



**MISSION
AUSTRALIA**

ANNUAL REPORT 2021

TOGETHER **WE STAND**

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Acknowledgement of Land

We acknowledge the traditional custodians of the lands on which we work, and we pay our respects to the Elders past, present and future for they hold the memories, the culture and dreams of the Aboriginal and Torres Strait Islander people.

We recognise and respect their cultural heritage, beliefs and continual relationship with the land and we recognise the importance of the young people, who are the future leaders.

Inspired by Jesus Christ, Mission Australia exists to meet human need and to spread the knowledge of the love of God.





A message from our CEO, James Toomey and Chairman, Ken Dean

We acknowledge the mental and emotional fatigue many of us have experienced due to COVID-19 throughout the past year. We are indebted to our staff and volunteers, and the supporters, partners and funders who have demonstrated continued compassion towards people in need. Despite the numerous challenges of responding to COVID-19, we are grateful to God that nearly all of our services and programs have continued to be safely delivered in communities throughout Australia.

Celebrating achievements

We are particularly proud of our organisation's response to the pandemic. Keeping people safe is at the heart of everything we do and we have taken extra precautions to ensure our work environment is safe for our staff and those we serve. Our Aged Care staff are all fully vaccinated and in partnership with local health authorities, we set up vaccination clinics in our community housing at Common Ground in Sydney and the Mission Australia Centre (MAC) in Surry Hills.

In addition to the physical safety of our staff we have deployed a range of responses to support the mental health of our staff, especially those working at home and grappling with the challenges of lockdowns and restrictions.

One year into our 20-25 Strategy, we are pleased with the progress made. Some highlights include:

- Construction of the Coffs Harbour MAC and 40 one-bedroom social housing units will be complete this year, thanks to donations from our supporters and partners
- in June 2021, Mission Australia Housing Partnership Limited purchased off plan 130 units at Mid-Town Macquarie Park in Sydney to make available as affordable housing
- Advancing the development of new alcohol and drug rehabilitation centres in Cairns and Batemans Bay
- Establishment of our first Community of Focus initiative in Cairns South
- We formed a new alliance of sector partners in South Australia to work towards ending homelessness

Our Founding Purpose

For over 160 years, Mission Australia's Founding Purpose has stood the test of time.

"Inspired by Jesus Christ, Mission Australia exists to meet human need and to spread the knowledge of the love of God."

During the year we finalised the 'Unpacking our Founding Purpose' charter, providing greater clarity on what our Founding Purpose looks like in practice.

Thank you for your support as we strive towards an Australia where all of us have a safe home and can thrive.

Ken Dean, Chairman

James Toomey, CEO



SUMMARY OF THE YEAR 2020-21

TOGETHER, WE SUPPORTED

152,684



AUSTRALIANS ON THEIR
JOURNEY TOWARDS
INDEPENDENCE LAST YEAR

THIS WAS ACHIEVED THROUGH:

2,320

staff members



474

programs & services across Australia



806

volunteers



32,702

supporters



22

government departments



214

partnerships



MAKING AN IMPACT

Continuing to deliver on our strategy has led to another year of great outcomes for Mission Australia

Homelessness

22,080

people assisted



Housing

6,092

people assisted



Aged care

246

people assisted



Alcohol & other drugs

5,813

people assisted



Children & families

22,864

people assisted



Community development

15,942

people assisted



Employment, education & training

23,802

people assisted



Family & domestic violence

3,846

people assisted



Financial wellbeing

5,405

people assisted



Mental health recovery

3,134

people assisted



Justice & corrections

4,240

people assisted



NDIS

37,903

people assisted



Our strategy

In 2020, we launched Mission Australia's 20-25 Strategy with a vision for an Australia where all of us have a safe home and can thrive. In the past year, we are proud of our progress in our four strategic areas of focus.



Learn more about our strategy:

From the construction of a new Mission Australia Centre in Coffs Harbour to expanding our Alcohol and Other Drugs Facilities in Cairns and Batemans Bay, read more about our progress this Financial Year.



