

MISSION AUSTRALIA

ANNUAL REPORT 2022



TOGETHER WE STAND

Contents

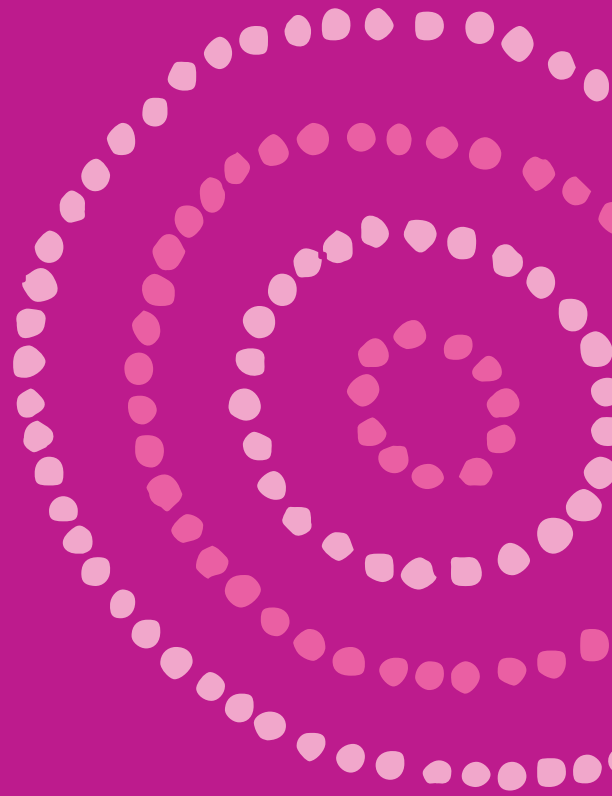
Joint letter from CEO and Chairman	03
Our impact	04
Program highlights + strategy update	06
Financial highlights	12
Thank you to our supporters	13

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, Sharon Callister and Chairman, Ken Dean

The ongoing pandemic and environmental challenges in the past year had an immense toll on many of us. We are so grateful for our community of supporters, staff, partners, funders and volunteers who continued to demonstrate kindness, Christ-like love and generosity.

Helping people and communities thrive is at the heart of what we do. We are incredibly proud of our organisation's resilience in serving and caring for people throughout previous lockdowns and restrictions. Our staff demonstrated creative and dedicated ways of helping others. This was demonstrated in our commitment to the long-term recovery of flood affected communities across NSW and QLD. While Mission Australia is not a disaster relief organisation, our teams coordinated vital community services, and provided support to people experiencing disadvantage and homelessness.

Our frontline teams in Inala and Coffs Harbour prepared over 1,000 care packages, distributed essential items and assisted in recovery efforts.

Two years into our 20-25 Strategy, we are pleased with our progress. This past year, we:

- Opened a Mission Australia Centre (MAC) in Coffs Harbour, along with the Duke Street Housing Complex (which includes 40 one-bedroom social and affordable housing units).
- Advanced our Community of Focus initiative in Cairns South and commenced plans for three additional Community of Focus initiatives in strategic areas.
- Continued the development two Residential Alcohol and Other Drug services in Cairns and Batemans Bay.
- Commenced the development of Mid-Town in Sydney, with the first



259 social housing dwellings on track for completion next year.

- Launched our second innovative Reconciliation Action Plan, which outlines actions for achieving Mission Australia's vision for reconciliation and commits to 85 deliverables that we will implement by the end of 2023.

Our Founding Purpose

This year, we celebrated 160 years since Benjamin Short founded Sydney City Mission on 11 July 1862.

Distressed by the poverty and deprivation he saw on the streets of Sydney, Benjamin Short's Christian faith led him to gather church, business and civic leaders to establish the Sydney City Mission.

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

Our Founding Purpose is at the core of everything we do here at Mission Australia and, 160 years on, we remain committed to continue with our purpose and vision to end homelessness and see lives transformed.

Thank you for your support. Together, we are striving towards an Australia where all of us have a safe home and can thrive. We hope you enjoy our 2022 Annual Report.

Warm regards,

Ken Dean, Chairman

Sharon Callister, CEO



SUMMARY OF THE YEAR 2021-22

TOGETHER, WE SUPPORTED

147,913



AUSTRALIANS ON THEIR
JOURNEY TOWARDS
INDEPENDENCE LAST YEAR

THIS WAS ACHIEVED THROUGH:

2,282

staff members



465

programs & services across Australia



759

volunteers



32,054

supporters



58

government departments



93

partnerships



MAKING AN IMPACT

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

Homelessness

23,755

people assisted



Housing

7,388

people assisted



Aged care

263

people assisted



Alcohol & other drugs

5,660

people assisted



Children & families

20,862

people assisted



Community development

19,567

people assisted



Employment, education & training

20,067

people assisted



Family & domestic violence

2,993

people assisted



Financial wellbeing

6,325

people assisted



Mental health recovery

4,021

people assisted



Justice & corrections

955

people assisted



NDIS

34,250

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



Our work in focus



Ending homelessness

Our newest Mission Australia Centre and adjacent social and affordable housing in Coffs Harbour have been completed. Thanks to our amazing supporters for helping finance the Mission Australia Centre and for your constant support.

Developed in partnership with local stakeholders including Aboriginal and Torres Strait Islander people, clients and local organisations we began building a new Mission Australia centre and adjacent social and affordable housing units to combat the rise of homelessness on the Mid North Coast.

The Mission Australia Centre will provide individuals and the community with access to

a variety of support services under one roof including homelessness services, health and wellbeing and social inclusion services. Next door, the 40-studio residential units will offer a safe, secure home for vulnerable young people and adults, many who have been on long-waitlists for affordable housing. To support their journey to independence, all residents will have access to support services offered at the Mission Australia Centre and will have opportunities to be involved and connected with the local community.

