

MISSION AUSTRALIA

Housing Annual Report 2016

How to increase the supply of social and affordable housing

We are calling on all levels of government to reform tax and welfare settings, attract and support institutional investment, create reforms in the planning system, and build infrastructure and support to strengthen communities.

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MISSION AUSTRALIA together we stand

Together we stand



We are Mission Australia Housing

As a leading community housing provider, our aim is to deliver safe, secure and affordable housing; services that are tailored to individual need; and communities where our tenants are supported in their daily lives and in their longer-term aspirations.

Established in 2009 by Mission Australia – a national community services organisation that has been actively engaged in building independence with individuals and families for more than 155 years – Mission Australia Housing has the scale, reach and expertise to transform lives and create thriving, sustainable communities where people want to live.

Mission Australia Housing works closely with Mission Australia, combining expertise in property and tenancy management with capability in social services delivery.

Wherever we work, we focus on our tenants, increasing the life opportunities available to them.

We seek to inform and contribute to public and housing policy, and find long-term, effective solutions to homelessness and exclusion.

Our goal

To reduce homelessness and strengthen communities across Australia

Our purpose

Mission Australia exists to meet human need and spread the knowledge of the love of God

Our values

Compassion; integrity; respect; perseverance; celebration

Welcome from Chris Bratchford

At Mission Australia Housing we work across four States in four very different ways. This is because we tailor our services to meet the needs of each of the communities in which we operate.

In New South Wales, our portfolio of new social housing is located in high density areas and we make sure we link our tenants with each other and the opportunities and support services that abound in metropolitan Sydney and the Mid North Coast. In Tasmania, we have listened to the community and created a housing service centred on their need for a stable and safe community.

In Victoria we have trialled a successful model of high support housing for those with disability who wish to live independently. In Queensland, we have worked with our parent organisation Mission Australia to provide to Aboriginal and Torres Strait Islander people a path from homelessness to a safe, secure home.

No matter how we deliver our services, we rely on the same principles - listening to our tenants, working with partners, strengthening communities and providing individual support through our tenant engagement officers.

Housing need remains acute, widespread and diverse across Australia. An increasing number of people are experiencing homelessness and many low-to-medium income households are struggling to get by. As part of the Mission Australia Group, Mission Australia Housing is committed to working with our key stakeholders to shape and influence the housing agenda, informed by our practical day-to-day experience in local communities.

In 2016, we continued to contribute to the debate on key political issues affecting the housing sector, our organisation and our tenants. We forged strong relationships at a local and national level, raising awareness about our work through meetings with Ministers, Shadow Ministers, MPs, councillors, government housing authorities and regulators, and by attending the National Housing Conference in Perth where Mission Australia's CEO, Catherine Yeomans, presented in October 2015.

Through the efficient use of our financial resources, prudent investment and a renewed focus on collaboration, Mission Australia Housing made good progress against our objectives this year. The total assets of the organisation now stand at approximately \$364m. Our largest portfolio is in NSW where we own 1,349 properties and manage 1,383 properties. We have borrowed against the properties we own to deliver more housing over the coming years, and continue to strive towards our commitment to government in delivering an additional 177 social and affordable housing dwellings in New South Wales to help increase supply. It is extremely rewarding that our work this year brings us to achieving 29% of this commitment, or 52 new dwellings.

For Mission Australia Housing, a good home is about more than walls and windows. Working in some of the most disadvantaged communities in Australia means that we are well placed to reach the most excluded and break down the barriers that prevent some people from achieving their long-term aspirations.

In New South Wales, we continued our work to build healthy, connected and resilient communities. We organised social events such as family fun days, informal morning teas and street parties to promote relationship building between neighbours to

foster a strong sense of belonging and inclusion. We secured nearly \$275k through the NSW Department of Family and Community Services for community improvement projects across 10 of our sites NSW-wide.

In Tasmania, we continued to work with our partners, tenants and local people to translate our shared vision of a mixed, economically active and vibrant community into reality through the activation of the 15-year Master Plan for Clarence Plains (Clarendon Vale and Rokeby). We worked with planners, place making organisations and local council on a plan to repurpose a number of disused or unsafe laneways to create a safer and more connected place to live.

We believe that with the right support, people can and do recover from the problems that lead to homelessness.

One year on from opening the successful Douglas House accommodation in Cairns, we opened Woree Supported Accommodation. This 18-unit complex of fully self-contained units provides medium-term supported housing including supported housing transition plans as part of the solution to working with people with high needs who require intensive support to sustain tenancies.

Together with Mission Australia, we work with each tenant on an individual level to address issues such as mental health problems or alcohol addiction so that they can make the changes necessary to attain independent, sustainable housing.

Creating real outcomes for tenants in Victoria, last year, in partnership with other local specialist organisations, we opened an innovative, new housing facility in Frankston, for people with disability living in, or at risk of entering, residential care. This facility provides state of the art dwellings and the appropriate services, supports and environment for six people to live



"With over 450,000 low-income households living in rental stress and at risk of falling into homelessness, housing affordability is a very real and growing problem for many Australians."

Chris Bratchford, Executive,
Mission Australia Housing

independently and have choice and control over their lives. We believe that this home will help us to improve outcomes for people with disability as we transition to the National Disability Insurance Scheme. Hear from Chris, one of our Frankston tenants, and what this new accommodation means to him one year on (page 20).

We are determined to work in partnership with local communities, drawing on their strengths, linking people with informal networks of support and creating opportunities for everyone to thrive. Tenant involvement is critical to this.

