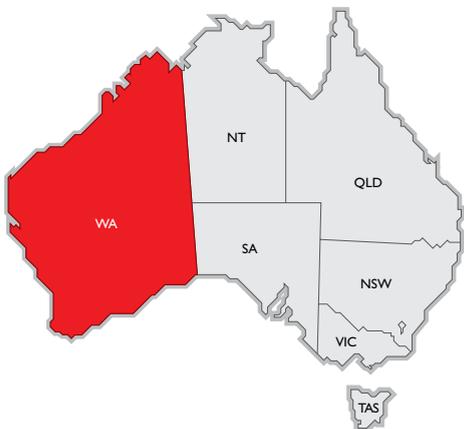


Mission Australia Western Australia



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.

Our services strengthen families and children, empower youth, strive to solve homelessness and provide employment solutions.

During 2011 Mission Australia was successful in filling gaps in service provision in Western Australia, namely in the MidWest region.

With the support of BHP Billiton, we were also able to recommence service delivery in the Pilbara through our Indigenous Youth Development and Mentoring Program in Port Hedland and Newman. We hope that the energy and passion put into this program will enable it to achieve the same longevity and success as Mission Australia youth services such as Making Tracks, On Track, Family Alcohol and Community Education (FACE) and our Drug and Alcohol Youth Service (DAYS).

While recruiting for regional and remote posts is challenging, with perseverance we have managed to secure good people in these areas who are delivering great results for local communities.

Meanwhile, in Geraldton and Carnarvon we began operating the Australian Government's Language, Literacy and Numeracy Program, which aims to help job seekers build vital reading, writing and maths skills.

During the year our Early Learning Services, as well as Communities for Children (CfC) and CfC Plus, helped us to put young West Australians on track for life at school and beyond.

We also hosted our 35th Christmas Lunch in the Park in East Perth. This event, which makes Christmas Day special for the city's disadvantaged, never fails to bring out the best in the local community.

The Western Australian Government's decision to invest more funds in the state's not-for-profit sector was a welcome acknowledgement of the contribution made by charities. By continuing to work with government, as well as business, volunteers and other community service organisations, we can create a fairer Western Australia for all.

Transforming lives in Western Australia

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

PATHWAYS TO STRONG FAMILIES AND HEALTHY, HAPPY CHILDREN

Early Learning Services (ELS): In 2011 we operated three ELS centres that delivered high-quality educational, emotional and social development programs to local children in Hilton, Parmelia and Warnbro.

Communities for Children (CfC) and CfC Plus: Delivered in Mirrabooka, this Department of Families, Housing, Community Services and Indigenous Affairs initiative takes a collaborative approach to supporting young families. As a facilitating partner, Mission Australia engages organisations to deliver community activities, implement strategies and manage funding.

In April 2011, in partnership with Anglicare and the Ngala parenting service, we launched CfC Plus in the Midland region. Collectively known as The Swan Alliance, the three organisations are receiving \$3.3 million over three years to support children aged up to 12 in 11 highly disadvantaged communities.

PATHWAYS THROUGH A SUCCESSFUL YOUTH

Back in the Pilbara: We returned to the Pilbara in 2011, delivering the Indigenous Youth Development and Mentoring Program (IYDMP). Funded by BHP Billiton Iron Ore, it works with 270 Aboriginal secondary and VET students and apprentices/trainees in Port Hedland and Newman, plus 45 secondary and tertiary students in Perth.

During the year 11 Aboriginal students from our On Track and Making Tracks programs went camping in Karinjini National Park with Mission Australia youth workers. On Track provides an alternative to police custody for youth on Perth's streets after curfew. With their families, they can opt to take part in our Making Tracks early intervention program. During the camp, the teenagers participated in workshops on drugs and alcohol, and healthy relationships, and learned about the land.

During 2011 On Tracks helped 658 young people while Making Tracks worked with 488 individuals.

Family Alcohol and Community Education (FACE): Mission Australia continued to deliver FACE, a service that works with at-risk young people aged 10 to 15 years in the state's South West who have a family member or carer who misuses drugs and or alcohol. This service was generously supported by Apache during 2010-11.

Drug and Alcohol Youth Service (DAYS): The only program of its kind in Western Australia, DAYS has several components – including the Residential Youth Withdrawal and Respite Program, Community Programs, Detention Programs and its Residential Rehabilitation Program. Both residential programs operate 24/7 and offer intensive support to teenagers with drug and alcohol issues through counselling, case management, education, life skills, recreation and complementary therapies. In the 2011 financial year DAYS supported 861 young people.

Youth Accommodation Support Service (YASS) makeover: In December 2010 over 80 volunteers from Woodside Energy spent two days redecorating bedrooms for our YASS residents. As part of the Beds for Christmas project, they painted and fitted lights, flooring, beds and blinds. In the 2011 year YASS provided crisis accommodation to 56 young people. It also offered case-management support and independent living skills, and liaised with agencies to organise long-term accommodation.

PATHWAYS AWAY FROM HOMELESSNESS

Public Tenancy Service Meekatharra (PTSS): Awarded through a tender process, as part of the Department of Child Protection's National Partnership Agreement, we established PTSS in 2011. Our new service manager built relationships with the community and helped 10 individuals and their families to maintain tenancies.

