



## Mission Australia New South Wales

# NSW



**Mission Australia is a community service organisation that has been transforming the lives of Australians in need for more than 150 years. Today our 550 community and employment services help more than 300,000 Australians a year to get back on their feet.**

In the 2011 financial year we made great strides in our support of people experiencing homelessness. Work started on Annie Green Court – our new \$16 million Sydney centre for aged homeless people that draws on the success of our nearby Charles Chambers Court service.

While many of our homelessness services are concentrated in Sydney, including Michael's Intensive Supported Housing Accord and The Inner City Drift, we also reach out to rural people experiencing housing stress.

In the south-east of the state, Mission Australia launched Community Connections as part of the NSW Homelessness Action Plan. Spanning 13 Local Government Areas (LGAs), this highly effective, integrated service highlights our commitment to delivering targeted support to regional communities.

Providing opportunities early in life is the key to building safe, healthy and resilient communities. In 2011 Mission Australia delivered 68 family support services in New South Wales – among them Communities for Children (CfC), Brighter Futures and 13 Early Learning Services.

The year also saw a strong focus on supporting young people in the juvenile justice system through new services in Dubbo, Coffs Harbour and Wagga.

Meanwhile, Community Services and Employment Solutions helped more people take the first step towards employment and community participation. We expanded our delivery of the Australian Government's Language, Literacy and Numeracy Program and our growing social enterprise hub in the Illawarra kicked plenty of social and environmental goals.

The dedication of our staff, who continued to deliver quality services in a year of major growth and change, shone through. Our 70 per cent tender success rate is testament to their passion and professionalism.

We also thank our government, business and other community service organisation partners for their support. By continuing to work together, we can create a fairer New South Wales for all.

# Transforming lives in New South Wales/ACT

Mission Australia New South Wales/ACT strengthens families and children, empowers youth, strives to solve homelessness and provides employment solutions through the following services:

## PATHWAYS TO STRONG FAMILIES AND HEALTHY, HAPPY CHILDREN

**Early Learning Services:** In New South Wales we operate 13 Early Learning Services (ELS). Among them is our Shell Cove ELS centre, which received an outdoor play area upgrade in 2011 as part of our strategy to provide children with natural outdoor experiences.

**Communities for Children (CfC):** Working with local organisations, this early intervention program aims to ensure that children have the best possible start in life. Mission Australia operates CfC at Taree and in western Sydney at Miller, Blacktown and Mt Druitt, where we opened a new play area in 2011.

**Miller Community Preschool:** This south-west Sydney service, which caters for diverse needs, including children with disabilities, was renovated in 2011. During the year one of our Miller educators received a national Early Childhood Education and Care Award.

**Brighter Futures:** We helped 735 families through Brighter Futures, a voluntary program for parents encountering problems caring for children. This service is delivered across the state, including from our new Dareton office in the Far West.

**Family and Carer Mental Health Program (FCMHP):** Delivered in partnership with Northern New South Wales and Mid North Coast Local Health Networks, in 2011 Mission Australia launched this program that supports relatives and carers of people with a mental illness.

**Gambling and Financial Counselling Services:** In 2011 Mission Australia helped individuals to manage their money through 16 financial counselling services, including a Citi Australia-supported service in Campbelltown. We also helped problem gamblers, including young people and ACT residents, through our 10 gambling counselling services.

## PATHWAYS THROUGH A SUCCESSFUL YOUTH

**Juvenile Justice Support:** With Juvenile Justice NSW we began operating the Mac River Centre youth rehabilitation service near Dubbo and the Junaa Buwal youth rehabilitation service at Coffs Harbour, which supports young people at risk of entering the juvenile justice system. We assist youth leaving the system from Sydney to the Queensland border.

**Cultural Leadership Programs:** We continued operating AMP-supported programs in Dubbo and Kempsey that keep Aboriginal teenagers engaged in education and connected to their culture. We also extended our Kempsey program to primary schools.

**Triple Care Farm:** In late 2010 we opened a multi-purpose building at our Southern Highlands youth rehabilitation service, thanks to funding from the Sir David Martin Foundation and the Property Industry Foundation. In the 2011 financial year 100 young people completed the residential program.

