

# MISSION AUSTRALIA

ANNUAL REPORT 2023



TOGETHER WE STAND

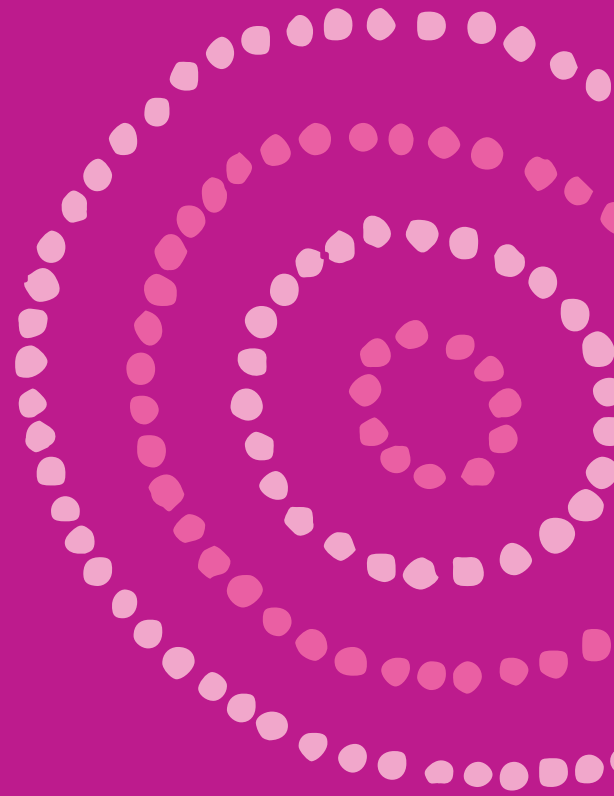
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## Acknowledgement of Land

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, Sharon Callister and Chairman, Ian Hammond

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

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

Over the past year, the skyrocketing cost-of-living and rental affordability challenges have created a national housing emergency. Our frontline staff have seen an influx of people seeking help from our homelessness services, and they're telling us the housing situation is the worst they've ever seen it.

In the face of growing demand, we have also witnessed our community of supporters, staff, partners, funders and volunteers coming together to help people in need. We are grateful for their compassion and generosity. Together, we have made significant progress in the past year and some of the achievements below would simply not have been possible without their support.

### Celebrating achievements

We are three years into our 20-25 Strategy and are pleased to have made strong progress during the past reporting period, with additional new services, activities and staff.

Helping people and communities thrive is at the heart of our organisation, and this year we are particularly keen to share that we:

Proudly launched our second Innovate Reconciliation Action Plan (RAP) at the beginning of 2022. We are on track to achieving all 85 deliverables by June 2024, with most in progress and some already delivered. As part of this RAP, we:

- Celebrated National Reconciliation Week and NAIDOC Week across the organisation
- Established a RAP Knowledge Group of Aboriginal and Torres Strait Islander staff to provide a forum for culturally appropriate advice

- Facilitated a co-design process to develop an Aboriginal and Torres Strait Islander Cultural Safety Framework for the period 2024-29.
- Supported the Uluru Statement from the Heart and the Voice to Parliament internally and externally, and
- Developed new and strengthened existing partnerships with Aboriginal Community Controlled Organisations.

Opened two new residential Alcohol and Other Drugs services, funded by the Australian Government: one in Batemans Bay, the other in Cairns.

Started construction of our first Youth Foyer in Townsville, funded by the Queensland Government, with completion expected in early 2024.

Established two new Communities of Focus in Western Australia: one in Meekatharra, the other in Maddington.

Continued projects as part of our Housing Growth Strategy to see more Australians in safe and stable homes by 2025, including:

- The near completion of stage one of the Midtown project in Macquarie Park, bringing close to 400 new social and affordable dwellings to the northern Sydney region.
- As part of the Tasmanian Government's Community Housing Growth Program, construction commenced on 31 new social housing dwellings of which 29 were completed and consolidated within Mission Australia Housing Tasmania's portfolio. Work continues to build more social dwellings in Tasmania in FY24.

Continued bold advocacy for additional housing and homelessness support as more Australians suffered from the cost-of-living crisis and the homelessness emergency.

Released our first Homelessness Impact Report to strengthen our evidence-based advocacy for greater investment in homelessness prevention, support services, and more social and affordable housing.

Expanded our Community Chaplaincy program into Hobart, Cairns South,

Coffs Harbour and Maddington.

And many more key initiatives which can be read in the Strategy update section of this report.

### Changes to our Board

After six years as Mission Australia's Chair, Ken Dean retired from the Board on 21 November 2022. We are immensely grateful to Ken for his strong leadership and stewardship over the years.

