



YMCA WHITTLESEA
2018 COMMUNITY
IMPACT REPORT

YMCA'S VALUES

Our Vision...

YMCA Whittlesea is committed to connecting and engaging communities through the provision of programs and services that promote an active and engaged lifestyle. We strive to make a positive difference by providing each and every person the opportunity to be healthy, happy and connected.

Our Mission...

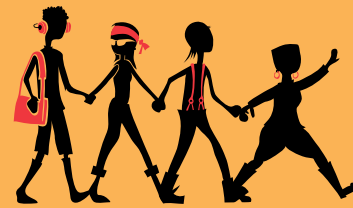
The YMCAs of Australia work together, from a base of Christian values, to provide opportunities for all people to grow in body, mind and spirit.

We believe in the power of inspired young people

The YMCA values the uniqueness and diversity of young people. The YMCA exists to empower and support young people to reach their potential and develop resilience. The YMCA works to connect young people to their communities. The YMCA advocates for young people, and provides platforms for their voices to be heard. We ensure that all of our services are accessible to young people.

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PRESIDENT'S REPORT

Reflecting on the past year, I continue to be proud and humbled to be part of the YMCA Whittlesea family. The efforts and dedication to the organisation by our staff and volunteers grow each year, with a continued focus on our belief in the power of inspired young people.

We had a number of significant milestones including the opening of our Orchard Road Community & Early Learning Centre, along with the Diggers Rest Early Learning Centre during the 2017/18 period. We were also very proud to continue our support and investment in our youth programs by donating \$50,000 into that space.

On behalf of our Board, we would like to thank our CEO Glyn Davies for his continued leadership toward the overall mission and vision of YMCA Whittlesea and developing the staff around him who continue being empowered by his guidance. Working with Glyn is truly a privilege and his tireless efforts to grow and develop not only our organisation, but also have a drive to enhance the overall movement and all people around him are inspiring to say the least.

To all staff within our movement – your passion and drive never ceases to amaze me and we sincerely thank you for your hard work and outreach this year. The passion and dedication to the organisation is truly appreciated and our success and impact reflects the efforts and commitment you embody each day.

I'd like to acknowledge the enormous contribution of all board members and volunteers who help lead, grow and impact our organisation. They continue to offer their time in an integral position within the YMCA Whittlesea family and continue to support the organisation toward a sustainable, successful and impactful future within our community.



To our wider movement – all of our YMCA's across Australia and the YMCA Australia National office, your efforts in partnering with us is valued and appreciated in continuing to strengthen our movement.

We extend our thanks to our Whittlesea community – our partners and customers for your loyal and ongoing support to our organisation, who continue to support us in our focus of being a true voice within the community, striving to meet the local needs.

It is truly an exciting time within our YMCA to be part of the future and I am proud and humbled to continue being allied and engaged with such a dynamic and progressive organisation, focusing and making an impact everyday toward the power of inspired young people.

Boh-lee Mook
Board President
YMCA Whittlesea

MESSAGE FROM THE CEO

It brings me great pleasure and pride to share this leadership message with our community of staff, volunteers, participants, families and community partners, highlighting some of the successes and stories from YMCA Whittlesea during 2017/18. I have recently completed six years as Chief Executive Officer and I am as enthusiastic about the future of our YMCA now, as the day I arrived.

It is a dynamic and changing environment with new and exciting services being added all the time. The entire team of staff, Board and volunteers continue to invigorate me with their commitment to our work and constantly amaze me with their energy.

Notably in 2017/18 we opened 5 new sites and businesses, including:

- Orchard Road Community & Early Learning Centre
- Diggers Rest Early Learning Centre
- YMCA Plenty Valley
- YMCA Global Study (study abroad program for inspired young people)
- Y Space (Disability Services services/office space)

YMCA Whittlesea has over thirty years experience providing services to the local expanding community and continues to find new and innovative ways to deliver sustainable programs that meet the needs of our customers. In an environment of ongoing transformation and development, the need to stay relevant for those we serve continues to challenge us and ensure we must continue to evolve, work hard and listen to our community.

