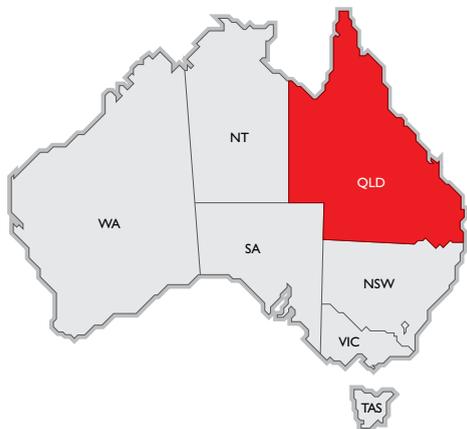




Mission Australia Queensland



Mission Australia is a community service organisation that has been transforming the lives of Australians in need for more than 150 years. We have been providing Queenslanders with a hand up, a way forward and hope for the future since 1859.

Today our 550 community and employment services help more than 300,000 Australians a year to get back on their feet – strengthening families and children, empowering youth, overcoming homelessness and providing employment solutions.

In 2011 Mission Australia Community Services in Queensland continued to target areas of high disadvantage, providing early intervention programs and forming partnerships to find long-term solutions to community issues.

Our Pathways to Prevention program marked a decade of supporting families in the south-east of Brisbane. In the Cairns Southern Corridor, another innovative service – Circles of Care – worked with primary school students and their families in two highly disadvantaged communities.

Meanwhile, our Reconnect and Project Circuit Breaker services helped young Queenslanders navigate the transition to adulthood by providing practical support and pathways away from homelessness and long-term unemployment.

2011 also saw the introduction of our Supervised Community Accommodation Service in Townsville, which aims to help young men leaving detention secure safe housing and build a new life in the community.

And in Brisbane, Roma House and Café One on Wickham offered the city's homeless and disadvantaged the support and belief to overcome challenging circumstances.

2011 will largely be remembered for the succession of natural disasters that struck the state. However, the floods and cyclones we experienced also brought out the best in communities and organisations. The resilience and commitment of Mission Australia staff, who continued to deliver quality services to affected areas, shone through as did the spirit of generosity exhibited by Queenslanders.

We thank our government, business and other community service organisation partners for their support throughout the year. Working together, we can create a fairer Queensland for all.

Transforming lives across Queensland

In 2011 Mission Australia strengthened families and children, empowered youth, strived to solve homelessness and provided employment solutions through the following services:

PATHWAYS TO STRONG FAMILIES AND HEALTHY, HAPPY CHILDREN

Communities for Children (CfC): A Department of Families, Housing, Community Services and Indigenous Affairs initiative, CfC takes a collaborative approach to supporting parents and children in disadvantaged communities. Working with local organisations, CfC aims to start children on a path that will lead them away from school difficulties, welfare dependency and poor health. Mission Australia delivers this service from Inala to Goodna, including Ipswich, and also in Cairns. In 2011 CfC helped 25,588 Queensland families.

Circles of Care: Circles of Care aims to give children a good start by providing intensive support and linking families with community services that can help them overcome challenges. Based in White Rock and Yarrabah in the Cairns Southern Corridor, the program aims to support children who exhibit behaviours indicative of underlying personal, school or family problems.

Each Circle consists of six to eight adults, including family, teachers and community service professionals who look out for the child, head off difficulties, celebrate achievements and cultivate healthy relationships.

Circles of Care was inspired by the success of Pathways to Prevention (see page 3). Mission Australia plans to roll this program out to more locations over the next decade.

PATHWAYS THROUGH A SUCCESSFUL YOUTH

Reconnect: In Toowoomba our Reconnect youth service ran Youth On The Ground, a special program to help local teens overcome violence and anger issues. Funded by Teen Spirit Foundation (managed by Perpetual) and working with Groundwork Therapy, the program used equine therapy to help 17 young people – most being in care and at risk of homelessness – to build relationship skills and coping strategies. Run four times during the year over 10 weeks, Groundwork Therapy also introduced participants to other support services.

Project Circuit Breaker: In 2011 we continued to operate Project Circuit Breaker in Brisbane's northern suburbs. This free, voluntary mobile prevention and early intervention service helped 150 families of children aged nine to 17 to change their lives.

PATHWAYS AWAY FROM HOMELESSNESS

Café One on Wickham: Located in Brisbane's Fortitude Valley, Café One provides healthy, affordable food and tailored support to people struggling with homelessness, poor mental health and unemployment. This friendly community space enables diners to enjoy a meal, good company and connect with support services. Café One's highlights of the year included hosting a Christmas lunch for 140 guests and receiving a new refrigerated van from The Talbot Family Foundation. In 2011 Café One on Wickham provided 20,000 instances of service to people in need.

Supervised Community Accommodation Service: This Townsville service is designed to help young men leaving detention to avoid homelessness through supervised accommodation and holistic support. In its first seven months this Queensland Government-funded service assisted nine young men.

Roma House: This residential support service provides people in Brisbane who are homeless with more than just a bed, but also offers recreational activities, meals, tailored case-management and access to healthcare and other community services.

Among the programs run out of Roma House is Catalyst Clemente, a free educational course delivered in partnership with the Australian Catholic University and volunteer learning partners. In late 2011 it won a Community Action Network Award for providing an Outstanding Educational Environment.

Roma House's Wild Earth Adventures, a program reconnecting residents with the natural environment, was recognised with a 2011 Queensland Outdoor Recreation Award.

Going Places: Implemented in 2011, this Cairns housing-first service provides intensive case-management to individuals, couples and families experiencing homelessness. Clients receive counselling, are helped to build basic life skills and receive education and employment support to change their lives.