Results from the 7th Annual Tenant Survey revealed that we exceeded all three of the NRSCH thresholds this year, and tenants showed increased satisfaction levels in 20 out of 23 of the 2016 Annual Tenant Survey comparable questions. Tenant satisfaction with their home rose from 84% to 91% and our communication with tenants was assessed positively, with 86% satisfied with the information we provide

tenants. While there is always room for improvement, I'm really pleased with the results this year - they are a testament to the hard work put in by all our teams and their immense dedication to our tenants and their needs.

In consultation with our tenants, including the Tenant Action Group (TAG) in New South Wales and our Resident Steering Committee in Tasmania, we redesigned and relaunched the Mission Australia Housing website this year, missionaustralia.com.au/housing. The new website ensures that we provide relevant and accessible housing information to our tenants, no matter where they live.

These are exciting times for Mission Australia Housing. In partnership with Mission Australia, we have started to measure our impact to build a deeper understanding of the difference we make in the lives of our tenants and their communities. I was extremely proud to present earlier this year how impact measurement

informs our "provision of quality management services" at the 2016 NSW Affordable Housing Conference.

Mission Australia Housing's achievements in 2016 would not have been possible without the talent, dedication and commitment of our people and key stakeholders.

I thank our staff, Board members, partners, stakeholders, supporters and tenants for our shared success.

By working together, I am confident that we can achieve our goal to reduce homelessness and strengthen communities across Australia. It is with great optimism and confidence that I look to future opportunities.

Kind regards,


Chris Bratchford
Executive, Mission Australia Housing

What we've achieved

2016

1,940
properties owned or managed Australia-wide



National Rental Affordability Scheme (NRAS)
managed dwellings

165
NSW

7
TAS

Dwelling type

NSW

1,156
Social housing dwellings

211
Affordable housing dwellings

TAS

520
Social housing dwellings

7
Affordable housing dwellings

QLD

40
Social housing dwellings

VIC

6
Social housing dwellings



45 Mission Australia Housing employees

*As at 30 June 2016

Our tenants at a glance

3,209
tenants housed Australia-wide



42
Average age of tenant

\$174
Average weekly rent

9%
Aboriginal and Torres Strait Islander tenants

30%
Tenants with disability

26%
Tenants who have experienced homelessness

11%
Female tenants over 55 years



New South Wales

Connections and Opportunities

Pride of place

We own and/or manage over 1,300 properties across New South Wales. Of these, 947 properties are in Greater Western Sydney, 104 in Camperdown and 316 on the Mid North Coast (30 June 2016).

This year, we secured nearly \$275k through the NSW Social Housing Community Improvement Fund (Department of Family and Community Services) to implement 10 community improvement projects with our tenants across NSW.

The environment in which we live plays an important role in our wellbeing. Mission Australia Housing owns more than 70 unit complexes in New South Wales and

“This is a fantastic opportunity to work with tenants and the local community to make some significant improvements to our homes and our community.

The grant applications were developed based on feedback from tenants about what is important to them in their homes. Tenants are going to be instrumental in working with Mission Australia Housing to deliver these projects.”

Davina Lomas,
MAH National Operations Manager

we are fully committed to maintaining and improving the living environment of our tenants. We do this by maintaining properties and ensuring that open spaces and communal areas are safe, attractive and fit-for-purpose.

These social housing community improvement projects strengthen communities by building capacity and improving housing facilities. Over the next year, projects improving our social housing communities will be rolled out and include safety and security programs, rubbish education programs, upgrades to community centres and edible garden projects.

Jeff, a Mission Australia Housing tenant in Greater Western Sydney and member of the Tenant Action Group (TAG), said: “Tenants will feel safer and sleep better at night knowing that some of the security measures will detract from the frequent vandalism we’ve experienced. The funds will give us the incentive to move forward. The TAG looks forward to working alongside Mission Australia Housing to implement these projects.”

Delivering on our NSW Nation Building Commitments

Mission Australia Housing acquired 51 units on NSW’s Mid North Coast as part of our strategy to reduce homelessness across Australia.

As part of the NSW Government’s commitment to provide more social and affordable housing over the next five years, Mission Australia Housing has been tasked with the exciting opportunity to secure 177 properties across NSW by 2021.

In 2016 we acquired 52 properties, representing 29% of our commitment, and bringing our total number of

properties to 316 across the Mid North Coast region. These are exciting times presenting us with the opportunity to provide additional housing and support for those in need.

Common Ground Sydney

In Camperdown, Sydney, Mission Australia Housing manages our flagship supported housing program, Common Ground Sydney. A range of onsite clinical, support, lifestyle and housing programs are available for tenants and the local community surrounding Common Ground Sydney.

Providing homeless people with safe, secure, long-term accommodation and access to support services in the same location gives them the best chance of getting their lives back on track

Average length of homelessness

for tenants at Common Ground Sydney is **13** years 

30 formerly homeless tenants

have sustained tenancies for over **4** years 

Over the past 5 years

93% of tenants have sustained tenancies longer than 12 months

1. Mission Australia MISHA Report, 2014; 2. AHURI: The role of single site supportive housing in addressing homelessness, 2015

Common Ground Sydney tenants

Outcomes for tenants

Since Common Ground Sydney opening in 2011 the 62 units made available for Formerly Long Term Homeless or Priority Social Housing tenants have housed over 108 tenants.

Outcomes for Sydney

- Reduction in long-term homelessness in Sydney
- Improved tenant health status
- Increased access to mainstream services
- Broad community development and public space improvements

Social mix

42

Affordable housing
For people who are working and earning low incomes

Social housing
Direct allocations from Pathways

10

Social housing: formerly homeless
For people exiting long-term primary homelessness

52



Cheryl's story tells it all

Unsure where she was born, Cheryl has been homeless most of her life.

