

# IMPACT

**THE MESSAGE  
IS CLEAR:  
EVERYONE  
NEEDS  
A HOME.**



**Throughout Homelessness Week, Melbourne City Mission (MCM) called for more housing options for the thousands of young Victorians without a safe home.**

Even before the COVID-19 pandemic, young people were falling through the cracks in homelessness services. They're often priced out of social housing. And when you're a teenager dealing with childhood trauma, mental illness or chronic health problems, you need more support than housing alone.

Now lockdowns have made life even harder for these vulnerable young people.

That's why MCM wants the Victorian government to direct more of its \$5.3 billion *Big Housing Build* fund to meet the needs of young people. During Homelessness Week, our staff also took to social media, speaking up for the young people they care for every day.

**Thank you for helping us stand up for young people who've been through so much, and who deserve a safe home and future as much as any of us.**

## *What will it take to transform youth homelessness*

- 1 Housing geared to young people's needs
- 2 Support for young people to work, study and live confident lives
- 3 Help for young people to heal from trauma

*Some stats  
to consider...*

**14,000**

young Victorians seek help for homelessness each year.

**1 OUT OF 4**



of Victoria's homeless are aged between 12 and 24.

Every night, more than

**6,000**

young people have no safe place to sleep in Victoria.

# HOPE IN LOCKDOWN

because of you!



## THANK YOU FROM VICKI...

This newsletter is a tribute to how your love, care and determination help people overcome huge challenges – even COVID. Thank you so much for helping MCM keep up our vital work in another year of lockdowns and uncertainty.

I hope you enjoy reading about the inspiring ways you are supporting people across our community. They might be young people sleeping rough, or children struggling to learn, or older people who are living with a disability.

Through your support of MCM, you are sparking their resilience and hope. You're bringing them safety and kindness and the chance to live their best lives at an incredibly difficult time.

Thank you for showing that together, we can get through anything. The impact you make for individuals, families and our community is extraordinary.



**Vicki Sutton**  
CEO



**Lockdown has left many isolated young people without anywhere else to go. But thanks to you, they can still find safety, support and love at Frontyard.**

MCM Operations Manager Leanne Nicholson, says the Frontyard team had to adjust quickly to keep its doors open for young people in need. Now the challenge is to keep up their morale at a really hard and uncertain time.

*“We try to keep fun things happening, like movie nights or going out one-on-one to play soccer or basketball. We use different spaces in the building to break up the boredom.”*

At the same time, Frontyard staff are still doing everything they can to support people into better futures. Leanne said:

*“A young woman who’s here at the moment unexpectedly got some good news about housing. She was so excited, she ran up and told every staff member as soon as they started their shift.”*

Thank you for making sure the Frontyard family is still here for the young people who need us more than ever.



## OUR NEW REFUGE OPENS ITS DOORS (AND HEART)

Young people and families in Melbourne's west are finding shelter and your kindness at the new purpose-built refuge in Werribee.

We were delighted to open this wonderful new facility in August, which is now providing much-needed emergency and crisis accommodation for young people experiencing homelessness in Melbourne's west.

The refuge also offers a range of therapy and support services to help young people get back on their feet, particularly during the COVID-19 crisis.

The construction of this warm, welcoming and healing space was made possible by generous contributions from the Property Industry Foundation, Hacer Group, the Victorian Government - and wonderful supporters like you. Thank you for helping to make it possible.

# Ready, set, go!

**From online singalongs to home school packages, Education Specialist Jessica shares how she's keeping kids learning and smiling through COVID.**

Children don't stop growing up just because there's a pandemic happening. And vulnerable families don't stop needing support. That's why our wonderful team of education specialists have been thinking outside the box for ways to keep children and families engaged and connected during lockdowns.

Jessica works with children aged 0 to 8 who are on an NDIS plan. Throughout lockdown, she's been running regular groups on Zoom for small groups of children and their families. The sessions typically get kids doing fun things like singing songs together or making Play-Doh monsters. As well as providing a chance to learn and practice



skills, they also give children a much-needed opportunity to interact and socialise.

To support their lockdown learning, Jessica and her team have also been creating and delivering learning resources to kid's home. They also call families on a weekly basis to make sure they're okay. Keep up the great work team!



