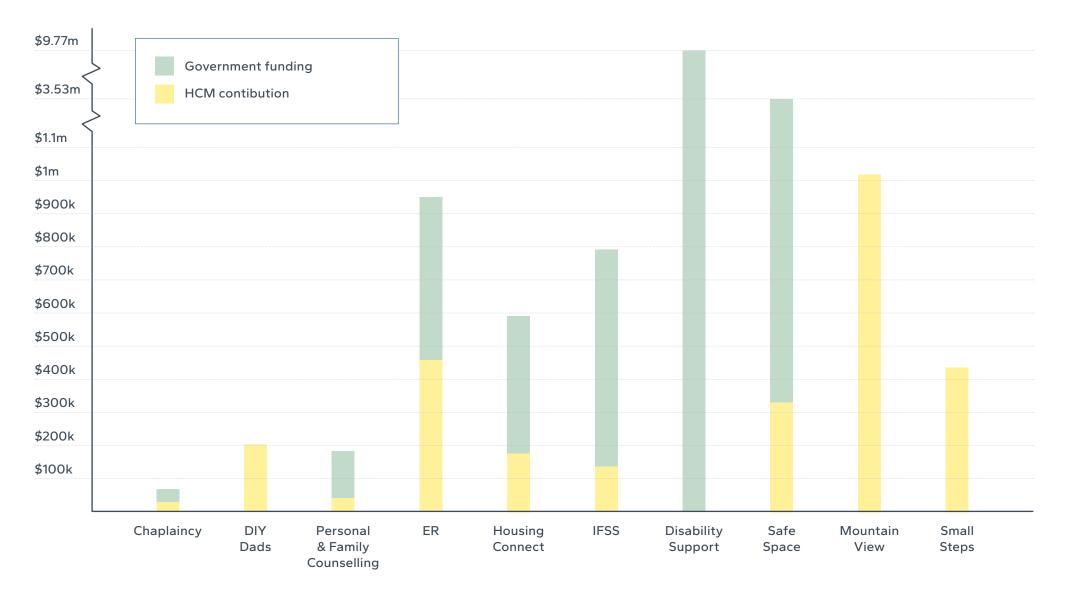
Financial Breakdown



10

(11)

Contribution to program costs



Detailed information on HCM's financials can be found on our website: <u>www.hobartcitymission.org.au</u>

In 2022/2023 ...



JULY 2022

Festival of Voices Corporate Choir Challenge & Big Sing

We partnered with Festival of Voices again, selling candles at the Big Sing Bonfire, and as the charity partner for the Corporate Choir Challenge. The Mission Songbirds Choir joined forces with Choir of High Hopes to sing ABBA's *Mamma Mia* at the Federation Concert Hall.



SEPTEMBER 2022 TILES Report released

A report by the University of Tasmania and Tasmanian Institute for Law Enforcement looked at the impact of the Safe Space Program and found that it has far exceeded expectations.

NOVEMBER 2022 Hobart City Mission celebrates 170 Years

On 23 November 2022, we celebrated our 170th Birthday. Her Excellency the Honourable Barbara Baker AC, Governor of Tasmania, hosted a birthday reception at Government House. The celebration also included the launch of *Always There: Hobart City Mission 1852 – 2022*, a book by Dianne Snowden that details the history of Hobart City Mission.



AUGUST 2022 Safe Space Open Day

We opened Safe Night Space to the public, inviting donors, volunteers, government and community and housing organisations to learn more about how we support people experiencing homelessness.

SEPTEMBER 2022 Hobart City Mission Staff Conference

Staff had the rare opportunity to come together at the Staff Conference. We enjoyed a day of sharing, learning and celebrating our hard work and achievements.

NOVEMBER 2022 26TEN launches lutruwita Love Stories

The Clarence Plains community shared their love stories to create a shared book, *lutruwita Love Stories*.







DECEMBER 2022

Christmas Assistance Program

The community donates toys, food, and hygiene products to provide over 1,000 families with a brighter Christmas.

JUNE/JULY 2023 Kingston City Mission Op Shop Finds a New Home!

Our Kingston Store moves from Kingston Town Shopping Centre to Kingston Beach. The new boutique store is a hit with our customers.



DECEMBER 2022 Food van launched

An Emergency Relief Food Van pilot program is launched in Huonville and Sorell (see p17).



MARCH 2023

The community raises \$290,000 to renovate the bathrooms at Safe Space

The community comes together to raise funds to renovate rundown bathrooms at Safe Space. Works are currently in the planning phase and will start soon!

MAY 2023

MAY 2023

Volunteer Week

A week of events and

to reflect on the huge

in Southern Tasmania

impact volunteers have

catch ups provides a time

National

Sleep Rough

Participants at *Sleep Rough ... so* others don't have to raise \$225,000 to support people facing hardship and homelessness (see p49).

≥ p49).

Hobart City Mission

JUNE 2023 Safe Space receives funding

for a further five years

The State Government confirms a further five years of funding for the Safe Space program.

JULY 2023

Residents move into 15 new units at Rokeby

Twelve of these units are part of the Coming Home program, providing housing for older men who have experienced homelessness. The other three are for people living with disability.

Emergency Relief

Who's it for?

- » Anyone in financial crisis in Southern Tasmania
- People and families who are housed, as well as those who are sleeping rough

How YOU can support Emergency Relief

1 N

Make a financial donation

- 2 Donate non-perishable food and pantry items
- 3 Donate hygiene items

Emergency Relief receives some government funding, however the full need in our community is met by your donations. Thank you. Visit our website for more information.