Although her earliest memories are hazy, Cheryl clearly recalls the sense of chaos that came with her childhood on the streets in Kings Cross, where she and her sister were raised by their mother in a paedophile ring.

By the time Cheryl was eight she had been introduced to heroin and became addicted for the next 23 years or more. At 14 years of age both sisters turned to prostitution for money and at 18 Cheryl's biggest hero, her sister, tragically passed away.

“Since living at Common Ground, I'm no longer just a face in the crowd. I was sick of the way people were judging the homeless as lazy and 'dirtying the streets'. I now have my independence and my own home. I feel safe with the 24/7 concierge and I'm close to shops, transport, the library, doctor and the clinic.”

To deal with this enormous loss Cheryl used more heroin.

After a period of living in transitional housing Cheryl put her name on the social housing list and in February 2013 she was invited to live at Common Ground Sydney.

Cheryl commends the staff, saying: “The staff here are really nice and they take the stress out of daily life. While many of us are happy to independently go about our lives, the support staff can help us with arranging doctor appointments, helping with rent and electricity issues, food vouchers. You name it!”

Cheryl enjoys having her own permanent space to call home and even enjoys personalising her apartment with Kmart homewares.

“Living at Common Ground gives me a place to call home. Permanent accommodation and living in this community gives me a reason to wake up, be independent and get my life back. I can focus on achieving my own goals. Even something as simple as cooking in my own kitchen gives me a sense of achievement. Before living here, I used drugs on the street to fit in. Now the cycle is broken and I'm clean.”

Cheryl says Common Ground Sydney provides stability in her life as her life on the move was proving difficult. “It

is a nuisance moving all the time. It's like a merry go-round and it is difficult for someone with my background to compete against other people for private accommodation. It's nice to call somewhere home and to have my own bed, my own shower and own kitchen.”

Since living at Common Ground Sydney, Cheryl has adopted two pets, a cat called Georgie Boy and a bird called Polair. Regular RSPCA visits to Common Ground Sydney ensure that all pets are cared for and are micro-chipped. Cheryl is also involved in tenant meetings and enjoys participating in her community.

Community and tenant engagement

Mission Australia Housing is committed to delivering efficient tenancy and property management, but an equally important goal is to enable community members to work together to transform their community and foster a sense of pride, wellbeing and belonging.

At Common Ground Sydney both the housing and support services work with tenants, government agencies, community organisations and other stakeholders to enable our tenants to participate fully within their communities.



Camperdown Community Day

Community is more than just a group of people united. Community serves a vital role of support and gives individuals a sense of belonging and a feeling of connection.

We live in a fast-paced world, everything is instant, change is constant and it is too easy to become isolated in your own home or workplace. Communities close this gap and provide care to individuals who are impacted by the daily stress and chaos of today's world.

Since 2015 Mission Australia has led the Camperdown Community Day - an annual event of celebration, recognition and connection.

The planning committee for the event includes Glebe Community Development Project, tenant representatives from the adjacent social housing tower, private residents from City Quarter, Leapfish Community Arts and is headed by Mission Australia Common Ground Sydney.

This year, Camperdown Community Day provided opportunities to engage with services and entertainment to build and strengthen the Camperdown community. There was a real community spirit throughout the day with many people attending and participating in activities.

Common Ground Sydney tenants said they had a fantastic day full of fun, and the weather did not disappoint. It was nice and sunny, just what was needed for the day to be a success. Local people connected with each other through a range of fun, friendly and engaging activities, food and information.

“We saw people share, sing, and dance, sit and laugh together as the day went by. It was all smiles,” said Catherine Karanja, Professional Services Coordinator at Common Ground Sydney.

Other community organisations were on hand to give out free advice and services including members of Sydney University's faculty of nursing, who performed health checks on residents such as; checking blood pressure, heart rates and blood glucose levels and providing information about maintaining a healthy lifestyle.

The day showcased music performances from Sydney Street Choir and performances by local residents. There was community consensus that the event was a great initiative, that Camperdown needed it and that it will just keep getting better over the years.

Listening to and collaborating with our tenants is important to the work we do in the communities we serve.



How we work

Building stronger communities

We play a much wider role in communities than just housing people. Taking a place-based approach, we seek to make people, families and communities more engaged, connected and resilient.

Our Strengthening Communities model of community development seeks to:

- Identify how our housing management practices can contribute to achieving community goals
- Work with partners to build a strong service network that is better integrated and more able to collaborate, to improve outcomes for tenants and align to achieving community goals
- Work with community members to identify what they can influence to realise change, and to take action in a coordinated way to achieve that
- Measure our impact in services, partnering and in the community so we know what does – and doesn't – work



Greater Western Sydney School Holiday Fun Day

In 2014 our tenants in Greater Western Sydney told us about their concerns for their children and young people, in particular the amount of time they spent in front of TV and computer screens rather than having fun outside, rolling about and kicking a ball. At the same time, it was reported in the media that children living in the Greater Western Sydney region were above average in obesity rates.

Together with our tenants and in partnership with Evolve Housing we worked to address this concerning issue by designing and hosting the School Holiday Fun Day, giving children and families the opportunity to try outdoor sporting activities and games for free.

Each year this event gets bigger and better and has become our largest community event with something for

everyone. In July this year, more than 300 children and parents flocked to Blacktown International Sports Park in Rooty Hill to enjoy bubble soccer, AFL and hip hop dance workshops, and cheerleading demonstrations.

Children danced with Mr Germ – the Department of Health's green bug-eyed mascot, the Mission Australia Partners in Recovery team oversaw the collaboration of a mindfulness artwork that went on permanent display at the Mission Australia Community Centre in Kingswood, and staff from Mission Australia Housing and Evolve Housing competed in a hilarious Tug of War tournament.