Christmas Lunch in the Park (CLIP): Mission Australia hosted its 35th Christmas Lunch in the Park at Perth's Wellington Square Park – giving disadvantaged people a reason to celebrate. BHP Billiton Iron Ore, Bankwest and United Community volunteers collected and wrapped gifts to give to guests, many of whom would otherwise have spent Christmas alone. Thanks to everyone who supported CLIP, including BHP Billiton, the State Government, Lotterywest, the City of Perth, Bankwest, Woodside Energy, The Fogarty Foundation, Perth Airport, Woolworths and United Community Credit Union.

PATHWAYS FOR LIFE AND WORK-READY SKILLS

Language, Literacy and Numeracy (LLNP): In the 2011 year we rolled out this Australian Government initiative for job seekers in Geraldton and Carnarvon.

Researching youth homelessness: In 2011 Mission Australia's Research and Social Policy Unit began investigating the costs of youth homelessness, in collaboration with Swinburne University, the University of Western Australia, the Australian Catholic University and The Salvation Army.

Catalyst Clemente: In February 2011 three Catalyst students received university certificates in Humanities and Arts. Delivered with Edith Cowan University, it enables people who have experienced significant challenges, including homelessness, to study. Catalyst is run out of Perth's Wattle House – a hub providing integrated services to help people address complex needs. Combining education with social support, Catalyst is delivered with the help of corporate volunteers.

PATHWAYS TO SUSTAINABLE EMPLOYMENT

Three Steps Forward: Our Employment Solutions division secured the Three Steps Forward Indigenous Employment Program, which provides life-skills training to 50 Aboriginal people plus 50 training places in Certificate I in Retail Services.

Aboriginal Workforce Development Centre (AWDC): In Mid West and Gascoyne we are part of the steering committee for AWDC, which places Aboriginal people at the centre of industry and government workforce training and development planning.

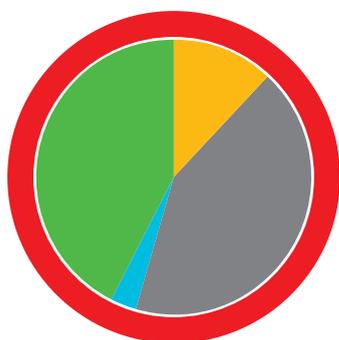


In 2011 Mission Australia Community Services delivered 33 services in Western Australia, which supported 5,548 individuals and 110 families.

Of the people Community Services worked with throughout the year, 1,422 identified as being Aboriginal, as did 66 families. We also operated three Early Learning Services centres in areas of high disadvantage.

Pathways	Individuals assisted	Families assisted
Pathways to strong families and healthy, happy children	1,347	10
Pathways through a successful youth	3,358	66
Pathways away from homelessness	686	34
Pathways for life and work-ready skills	157	–
Total	5,548	110

PERCENTAGE OF SERVICES BY PATHWAYS



- FAMILIES AND CHILDREN 12.1%
- HOMELESSNESS 42.4%
- LIFE AND WORK-READY SKILLS 3.1%
- YOUTH 42.4%

In 2011 our five Employment Solutions teams worked with 4,848 job seekers in the state, delivering DEEWR's Job Services Australia, Australian Apprenticeships and Indigenous Employment programs.

ONE OF MANY GOOD NEWS STORIES:

Staff at our A Place to Call Home service at Jacaranda House always celebrate when they help a family into secure housing, but one story was particularly heart-warming for case worker Lee James.

Jessica¹, a mother of three children under five, had been homeless for six years. Because of her situation, she was unable to care for her eldest child, so finding a home for the whole family was a priority for Lee.

When Lee found a place, she took Jessica in to collect her keys. The young woman was so overwhelmed that she was stuck for words:

“Jessica has faced so many traumatic things in her life – including homelessness, domestic violence and being separated from her children. To see her collecting the keys was very humbling,” said Lee.

Because Jessica had nothing, staff and our corporate and community partners donated linen, toys and furniture. She's now settled in and is establishing a garden.

“Her strength of heart is amazing and it's such an honour for everyone at Jacaranda House to support this young woman. The compassion and generosity shown by staff never ceases to amaze me.”

OUR PEOPLE

In 2011 Mission Australia had 214 employees working in Western Australia. Of these, 11 of our permanent employees identified as being Aboriginal. We delivered nine services aimed at supporting Aboriginal 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) Name and image has been changed to protect the family's identity.

Thank you

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

- > Apache for sponsoring FACE
- > The Backstop Foundation
- > BHP and Bankwest for jointly sponsoring Christmas Lunch in the Park
- > The Fogarty Foundation
- > The Paul Griffin Fund
- > Kerry Harmanis for supporting our youth services
- > Janet Holmes a Court
- > Wesfarmers for sponsoring DAYS
- > Wind Over Water Foundation
- > Woodside Energy for its Beds for Christmas project at YASS

Government

- > Australian Government Department of Education, Employment and Workplace Relations (DEEWR)
- > Australian Government Department of Families, Housing, Community Services and Indigenous Affairs (FaHCSIA)
- > Government of Western Australia Department for Child Protection
- > Government of Western Australia Department of Housing and Works
- > Government of Western Australia Department for Communities
- > Government of Western Australia Drug and Alcohol Office
- > Government of Western Australia Department of Corrective Services
- > Lotterywest

If your business or organisation would like to support Mission Australia's work in Western Australia, please call Melita Markey on (08) 9225 0400 or email markeym@missionaustralia.com.au

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