**Canterbury Bankstown Youth Support (CBYS):** 2011 saw the implementation of a new whole-of-family service model, including a spectrum of accommodation and other support options for youth in Sydney's south-west.

## PATHWAYS AWAY FROM HOMELESSNESS

**Community Connections:** Launched in April 2011, this program forms part of the NSW Homelessness Action Plan. Spanning 13 LGAs in the state's south-east, Community Connections provides housing and personal support. In its first three months alone it assisted 114 individuals and 72 families.

**Michael's Intensive Supported Housing Accord (MISHA):** Launched in late 2010, this three-year housing-first service in Sydney's west provides long-term accommodation for 70 men while helping them build better lives. Following on from The Michael Project (see page 3), MISHA works with community housing organisations, case managers, a psychologist and outreach engagement worker to help these men achieve housing stability.

**Charles Chambers and Annie Green Courts:** In 2011 Charles Chambers Court, which cares for elderly people who have experienced homelessness, won the state and national State Aged and Community Services Association (ACSA) Organisational Excellence Awards. It is the model for Annie Green Court, the \$16 million aged facility being built in Redfern with Department of Health and Ageing funding.

**MA Housing:** In 2011 MA Housing managed 961 affordable and social housing dwellings in western Sydney and on the Mid North Coast. Construction also began on a 104-dwelling social housing project in Camperdown, which now accommodates low-income earners and people who were formerly homeless.

## PATHWAYS FOR LIFE AND WORK-READY SKILLS

**Literacy and Numeracy Program (LLNP):** We completed our first year of the Australian Government's LLNP program ahead of budget. This program assists job seekers who have English as a second language or have experienced disrupted schooling.

**Adult Migrant Education Program (AMEP):** We now operate this program, which involves volunteers teaching migrants English at home, in Sydney through the Navitas English consortium.

## PATHWAYS TO SUSTAINABLE EMPLOYMENT

**Our Illawarra social enterprises:** Based in Bellambi, each year Big Heart Enterprises diverts thousands of tonnes of clothing from landfill through its seven op shops. In April, weeks after the Big Heart warehouse suffered an arson attack, the IMB Building Society provided a \$24,000 grant to help launch Bags for Rags, which supplies rags to businesses and employs trainees with disabilities.

Also operating on the site is Illawarra Business Award-winner Soft Landing, an enterprise that strips mattresses of recyclable parts, and employs 12 trainees. In 2011 it was joined by Featherweight, an enterprise that fills punching bags using cotton stripped from mattresses.

**Mission Australia Employment Solutions (ES):** Our ES division employs more than 550 staff in New South Wales and the ACT and offers many different pathways to lasting employment, including vocational guidance and re-training, support for job seekers with disabilities, traineeships, apprenticeships and small businesses assistance.

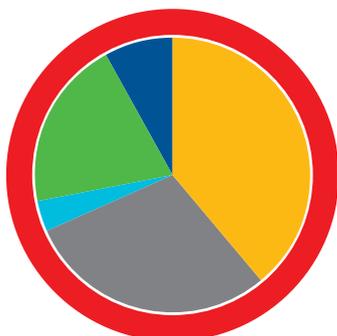
During 2011 our ES teams in New South Wales/ACT achieved consistently high Job Services Australia star ratings. ES also launched the Offender Management Pre-release Program in Sydney's Penrith, the Young at Heart Program, which encourages young people in the Shoalhaven area to work in the aged care sector; and the Healthcare Indigenous Employment Program in the Hunter Valley.



In 2011 Mission Australia Community Services delivered 175 services in New South Wales, supporting 37,437 individuals and 1,166 families. Our dedicated frontline employees delivered 42,124 separate instances of service.<sup>1</sup>

Pathways	Individuals assisted	Families assisted	Incidences of service
Strong families and healthy, happy children	22,446	1,062	175
Through a successful youth	7,680	–	2,110
Away from homelessness	5,226	104	18,451
Life and work-ready skills	1,374	–	1,358
Sustainable employment	711	–	20,030
<b>Total</b>	<b>37,437</b>	<b>1,166</b>	<b>42,124</b>

#### PERCENTAGE OF SERVICES BY PATHWAYS



- FAMILIES AND CHILDREN 38.9%
- HOMELESSNESS 29.7%
- LIFE AND WORK-READY SKILLS 3.4%
- YOUTH 20%
- EMPLOYMENT 8%

In 2011 49 of our Employment Solutions teams worked with 48,798 job seekers, delivering JSA, Australian Apprenticeships, Disability Employment Solutions, ACCESS and NEIS programs for the Department of Education, Employment and Workplace Relations.