How Emergency Relief helps

- Food packs and frozen meals for people struggling to put food on the table (no appointment needed)
- » Free clothing, nappies, toiletries, as well as blankets, bedding and tents if available
- » Emergency Relief appointments 45-minute sessions with an experienced support worker. During these sessions support workers help discover the cause of financial stress and find solutions by:
 - Developing a budget together
 - Providing supermarket vouchers
 - Helping clients to apply for No Interest Loans
 - Setting up payment plans for overdue bills
 - Providing pharmacy vouchers
 - Providing Mission Money vouchers, that can be used to buy clothing, furniture and homewares from City Mission Op Shops
 - Being a friendly, listening ear when people are going through a tough time.
- Emergency Relief provides financial support so people can continue to pay rent and are not forced into homelessness

In 2022/2023 ...



1996 Individuals assisted



5825 food packs handed out



3388 ER appointments provided



141

people assisted with utility bills



1250

people waitlisted due to lack of available resources





of people were able to make an appointment after being waitlisted

15

I first reached out to Hobart City Mission seven years ago. We were homeless and living in a car. It was scary. The nights were horrible and cold. Hobart City Mission was a miracle that came into our lives and got us <u>our house</u>.

Since then, they've been there to help me put food in my cupboards. It's only because of them that we can eat sometimes. There's a constant budget. If we have to register the car, we have to plan six weeks ahead to register that car. Or if there's a birthday coming up or Christmas or Easter, we have to plan months ahead. I've skipped meals just to make sure my kids eat.

It would have been very hard without Emergency Relief support.

The people who donate help families who need it the most. Without their help, people would literally be stuck. We're so grateful for the help we receive.

CARLY STORY

I just want my daughter to be a bright, happy, smart girl and she's becoming all those things. If I know she's going to school in a clean uniform, with lunch in her belly, and she's happy; then I'm happy."

> *Name changed and model used to protect identity.

Safe Space

Who's it for?

» Adults who are experiencing homelessness and sleeping rough in Hobart

How YOU can support **Safe Space**

- Make a financial donation
- Donate food both fresh 2 and non-perishable
- Donate hygiene items 3 and clothing such as socks and underwear

The State Government funds the staffing and some food costs for Safe Day & Night Space. Donations from the community help to fund other costs such as new bedding, tea and coffee, and upgrades to the facilities. Visit our website for more information

How Safe Space helps

Safe Space is run across two separate locations; Day Space, and Night Space.

Anyone is welcome to come to the Safe Day Space to access services, have a meal, or just have a chat with our friendly team.

Safe Day Space provides:

- » A welcoming place to be during the day (8am to 6pm)
- » Hot meals, snacks, tea and coffee
- » Lockers to store belongings
- » Friendly support staff and connections to other services such as Services Australia, Drug and Alcohol support, legal support, Housing Connect and Orange Sky Laundry to wash clothing

Safe Night Space is for people who are sleeping rough and provides a bed for 35 people every night.

Safe Night Space provides:

- » A safe, sheltered place to sleep at night (6pm – 8am)
- » A stretcher bed with blankets, pillows and sleeping bags
- » Hot meals, hot drinks and cooking facilities
- » Shower and bathroom facilities

In 2022/2023 ...



individuals assisted at Safe Day Space





356

individuals supported through Safe Night Space



49%

of clients known to have moved into housing or accommodation



31.200 meals provided



13,312

connections made with other support services





66

If it wasn't for Safe Space we would have been living in the car. When we called, they said straight up, 'Come in and we'll get you a bed tonight'. It was such a relief.

Then when we got our own home, it was just the best feeling in the world. At that point, we had two weeks left in our pregnancy, and we'd been staying at Safe Space that whole time. It was instant relief. And thankfully there was a bit of time to set up our new home before baby Scarlett came.

Hobart City Mission helped us an incredible amount with the dining table, fridge and some other furniture. It's amazing to finally have a home. Our new place is wonderful. It's a 15-minute walk down to the shops. It's great to get out and be able to walk with the pram. And there's other families around us so it's just wonderful.

There are just no words to truly express the gratitude we have. There have been so many happy tears cried. All of these wonderful people have helped us out, even though they didn't know anything about us.

Without the support of these awesome people, we wouldn't be here today."

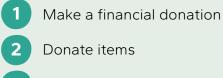
Luke and Helaina stayed at Safe Space when they were pregnant and experiencing homelessness. They received the news that they had a home just two weeks before their baby Scarlet was due.

Coming Home

Who's it for?

- » Men aged 45+ who are experiencing homelessness
- All residents were on Housing Tasmania's priority waitlist prior to moving in

How YOU can support Coming Home



Leave a gift in your Will

The State Government helped to fund the building of these units. Hobart City Mission funds the ongoing costs of the program. Visit our website for more information.

OBART CITY MISSION

How Coming Home helps

- » Provides a long-term home for men aged 45+ who have been experiencing homelessness
- » Builds a supportive community with the other residents
- » A dedicated Coming Home support worker helps residents to settle into their new home and work on their goals, such as:
 - Finding employment or further learning
 - Reconnecting with family
 - Addressing alcohol and other drug issues
 - Addressing other health issues

We launched the Coming Home Program in July 2023. Residents were thrilled to move into their new homes, quickly creating a strong feeling of community.

There are 12 one or two-bedroom units on site as part of the Coming Home program, plus another three units specifically designed for people living with disability. The construction costs were funded through State Government funding and a significant donation left to Hobart City Mission as a bequest.

This bequest was left with the specific request to support older men who have been facing homelessness. We developed Coming Home to honour that wish.

Early days of construction at the Coming Home Program. The 15 units are now complete, thanks to the support of the community.





I've cared for mum for the last 10 years since Dad passed away from cancer, and I helped Mum nurse him in the last six months of his life too.

I was living there, then living in my car, and in the rooftop tent. I've lived in a caravan for a while too but that fell apart. So then I went back to my car and was sleeping on the front seat. Mentally and physically, I was starting to get down. I needed to do something to progress.