As a long-serving member of Mission Australia's Board, and now the Chair, I am excited to be working alongside Sharon as CEO. In our key leadership roles, we are grateful to be working alongside my fellow directors and the management team to shape a future without homelessness.

For the first time, Mission Australia now has First Nations Board representation with the appointment of Balanggarra woman, Elle Davidson in late 2022. Elle is also a member of one of our Board committees.

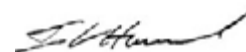
Her appointment also marks the first time our organisation has had majority female Board representation.

We thank our Board members for their voluntary service. We also thank our supporters, partners, other stakeholders and funders. Together, we are striving towards an Australia where all of us have a safe home and can thrive. Thank you for making a difference in the lives of so many Australians in need. Our work wouldn't be possible without you.

We hope you enjoy our 2023 Annual Report.

Warm regards,

**Ian Hammond**, Chairman



**Sharon Callister**, CEO





# SUMMARY OF THE YEAR 2022-23

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TOGETHER, WE SUPPORTED

**149,096**



AUSTRALIANS ON THEIR  
JOURNEY TOWARDS  
INDEPENDENCE LAST YEAR

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# THIS WAS ACHIEVED THROUGH:

**2,464**

staff members



**463**

programs & services across Australia



**1,092**

volunteers



**31,015**

supporters



**86**

Government and sector funding partners



**98**

partnerships



# MAKING AN IMPACT

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

## Homelessness

**26,240**

people assisted through 73 services



## Housing

**6,688**

people assisted through 15 services



## Aged care

**230**

people assisted through 3 services



## Alcohol & other drugs

**6,021**

people assisted through 35 services



## Children & families

**21,709**

people assisted through 60 services



## Community development

**20,553**

people assisted through 25 services



## Employment, education & training

**19,402**

people assisted through 152 services



## Family & domestic violence

**1,681**

people assisted through 15 services



## Financial wellbeing

**6,381**

people assisted through 14 services



## Mental health recovery

**3,640**

people assisted through 30 services



## Justice & corrections

**1,146**

people assisted through 16 services



## NDIS

**35,054**

people assisted through 18 services



# 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 focus areas.



## Learn more about our strategy:

From the opening of two new Alcohol and Other Drugs facilities to our continued commitment to create strong, resilient and thriving communities, read more about our progress in FY23.



# Our work in focus



## Ending homelessness

**When Ben showed up at the Mission Australia Centre years ago, he was determined to turn his life around.**

Ben was welcomed by staff and connected to a dedicated case worker who supported Ben with accommodation, rehabilitation and connections to essential services to overcome his addiction and improve his mental health.

Now, after years of hard work and perseverance, Ben is proudly overcoming his addiction and walking towards independence.

Ben plans to rejoin the workforce and stand again on his own two feet. Ben comes from a family of

bakers, and it's his ambition to follow in his family's footsteps.

But like other people who have experienced homelessness, getting a job hasn't been easy. As well as a lack of confidence and resources, Ben had unique challenges of his own. Thanks to dental support from Mission Australia, Ben was able to receive a new set of teeth to boost his confidence.

Now Ben has the confidence and foundation to thrive! He's working towards his dream of making his family proud and possibly opening his own bakery one day.

"I'm looking forward to building a new life for myself," says Ben. "This place has really paved the way for me to do that."