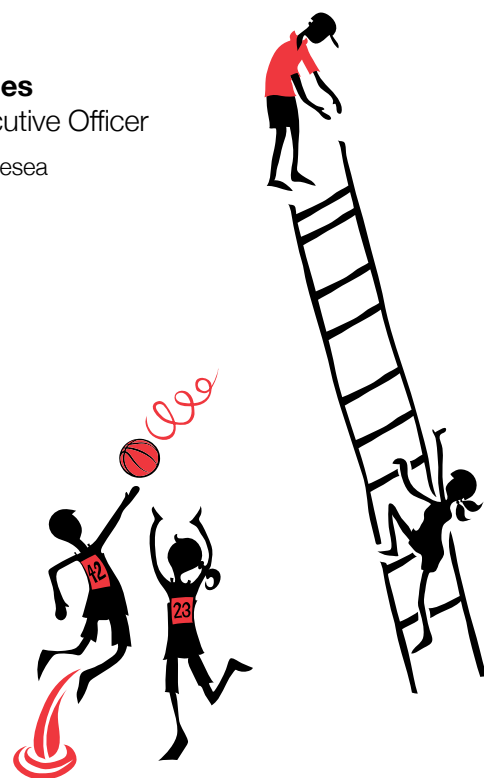


New team members join our tribe regularly and I am thankful for the skills and passion they bring. YMCA Whittlesea employs many young people who constantly challenge us to do more and constantly improve what we do.

It is a privilege to lead this team – thank you to all those that continue to contribute to the success of YMCA Whittlesea.

Glyn Davies

Glyn Davies
Chief Executive Officer
YMCA Whittlesea



TREASURER'S REPORT

This report should be read in conjunction with the Audited Consolidated financial Statements for the Year ended 30 June 2018, presented by Kirks Accountants.

The past year was challenging with gross revenues increasing, however the net financial performance was adversely affected by the new programs that opened. The existing operations continued to perform well with a number of new programs operating in deficit as they continue to build their customer base.

The Board demonstrated its continued commitment to the Youth in Whittlesea with a \$50,000 donation to our YMCA Whittlesea Community Services movement to continue the great work done by our team in this space.

The coming year will see an improvement in financial performance as a number of our new operations begin moving closer to maturity out of their initial start up phase.

I sincerely thank the Board, CEO and staff for their support and work in what has been a challenging year.

G Colwell

Grant Colwell
Treasurer
YMCA Whittlesea





HIGHLIGHTS 2017/18

The 2017/2018 financial year was a significant milestone in YMCA Whittlesea's history with a number of new sites opened, sound business unit growth across the organization and the implementation of a number of new programs to meet community needs. This has reaffirmed our commitment to extending our reach and impact within the community and lays a solid foundation for future growth.



ORCHARD ROAD COMMUNITY AND EARLY LEARNING CENTRE

Opened to a delighted Doreen community with occupancy rates steadily growing

DIGGERS REST EARLY LEARNING CENTRE

A brand new and much needed Early Learning Centre for Diggers Rest and Sunbury communities opened with great public support

GALADA KINDERGARTEN

Attendances continued to rest at near 100% throughout the year

MILL PARK HEIGHTS CHILD CARE CENTRE

Strong attendances right throughout the year again saw near 100% occupancy

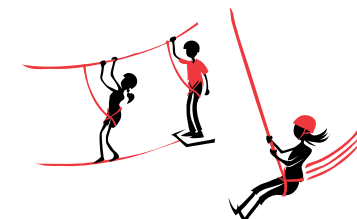


DISABILITY SERVICES

Y-Space Epping opened in 2017 to allow continued growth for our existing programs and provide a space for our Support Coordinator to connect with their clients

YOUTH SERVICES

Youth Mental Health Advocates program created to educate young people around the stigma surrounding mental health issues



"I enjoyed the bricklaying component of the program very much. I always thought I would enjoy carpentry, but it turns out I am better at bricklaying and have more fun doing it. Invigor8ing has allowed me to explore options and get a taste of the various trades. I think I want to focus more on bricklaying after I finish school"

