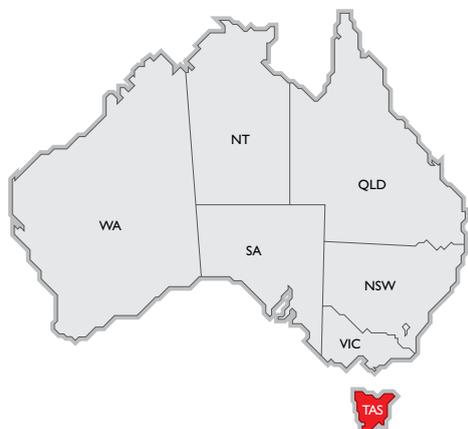




Mission Australia Tasmania

TAS



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.

Since 1998 we have helped thousands of Tasmanians overcome disadvantage and create a better life for themselves and their families. During 2011 we delivered 21 services in this state that strengthened families and children, empowered youth, aimed to solve homelessness and provided employment solutions.

Mission Australia now reaches out to communities throughout the state, with a presence in Burnie, Devonport, Launceston, Hobart, Moonah and Berriedale providing on-site and outreach support.

In May 2011 we opened a new office in Burnie to assist people in the state's north-west through Family Support, Disability Support, Language, Literacy and Numeracy Programs, Integrated Family Support Services and Gateway Services.

We also commenced the Local Area Coordination (LAC) program, which enhances the Tasmanian Government's Gateway assessment and referral services to people with disabilities in the state's south-east and north-west.

Meanwhile in Hobart's north, staff at the Mission Australia Centre Chigwell House worked with local communities to understand their needs and challenges and develop solutions that make a lasting difference. From this hub, we now deliver housing, training, employment, social and parenting support to individuals and families living in one of the nation's most disadvantaged areas.

But we cannot achieve change alone. For this reason 2011 saw Mission Australia build and strengthen local relationships with funding agencies, government, businesses, other not-for-profits and volunteers who share our vision for a fairer Australia for all. We thank them all for joining us on the journey towards creating a safer, healthier and happier Tasmania.

Transforming lives in Tasmania

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

PATHWAYS TO STRONG FAMILIES AND HEALTHY, HAPPY CHILDREN

Gateway: Mission Australia Gateway is a State Government initiative designed to give vulnerable families and other professionals access to family and disability support services in Tasmania's South East and North West. It provides information, brief intervention and referral to services, including Local Area Coordination (LAC), which assesses and refers people with disabilities; the Integrated Family Support Service (IFSS), Targeted Youth Support Service (TYSS) and Family Support for Grandparents and Relatives Raising Children programs.

In August 2010 Gateway and IFSS celebrated their first year of operation, and in May 2011 we opened a new office in Burnie to support Gateway activities. During the year 1,526 families and 5,169 individuals (parents, children and guardians) were helped by Gateway.

We continued to reach out to Hobart families, youth and children living in and around Mission Australia Centre Chigwell House through programs such as Parents Staying Connected, which brings local parents together to build resilience, confidence and life skills.

PATHWAYS THROUGH A SUCCESSFUL YOUTH

U-Turn: In December 2010, our Tasmanian U-Turn program was recognised at the Australian Crime and Violence Prevention Awards for its work with young people who have been involved in, or who are at risk of becoming involved in, motor vehicle theft. This 10-week training course in car maintenance and body work, delivered under contract to the Department of Police and Emergency Management, is based in Moonah. In April, a U-Turn graduate received a Skills Institute Encouragement Award for his commitment to his mechanical apprenticeship.

Research: Mission Australia Tasmania contributed to the *Tasmanian Government's Agenda for Children and Young People Consultation Paper*.

Flex: We delivered the Flex program, which re-engaged students across schools in the Derwent Valley in the state's south.

Youth Beat: This mobile service continued to support young people in Hobart's northern suburbs. Based at the Mission Australia Centre Chigwell House, Youth Beat provides information and referrals to services such as Youth Connections, Derwent Valley Flex and Targeted Youth Support Services.

PATHWAYS AWAY FROM HOMELESSNESS

MA Housing: In 2010-11 MA Housing (our social and affordable housing division) operated 34 affordable and social housing units for people on low-to-moderate incomes. This sustainable housing was delivered in addition to our Chigwell House supported accommodation units, which accommodate families in crisis.

Personal Helpers and Mentors (PHaM): We continued to assist Tasmanians suffering from a mental illness and those in need of extra support through PHaM, which operated in Launceston and is part of the Council of Australian Governments mental health strategy.