## Strengthening communities

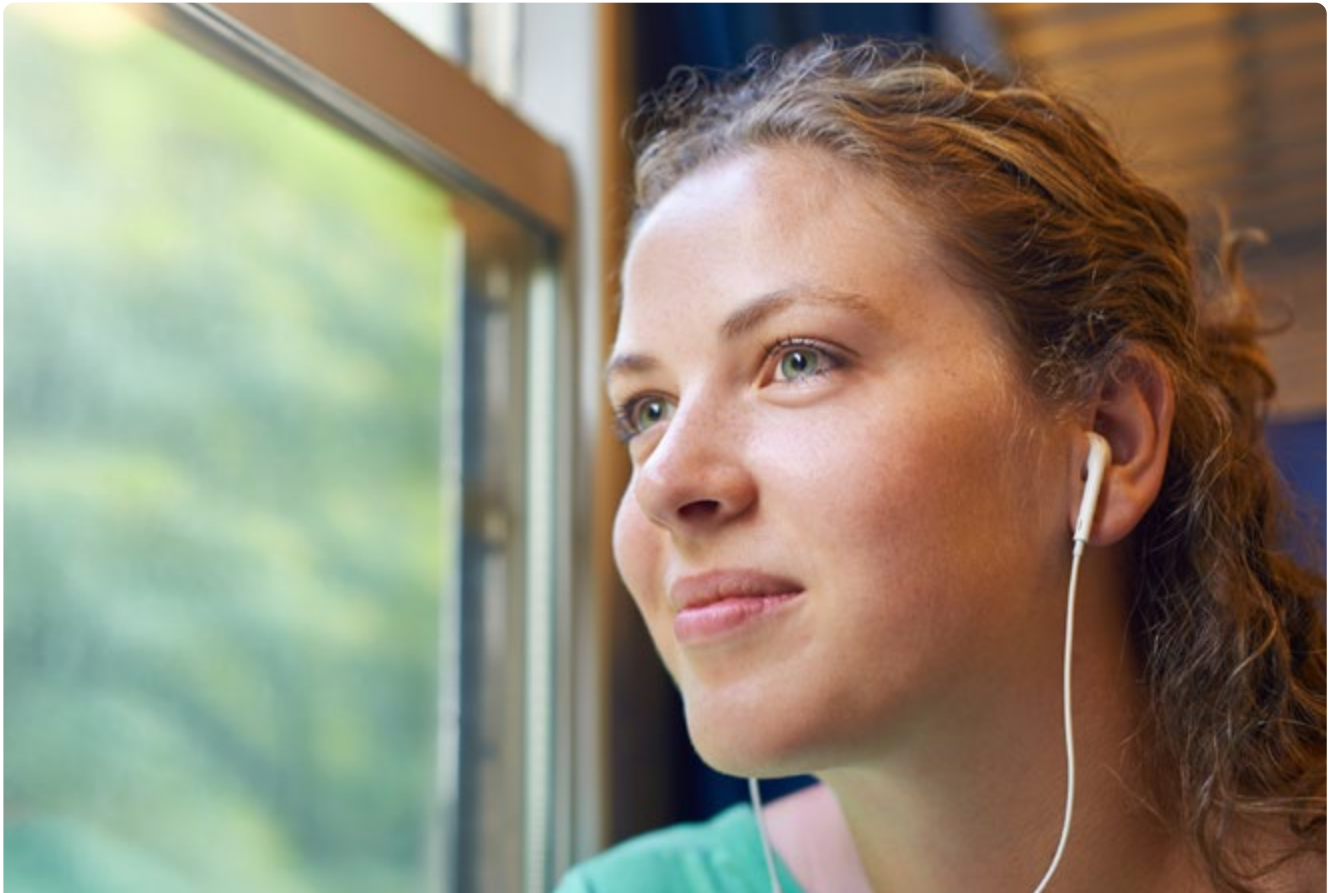
Throughout the year, our team in Meekatharra, WA, facilitate a place-based, community-led approach including coordinating capacity building activities and social cohesion events. Our Communities of Focus approach recognises that addressing local disadvantage starts with bringing people together through local decision making. From BBQs, sports activities to Family Fun Days, Mission Australia works with local Elders, community leaders and members, services, government agencies and businesses to increase community participation and control.

*"The coming together of a community, collaborating to tackle its challenges, is truly inspiring. Meekatharra has faced its fair share of challenges, but they are now harnessing their resilience and strength in making change for a positive future." - Gillian Frew, Mission Australia Service Area Manager*

The Communities of Focus team build upon the services Mission Australia has been facilitating in community for a long time, to bring together opportunities for community to shape their shared vision for positive long-term change, facilitate strategy and foster collaboration in Meekatharra.

Meekatharra is a remote community located in the Mid-West region of Western Australia. Home to approximately 1,200 people, many who are of culturally diverse and First National heritage. Mission Australia has a strong and longstanding relationship supporting people of Meekatharra, including through ongoing programs such as the Remote School Attendance program, Mental Health Support Service, Housing and Support Service, and Meekatharra Family and Domestic Violence Service.

Communities of Focus builds upon this support, to work alongside the community for up to 10 years to see population-level change to key focuses of concern that the community define.



## Supporting people in need to thrive

Mission Australia's Triple Care Farm combines medical care, counselling, education and recreation to help young people conquer drug and alcohol addiction. For young people like Emma who face challenges to their mental wellbeing, Triple Care Farm provides an essential support network they need to overcome addiction and step towards independence.

When Emma\* arrived at Triple Care Farm, it was her last shot at a different future. Emma was given the care she needed to break free from her addiction and regain her sense of self.

"I began to like people again, I began to like myself again, find out who I am. I soon found the flow at the farm and what was on offer." - Emma

Last December, Emma, along with over 100 other brave young people graduated from Triple Care

Farm, free from the addiction that was destroying their life.

"Without Triple Care Farm I would have ended up dead or in jail. The program helped me get through the worst time of my life and come out with employment and a fresh start."- Emma

Thanks to your support, young people like Emma can turn their lives around and step towards an independent and resilient future.