Kele



YMCA LEISURE CITY

Steady growth across our junior sports, tennis, beach volleyball and consolidated gymnastics programs

TRAC

Successful migration of the Mill Park Leisure Learn to Swim Program to TRAC with over 350 children joining TRAC to continue their water safety education

MILL PARK LEISURE

After 30 years of successful operation and with a huge community following, the centre closed for an historic \$25 Million redevelopment



WHITTLESEA SWIM CENTRE

A near record summer for attendances and revenue preceded the pool's closure for an exciting new \$1.1 million refurbishment



YMCA PLENTY VALLEY

Our much anticipated health and wellness centre opened to provide a unique fitness and Occasional Care offering, right in the heart of Westfield Plenty Valley

1,069,102
PARTICIPATIONS

11 SITES

1. YMCA Whittlesea
2. Mill Park Leisure
3. Thomastown Recreation & Aquatic Centre
4. YMCA Leisure City
5. Whittlesea Swim Centre
6. Galada Kindergarten
7. Mill Park Heights Child Care Centre
8. Y-Space Epping
9. Orchard Road Community and Early Learning Centre
10. Diggers Rest Early Learning Centre
11. YMCA Plenty Valley

467 STAFF AT THE YMCA

4.2%

214
VOLUNTEERS



YOUTH SERVICES

34%
PARTICIPATIONS
5,550

DISABILITY SERVICES

57%
PARTICIPATIONS
10,171

CHILDREN AND FAMILY SERVICES

26%
PARTICIPATIONS
70,321

AQUATICS

322,085
AQUATICS
PARTICIPATIONS

SPORTS

101
SPORTS
TEAMS

HEALTH AND WELLNESS

.25%
GROUP FITNESS
VISITS 119,197

16%
SCHOOL
SWIM LESSONS
60,298

5,161
SPORT COMPETITION
PARTICIPANTS

622,514
HEALTH AND
WELLNESS
PARTICIPATIONS

139,516
SWIM LESSONS

28%
TENNIS LESSONS
10,516





DEVELOPING COMMUNITY

Engaging the community and advocating for the health and happiness of Whittlesea residents is fundamental to our existence. The provision of new services fulfilling a fast number of community needs continues to define our reach and growth – from Youth and Disability Services to new Early Learning Centres and Health & Wellness offerings.



A COMMUNITY HUB FOR EVERYONE

Orchard Road Community and Early Learning Centre is an important new hub for the community of Doreen and greater Whittlesea, bringing together a range of services for children, young people, their families and the community. Open for almost a full year, we've steadily grown with local families embracing our new, state of the art facility offering Long Day Care, 3 & 4 year old Kindergarten and a range of community spaces for hire.



GAME, SET AND MATCH

YMCA Leisure City's Tennis Program has grown enormously and for the first time, we've been ranked as a top 50 Victorian club! We've also become part of the North Eastern Junior Tennis Association, allowing our junior tennis players to compete against others in the north eastern suburbs. In our very first season, both our girls and boys teams finished in the top four and made the finals. After a great 2017/18 our tennis program is looking forward to growing even more in the next year.



BUILDING MOMENTUM IN THE YOUTH SPACE

Whether it's employment opportunities, mental health & wellbeing, diversity & inclusion, environmental sustainability or youth empowerment, YMCA Whittlesea continues to support this ground breaking national campaign giving young people an important voice on topics and issues that matter to them.



STAFF AND VOLUNTEER AWARDS

Acknowledging the invaluable staff and volunteer contributions reached a new high with a night of celebration at Orchard Road Community and Early Learning Centre in September. Staff and volunteers from right across the organization were reminded of just how important their collective work has been for YMCA Whittlesea and individuals recognized for their outstanding efforts. Congratulations to all our award winners!



SAFEGUARDING OUR CHILDREN

YMCA Whittlesea recognises that all children, young people and the vulnerable have the right to develop and reach their potential in a caring, nurturing and safe environment. YMCA Whittlesea continues to partner with the Australian Childhood Foundation and has been a Safeguarding accredited organisation since December 2016.