Moving here has been awesome. It's cosy and warm. To be able to give somebody an opportunity to be in their own space, in their own place and in their own time; It's just magic.

I was talking to one of the other guys who lives here last night, and he is so grateful and so happy that he can have a home. He's got somewhere he can lay his head and lay in a bed. He never knew from day to day, what he was going to do, where he was going to be. But now he knows that he can just chill.

We've all had some tough things going on, and to be given an opportunity to not have to worry—it's amazing. Just being able to not worry.

I'm forever grateful. From the bottom of my heart, I'm forever grateful."

*Model used to protect privacy

Mountain View

Who's it for?

- » People who have been experiencing homelessness and sleeping rough
- » People on the Housing Tasmania priority waitlist

Mountain View is a former motel in Glenorchy, with 31 bedsit-style units.

How YOU can support Mountain View

Make a financial donation
 Donate items
 Volunteer

Mountain View is 100% donor funded — without donations this program would not be possible. Visit our website for more information.

How Mountain View helps

- » Provides housing with three meals a day and bills included
- » Mountain View support workers help residents to work on their goals, such as:
 - Gaining an education or finding employment
 - Addressing alcohol and other drug issues
 - Reconnecting with family
 - Finding independent housing
- Residents can stay at Mountain
 View for as long as they like. Many people use it as a stepping-stone to independent housing, and for others, it is their forever home
- » Approximately 50% of the residents at Mountain View have been guests at our Safe Space homelessness shelter. The connection between the programs means we can support people on their journey out of homelessness

In 2022/2023 ...



individuals assisted



16 new residents



of residents came to Mt View from Safe Space



20%

53%

of residents are Aboriginal or Torres Strait Islander



75%

of people who have moved out, have moved on to housing of their choice

Since program launch **73 individuals** have been assisted, and **24 residents** have moved on to independent housing.

I was on the street at ten years old. I remember sleeping on park benches in the middle of nowhere. Once I had a housing worker who couldn't find anywhere for me to stay, so she brought me a tent and started crying as she dropped me off at St David's Park.

I moved into Mountain View on Christmas Eve last year. And not long after that, I found a home of my own. If it wasn't for Hobart City Mission, none of this would have happened. I would have been back on the street.

EVERLAST

Instead, I went from Safe Space, to rehab, to Mountain View and now I've got my own place. I could've easily gone down a very different path, but coming to Mountain View helped me a lot. I was very honest with the team at Mountain View about my drug addiction, how I needed help with it. And since then, I haven't been using.

If I was to meet the people donating, I'd thank them. I'd tell them about my journey and what I've experienced and thank them for making it possible. Without them, where would I be?

Things do get better after all. It might take 31 years but, they do. This was my opportunity, and I took it."



Jaz stayed at Safe Space, and Mountain View before moving into her own home recently. She regularly keeps in touch with the team at Mountain View.

Small Steps

Who's it for?

- » Young mums aged 15-25 and their children, who are experiencing homelessness
- Mums who are at risk of having their children taken into State Care because they have no home

How YOU can support Small Steps

Make a financial donation
 Donate items
 Volunteer

Small Steps is 100% donor funded – without donations these 12 homes and the support for mums simply wouldn't be possible. Visit our website for more information.

How Small Steps helps

- » Provides a safe home for young mums and their children
- » Helps mums build strong healthy relationships with their children
- Creates a supportive environment with support workers, other mums, and volunteers
- Prepares mums to be successful when they move into independent living in the community
- » Staff support mums to work on personal goals such as:
 - gaining an education,
 - getting a drivers licence
 - finding employment
 - building their parenting skills
 - finding long-term housing
- Without Small Steps, these mums would be homeless, or staying in unsafe situations.
 They may even lose custody of their children, simply because they have nowhere to live.
- » Mums can stay for up to two years, with 12 units available onsite

In 2022/2023 ...



mums assisted



28 children assisted



15 new residents



mums have moved on to independent/stable housing



31

mums on the waitlist (total of 39 children)



62 referrals to Small Steps



I moved to Small Steps because I needed to get away from where I was living.

I don't have any communication with Molly's* dad because of a family violence order. The house I was living in was where our relationship broke down and I just couldn't deal with it. It was unaffordable and there were too many bad memories there. So, I had to get out.

I'm so glad for the support from Small Steps, because they really helped me. They helped me a lot with Molly* and supported me with being a mum, encouraging me. Kylie from Small Steps also helped me learn to drive. She took me driving so that I can get my hours up and get my licence.

There are a good bunch of mums at Small Steps. We hung out every night, having fun in the courtyard together. We felt so supported at Christmas – the community gave us hampers and toys. We all cooked food together, and had a lot of fun. We decorated the courtyard and had Christmas lights everywhere. The kids all loved it. It was really nice. I'd never experienced that before.

I appreciate the community for seeing Small Steps as important, and for making our Christmas so special."

BRON STORY

*Name changed and model used to protect identity.

DIY Dads

Who's it for?

- » Dads and their children who are experiencing homelessness
- » Dads who are at risk of losing custody of their children because they have no home

How YOU can support DIY Dads

1 Make a financial donation

- 2 Donate items
- Host your own fundraiser

DIY Dads is 100% donor funded — without donations these eight homes for dads and their children simply wouldn't be possible. Visit our website for more information.

How DIY Dads helps

- » Provides a safe home and supportive community for dads and their children
- » Helps dads to build strong healthy relationships with their children
- Prepares dads so they can be successful when they move into independent living in the community
- » DIY Dads staff help dads work on their personal goals and develop skills such as:
 - Budgeting and maintaining a tenancy
 - Parenting and building healthy relationships
 - Gaining education including
 short courses
 - Finding employment
 - Securing long-term housing
 - Arranging parenting plans and arrangements with family law court
- » Without DIY Dads, these dads could be homeless. This can mean they lose custody of their children, resulting in a breakdown in the relationship between a father and his children.

