



Mission Australia South Australia



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.

We have been working in South Australia since 1876, and now deliver services that strengthen families and children, empower youth, strive to solve homelessness and provide employment solutions.

During 2011 Mission Australia concentrated on developing our capacity to reach South Australians in need. This has been done by both improving long-term programs, developing new services and working in partnership with other agencies.

Our well-respected Hindmarsh Centre – the state's only non-medical sobering-up service for young people – was regenerated. It is now complemented by our new Tricycle program for young people experiencing homelessness and drug and alcohol issues, and our Youth Beat mobile support service, which works with youth in Adelaide's CBD affected by drugs or alcohol.

Mission Australia's Learning Unlimited program, which we operate in Elizabeth, grew significantly. It case manages and educates young people at risk of disengaging from school.

We also worked with 351 families, including those of children attending Mission Australia's Early Learning Service in Elizabeth, Redwood Park and Osborne. In 2011 the Elizabeth centre underwent a transformation to better connect children with nature. It also hosts our new Playford Secure Families early intervention project, which is helping to build stronger, more resilient families and communities.

The past year also saw Mission Australia grow its portfolio of community services across the state, and expanded services in rural communities such as Port Augusta and Port Lincoln, where we now offer Language, Literacy and Numeracy (LLNP) courses for job seekers.

Throughout the next year we will work with local communities in the Eyre Peninsula and far north region to identify and respond to their unmet needs.

Transforming lives in South Australia

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

PATHWAYS TO STRONG FAMILIES AND HEALTHY, HAPPY CHILDREN

Australian Early Development Index (AEDI):

Working with communities in the Cities of Holdfast and Onkaparinga, Mission Australia undertook two Department of Education and Children's Services-funded projects to gain a better understanding of AEDI results and ascertain the best method of addressing local issues impacting children's development. The AEDI provides a national picture of children's health and development.

Mission Australia's Early Learning Services (ELS):

Mission Australia's three ELS centres – at Elizabeth Vale, Osborne and Redwood Park – all received "high quality" ratings from the Australian Government-funded National Childcare Accreditation Council (NCAC). In 2011 the outdoor play area of our Elizabeth Vale centre was upgraded as part of our strategy to connect children with nature.

Playford Secure Families and Kids on Peachey:

Developed in 2011, this early intervention project is based at our Elizabeth Vale ELS centre. Through the year it recruited volunteers to support families in their homes. We also developed a staying-safe education program into the mobile, recreation-based Kids on Peachey service, which enables Smithfield Plains children and families to participate in sports and healthy activities.

Energy Matters: This program has provided household energy-use checks, energy auditing and financial counselling to over 600 households, with a focus on reducing costs for people on low incomes in Elizabeth and rural areas such as Whyalla, the Riverland and Mount Gambier. Energy Matters was funded by AGL and householders were referred to it through AGL's Staying Connected scheme.

PATHWAYS THROUGH A SUCCESSFUL YOUTH

Hindmarsh Centre: In 2011 Mission Australia Community Services completed its Regeneration of our sobering-up service for young people aged from 12 to 24. Throughout the year Mission Australia worked in partnership with the SA Department of Health to remodel the services we provide from Hindmarsh to more effectively respond to current needs. One result of this project was the growth of our highly regarded Clean Needle Program – the largest of its type in the state.

We also extended our Co-morbidity Capacity-building Project until June 2012, which developed the skills of workers helping people with drug, alcohol and mental health issues.

Youth Beat: Thanks to grants from the 2011 SA Government Crime Prevention, Community Safety Grants, City of Adelaide and Thyne Reid, plus funds from our FebFast supporters and a function hosted at Beechwood, we launched our Youth Beat service in 2011. Youth workers drive the bright van around Adelaide's CBD by night, supporting young people at risk of or engaging in unsafe activities. They work in partnership with SA Police, Street Outreach Services, Adelaide City Council and Mission Australia's Hindmarsh Centre.

Tricycle: This partnership between several service providers aims to integrate the provision of support to young people in Adelaide's west experiencing homelessness, substance use and unemployment. Mission Australia has been involved in Tricycle's research component, which aims to evaluate our clients' progress.

Learning Unlimited: This flexible learning program based in Elizabeth grew significantly in 2011, case-managing and delivering alternative education to young people who have struggled with formal schooling.

North East Adelaide: In 2011 we established a footprint in the north-east suburbs of Adelaide with involvement in The HIVE, a youth innovation centre developed by the City of Tea Tree Gully.