"I felt my son was safe with program staff, always willing to help. The staff know my son and give him the space and time to express himself, we love the program he participates in, it is very understanding of my child's needs, very approachable"

Joy

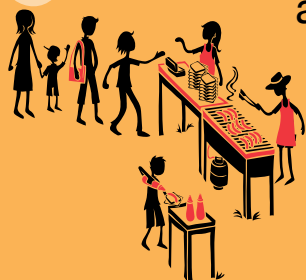
"I like how the staff teach us leadership skills using popular sport like netball and football. I never used to like sports, but they made it less intimidating for me. I also learnt about being more confident and communicating to my team mates, and this will only increase my leadership capabilities."

Prakash



STRENGTHENING OUR IMPACT

All our programs and services ensure that every individual can improve their physical, mental and spiritual strength to achieve a better quality of life. We continually have our gaze firmly focused on what our forever changing and growing community needs and ensure we have the right network of professionals and valued volunteers to deliver to these needs. Our impact is defined not just by what we do but also how and by whom it is done.



YMCA PLENTY VALLEY

Our unique wellness centre opened in March 2018 to enormous public interest! YMCA Plenty Valley offers a dynamic range of instructor and virtual classes including yoga, pilates, group fitness, high intensity training and personal training. In a unique first for Westfield nationally, Occasional Care and Children's Programs also conveniently provide parents with the opportunity to workout, shop, dine or catch a movie while our qualified educators look after their little ones.



BIG DEVELOPMENTS

Mill Park Leisure officially closed on 30 June for a substantial 2 year redevelopment at a cost of \$25 million. When complete, the centre will re-open with brand new facilities including:

- Three new pools and larger spa and sauna
- Upgrade to the existing 25 metre pool
- Family, group and school change facilities and improved change options for people with disabilities
- New café, retail area and reception
- Bigger and better group fitness rooms
- Refurbished crèche
- Landscaped outdoor space with play equipment, barbecues and exercise equipment
- Improved accessibility throughout
- Improved weight training and cardio areas

We acknowledge the incredible dedication and hard work that the team at Mill Park Leisure put in for many years, right up to the day of closure and look forward to seeing many of them back soon in what will be an amazing new facility.



EXTENDING OUR REACH

Partnerships, people and places – these are the foundations upon which our reach is built. Our ability to evolve just as the social landscape does, ensures that we will always be looking forward and reaching out to people of all origins, backgrounds, ages and abilities. Young people in particular are of great importance in our community and we firmly believe that the power of inspired young people is central to a happy, harmonious community.

GOING GLOBAL

We're helping young people 'go global'! In a world first for YMCA's around the globe, YMCA Global Study launched in 2017, providing Australian university students with opportunities to study overseas during their university breaks and our connections with some of the World's leading universities means that we offer a diverse range of courses in Japan, USA, Croatia, France and the UK...just to name a few!

To learn more visit www.globalstudy.ymca.org.au



NEW HORIZONS

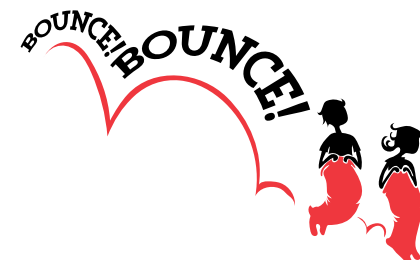
Children's Programs continues to grow with the opening of Diggers Rest Early Learning Centre. With the capacity to host 100 children a day, our 4 year old kindergarten and Long Day Care services are providing parents with a highly valued and much needed service in a rapidly growing community.





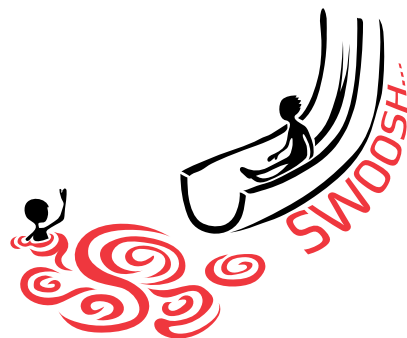
FINDING FAMILIES THROUGH FUN

Reaching out to our community has taken a huge leap forward! YMCA Whittlesea has partnered with Westfield Plenty Valley to bring free weekly children's activities and fun to the shopping centre every Wednesday. The agreement allows YMCA Whittlesea to promote YMCA Leisure City, our four Early Learning Centres and YMCA Plenty Valley every alternate week and ensures we will reach out to literally thousands of young families over an extended period of time.