#### ONE OF MANY GOOD NEWS STORIES:

In 2011 Missionbeat's Paul Esplin – who joined us in 2008 as The Michael Project Nurse – was named HESTA Nurse of the Year. Paul is co-employed by St Vincent's Hospital and Mission Australia to give medical care to Sydney's rough sleepers.

“Some clients have been homeless for up to 40 years,” he said. “They don't have the right forms or may be illiterate. They need help to reach a healthier place.”

“Mental illness, drugs and alcohol play a huge part, but the common thread is poverty and a lack of opportunities. But there are positive stories, like the client I worked with who has started a technical course and is loving life again.”

The Michael Project provided valuable insights into homelessness. It aimed to improve the social inclusion of homeless men through intensive case management and wrap-around support from 11 specialist services, including dental, podiatry, psychology, drug and alcohol counselling and literacy support.

In August 2010, we released the first results from an initial survey of 253 men. It was the most comprehensive Australian profile of homeless adult men to date.

#### OUR PEOPLE

In 2011 Mission Australia had 1,996 employees working in New South Wales. Of these, 72 (almost four per cent) identified as being Aboriginal or Torres Strait Islander (ATSI).

We delivered 23 services aimed at supporting Aboriginal people and worked with 1,190 ATSI individuals and 130 families.

Mission Australia's vision for reconciliation is that the Aboriginal and Torres Strait Islander people of this country will be restored to a place of equity, dignity and respect.

1) An incidence of service is usually support provided by our street support teams, community events or transport services that typically work with a high volume of clients, often on a one-off basis.  
2) Excluding ELS.

# Thank you

Mission Australia would like to thank the following for supporting our work in 2011:

- > The Abbott Foundation
- > Alberts
- > Alcatel Lucent
- > American Express
- > AMP Foundation
- > Australian Stockbrokers Foundation
- > Bayer
- > Joan Barnet
- > Paul Bide
- > Chrisco
- > Citi Australia
- > The Coca Cola Australia Foundation
- > Count Charitable Foundation
- > Cumberland Homeloan Group
- > CUNA Mutual
- > Dunn Family Trust
- > Friends In Giving
- > Gwynvill Group
- > Ernest Heine Family Foundation
- > HSBC
- > IMC Financial Markets
- > Robert Ingham AO
- > Johnson & Johnson Medical
- > Key Foundation
- > Rob Kozcar & Heather Doig
- > Macquarie Group Foundation
- > Maple-Brown Foundation
- > Navitas English
- > Noni B
- > NRMA Insurance
- > Optus
- > Peters Family Foundation
- > Raymond E Purves Foundation
- > QBE Group
- > Random House
- > Savills
- > Sir David Martin Foundation
- > L. Storey Foundation
- > Telstra
- > Tennex
- > Vodafone
- > WA & HJ Webster
- > The Westpac Group

#### Government:

- > ACT Gambling and Racing Commission
- > Australian Government Department of Education, Employment and Workplace Relations (DEEWR)
- > Australian Government Department of Families, Housing, Community Services and Indigenous Affairs (FaHCSIA)
- > Australian Government Department of Health and Ageing
- > Department of Attorney General and Justice (Juvenile Justice NSW)
- > NSW Department of Ageing, Disability and Home Care
- > NSW Department of Education and Communities
- > NSW Department of Family and Community Services (Housing NSW)
- > NSW Department of Health
- > NSW Department of Trade and Investment, Regional Infrastructure and Services (NSW Office of Liquor, Gaming and Racing)
- > Parramatta Council Community Development Support Expenditure Scheme

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If your organisation or business would like to help us to create a fairer New South Wales for all, please call Lise Angus on (02) 9217 1081 or email [angusl@missionaustralia.com.au](mailto:angusl@missionaustralia.com.au).