# A round of cuddles for Teddy

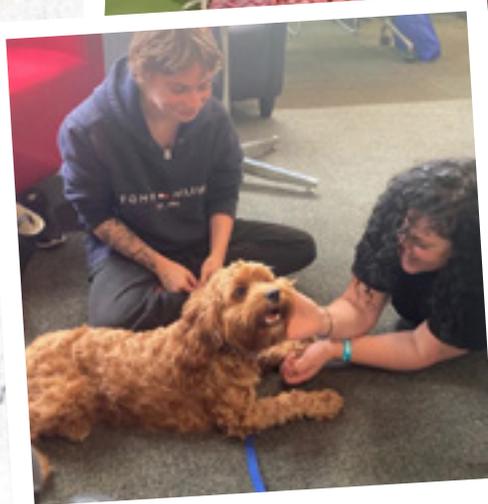
**Teddy the therapy dog loves his new role: being showered with affection by the students at Hester Hornbrook Academy.**

This adorable cavoodle was welcomed with great excitement by students and teachers alike. And his arrival was made possible by the kindness of wonderful supporters like you.

Teddy's job is to greet and spend time with the students at Hester Hornbrook. He's settled into his role quickly and is already in his element when students give him hugs (and the occasional piece of ham from their toasties).

He's also working hard to master the skills he needs to gain his advanced therapy dog certification. When Teddy graduates, he'll be able to play and roam freely without his lead.

Thank you for bringing Teddy's life-changing puppy love to some very grateful young people.



## KINDNESS TILL THE END and beyond

**These two staff members are passionate about caring for people at the end of their lives – and the loved ones they leave behind.**

Meg Moorhouse and Margaret O'Connor are providing dignity and quality of life to people throughout the pandemic as part of our Palliative Care team.

Margaret is a nurse, Emeritus Professor and former President of Palliative Care Victoria, whose passion for her work developed after caring for her own father.

*"The privilege of working with people in their homes is something that's never really left me," she says.*

Meg is a bereavement counsellor with more than 25 years' experience in grief and loss. She says MCM is a special place to work.

*"MCM set up the first palliative care hospice in Melbourne in the 1970's and has a strong reputation for excellence. I'm touched by the care and compassion staff have demonstrated at this difficult time."*

Thank you, Meg and Margaret, for continuing to provide critical care when it's needed most.





# It's a match!

**You might not know about our 'match making' service that's creating lovely, life-changing friendships.**

Connecting with others in our community is vital for our mental health and well-being. But not everyone finds it easy to make new friends. That's why MCM runs a Community Friendship program, matching people with a disability and Community Friend Volunteers.

Once successfully matched, our new friends meet in the community each fortnight to do something they both enjoy together like going to a movie, the footy or a community festival. We also run small monthly social groups, which get together for activities like bowling or going out for coffee and a chat. The program is a powerful source of companionship and connection, and many beautiful, enduring friendships have formed since it began back in 1999.

If you are interested in becoming a Community Friend Volunteer, please call us on 9453 8676 or 9453 8689, or email us at [cfp@mcm.org.au](mailto:cfp@mcm.org.au).



## A PASSPORT TO DEEPER UNDERSTANDING



**Strategy manager Sandhya reveals how MCM's new 'Passport' system is making life easier for people and families who depend on MCM.**

Passport stores all their information in the one place. So a person only has to tell us their story once, even if they need help from other MCM services later. It's all part of MCM's commitment to better understand and care for the people in our community.

The system also eases the administrative load on our MCM staff, so they can spend more time helping vulnerable Melburnians get back on their feet.



Thank you

**You brought warmth and comfort to their long winter.**

A massive thanks to you, our wonderful supporters, for making sure MCM could be there for all the people who turned to us for help this winter.

Your kindness meant we could help people like Emma - who had experienced decades of trauma and uncertainty - find secure, safe accommodation.

Your generosity provided young people like Jasmine with a room of their own and a bed made up with fresh, clean linen.

Thanks to you, vulnerable Victorians without a home now have some stability and the chance they deserve to live their life, their way. Please feel proud of the difference you have made.

# THESE FRIENDS ARE CHANGING THE FUTURE

**Our amazing supporters learn more about how their compassion is helping vulnerable Victorians at our Circle of Friends lunches.**

MCM invites our wonderful long-term supporters and those who have chosen to include us in their Will to join our Circle of Friends group. It's our way of recognising the significant impact their gift will make to our community.

We hold special lunches for our Circle of Friends twice each year. Hosted by our CEO, Vicki Sutton and attended by frontline staff, these events give supporters a closer look at the life-changing work they help make possible.

Our most recent Circle of Friends lunch was a great success, with over 30 guests attending.



**Thank you for helping people create their best futures - their way. We are so grateful for your support.**

To help more Victorians overcome their challenges and live good lives, donate online at [mcm.org.au/makeanimpact](https://mcm.org.au/makeanimpact) or call **1300 364 507**