*“Residents who live here will now have a home and be part of a community where they can feel secure, welcomed and can thrive. The residential building has been designed to be a tranquil place to live, with fresh air and sunlight, opportunities for connection and hope.” - James Toomey, **CEO** Mission Australia*



Strengthening communities

Empowering young people with new opportunities

For young Australians, living through lockdown and pandemic during a formative time in their early adult lives was a significant challenge.

In our 2021 Youth Survey – Australia’s largest online youth survey – we saw the firsthand impacts of lockdown on young people across the country.

Along with implications on a young person’s mental health, young people also said the pandemic negatively affected their participation in activities and education.

Our Youth on Track staff connected with Cory just as the pandemic hit. During the lockdown, Cory and his case worker met online every week to devise a plan.

Cory began to identify his passions and with a little support, he set out on the best path to achieve his goals.

“Thanks for helping me stay motivated during challenging times of COVID and isolation.” - Cory, 16.

With ongoing generosity from our supporters, our services continued to help young people like Cory. During a difficult time, our staff and supporters continued to help young people stay connected during the pandemic and access the help they need to thrive.”

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



Supporting people in need to thrive

Ride of a lifetime for Terry

Terry loves motorbike adventures but sadly, his riding days came to a sudden halt when Terry was diagnosed with advanced multiple sclerosis. Our Local Area Coordination team helped get access to the support he needed but they also went the extra mile to surprise Terry with the ride of a lifetime.

Meet Terry

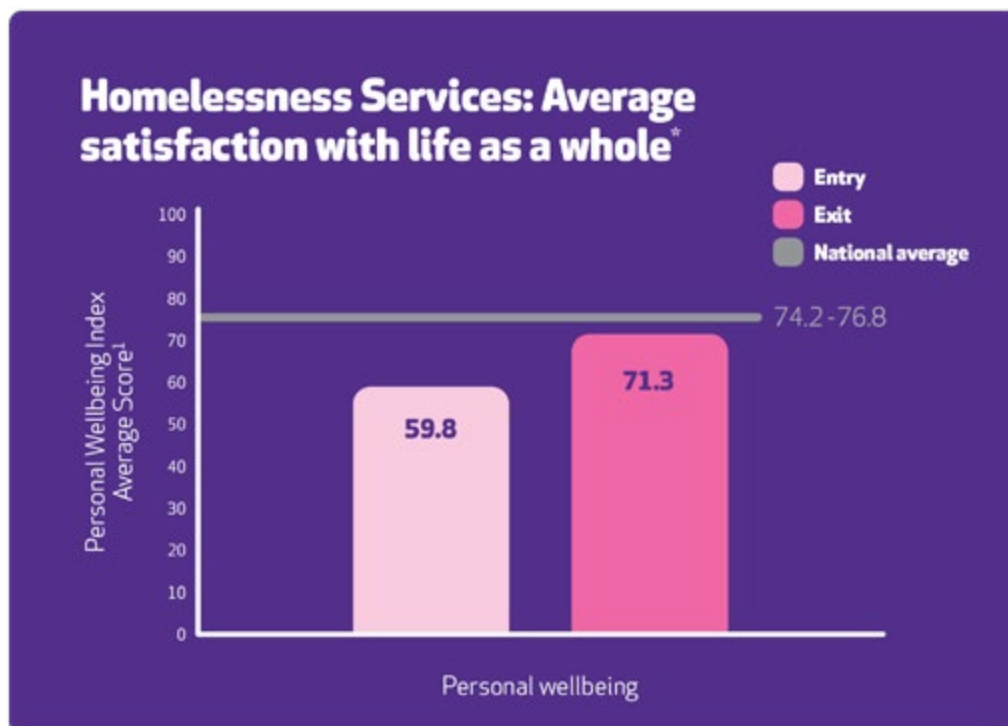


Driving excellence

Our Impact Measurement Program helps us understand how our 78 homelessness services improve the lives of the people and communities we serve. We measure our impact by asking the people we help about their housing and wellbeing when they start a service and when they exit.

Funded by the Federal and State Governments, our services provide support to people who are at risk of or experiencing homelessness and housing instability. Our impact measurement data shows that when people left a service, they were more satisfied with their personal wellbeing than at the start.

92% of people at risk of homelessness at entry were in secure and stable accommodation at exit.*.



*All closed cases who at service entry were at risk of homelessness and who exited between July 2021 and June 2022 (n=2204). Data for secure and stable housing (n=1854).

^Matched data collected from July 2021 to June 2022 (n=389) compared to Australian population normative range.

¹Deakin University and Australian Unity Limited. (2021). Australian Unity Wellbeing Index - Appendices 38. Subjective wellbeing in Australia during the second year of the pandemic. Geelong: Australian Centre on Quality of Life, School of Psychology, Deakin University



Research & advocacy

Mission Australia provided submissions and presented evidence to the Federal Government and State and Territory Governments on a range of issues, including:

- The Productivity Commission's review of the National Housing and Homelessness Agreement
- Federal pre-budget consultations
- The National Plan to End Violence Against Women and Their Children
- The new Disability Employment Services model

We continued to advocate for a national plan to end homelessness, further investment in social and affordable housing, adequate income support and other policy priorities to support people in need to thrive.

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 147,913 people move towards independence, and our commitment to this vital work has never been stronger.



**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 2022 strong.



**Bill & Heather
Webster**



**SIR
david martin**
FOUNDATION

Corella Fund



REGAL
FOUNDATION



Ivany Foundation



**See the full list
of supporters**

Thank you

for making our life-changing work possible and helping us finish 2022 strong. We look forward to your continued support in 2023.