HOME SUPPORT STARTS HERE

The introduction of the 1.1 Home and Community Support Services has been met with open arms by the City of Whittlesea community. Supports provided are an integral part of ensuring independence is enhanced for individuals with a disability. We've seen a steady increase in clients seeking support that actively focuses on their individual goals.



HELPING OUR YOUTH SHINE

YMCA Whittlesea Youth Services has reached out to 5 schools in the City of Whittlesea with our Sports and Leadership Program. The initiative aims to provide young people with a safe space to develop their leadership capabilities using sport as a focal point. Many have achieved what they previously thought impossible and as a result, we've successfully contributed to their personal development.



TURNING THE SPOTLIGHT ON YOUTH MENTAL HEALTH

The Youth Mental Health Advocate Program (YMHA) aims to upskill participants with leadership skills and mental health first aid training. It enables young people to be the all important bridge between their peers and mental health professionals. A strong emphasis is placed on the processes of informally referring their peers to connect with school welfare programs or localised support agencies. After this training, participants graduate as advocates and assist students in their respective schools and the wider Whittlesea community.



“ Having friendly staff that come and consistently support my husband in various capacities has made a world of difference to our lives. It's comforting to know that staff will always turn up and complete their work to a very high standard. They have become an important part of our lives as they provide care at our most vulnerable, in our personal space ”

Lesley



BUILDING OUR PHILANTHROPIC & FINANCIAL CAPACITY

With an increasing need for financial assistance amongst the community, especially by those who are disadvantaged and new arrivals, YMCA Whittlesea is committed to further building our philanthropic contribution to community and continue to bridge the gap between those who can and those who can't. Open Doors remains at the forefront in our efforts to ensure that no one in need is left behind.

OPENING MORE DOORS

Our efforts to reach out to the community continued in 2017/18 with Open Doors providing crucial assistance to more than 44 people in need with Water Safety and Swim Lessons, Creche, Child Care and Occasional Care, Children's Programs and much more. A total of \$68,000 was raised throughout the year with \$50,000 gifted to Open Doors by the YMCA Whittlesea Board.



FOUNDATIONS LAYED FOR GREATER REACH

Plans have been initiated to grow our philanthropic reach and effectiveness with a new Open Doors brand identity, dedicated public and corporate engagement strategies and amplified social media exposure. This will assist in paving the way for a greater community contribution to Open Doors and in return, help us to assist more of those in need.

YMCA WHITTLESEA BOARD OF DIRECTORS

The YMCA movement in Australia is comprised of independently incorporated YMCA Associations, governed locally by volunteer Directors who are elected by the members of each Association.

YMCA Whittlesea would like to thank our Associations Board of Directors for their invaluable contribution, dedication to our organisation and strengthening of our community.