Our work in focus



Ending homelessness

Construction of the Mission Australia Centre has been made possible by donations from Mission Australia supporters who have so far raised \$2.1 million for the project.

Over the coming months, the charity will engage in fundraising activities to raise the additional \$3 million needed to complete the build.

Local construction company, Lipman, commenced building the Mission Australia Centre in early 2021, which will be built at the same time as the charity's neighbouring 40 one-bedroom social home apartments.

The projects are designed to meet local needs, with the latest 2016 Census data showing Coffs Harbour has seen a 15% increase in the number of people experiencing homelessness since the previous Census – a rate higher than the national average. Cowper, which takes in Coffs

Harbour, is the 10th top electorate in Australia for rental stress with 7,698 households in Cowper experiencing rental stress.

Coffs Harbour will be home to Mission Australia's newest Mission Australia Centre. Mission Australia Centres are community hubs owned by Mission Australia that provide local individuals and communities with access to a variety of support services housed within a single location. The range of supports and activities offered is determined by the specific needs of the local people and community and include housing and homelessness services, health and wellbeing support and social inclusion activities.

Mr Carblis continued, "Both Mission Australia projects in Coffs Harbour are part of our ongoing commitment to ensure that people on the Mid North Coast have access to the services they need, and a safe and secure place to call home."



Strengthening communities

Mary's dreams achieved thanks to Parents Next

Working as a teacher and a single mum, Mary felt overwhelmed and unsure about the future. Her dream job was to become a school psychologist. She loved helping young students and the role would give her the flexibility to raise her three children.

Sadly, Mary unexpectedly lost her job as a teacher. Unemployed and managing three children on her own, her goal of becoming a psychologist seemed like a pipe dream.

Fortunately, she connected with Judy from ParentsNext, our support service funded by the

Federal Government, that helps parents find employment.

Judy listened to Mary and her dreams of becoming a psychologist. Recognising Mary's potential, she helped her enroll in a psychology degree. Throughout university, Judy stayed by Mary's side, giving her the encouragement and support she needed to achieve her goals.

It has been three years and Mary will be graduating with her degree in flying colours.

"I couldn't believe I was awarded an Academic Award from the Faculty," Mary shared. "I received first place in my final assessment and will be graduating with the highest GPA within the Medicine and Health Faculty."

Names and images have been changed to protect the identity of the people we help.



Supporting people in need to thrive

Larry is experiencing life to the fullest

Larry was born with a low level of vision, and at 26 he lost half of the small amount of vision he had as a result of an issue with his cornea. Being very outgoing, Larry loved spending time with his family but with his failing vision, everyday tasks were increasingly difficult. Simple things, like getting dressed, grocery shopping and cooking were becoming harder, and it felt easier to stay at home instead of leaving the house.

Not wanting to burden his family, Larry kept to himself and became extremely isolated and alone,

his only companion was his guide dog, Rufus.