In 2022/2023 ...



9

dads assisted



25 children assisted



dads successfully moved on to permanent housing



dads back at work



dads in formal education/ university/TAFE



2 children re-unified with dad



35

dads on the waitlist were referred to other services



I was tentative moving into DIY Dads, but I knew it was the only option for me and my kids. Otherwise, we'd be homeless.

Dave and Emma [staff at DIY Dads] were incredibly welcoming. And once I moved in, I connected with the other guys. We're all very different; different backgrounds, different ages, different numbers of kids, but we're all united by wanting the best for our children and wanting a strong relationship with them. We just need a hand up.

I don't know where I would be if it wasn't for DIY Dads. We'd still be in that dilapidated house. I know that I would have run out of money. I know that my body wouldn't be healed. I know that I would probably be unemployed. And, I would have had to make the decision. That, my kids deserve better than this, and that would have meant I couldn't be in their lives.

We were at DIY Dads for 18 months, and now we have our own home, with a big backyard and a trampoline. It's the Australian dream.

The team at DIY Dads helped me get my needs met and there are supporters who make DIY Dads possible. I will never know who they are, but I owe them an enormous debt of gratitude. I have benefited a lot from DIY Dads. And I am incredibly thankful for that."

> *Name changed and model used to protect identity.

Housing Connect

Who's it for?

- » People who are facing or experiencing homelessness, including rough sleepers
- » People who need housing support are from all walks of life and can be facing homelessness for many reasons, such as:
 - Domestic and family violence
 - Increases to rent or evictions
 - Crowded conditions in their current home
 - Loss of employment
 - Relationship breakdown and separation

How YOU can support Housing Connect

Make a financial donation

Housing Connect is funded through the State Government. However, we saw a need for another support worker in our Housing Connect team. Since then, donations to Hobart City Mission have helped to fund this important additional role. Visit our website for more information.

How Housing Connect helps

- Finds and secures emergency accommodation for people in immediate crisis
- » Sources long-term housing solutions
- Helps people navigate complicated referral processes for shelters and community housing
- » Links people with other support services to help address other issues. These issues may be impacting their ability to find or maintain a home. Services can include alcohol and other drug support, family support services and Emergency Relief.
- » By being a consistent connection throughout someone's journey out of homelessness. With limited options in the current housing crisis, having a familiar and friendly face can make a huge difference to someone facing homelessness.

In 2022/2023 ...

51



bed nights provided in hotels, motels, etc.

3256 bed nights in a

Communities Tasmania property (short term housing)



 \leftarrow

234 referrals received

153 referrals made to other services

180

cases closed due to immediate needs met



6210

individual contacts made with people facing homelessness

My role is Housing Connect case manager. I develop case plans, listen, and respond to things when they arise, so if someone needs emergency accommodation, then it's my job to look at how to best solve that problem.

Everybody who walks through our door is different. Usually, though, the first port of call is to approach the shelters and see what their availability is. A lot of people are shocked to hear that even the shelters have waiting lists, quite long waiting lists. How long? I heard the other day a prominent shelter in town has a 5-month waiting list.

So, we're now at a point where you've got months of waiting just to access a shelter, never mind a home. It means we have a huge number of people who are couch surfing, sleeping in tents or living with friends and family—just so they can have a roof over their head.

Recently I helped broker accommodation for a young mum fleeing domestic violence. She doesn't have family or community here in Hobart, so I helped get her into temporary accommodation and then on to a shelter. Now she can put her feet on the ground in a safe place with her children and begin her journey of recovery."

> Tenile, Housing Connect Case Manager

Integrated Family Support Services (IFSS)

Who's it for?

» Any primary caregiver who needs parenting or life skills support so their children can grow and flourish.

We are one of eight organisations that provide IFSS to families in Southern Tasmania. Families come to IFSS through the Advice and Referral Line. The IFSS program is funded by the State Government until June 2025.

How IFSS helps

- » Provides in-home support for families with children aged 0-18 years old.
- » Helps parents and caregivers to work on self-identified goals. These goals could include things like:
 - Managing challenging behaviour
 - Improving communication skills
 - Improving child health & wellbeing
 - Building relationships
 - Setting up routines
- » Support Workers meet with families once a week to work on the goals
- » Connects families with other support people such as schools, teachers, social workers
- » Is a non-judgemental source of support
- » Gives caregivers the tools and confidence to face other challenges in the future

In 2022/2023 ...





cases closed after goals reached



228 children assisted



15

families from a cultural and linguistically diverse background assisted

HOBART CITY MISSION

BECS STORY

I recently worked with a mum for over two years. At the beginning, she couldn't make a phone call to a service — she felt so disempowered and so judged. But at the end of our engagement, she was assertive and confident and could advocate for herself and her child. And the child gets to see their mum role-modelling that self-confidence.

To me, that's a really great outcome.

I feel privileged to be able to be able to work with these families. They allow me into their house to meet their children and trust me. It takes time to build that trust, but I just feel so privileged.

Everyone's got a story. And there's a reason for why they are where they are. Housing is a big barrier at the moment. It's very hard to work around parenting when you're homeless. These families might be couch surfing from one home to the other, and the instability can really impact the children.

We try and support them with as much emotional support as we can and hang in there until they get housed.

I always talk with families about them having more strength than they realise. And we just help them tap into that."

Disability Services

Who's it for?