BOARD OF DIRECTORS

Boh-lee Mook – *President*

Nadia Montalto – *Interim President / Vice President*

Grant Colwell – *Treasurer*

Thomas Ling

Karen Major

Deborah Patterson

Angela Zhang



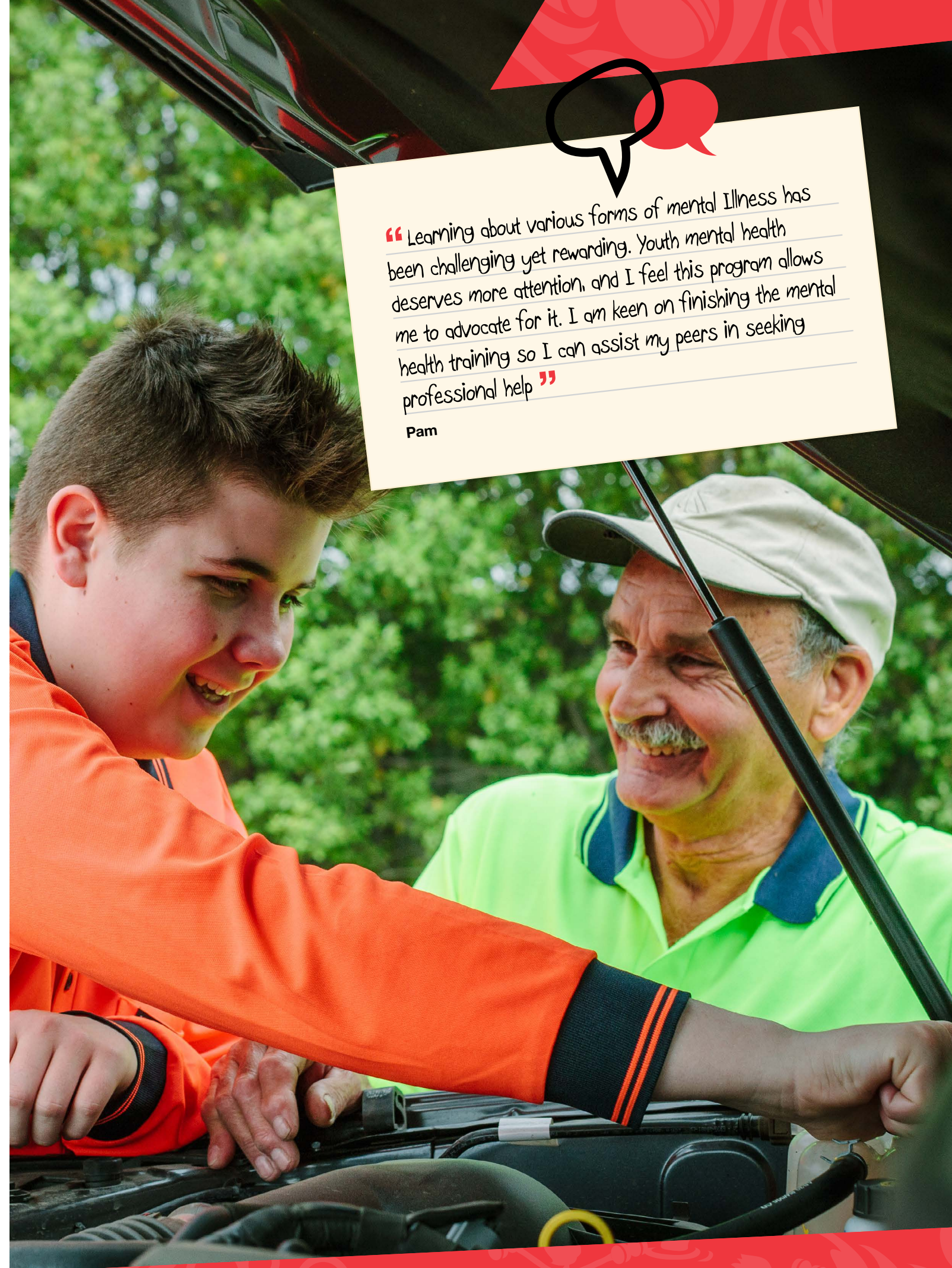
“I really enjoyed making a coffee for a customer at TRAC. He said my coffee was really good, and it gave me a sense of pride and belief myself. Knowing that I am good in something is reassuring, especially because I find it hard to engage with school work”

Natalie



“Learning about various forms of mental illness has been challenging yet rewarding. Youth mental health deserves more attention, and I feel this program allows me to advocate for it. I am keen on finishing the mental health training so I can assist my peers in seeking professional help”

Pam





Contact Us

- 📍 Suite 25, First Floor
797 Plenty Road, South Morang 3752
#ymcawhittlesea
- 🏠 www.whittlesea.ymca.org.au
- ☎ 03 9407 6200
- ✉ whittlesea@ymca.org.au
- 📘 /whittleseaymca
- 🐦 @YMCA_whittlesea