An annual highlight of the Mission Australia Housing calendar, the event strengthens the local community by engaging and connecting families in the region with activities and draws on our strong community partners including NSW Health, and sporting organisations such as the NRL and AFL who provide fun physical activities all day long. We can't wait for next year!

Listening to our tenants

Tenant voice is critical to informing how we do what we do. Tenant groups in each state influence and guide the way we deliver our services and help us gain a greater understanding of our tenants needs and preferences.

We work closely with our Tenant Action Group in NSW and Resident Steering Committee in Tasmania. These tenant forums are an opportunity for tenants to challenge and influence our directions, operations and service delivery; share local insight and knowledge; forge strong community relationships; provide input into future government policy; organise social activities; and ensure tenants are provided with relevant information, such as our quarterly newsletters, fact sheets and through our website.

“Change is possible if we work together as One Community”

Tasmania

One Community Together

In 2013, Mission Australia Housing took over the management of approximately 500 social homes in the suburbs of Clarendon Vale and Rokeby (Clarence Plains) in Hobart, Tasmania. Since then we have been listening to the community and helping to facilitate their vision for the future by working as One Community Together. This collaborative effort has seen a number of community initiatives come to life.

The community has developed their own identity – Clarence Plains – and established a leadership group called One Community Together. More can be read about this fantastic community here: clarenceplains.org.au

Stronger Together Leaders Breakfast and Community Workshop

A Partnership Grant from Clarence City Council gave Mission Australia Housing and One Community Together the chance to stop for a couple of days and learn about how to make our community partnership work. Workshop participants also had the chance to talk about working with government, business and community leaders. The workshop was critical in cementing relationships and discussing the way ahead.

The time of learning and sharing has helped lay more foundations for a stronger future.

What's next?

One Community Together continues to shape activity that will improve safety across Clarence Plains. A number of groups are meeting around: community life, community spaces, community activities and services, and community employment and education. Community leadership and involvement will grow, building the capacity of existing leaders, and mobilising the community to bring about change.

Redesigning laneways in Tasmania

The 15-year Master Plan designed in partnership with the community, Mode Design and CChange Sustainable Solutions identified safety as the number one priority issue for Clarence Plains. The Laneways Project presented a comprehensive solution that involves physical transformation of disused paths and laneways. Next steps involve gaining political and planning support for their redevelopment or closure.

Seed to plate

In 2014, we received a \$20,000 grant from Church Communities Australia to implement a gardening and nutrition project at Clarence Plains. This aimed to:

- Improve health, wellbeing and nutrition through healthy eating
- Promote food security by growing fruit and vegetables locally
- Encourage the creation of public and private edible landscapes
- Build skills, increase knowledge and create opportunity for employment in horticulture
- Bring people together and foster a lively, connected community

Over the past two years tenants and staff have come together to develop and implement a number of projects and initiatives as part of the Seed to plate program. These include:

Soil and Bricks

Mission Australia Housing has been working with the School Options program at Clarendon Vale Primary School. The school asked that activities focus on future employment opportunities. This year we achieved this through:

Gardens in our Backyards – students learnt great skills in building and planting gardens by installing a small garden in the yard of one lucky local resident.

Landlord Lego – students act as owners and landlords by designing and then building a home out of Lego. Landlord Lego teaches students at a young age about mortgages, collecting rent and paying for repairs (even damage that is not an accident, like when a dog chews a hole in the door!).

G.R.O.W Garden and Recipes of our World

Construction of the new 2,500-square-metre G.R.O.W community garden and outdoor classroom in Clarence Plains is well underway.

Spearheaded by Mission Australia Housing, the project is being brought to life with support from Rokeby High School and Clarendon Vale Primary students and staff, Conservation Volunteers Australia, Child and Family Centre members, Community Centre members and Men's Shed members.

Featuring an orchard, vegetable gardens, bush tucker, community spaces, artwork, a pizza oven, and “break out” educational

and performance spaces, along with disability access, Program Manager Andrew Doube said the project was a “labour of love” overseen by a committee of local community members with the support of Mission Australia Housing.

Scheduled to open in 2017, Andrew says the garden will provide an inclusive place “where people in the community can gather, celebrate, grow and harvest food”

The G.R.O.W community garden is truly a whole community event bringing together design elements echoing Clarence Plains’ agricultural and Aboriginal history, reaching back to the Mu-henna Oyster Bay people, as well as the more recent farming community.

During the implementation of the G.R.O.W Community Garden project, every student was asked what they wanted to see included.

It is important for children to understand where their food comes from and how to grow it.

This year the G.R.O.W project hosted 32 workshops on healthy cooking and growing healthy food. With 180 people participating, including students of all ages and community members, more than 90% thought they got a lot out of them. Work also continued on design and construction of our outdoor classroom.

Here's what participants had to say:

“I feel like I've found some new friends, and expanded my network of like-minded people.”
Michael (Community Facilitator)

“I was surprised how well the milk crate gardens grew, even when I babysat them at my place. The violas looked great. I'm keen to try some myself now.”
Deb (Community Facilitator)

“I thought it was good because some people don't get to taste different ingredients. Now they know about some things they haven't tried before. I liked the seed crackers with those weird seeds in them [chia seed].”
Demi (Grade 9 student)

“I personally found the workshops inspiring. They helped to join the dots of the whole seed-to-plate philosophy”
Ali (Teacher)

Clarence Plains Spring Clean

It is important to feel safe in our community, wherever we live!