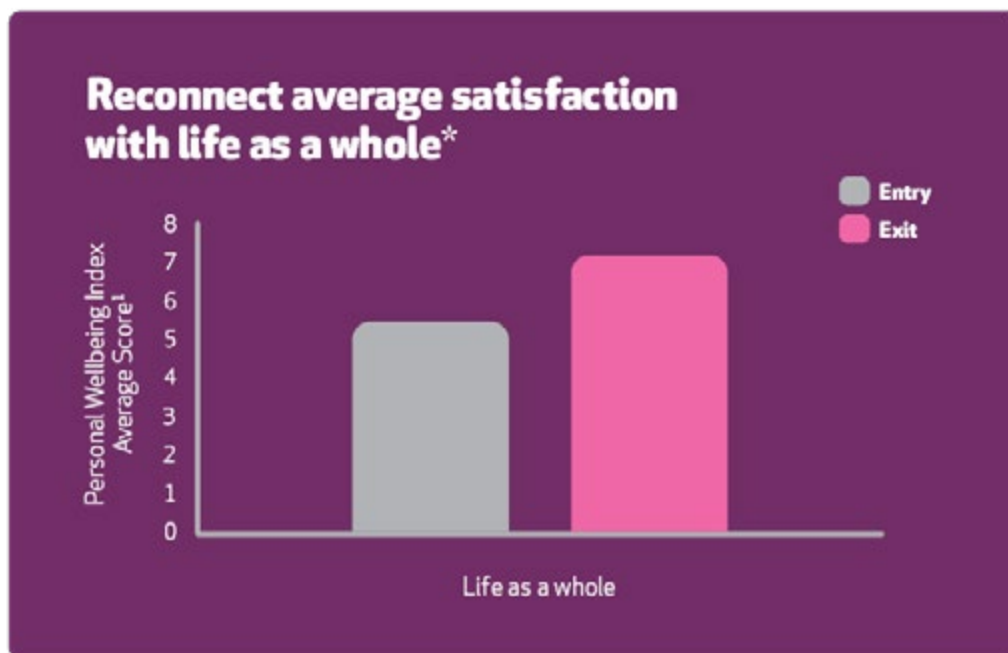
Thankfully, Larry's life took a positive turn when he met with a Mission Australia NDIS Local Area Coordinator (LAC) in Western Australia. They listened to his needs and connected him to people who could help. "For the first time I was actually asked what I wanted to do," Larry said. "They had my best interests at heart, listened to my needs and helped me to achieve my goals of getting out and about and living a good quality life."

Thanks to funding from the National Disability Insurance Agency (NDIA), Larry has the support he needs to thrive. He is now able to cook basic meals, visit his family regularly, and enjoy life to the fullest. One day he hopes to 'give back' to the community that helped him.

Driving excellence

Our Impact Measurement helps us understand how our services improve the lives of our clients and the communities we serve. We measure our impact by asking our clients questions about their wellbeing when they start a service and when they exit.

Funded by the Federal Government, our Reconnect services support young people at risk of homelessness. Our impact measurement data shows that when young people left a Reconnect service, they were more satisfied with their life as a whole than at the start.



*Matched data collected from January 2020 to July 2021 (n=176)

1 International Wellbeing Group (2013). Personal Wellbeing Index: 5th Edition. Melbourne: Australian Centre on Quality of Life, Deakin University



Research & advocacy

Mission Australia provided submissions to the Federal Government on a range of issues, including:

- Inquiry into homelessness in Australia 2020
- Indigenous Voice Co-Design Interim Report
- An Inquiry into the human rights implications of the ParentsNext program.

We furthered our collaboration with the community housing and homelessness sectors, advocating for more social and affordable housing and a national strategy to end homelessness as part of Everybody's Home.

Mission Australia continued to advocate for adequate income support for people in need and to combat intergenerational poverty as part of the Raise the Rate for Good campaign.

Financial highlights

In the Financial Year, 88% of our revenue went straight back into delivering services that assisted vulnerable people across Australia. Thanks to your support, together we helped 152,684 people move towards independence, and our commitment to this vital work has never been stronger.



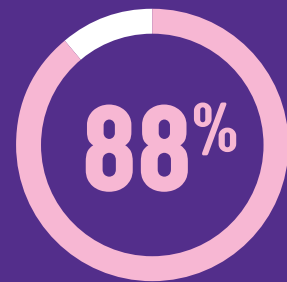
304.7m

**Total underlying
income**



291.7m

**Total underlying
expenditure**



**of income went back
into services last year**

**Read our full
financial report**



With gratitude

Thank you for making our work and this impact possible, for being by our side, and for helping us finish 2021 strong.



Bill & Heather
Webster



SIR
david martin
FOUNDATION

Corella Fund



REGAL
FOUNDATION



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Deloitte.



Westpac



See the full list
of supporters

Ivany Foundation

Thank you

for making our life-changing work possible and helping us finish 2021 strong. We look forward to your continued support in 2022.