Drug Court Accommodation Support Program: Providing accommodation, support and encouragement to people in Townsville who are on Drug Rehabilitation Orders, this service helps people to build drug-free, positive lives.

PATHWAYS TO SUSTAINABLE EMPLOYMENT

Employment Solutions (ES) Aboriginal Mentoring Program: This ES initiative provides Aboriginal secondary students with the opportunity to undertake a Certificate II or III and gain workplace skills. In the 2011 year 22 students took part in this program, with a student based at each ES site in Queensland.

ACCESS: In 2011 our ACCESS program offered disadvantaged job seekers in Queensland pre-vocational training, support and assistance to obtain and maintain an Australian Apprenticeship or move into employment, further education or training.

During the year 11 young ACCESS participants put the skills gained from their Solid Wall and Ceiling Plastering course to good use by spending a week restoring a flood-affected house in Ipswich.

Indigenous Employment Program: In June 2011 Mission Australia partnered with the Queensland Reds Super Rugby team to tackle Aboriginal unemployment in south Brisbane.

Funded by DEEWR, this pioneering program is helping 25 Aboriginal youths to create long-term educational and employment benefits. Participants in the 18-month program learn about goal-setting, employer expectations, nutrition, fitness, good health and career planning.

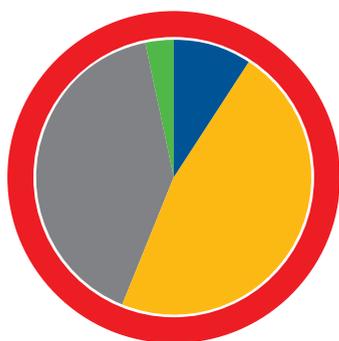
ES Beaudesert: In August 2011 our Beaudesert ES team was acknowledged for its long and successful involvement with Jymbilung House, which took out top prize in the National Employment Services Association Awards for Excellence when it was announced National Employer of the Year.



In 2011 Mission Australia Community Services delivered 32 services in Queensland, supporting 34,878 individuals and 2,525 families. Our dedicated frontline employees delivered 20,000 separate instances of service.¹

Pathways	Individuals assisted	Families assisted	Incidences of services
Strong families and healthy, happy children	33,096	2,458	–
Successful youth	17	–	–
Away from homelessness	1,635	67	20,000
Sustainable employment	130	–	–
Total	34,878	2,525	20,000

PERCENTAGE OF SERVICES BY PATHWAYS



- EMPLOYMENT 9.3%
- FAMILIES AND CHILDREN 46.8%
- HOMELESSNESS 40.6%
- YOUTH 3.1%

During the year 30 of our Employment Solutions teams worked with 67,469 job seekers in the state, delivering the Department of Education, Employment and Workplace Relations' Job Services Australia, Australian Apprenticeships, ACCESS, New Enterprise Incentive Scheme and Indigenous Employment programs.

ONE OF MANY GOOD NEWS STORIES:

In May 2011 our Pathways to Prevention program celebrated a decade of supporting children and families in the Inala and Carole Park areas of Brisbane.

This partnership between Mission Australia, Griffith University and Education Queensland promotes positive parenting, healthy family relationships and enhances children's experience of school.

Representatives from Griffith University, Queensland's Minister for Communities and Housing and Minister for Women, The Honourable Karen Struthers, staff, supporters and 125 locals celebrated the milestone together.

The 250 guests, including philanthropist John Barnes, enjoyed a Sing and Grow Music Group guitar session featuring local Aboriginal children, as well as dance presentations by children and women from the Samoan and Vietnamese communities (pictured).

Following January's floods, Mission Australia staff in the Inala area had the added challenge of locating and reconnecting with local families affected by the natural disaster.

In its first decade of operation Pathways touched the lives of more than 4,200 individuals from more than 1,130 families in the local community.

OUR PEOPLE

In 2011 Mission Australia had 557 employees working in Queensland. Of these, over three per cent of our permanent employees identified as being Aboriginal or Torres Strait Islander (ATSI).

We delivered six services aimed at supporting Aboriginal or Torres Strait Islander people.

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.

Thank you



Mission Australia would like to thank the following major supporters of our work in Queensland during 2011:

- > ANZ QCF AN Carmichael Memorial Fund, managed by ANZ Trustees
- > John Barnes Foundation Ltd
- > Brisbane Broncos
- > The Bryan Family Foundation Limited
- > Walter Campbell Memorial Trust
- > Clayton Utz Foundation
- > Global Foundation
- > Hart Sport
- > HWL Ebsworth Lawyers (pro bono)
- > Minter Ellison (pro bono)
- > Clem Jones Foundation
- > RBS Morgans Foundation
- > Talbot Family Foundation
- > Technology One
- > Teen Spirit Foundation, managed by Perpetual
- > The Sylvia and Charles Viertel Charitable Foundation, managed by ANZ Trustees
- > Xstrata Coal

Government:

- > Australian Government Department of Education, Employment and Workplace Relations (DEEWR)
- > Australian Government Department of Families, Housing, Community Services and Indigenous Affairs (FaHCSIA)
- > Queensland Department of Communities
- > Queensland Department of Education and Training
- > Queensland Department of Community Safety

If you, your business or organisation would like to partner with us to create a fairer Queensland for all, please contact Helen O'Connor on (07) 3394 8149 or occonnorh@missionaustralia.com.au, or MaryAnne Morgan on (07) 3394 8152 or morganmar@missionaustralia.com.au

How to contact us:

Mission Australia Queensland State Office:

11 Cleveland Street
Stones Corner, QLD 4120

Phone: (07) 3847 8411

Fax: (07) 3847 8022

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