 People living with disability in Southern Tasmania who have an NDIS plan



How Disability Services helps

- » Gives people the support they need to live life in a way that suits them
- » We do this by providing:
 - Supported Independent Living (SIL) we support people in their home, either on their own or in a shared house. SIL is individual to each person and often includes overnight support.
 - Support with Personal Activities we help with daily tasks and personal activities, such as cooking and cleaning, personal care and household tasks
 - Support to access the community we help people to do the things they love, including recreational activities, spending time with family or friends, and working or volunteering
 - Disability Support for Older Australians aged 65+ who aren't eligible for NDIS.

In 2022/2023 ...



participants supported in Supported Independent Living



21 community participants



5 new participants



Supported Independent Living houses run by Hobart City Mission

Staff with Hobart City Mission's Disability Services help participants to achieve their personal goals.



31

I've lived here for a while now, maybe around 12 months.

I haven't moved far from home – I grew up around here. Dad built a house just up the road as a wedding present for my mum!

I just like to get up and have a good day. There's nothing to worry about. I swing my feet outta bed, get ready for the day and I'm on my way.

There's always someone around to help me out — saying 'what do you need, how can we help?'. And you only have to look at the grin on my face to know that there are no problems at all. I said to the support workers the other day, give yourselves an extra tick on your report — you deserve it!

I live with three other guys, and it's all very close-knit. We take the van out – we all head out together and make a day of it. They ask me where I'd like to go and I say, Surprise me!

That's just the way I am."

RRY

RY

Terry lives in Supported Independent Living, supported by us at Hobart City Mission

Counselling

Who's it for?

- » Any community members who need free counselling support
- We provide one-on-one counselling, as well as counselling for couples or families
- Our counselling services are particularly important for those facing financial hardship, who might otherwise not be able to access these types of service

Our counselling services are funded by the State Government and the NDIS. We also have a fee-forservice model for those who are able to afford low cost counselling. This year, we have facilitated two university students on placement, who both made significant contributions and helped keep our waiting lists down.

How Counselling helps

- » Guides people through life struggles, including grief, trauma or relationship breakdown
- » Builds self-awareness, self-understanding and self-empowerment
- » Creates a sense of psychological wellbeing
- Connects clients with other important services where needed
- » Gives people the tools to build resilience and self-reliance

In 2022/2023 ...



individuals assisted (new & existing)



68

10



people waitlisted due to high demand



NDIS participants engaged with counselling

HOBART CITY MISSION

55

Things got quite intense in my life. My wife and I moved to Australia just before COVID. I had made a career change that unknowingly turned out to be a huge trigger for me.

The main trauma from my childhood is sexual abuse. It's something I never opened up about to my wife. I had talked about it with previous partners, but it always led to a devastating end of the relationship. So, I feared losing someone I love again, over something that happened to me a long time ago.

When we moved to Australia, it felt like I had the space to unpack it all. It was a big challenge, and that's when I decided to access counselling. Without it, I wouldn't have had any support here, and amongst other things, it helped me to finally share my life story.

Counselling is that safe place. It's someone who has the knowledge to help you through it. And Lynn has a really good understanding of trauma and how to deal with it.

I want to encourage people who've had a hard life to make use of the help out there.

Abuse never really leaves you. You live with it and it shapes you. It's part of you. But it's important to come to a point where it doesn't dominate your life anymore. It's hard work, and it never goes away entirely, But it does get easier, and counselling is a way out—it's a way to grow."

Jonas* has been accessing Hobart City Mission's free counselling service for around two years.

*Name changed and model used to maintain client privacy

Food Van

In December 2022, we came together with Italian Day Centre, Lions Club of Kingborough and Hazell Bros to launch an outreach Food Van.

The van visits Huonville and Sorell once a week, to provide food and connection to other support services. These communities currently have limited options for people who are facing food insecurity.

The Food Van began as a 6 month pilot program and has been part-funded by the State Government for a further 12 months.

How YOU can support the Food Van

- 1 Volunteer to drive the food van
- 2 Volunteer to help distribute meals
- 3 Make a financial donation
- 4 Donate non-perishable food and pantry items

Visit our website for more information.

Who's it for?

- People living in Huonville or Sorell, who are struggling to put food on the table
- People from surrounding areas such as Dover, Geeveston, Dodges Ferry and Dunally also come to access the Food Van

How the Food Van helps

- » Provides food packs & fresh meals
- » Provides children's lunch box items such as muesli bars/fruit cups etc.
- » Connects people to other important support services in their local area
- » Offers a friendly familiar face and listening ear when people are going through a tough time









*during the six month pilot



Claire volunteers on the Food Van.

In 2022/2023* ...



1577 pastoral care conversations with students



760 conversations with parents/family/carers

874

conversations with school staff

152 referral

referrals made to other support (internal and external)

*approximations across three schools

Chaplaincy

Who's it for?

- » The School Community at three schools in Southern Tasmania:
 - Collinsvale Primary School
 - Rosetta Primary School
 - Moonah Primary School
- » Children at the schools and their parents and caregivers
- » Teachers and school staff also benefit from having School Chaplains onsite

The school Chaplaincy Program is funded by the State Government, with some input from Hobart City Mission's fundraising program.

This year, we wanted community involvement and connection to grow, so we decided to re-establish a working school garden. To start with, families joined monthly to help restore the garden for students. Now, each Friday morning, families from Collinsvale Primary gather around the school fire pit, sharing stories, building connections, and dabbling in a spot of gardening.

How School Chaplaincy helps

- » Provides emotional, social and spiritual support to school communities through:
 - Conversations with students, families, teachers and school staff
 - Facilitating groups
 - Organising fun activities
 - Mentoring students
 - Connecting families to other organsiations and making referrals for support
- » Builds resilience and connectedness
- » Empowers individuals and groups
- » Listens, and provides support with sensitivity to a child's background and beliefs
- Provides support with behavioural challenges, friendship or family issues, and bullying

Oatlands Community Hub

Who's it for?