To create a more welcoming and safe feel, One Community Together hosted the second Annual Community Spring Clean-Up! There is so much that can be achieved when everyone comes together and that is exactly what happened when 94 volunteers (76 adults, 18 children), including local politicians, joined forces in Clarence Plains. At the end of the day we counted an enormous 97 bags of rubbish had been collected. This means that 12.5 cubic metres of rubbish was removed from the community!

Supporting our tenants

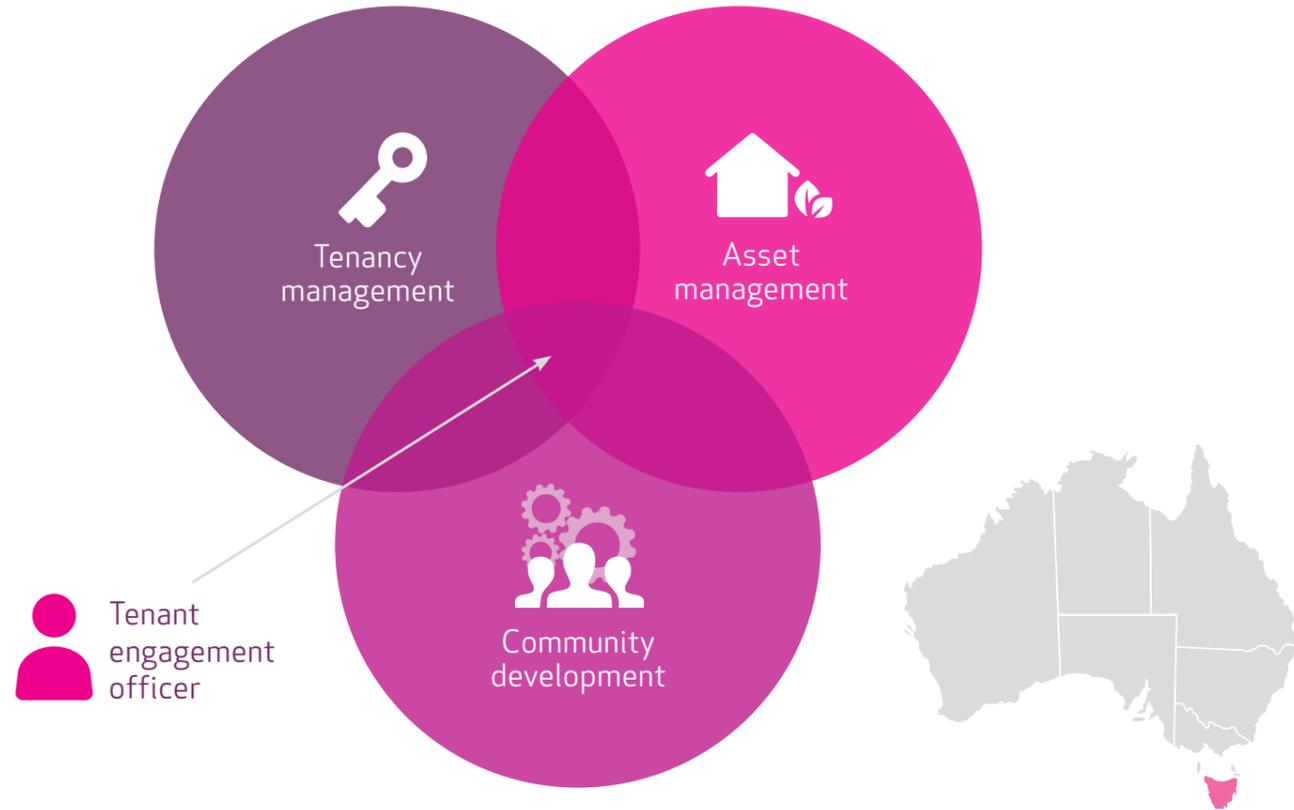
Responsive tenancy and property management is just the beginning of our service. We know that some tenants need additional support. This could be connecting with services, making new friends or discovering activities in their neighbourhood.

At the heart of our business are our Tenant Engagement Officers. They work with our team of Housing Managers, connecting

with all our residents to understand their needs and aspirations for the future.

They focus on both the individual and their family, whilst connecting with our Strengthening Communities workers. For instance, in Tasmania, our Tenant Engagement Officer participates with the local choir, regularly drops in on our older residents and links residents with local support services.

An integrated approach: Tenant Engagement Officer Mission Australia Housing: Clarence Plains program delivery



Mission Australia | Together we stand

Soul kitchen

Food brings people together on many different levels. Soul Kitchen is food for the soul in Clarence Plains, Tasmania.

Just over five months ago, local Clarence Plains community member Michael recognised a need for a regular community-led food service in the area. With the support and guidance of Mission Australia's Community Chaplain, Stephen Schlenk and the Men's Life Group, so began Soul Kitchen!

Operating 5:30-7pm every Tuesday night, head chef Michael prepares a main course with assistance from a couple of soup makers and a number of enthusiastic community members. The menu changes weekly and community members are also offered a packaged sweet and chocolate.

Imagined and developed by community members, run by community members and enjoyed by community members, Soul Kitchen can serve anywhere between 50 and 100 meals a night!

Auspiced by the Clarendon Vale Neighbourhood Centre and supported by St Vincent de Paul and Abundant Life Men's Life Group, Soul Kitchen provides a fantastic opportunity

for our Community Chaplain to continue his support for tenants and other local residents.

50+ meals served every night



"The beauty of this program is that it is community serving community and at the same time strengthening and growing the communities. The evenings are filled with great conversation, story-telling and caring."

Mission Australia's Community Chaplain
Stephen Schlenk

Clarence Plains Community Festival

Every year the communities of Clarendon Vale and Rokeby come together to sing, dance, make music, laugh and cheer in a day of celebrating all things that make living in Clarence Plains great!

