



MISSION AUSTRALIA
NEW SOUTH WALES/ACT

Our vision is to see a fairer Australia by enabling people in need to find pathways to a better life. We do this by delivering services that strengthen families and children, empower youth and provide pathways away from homelessness and into employment.

By learning from others and sharing what works well, we deliver positive outcomes for individuals, families and communities. We work to stop problems before they start, provide support to prevent situations from getting worse and form partnerships to find long-term solutions to community issues.

During 2012 we delivered 167 community services in New South Wales and the ACT that supported children, families, young people and adults, while our Employment Solutions teams worked with job seekers from 50 sites.

After many years of effort, we proudly opened the new Mission Australia Centre Kingswood support hub for families in Western Sydney. Generously funded by private donors, it is another example of how we are shifting our focus from delivering crisis support to prevention and early intervention at the source of high need.

Likewise, our Inner City Drift Project provided local support to people in Sydney's west at risk of homelessness, helping them to remain connected to their community rather than isolated in the CBD.

We also continued to enhance and grow services in regional and remote communities, particularly through Community Connections. This initiative has been remarkably successful in tackling homelessness in the state's south-east, assisting more than four times as many people in its first year than originally anticipated.

Meanwhile, staff from Triple Care Farm in Robertson supported best-practice service delivery by training colleagues at our new youth wellbeing centres in Coffs Harbour and Dubbo.

We are blessed with a team who bring their gifts and passion to their roles. Whether it's working with children and families and youth, or people struggling with drug, alcohol or mental health issues, unemployment and homelessness, our 2,000-plus workers give their all.

Mission Australia is proud of the strong relationships it enjoys with government, other not-for-profits, local business and the 1,000 community volunteers who donate their time and talents. Working together we will create a safer, healthier and happier Australia.

In 2012 our **2,086** employees delivered:



68 children and family services that supported 20,367 individuals + 2,477 families. We also ran 12 Early Learning Services.



27 youth services that supported 6,169 individuals.



47 homelessness services that supported¹ 9,420 individuals + 450 families.



13 life and work-ready skills services that supported 10,289 individuals.

In total these services helped 46,245 individuals and 2,928 families.



6 Employment Solutions programs supported 62,815 job seekers and placed 20,125 people into employment.

In 2012 Mission Australia NSW/ACT strengthened families and children, empowered youth, strived to solve homelessness and supported job seekers through 167 community services, including 12 Early Learning Services centres, and six Employment Solutions programs.

Among these services were:

Pathways to strong families and healthy, happy children

Brighter Futures, Riverina, Tablelands, Shoalhaven, Mid North Coast and Orana Far West: This voluntary service helps parents to overcome problems that impact their ability to care for their children. In 2012 it worked with 1,118 families.

Grandparents Raising Grandchildren Program, Nowra and Goulburn:

A range of initiatives to assist grandparent carers to develop their parenting skills and confidence.

Communities for Children (CfC): This Australian Government early intervention initiative aims to improve the development and wellbeing of children and families by addressing local needs and encouraging community participation. We run CfC in Mt Druitt, Miller, Taree, Forster and Gloucester.

Gambling Counselling and Support Services:

Our 15 free gambling and financial counselling services support problem gamblers and people close to them, and link them to family

guidance, alcohol and drug, housing and employment support. These services helped 1,392 people in 2012.

Early Learning Services: In 2012 we won Australian Defence Force contracts to operate six long day care and before and after-school care services at Nowra, Moorebank, Richmond and Williamstown from July. They joined our existing 12 centres.

Pathways through a successful youth

Junaa Buwa! Centre for Youth Wellbeing, Coffs Harbour, and The Mac River Centre, Dubbo: These rehabilitation centres are for teenagers who have entered, or are at risk of entering, the juvenile justice system. Funded by NSW Juvenile Justice, they offer educational and living skills training plus aftercare support. Like our Triple Care Farm service, they help youth build positive futures.

Youth Crime Prevention Program, Campbelltown: Funded by Sir David Martin Foundation, this service has had good success in stopping reoffending. It is delivered at a cost of \$32 per client per day, compared to the \$589 per day to keep a young person in detention. In 2012 it worked with 45 individuals.

1) Does not include MA Housing.