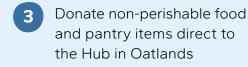
- » People living in Oatlands and neighbouring towns who:
 - benefit from easier access to activities and services
 - are in need of food and other financial support

How YOU can support the Oatlands Community Hub



Make a financial donation

2 Find out about opportunities to volunteer in the Community Garden



Visit our website for more information.

There is an increasing need for services in the Southern Midlands. To address this need, we developed the Oatlands Community Hub in collaboration with The Salvation Army's Communities for Children program. We act as a conduit and also have successful partnerships with Oatlands Community Association; Reclink Tas; Uniting; and the Southern Midlands Council.

How the Oatlands Community Hub helps

- » Connects people to other important support services in their local area
- » Provides food packs for people struggling to put food on the table
- » Gives local supermarket vouchers to people who have made an Emergency Relief appointment.
- Gives out fresh vegetables, herbs and flowers
 straight from the community garden that is cared for by local volunteers.
- » Provides after-school activities for children
- » Coordinates regular bus trips into Hobart shopping centres to enable residents not comfortable driving distances, to purchase items unavailable in Oatlands.
- » Has helped to create a local group, ReGeneration, whose sole purpose is to fundraise and create more local activities for children in the Oatlands district.

In 2022/2023 ...



people supported through ER





supermarket or fuel vouchers handed out



221 frozen meals handed out



food hampers and fresh vegetables handed out



12

113

51

shopping trips to Hobart



local children have benefited from Hub activities



Pastoral care sessions for community members



37

I was able to get some new pillows today, something I've been wanting to do for a long time but I couldn't get to Hobart without the bus trip down.

The bus is very comfortable and Neil is a good driver.

I started coming on the bus trips from Oatlands to Hobart, after my husband passed away.

I didn't have anyone else and I became suicidal. The shopping trips on the bus really saved me. It made me get up and about. I go to lots of appointments on these trips — to my solicitor, my accountant, my dentist — everyone's there! The trips are so entertaining, and it makes me feel so happy to spend the day with such a fantastic group of people"

CAROL STORY

Caroline lives in Oatlands and makes the most of the Community Hubs regular trips to Hobart.

One Community Together

One Community Together (OCT) is a collective of residents, community groups and organisations working together in Clarence Plains.

Who's it for?

- » People living in the Clarence Plains community – this includes the suburbs of Clarendon Vale, Glebe Hill, Oakdowns and Rokeby.
- » Partners of OCT 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.

Hobart City MIssion employs a full-time Project Officer who works within the collective to coordinate projects and support partners work. 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.

How OCT works

- » Uses a place-based approach. This means people work together to create long-term positive change
- » It is community led, creating and working on shared goals that are by the community, for the community.
- » Brings residents together in Focus Teams The Focus Teams work on areas that the community has identified as top priorities e.g. Community Spaces, Work and Learning etc.
- » Provides opportunities for the community to come together. There are celebrations, events, working bees, and awards nights, amongst many others.
- » Creates a sense of pride and reduces stigma

In 2022/2023 ...



Landcare working bees



Community celebrations



Shaping the Plains stories shared

plus lots more!

HOBART CITY MISSION



In 2022/2023 ...



275 people participated in 26TEN events



241 hours of learning, literacy and maths sessions

151 English conversation groups



regular volunteers

26TEN

26TEN is a network of organisations and individuals working together to improve adult literacy and numeracy in Tasmania.

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.

Clarence Plains now has a full-time 26TEN Community Coordinator, who is employed by Hobart City Mission.

Who's it for?

- » People living in the Clarence Plains area who are struggling with reading, writing and maths.
- » People who have English as an additional language, and want to improve their English

How 26TEN helps

- Connects learners with volunteer tutors. The tutors help learners achieve their reading, writing, or maths goals. The 26TEN Community Coordinator trains the Tutors for this role.
- Coordinates regular English Conversation Groups. These groups are casual catchups with community members of all backgrounds. People with English as an Additional Language can practice their English in a relaxed friendly environment.
- » Hosts Reading Cafes and other workshopstyle events to improve literacy & numeracy
- » Increases the learner's confidence in their literacy and numeracy skills, which increases self-confidence in other areas of their lives
- Connects with the Child & Family Learning Centre, local schools and other community groups

City Mission Op Shops

Who are our Op Shops for?

- » Anyone who loves making environmentally friendly shopping choices
- » People who want to see their dollar have a positive impact in their community
- » People in financial hardship who use Mission Money vouchers that we provide through Emergency Relief
- » People who enjoy celebrating and exploring their unique personal style

How YOU can support **City Mission Op Shops**

- Donate your second hand clothing, furniture & bric-a-brac - your quality items that you would be happy to pass on to a friend
 - Volunteer

Shop with us!

Visit our website for more information.



HOBART CITY MISSION

City Mission Op Shops provides:

- » A place of social connection for our customers, clients, volunteers and staff
- » A way to reuse and recycle giving your unwanted goods a second life
- » An alternative to wasteful fast fashion
- » Funding to run Hobart City Mission programs that support people facing hardship and homelessness
- » A friendly face to the organisation, and a connection point to our services for people in need

Thank you to everyone who shopped and donated with us over the past year! Your efforts are contributing to a more connected, resilient local community.

In 2022/2023 ...



664,235 items kept out of landfill



\$3,144,329 worth of items purchased



\$126,589

worth of support given to Emergency Relief clients through Mission Money vouchers





59,850

kilometres travelled by our transport team, collecting donations and delivering goods

I like the stuff you can't get anywhere else. The variety in Op Shops is just incredible. It's such a thrill to find something unique. I love finding things that stand out and buying things in groovy colours that you just can't get in other shops.

Plus, I love the fact that I'm donating to charity. It's so cool. I'm getting something that I enjoy, and the money is going towards something good as well. It's a double whammy.