Running for the past 10 years the festival brings musical bands, rides, food, treasure hunts, exhibits, more than 200 performers and tons more to town. And every year the Clarence Plains Festival gets bigger and better with over 1,700 community members, leaders and MPs attending this year's event.

And the fun and games didn't just stop with the kids. Many adults were spotted throughout the day enjoying all the games and rides on offer like the mechanical bull, jumping castle, jousting and paper plane throwing competition.

There was something for everyone from showcasing diverse arts, crafts and woodworks made by groups from the neighbourhood centres; and stalls from organisations promoting services available in the

area; to "The Doors Between", a choreographed dance specifically designed for the festival by 120 school children from the local area.

The biggest highlight was the enormous three-metre art sculpture named "Big Dude" made out of recycled street signs created by renowned puppet maker Tristan Stowards and local students in the lead up to the festival. On the night, festival-goers lit up Hobart's Eastern Shore by creating magnetic miniature light sculptures from LEDs, batteries and modelling clay that were used to make "Big Dude" shine bright!

"I loved the twilight feeling this year....The lighting created a really amazing atmosphere! And I am really excited for the next one!" said one tenant at the festival.

Mission Australia Housing's G.R.O.W Project run by Andrew Doube in partnership with Food In My Backyard displayed the school children's gardens made from recycled milk crates. Meanwhile a crowd clapped along to Find Your Voice, a local singing group organised and run by our own Tenant Engagement Officer, Wendy Bryant. They performed their original tune "Clarence Plains Community Song" for the first time.

And the Mission Australia Youth Beat van was present with a variety of fun mini-games for all to participate in.

Summing it all up, one local school teacher said, "I was totally blown away by the Clarence Plains Festival this year. It was fantastic! I loved the music, the food vans, the activities and especially the street art."

This year's Clarence Plains Festival would not have been possible without the collaborative effort of Mission Australia Housing, Rokeby Neighbourhood Centre, Clarendon Vale Neighbourhood Centre, the Tasmanian Government, Lions International and Clarence City Council.

The Festival has been running for 10 years



1,700 community members



Serving our tenants

In Tasmania, our community chaplain Stephen Schlenk has been heavily involved in the community by providing emotional and practical support.

Everyday Stephen walks through the neighbourhood stopping to chat with people along the way. Stephen has recently joined the committee overseeing the Facing Up To It (FUTI) project. This project aims to

increase community capacity to recognise and respond effectively to family violence and provide advice about where and how to seek support from service providers.

Stephen believes that **"all people should have the opportunity to be encouraged and uplifted along their journey, and is extremely excited to be in this position to see the outcomes of building community!"**

"Best Festival Ever!"

A young boy waiting in line at the festival.



Victoria

Housing for people living with disability

In 2015 Mission Australia Housing, in partnership with Monash University's Occupational Therapy Department, Summer Foundation and Yooralla, opened an innovative housing development aimed at reducing the number of younger people with disability who live in aged care nursing homes.

The six purpose-built units were designed specifically to allow ease of mobility, and encourage independence and security. The units include smart home communication technologies that can be controlled by mobile devices such as smartphones and tablets.

One year on from opening, tenants like Chris tell us what a facility like Lardner Road means to him.

From a nursing home to his own unit, Chris is now enjoying freedom thanks to Mission Australia Housing's Lardner Road.

For Chris, who recently moved into one of our Mission Australia Housing properties in Frankston, that journey is nearing completion.

Two years ago Chris acquired a brain injury. He moved around numerous hospital wards and rehabilitation units until he eventually landed at Edithvale Nursing Home where he spent the past 18 months.

"I enjoy having my own space and privacy. When I was at the home, the nurses would just walk in my room. Sometimes up to eight times a day."

Chris

Chris is only 55 years old but sadly this was the only residential care available for people with severe physical, mental or intellectual disabilities.

When Chris got the chance to move to Mission Australia Housing's development he was excited about having more freedom and independence.

Chris enjoys being able to cook for himself and attending the Monash University gym. Monash University provides clinical placements for health professional students studying OT, physiotherapy and nursing. This allows residents to access additional skilled supports for rehabilitation programs, community activities, and skills development.

Chris now wants to get more involved with his community, live as independently as possible, and enjoy more quality time with his sons.



This project has demonstrated a positive and successful model, and we look forward to advocating for more opportunities like this.



No two people lose their home for the same reason. They all have different life stories. For some it's a dramatic change such as a job loss. For others it's a problem with drugs or alcohol, family breakdown or mental illness.



Homelessness in Queensland

19,831
people homeless
in Queensland³



For every
\$1
invested



The Government saved:

\$5.10

in public services
no longer required⁴



3. ABS (2015). Estimating Homelessness, 2011. Canberra: Australian Bureau of Statistics. 4. C Change Sustainable Solutions & Andrea Young Planning Consultants (2013). Rapid Cost Benefit Analysis of "Going Places", June 2013. Cairns, Mission Australia.

Queensland

A Place to call home

Housing First

For people at risk of homelessness, social and affordable housing provides an all-important safety net. For the chronically homeless, safe, secure housing with essential onsite support services is pivotal in helping them address the mental and physical health problems or social issues that are barriers to independent living.

Working together, Mission Australia and Mission Australia Housing facilitate access to housing while providing a holistic service delivery approach that includes both psychosocial and economic supports to improve wellbeing and ensure sustained tenancies. Our combined model is client-driven, strengths-based and goal-focussed. It has an emphasis on addressing the psychological impacts and determinants of homelessness and on supporting tenants to access meaningful activity, including employment, and build social support networks. To achieve this we work collaboratively and in partnership with local organisations and services.