PATHWAYS FOR LIFE AND WORK-READY SKILLS

National Green Jobs Corps: In 2011 we ran a National Green Jobs Corps project that involved 10 young people landscaping the grounds of Mission Australia Centre Chigwell House, and replacing and constructing paths and barbecue area. The initiative enabled participants to obtain a Certificate II in Horticulture, as well as first aid training and a work safety White Card.

PATHWAYS TO SUSTAINABLE EMPLOYMENT

Employment Solutions: With offices in Burnie, Launceston, Devonport and Hobart, Mission Australia Employment Solutions helped unemployed Tasmanians through its delivery of the Department of Education, Employment and Workplace Relations' New Enterprise Incentive Scheme.

Language, Literacy and Numeracy Program (LLNP): In 2011 we continued to deliver this Australian Government initiative in Hobart, Burnie, Devonport and Launceston. This program, which Mission Australia has delivered in Tasmania for almost a decade, is designed to give job seekers the skills needed to deal with the complex demands of the modern workplace.



In 2011, Mission Australia Community Services delivered 21 services in Tasmania, across the following pathways and supported 9,021 individuals and 1,526 families.

Mission Australia Tasmania's Community Services team is led by Noel Mundy, who is also President of the Tasmanian Council of Social Services; sits on the Board of the Australian Council of Social Service (ACOSS); is Co-Chair of the Anti Poverty Committee and Chair of the Tasmanian Social Policy Council.

Pathways	Individuals assisted	Families assisted
Pathways to strong families and healthy, happy children	5,315	1,526
Pathways through a successful youth	3,203	–
Pathways away from homelessness	125	–
Pathways for life and work-ready skills	378	–
Total	9,021	1,526

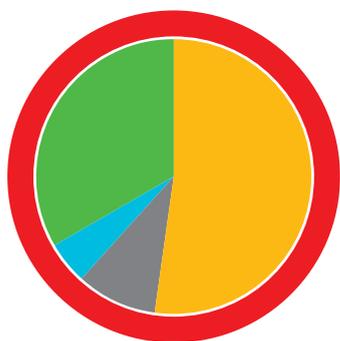
ONE OF MANY GOOD NEWS STORIES:

Michael¹ came to U-Turn after witnessing the death of both his parents. He had totally disengaged from school and was at risk of becoming involved in crime. Yet despite the many setbacks he had experienced, he persevered and graduated from U-Turn, eventually winning the Outstanding Graduate Award.

He went on to gain a mechanical apprenticeship with a large contracting firm in Hobart and is now in the second year of his apprenticeship. U-Turn nominated Michael for the 2011 Young Achievers Award and although he was not a finalist, the judges held him in high regard as a role model.

He attended the Awards Gala Presentation Dinner in April, along with his grandparents, where he was honoured on stage for his achievements and presented with a framed certificate by Rebecca White, MP. This young man was awarded the Skills Institute Encouragement Award for his commitment to his apprenticeship, and keeps going from strength to strength.

PERCENTAGE OF SERVICES BY PATHWAYS



- FAMILIES AND CHILDREN 52.4%
- HOMELESSNESS 9.5%
- LIFE AND WORK-READY SKILLS 4.8%
- YOUTH 33.3%

CELEBRATIONS:

On International Women's Day in March 2011 Mission Australia Operations Manager Denise Brazendale won a Westpac Local Ruby Award. This award acknowledges the contribution that local women make to their community.

Denise received this award for her tremendous commitment to community service in Tasmania. She has worked in the sector since she was 17, supporting young people and families right through to those in aged care.

Last year Mission Australia appointed a second Operations Manager, Matt Durose, who along with Denise supports and coordinates frontline staff working at our support services.

1) Name changed to protect identity.

Thank you

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

- > ABC Giving Tree
- > Australian Government Department of Education, Employment and Workplace Relations (DEEWR)
- > Australian Government Department of Families, Housing, Community Services and Indigenous Affairs (FaHCSIA)
- > Castrol
- > Civil Contractors Federation
- > Hazel Brothers
- > Hill Street Grocer
- > Kalis Group
- > RACT Insurance
- > Tasmanian Department of Health and Human Services
- > Tasmanian Department of Police and Emergency Management
- > Tasmanian Department of Education
- > Westpac

If your business or organisation would like to help us to create a fairer Tasmania for all, please call (03) 6234 3240.

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