My favourite find in an Op Shop was my pink crocs. I really wanted some and they were quite expensive brand new. But then I saw these bright hot pink crocs, pink being my favourite colour. And they were like \$6! It was a no brainer. I've never felt such joy, seeing them!

I love the Moonah City Mission Op Shop.

You can't go there without leaving with something. I love Bric-a-Brac and the record section. And the vintage section as well -1 could spend a lot of time in there!

It's always so nice to have a conversation with someone in an Op Shop. They're volunteers, who want to be there and they're so genuine. I fully respect that. It's awesome."

> Julia – a local Op Shop lover, who generously volunteered her time to be our model for our instore signage and social media. Thank you, Julia!

Volunteering

Our volunteers invest their time, skills and efforts to extend our impact in the community. Their efforts allow us to support more people in need than ever before.

They are motivated by their alignment to our Vision and Purpose — they see the great need in Southern Tasmania and step up to help. Our volunteers value the strong sense of community they gain from Hobart City Mission, fellow volunteers and our clients and customers.



Would you like to join our volunteer community? Scan the QR code or email **volunteering@hobartcitymission.org.au**

Thank you to all of the volunteers who help to make Hobart City Mission the special place that it is.

How our volunteers help

- » Handing out food relief packs
- » Supporting young mums at Small Steps with childcare and babysitting
- » Joining working bees in our programs
- » Sorting and selling items in our Op Shops
- » Setting up and packing down at Safe Space shelter
- » Collecting and delivering donations in our trucks
- » Plus much more!

What our volunteers say:

- » "Volunteering at Hobart City Mission has changed my life. It has done so much more for me than I do for them. Can't thank everyone enough"
- » "Love it and the people I work with. Proud of all the things Hobart City Mission achieve"
- » "I fully recommend it to anyone who has the time"

In 2022/2023 ...



80,000+ hours invested by our volunteers



\$3,453,600

value of the hours that volunteers contributed (extends our budget and makes our programs possible)



456 active volunteers

170 volunteers registered for events

Volunteering with Hobart City Mission has been one of the most enjoyable and enriching experiences I've ever had.



We've been doing our "But to Serve" projects within Hobart City Mission's programs for about seven years now.

But to Serve is C3's big volunteering day, where about 300 of our congregation sign up to attend one of 8 projects around our city, to help non-profit organisations and individuals.

At Hobart City Mission this year we did a project at DIY Dads, to give the gardens and outdoor areas a bit of a spruce up. We love it when we're doing a working bee and the residents come and join in as well or just have a chat. That's always the highlight for us.

We've also recently had a team of women going to Small Steps once a month to cook the young women lunch and spend time with them. It's just one meal that the mums don't have to think about, and a way to all catch-up and have a chat. Food is something that brings people together and we hope that we can help just a little bit, to be a small step in their journey.

We love that Hobart City Mission works with the most vulnerable in our local community and doesn't shy away from hard situations, and we are thankful for the chance to partner in that. Hobart City Mission sees a need and says, "We're going to give it a go to meet that need. These people are important, and we need to do something".

If everyone does a small amount for other people by volunteering, then it all adds up and makes a huge difference."

Promise from C3 group, putting together a cubby house for the children living at DIY Dads.

The Board

The Hobart City Mission Board is a voluntary board made up of local community members. The Board is responsible for the overall governance 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 <u>hobartcitymission.org.au/</u> <u>meet-the-board/</u>



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 want to help people in need in my own local community, Hobart. And no one does that better than 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.



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

The greatest achievement of Hobart City Mission is the continued expansion of the facilities and services provided by Hobart City Mission to our fellow community members who are in desperate need of services.



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.

> Drone footage of staff at the Staff Conference spelling out HCM170 to celebrate the 170th anniversary



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 Hobart City Mission 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.



Senior Management Team

The Senior Management Team (SMT) leads the organisation to achieve goals, deliver services and plan for the future. The SMT provides operational direction and makes decisions on initiatives and branding. The SMT makes recommendations to the Board through the CEO, about their area of responsibility.



Harvey Lennon

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.



Taryn Townsend Senior Manager, Charity Retail

Being new to Hobart City Mission I have been warmly welcomed and embraced by the positive workplace culture. I love how our nine retail op shop stores can positively impact our local community every day.



Michelle Folder Senior Manager, Communications & Fundraising

I love that HCM is an organisation that genuinely cares, about the people who 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

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



Jane Thiessen Senior Manager, People & Culture

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

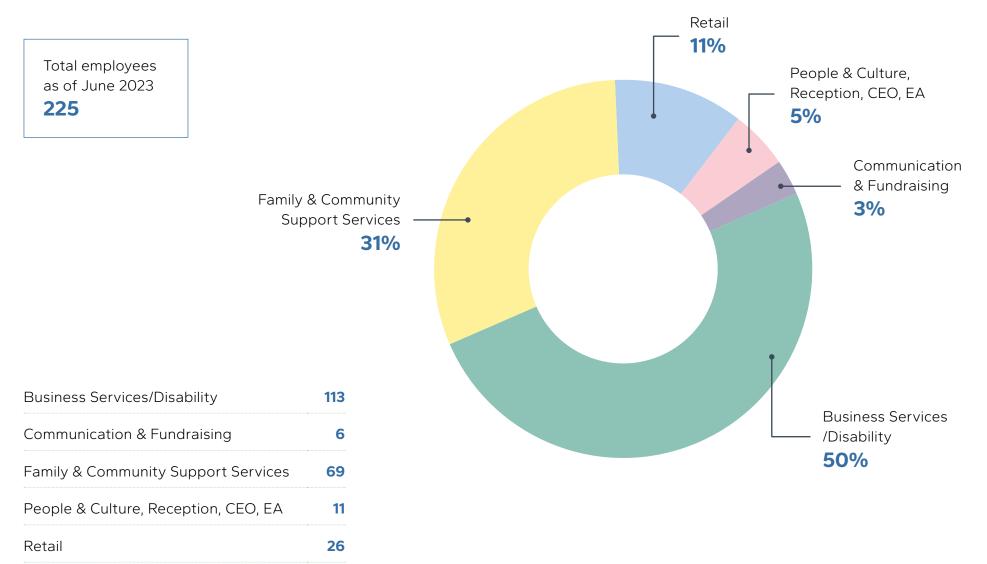


Bob Walker

Senior Manager, Family, Housing and Community Support Services

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

Our People



Thinking for future Tasmanians

For former board member Robin, deciding to leave a gift in her Will means support will always be there for people in need.