In Queensland Mission Australia and Mission Australia Housing have been working together to create a pathway from homelessness to a permanent place to call home through a number of supportive housing programs.

Going Places

A Mission Australia homelessness service, Going Places provides holistic,

integrated and sustained supports to Aboriginal and Torres Strait Islander tenants, including long-term rough sleepers in the Cairns region. Opening in 2012, Going Places housed 219 homeless tenants in the first two years of operation, with 87% managing to sustain their tenancy.

Building on the program's success over the past few years, Going Places will expand in 2017 to include a multidisciplinary service model with three new clinical positions specialising in mental health, general health, and alcohol and other drugs.

The program's overwhelming success has largely been attributed to the Aboriginal and Torres Strait Islander mentors who support clients with cultural and family issues that impact their ability to secure housing. The new multidisciplinary model will be externally evaluated to help inform the development of best practice service models for people experiencing chronic homelessness, particularly those of Aboriginal and Torres Strait Islander backgrounds.

Leveraging the experience and learnings of Going Places, Mission Australia Housing now delivers two unique supported housing developments.

Douglas House

Douglas House is an innovative 22-unit supported housing facility in Cairns that offers safe and secure housing with essential onsite support services.

It opened in April 2015 as part of the Queensland Government's state-wide strategy to tackle homelessness by helping people off the streets and into affordable, long-term housing.

Mission Australia Housing provides the

tenancy and property management of Douglas House, with Mission Australia delivering the caring, individually tailored services each tenant needs.

Together, we provide a safe and stable environment for vulnerable people, many of whom are of Aboriginal and Torres Strait Islander backgrounds, empowering them to address issues such as drug and alcohol abuse, family breakdown and domestic violence, and turn their lives around.

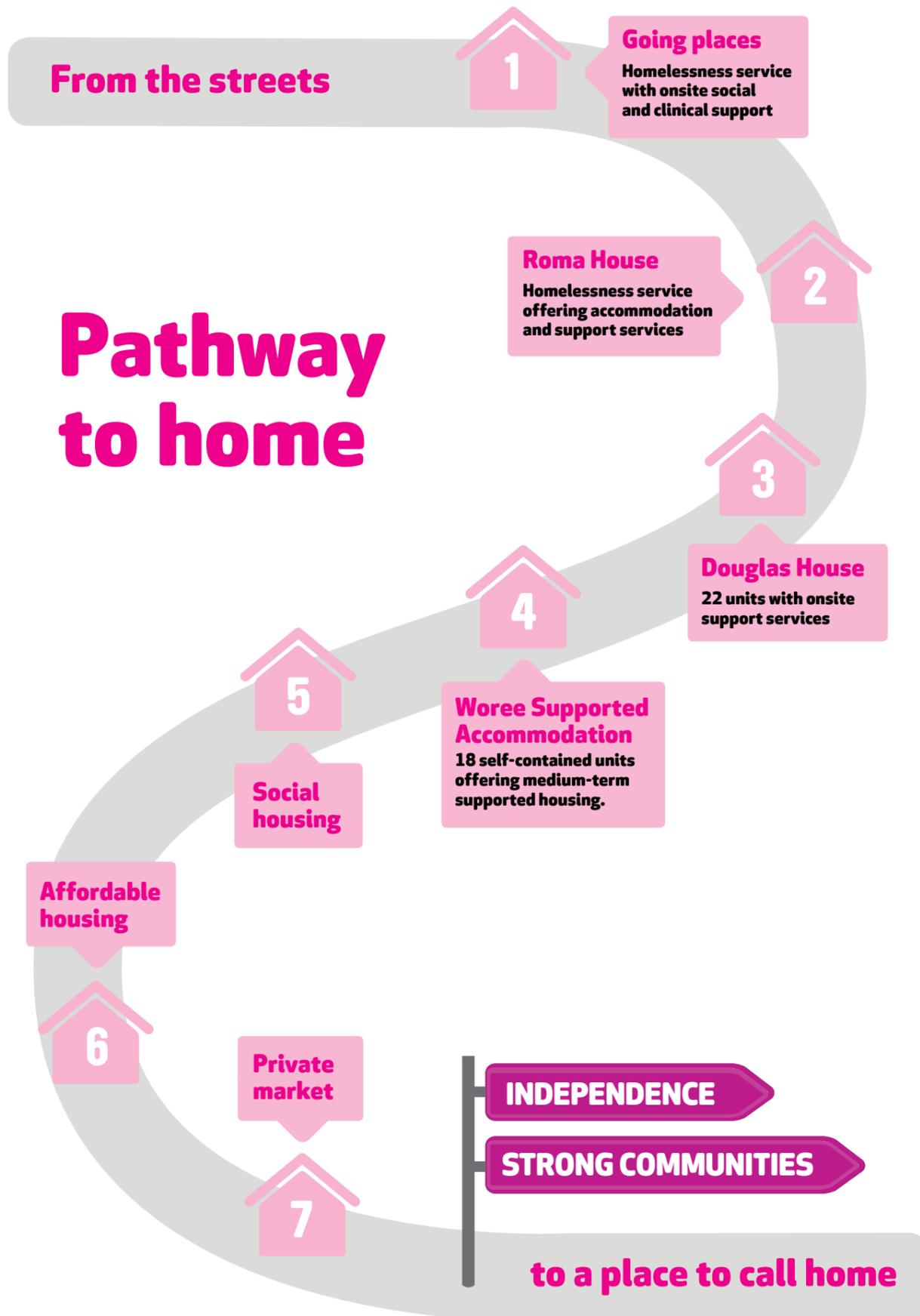
Woree Supported Accommodation

The overwhelming success of Douglas House saw the development and construction of a second stage facility in Cairns that opened in June 2016: Woree Supported Accommodation. This complex provides 18 self-contained units managed by Mission Australia Housing that offers medium-term supported housing to people transitioning back into social and affordable housing markets.