Body Talk: In recent years body image has been a major concern of participants in Mission Australia's National Survey of Young Australians. The SA Government held a Body Summit in April 2011, which was attended by a number of our young clients. We also received funding to engage with a group of young people who are interested in becoming public advocates for young people concerned about body image.

PATHWAYS AWAY FROM HOMELESSNESS

Catalyst Clemente: Mission Australia continued to run this free university education course in the humanities with Flinders University and with the support of volunteer learning partners. Based in southern Adelaide, this empowering program caters for people experiencing significant life challenges, including homelessness and mental health issues.

PATHWAYS FOR LIFE AND WORK-READY SKILLS

Language Literacy Numeracy Program (LLNP):

Providing up to 800 hours of training per participant, LLNP helps build verbal and written English skills, in turn opening doors to employment, study and community participation. It assists those who have English as a second language and native English-speakers who have had minimal access to education. Since beginning LLNP in Whyalla, Port Lincoln and Port Augusta in 2010, we have achieved excellent outcomes.

PATHWAYS TO SUSTAINABLE EMPLOYMENT

Employment Solutions (ES): During 2011 our ES division achieved consistently high Job Services Australia (JSA) Star Ratings. It also won new business in the Riverland region, including a contract to deliver a new Disability Specialist service in Berri.

ES also delivered the Department of Education, Employment and Workplace Relations' New Enterprise Incentive Scheme, ACCESS and Australian Apprenticeships programs.



In 2011 Mission Australia Community Services delivered 35 services in South Australia, supporting 1,863 individuals and 351 families. Our dedicated frontline employees also delivered 15,972 separate instances of service.¹

Pathways	Individuals assisted	Families assisted	Incidences of services
To strong families and healthy, happy children	39	275	–
Through a successful youth	1,379	–	15,972
Away from homelessness	219	76	–
For life and work-ready skills	200	–	–
To sustainable employment	26	–	–
Total	1,863	351	15,972

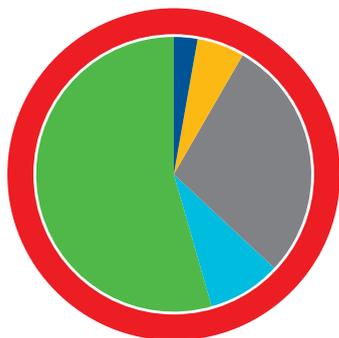
ONE OF MANY GOOD NEWS STORIES:

In November 2010 Mission Australia Community Services took 100 children and carers – clients of our Community Services and ELS centres – to Adelaide Zoo to visit the pandas. Among the visitors were children of refugee families, young mothers and children who had experienced homelessness – many of whom had never visited the zoo.

Mission Australia arranged the visit to Adelaide Zoo after the children nominated it as a place they'd like to go to, with the new panda exhibit singled out.

With the help of a corporate sponsor, as well as generous bus operators and food providers, Mission Australia staff made the day one the children will never forget.

PERCENTAGE OF SERVICES BY PATHWAYS



- SUSTAINABLE EMPLOYMENT 2.8%
- STRONG FAMILIES AND HEALTHY, HAPPY CHILDREN 5.7%
- HOMELESSNESS 28.6%
- LIFE AND WORK-READY SKILLS 8.6%
- SUCCESSFUL YOUTH 54.3%

In 2011 Mission Australia's 10 Employment Solutions teams helped 13,715 job seekers in South Australia.

OUR PEOPLE

In June 2011 Mission Australia had 203 employees in South Australia, of whom just over two per cent identified as being Aboriginal. 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 for supporting our work during 2011:

- > AGL Employees Community Fund SA Energy Matters
- > Australian Executor Trustees
- > British American Tobacco Australia Ltd
- > Macquarie Wealth Management
- > Minter Ellison Foundation
- > PwC
- > West Adelaide Football Club
- > Mr and Ms David Rice

Government:

- > Adelaide City Council
- > SA Department for Families and Communities (including SA Community Benefit)
- > SA Department of Health
- > SA Department of Education and Children's Service
- > Attorney General's Department
- > Australian Government Department of Further Education, Employment, Science and Technology
- > Australian Government Department of Health and Ageing (DoHA)
- > Australian Government Department of Families, Housing, Community Services and Indigenous Affairs (FaHCSIA)
- > Australian Government Department of Education, Employment and Workplace Relations (DEEWR)

If your organisation or business would like to help us to create a fairer South Australia for all, please contact Jillian MacDonald, Corporate Relationships Manager, on (08) 8218 2828 or email macdonaldj@missionaustralia.com.au

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