2012 saw the culmination of The Michael Project, which found intensive support not only improves a homeless person's life, but saves \$3,600 on health and justice costs per person.

Gordon (pictured), who was homeless for eight years, shared how this holistic approach transformed his life: "It was the help I got from the case managers there and my psychiatrist and psychiatric nurse, they got me through."

In 2012 we officially launched MISHA (Michael's Intensive Supported Housing Accord). This Parramatta service builds on evidence gathered through The Michael Project.

Working with community housing organisations, MISHA case managers, a psychologist and outreach engagement worker help homeless men achieve housing stability. It is hoped the research project evaluating MISHA will inform housing and homelessness policies.

Youth Connections: This service offers youth accommodation, family mediation and counselling, life skills training and educational support. In 2012 our Youth Connections teams in Hornsby, Macarthur, Hastings and Upper Darling worked with 1,635 individuals.

Pathways away from homelessness

Community Connections, South-East: Supporting individuals, families, youth and Aboriginal people who are homeless, or are at risk of being so, by linking them with services. Funded by The National Partnership Agreement on Homelessness, it was contracted to annually help 97 people, yet assisted 468 in its first year.

Coastal Sydney Aboriginal Tenancy Support Service, Sydney: Part of the Regional Homelessness Action Plan, it works with Housing NSW and Aboriginal legal, health and housing services to keep Aboriginal people housed. In 2012 it helped 174 people. It's among our 31 Sydney homelessness services, including our well-known Missionbeat city patrol.

Residential Aged Care: In 2012 we were the successful applicant of a Department of Health and Ageing grant to build a 60-bed aged care facility in Orange for homeless people. It followed Department

funding to build our \$16 million, 72-bed Annie Green Court in Redfern. Based on nearby Charles Chambers Court, it welcomed its first residents in late 2012.

Common Ground, Camperdown:

MA Housing is asset and tenancy manager of this project, funded by Housing NSW and the Department of Families, Housing, Community Services and Indigenous Affairs. Opened in late 2011, it provides 62 units for previously homeless people and 42 for low-income earners. We are lead agency in the Inner City Coalition (working with The Salvation Army, St Vincent de Paul, Wesley Mission and The Haymarket Foundation), which offers case management support to Common Ground residents.

Pathways for life and work-ready skills:

Home Tutor Scheme, Sydney: Our largest volunteer-driven service teaches migrants and refugees English. In 2012 it worked with 920 people and had 750 tutors on its books.

Adult Migrant English Program

(AMEP): Delivered in Sydney from 12 sites, AMEP assists new arrivals on the path to study and work. In 2012 our AMEP Pathway Advisors conducted 7,964 entry interviews.

Humanitarian Settlement Services, Hunter and Illawarra: This service trains volunteers to help refugees connect with government and other services, and adapt to Australian life.

Big Heart Enterprises, Bellambi:

We run a number of social enterprises from locations in the Illawarra and South West Sydney that provide jobs while reducing landfill. Employing 110 staff and 300 volunteers, they include 10 retail stores (Big Heart Enterprises), a mattress recycling business (Soft Landing, winner of the 2012 NSW Green Globe Premier's Award for Environmental Excellence) and a punching bag filling business (Featherweight).

Pathways to sustainable employment:

Employment Solutions (ES): ES delivered six Australian Government programs – Job Services Australia (JSA), ACCESS, Disability Management Services, New Enterprise Incentive Scheme (NEIS), Indigenous Youth Careers Pathways and Australian Apprenticeships Centres (until 30 June) – from 50 sites in 2012. In 2012 ES assisted 62,815 job seekers and placed 20,125 people into employment.



Mission Australia is proud to work with a range of organisations – from government agencies to not-for-profits and businesses – to support disadvantaged people in New South Wales and the ACT.

We would like to thank the following for supporting our work:

- > Chris Abbott AM
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- > Alberts
- > AMP
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- > Telstra
- > The Tenix Foundation
- > The Baxter Charitable Foundation
- > Bill and Heather Webster
- > Whitcroft Charitable Foundation
- > Westpac Group

Many thanks also to our wonderful volunteers and advocates!



If you would like to help us to create a fairer Australia for all, please contact us at.

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