Support and opportunity

Mission Australia's trained recovery workers know and understand the complex reasons leading to homelessness, as well as the challenges to stability posed by severe mental illness, chronic health conditions and alcohol and substance abuse.

We work closely with our tenants and take time to gain their trust. Working in partnership, we deliver the physical, mental, emotional and psychological care our tenants need to secure and maintain permanent housing in the future.



5. ABS 2015, Estimating Homelessness; 6. Going Places, Rapid Cost-Benefit Analysis, Cairns, Mission Australia, June 2013

On any given night there are 19,831 people experiencing homelessness across Queensland⁵

When 38-year-old Jason and his 36-year-old partner Natalie arrived at Douglas House, their lives had spiralled out of control.

Problematic drug and alcohol use coupled with escalating domestic violence incidents meant that for Jason, prison was a revolving door. The couple lived in insecure accommodation and frequently struggled with homelessness. After their two young children were taken into care, Jason and Natalie hit rock bottom.

With intensive counselling the couple developed the practical and emotional skills necessary to foster strong and healthy relationships. They also started to build resilience, life skills and support networks through activities such as cooking, fishing, art and craft.

Jason and Natalie have made so much progress together that they are now able to have unsupervised visits with their children and their caseworker is helping them to make long-term plans, which includes job opportunities and securing safe and secure accommodation.

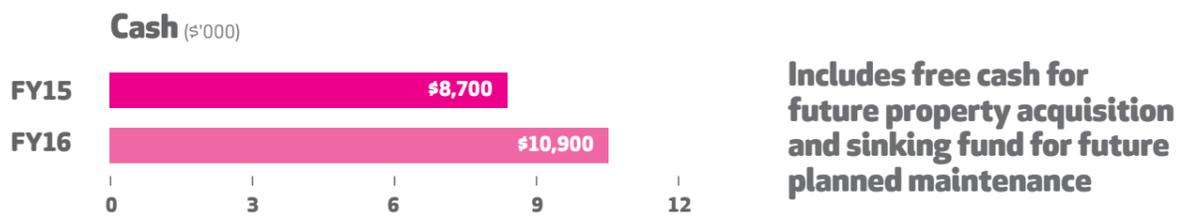
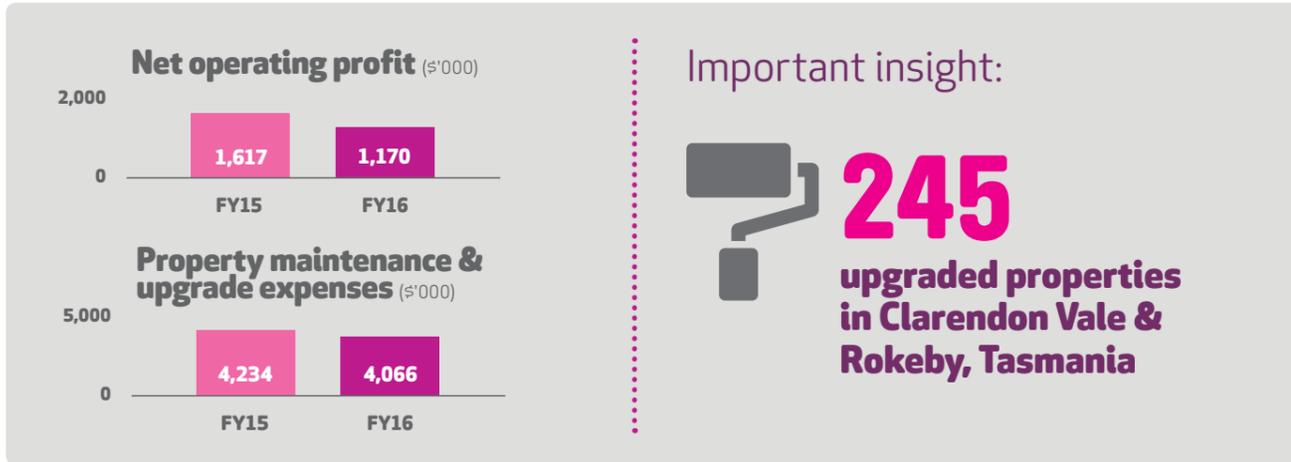
That is where the development and construction of the second stage facility in Woree, Cairns comes into it. This 18-unit complex of fully self-contained units provides medium-term supported housing to people in similar situations to Jason and Natalie who show readiness to transition into the social and affordable housing market.

A part of the solution to working with people with high needs requiring intensive support is to provide them with sustainable and supported housing transition plans. Mission Australia Housing Manager Richard Munich sees Woree as "a stepping stone from Douglas House into more medium-term housing. This means that we can work with tenants over an extended period of time, helping them to transition to independent living."

Construction of the facility in Woree was completed in May 2016, with doors opening to tenants shortly after. In partnership with Mission Australia, Mission Australia Housing provides tenancy and property services, and support services are provided by Mission Australia staff.

It is not surprising that, through this holistic tenancy and social support services model, for every dollar invested in services such as Douglas House and the Woree Supported Accommodation units the Government saves at least \$5.10 in public services that are no longer required⁶.

Financial summary



Together we are stronger

By working together with our staff, volunteers, board members, supporters, donors, corporate partners and funders, we can achieve so much more for Australians in need. Our shared commitment to reducing homelessness and strengthening communities drives our progress. Together we stand.