"From my youngest years, I was taught that once you've got clothes on your back and food in your mouth, see what you can do to help others. It's important, that people in the community feel a responsibility to give, as well as to receive. I really do think that.

My long association with Hobart City Mission was a big lead-in to my decision to leave a Gift in my Will. I know that Hobart City Mission works very hard for those who haven't got enough, and who need a leg up.

There are always going to be people who don't have enough. And there seems to be a bigger gap, between those that are living okay, and the ones that aren't. It seems to be more distinct. A gift in a Will can help address the needs that will undoubtedly arise in the future.

It's not self-serving, no one's going to put your name up in lights necessarily, but all sorts of things are achieved by people's very quiet giving. It's just special."

Scan the QR code to find out more about leaving a gift in your will, or contact us on 6215 4200.

OBIN





Sleep Rough ... so others don't have to

This year, 400 community members joined us at *Sleep Rough ... so others don't have to* and raised over \$223,000 to help people facing homelessness.

That's enough to fund:

- » A safe home for 4 young mums and their children for TWO years at Small Steps,
- » A whole year of support and housing for 8 dads and their kids at DIY Dads, or
- » Over 2,000 supermarket vouchers to help struggling families put food on the table through Emergency Relief

What an outstanding display of community spirit!

We were lucky enough to have some previous clients join us on the night too, including Jaz, who shared her story with us on page 23.

Thank you again to everyone who donated, slept out and supported the second-ever Sleep Rough.



We'd also like to thank our major partner Clennetts Mitre 10, and partners Unica Wealth, Petrusma Property and Blundstone for making it possible.

We're excited to come back next year with even more of our wonderful supporters taking up the Sleep Rough challenge. Visit <u>www.sleeprough.com.au</u> to pre-register, and be the first to know about Sleep Rough 2024!

Some feedback from attendees:

"My second time attending. I think it's something I'll always participate in. It's great to be able to help raise funds and give a bit back to the community."

"Absolutely loved being able to give back to community via Sleep Rough. I've already recommended it to my friends and family."

"Great event. It had a very nice supporting caring vibe which was fantastic. Congratulations to all. The amount raised was fantastic."





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

7hofm A. Clifford A. Crowe ABC Giving Gtree Allport Bequest Aløft Restaurant Andrew & Margaret Walker Animal Rescue Corporation Athenaeum Club Australian Philanthropic Services Aveo Derwent Waters **Retirement Village** Backdoor Bistro Blundstone C3 But to Serve Care Quilts **Channel Foundation**

Chrysanthemum Foundation City of Hobart **Claremont Men's Shed** Clennett's Mitre 10 Coal River Valley Garden Club Inc. CWA Hobart Midtown Branch D. Shepherd Dark Lab **Derwent Kennel Club Document Management** Tasmania Dogs' Home of Tasmania Dr Steve Carter Dr. Edge Winemaking Dulux Elevate Wealth Festival of Voices Fruit Winemakers of Tasmania

GIVIT

Good360

Government House Tasmania Greek Orthodox Archdiocese

Harcourts Northern Suburbs

HIBA Pty Ltd

of Australia

Hilary Wallace

Hillsong Church

Hobart Sporting Car Club

Hunt Security Services

Hydro Tasmania

Inner Wheel Club of Clarence

JBWCEF-NAB

Community Endowment

Kevlar Security Solutions

Kingston School For Seniors

Kingston Uniting Church

Lansdowne Crescent **Primary School** Leith Hope Memorial Foundation Lindisfarne North Primary School Lions Club of Kingborough Lions Club of Sorell Little Things Kindness Initiative Mount Nelson Store MyState Bank Arena MyState Foundation North Melbourne Football Club Perpetual Philanthropic Services Pet Stock Petrusma Property Princes Wharf No. 1 Shed

Project Brightness: Helen Halliday, Guilford Young College Red Cross Coal River Group RHH Wellington Clinics Rotary Club of Clarence Sunrise Rotary Club of Hobart Rotary Club of Howrah Rotary Club of Lindisfarne **Royal Order Of Scotland** Sandy Bay Cub Scouts Scanlon Richardson Financial Group Select Foundation Share the Dignity Sit & Be Fit Southern Cross Austereo St David's Cathedral St John's Presbyterian Church Steve's Swim School

TasCaffe Tassie Mums TDT Ten Lives Cat Centre The Good Box The Hobart Bookshop The Old Woolstore **Apartment Hotel** The Tasman The Zonta Club of Hobart UNICA Wealth UpGuard Veteran Car Club Aus Weber Bros Entertainment WIN Television Women in Tourism & Hospitality Tasmania Inc.

How you can make a difference

- Donations—one-off or regular ongoing financial 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 Hobart City Mission programs (community fundraising)

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



Scan this code to take action and support your local community!

Connect with us

- (03) 6215 4200
- info@hobartcitymission.org.au
- 50 Barrack St, Hobart
 - Mon Fri 8:30am 5pm
- www.hobartcitymission.org.au

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@hobartcitymission
@citymissionopshops