Mission Australia's Triple Care Farm is located on 110 acres in the NSW Southern Highlands and combines medical care, counselling, education and recreation to help young people conquer drug and alcohol addiction. It's ground-breaking and effective, providing young people with the support network they need to overcome addiction.

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

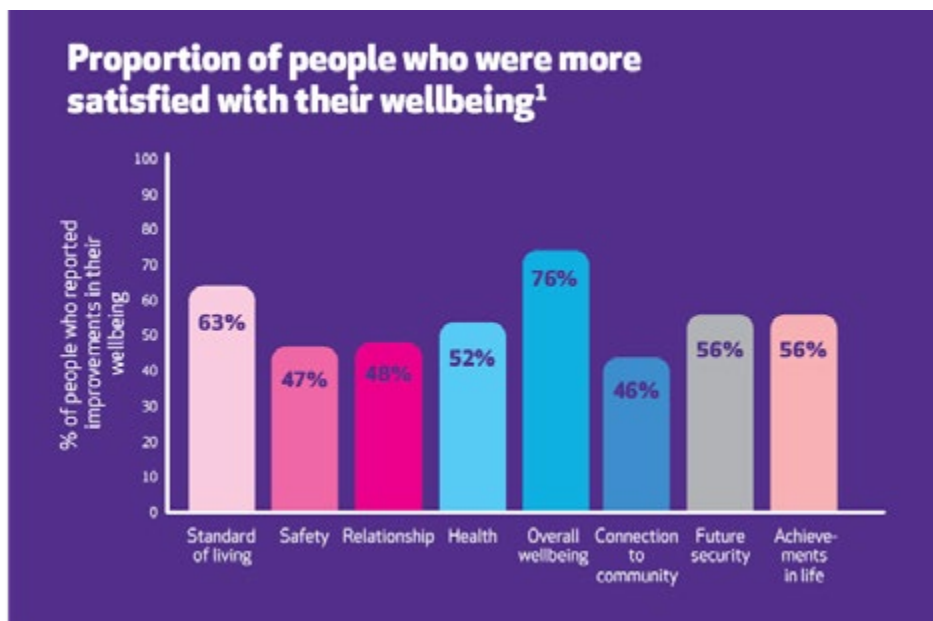
## Driving excellence

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

Funded by Federal and State Governments, our 73 homelessness services provide support to people who are at risk of or experiencing homelessness. Our data shows that homelessness can be ended if the right support, services and housing are in place, and if there is a strong focus on prevention. Of the people who approached Mission Australia's services before they became homeless, 93% were supported to remain living in their home and avoid homelessness. However, our and all other organisations' efforts to find long-term housing for people once they become homeless are severely constrained by the lack of affordable housing available across the country.

**93% of people who were at risk of homelessness remained living in their homes when they exited a Mission Australia service\*.**

**76% of people had improved overall personal wellbeing when they exited our service\*.**



\*All closed cases who at service entry were at risk of homelessness and who exited between July 2022 and June 2023 (n=2352). Matched data collected from July 2022 to June 2023 (n=525)

<sup>1</sup>Deakin 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

**This year, Mission Australia continued our research, policy and advocacy work to support people in need to thrive. We boldly advocated to the Federal and State/Territory Governments on issues of importance to the people we serve in Mission Australia's programs and to people in need across the country.**

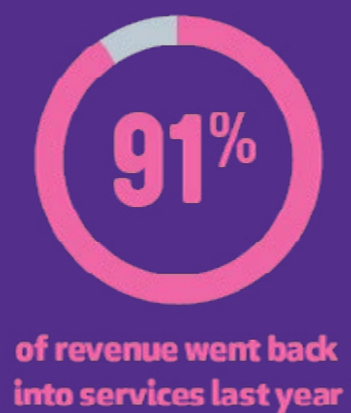
We provided submissions to the Federal Government on a range of issues, including:

- Inquiries into poverty and the cost-of-living
- Workforce Australia Employment Services Inquiry and Employment White Paper consultations
- Federal pre-budget consultations

We continue to advocate strongly for further investment in social and affordable housing, actions to end homelessness, adequate income support and other policy priorities to support people in need to thrive.

# Financial highlights

In the Financial Year, 91% of our revenue went straight back into delivering services that assisted vulnerable people across Australia. Thanks to your support, together we helped 149,096 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 2023 strong.**



Bill & Heather  
Webster

Ivany Foundation

SIR  
david martin  
FOUNDATION

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See the full list  
of supporters

*Thank you*

**for making our life-changing work possible and helping us finish 2023 strong. We look forward to your continued support in 2024.**