





#### **OUR CHARACTER**

We are heroic, creative and nurturing.

#### **OUR FOUNDATIONS**

We are influenced by a global mission based on Christian values to provide opportunities for all to grow in body, mind and spirit.

#### **OUR FOCUS**

We focus on the healthy living, empowerment and social impact of young people.

#### **OUR ACTIONS**

We must support young people to be heard and give them a trusted place to turn to.

## OUR CYCLE OF IMPACT AND INSPIRATION

Believing in the power of inspired young people means we must embrace a cycle of impact and inspiration supporting children to grow into inspired young people and helping adults inspire and support them. Though our activities may be varied, we are united by our positive impact on young people.

- Children We enrich the lives of children and inspire them to reach their potential.
- ➤ Young People (12-30 years old) are our primary focus.
- Adults Through our work with adults, we aim to empower them to inspire young people and/or be inspired by them.





### **Presidents Report**

The Y Whittlesea remains committed to our belief in the power of inspired young people and each day our Y staff and volunteers help this belief come to life.

The second half of our financial year certainly reflected the unprecedented and challenging times of what the global pandemic Covid-19 brought to our organisation. We saw actions from government, community and businesses that even 12 months ago seemed unheard of and completely unrecognizable to our Y.

I've been amazed and inspired by our staff during such an uncertain and unprecedented time. The team work, drive and overall heart shown by everyone in our organisation has been something myself and the Y Whittlesea Board of Directors are so very proud of.

When I think of this year, I reflect on the quote "Comfort and prosperity have never enriched the world as much as adversity has." I truly believe that this situation will remind us that as an organisation we are strong and from this we will look to our community and respond to what they need and in turn grow into more of an integrated part of our Whittlesea community.

I would like to acknowledge the amazing people at the Y and to thank all of our exceptional volunteers, staff, management team and the YMCA Board for their continued support and enthusiasm for what we do. To our CEO Michele and her executive team - I don't think words truly cover the gratitude I have for your leadership over the last 12 months. You have all worked tirelessly to enhance and grow our organisation and put your heart and soul into doing this - Thank you for your contribution to the Y Whittlesea and the greater movement.

I would also 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 Y Whittlesea family and continue to support the organisation towards a sustainable, successful and impactful future within our community.

I remain optimistic and excited for the future ahead and look forward to seeing the positive impact we can achieve in the Whittlesea community.

**Boh-lee Mook** 





## Message from the CEO

I don't think anyone saw this year coming. At the time of writing this, we still remain in lockdown in Victoria after 33 weeks of various restrictions being applied because of COVID-19.

The year feels like a story with two parts – pre-COVID and then COVID.

The first seven months of the year was where all the previous 12 months hard work paid off. We had focussed on consolidation and sustainability and the organisation was becoming 'Fit for Purpose' to deliver on our goals around positive impact for young people in our community.

Then COVID-19 caused a global pandemic. This impact was felt passively in February with hard lockdowns commencing from March 2020. Significant Government restrictions were imposed to assist in stopping the spread of the disease during this time. Whilst restrictions were lifted in June, Victoria experienced a second wave in July and further restrictions applied.

Our recreation centres and face to face youth programmes were closed as of 23rd March, with our children services and disability services only able to operate primarily for essential services. We are grateful for the Government stimulus packages afforded to us to support both our staff, who in many cases, we reluctantly had to stand down, but also for the services we were able to continue to operate and support our local community with their essential needs.

It has been a roller coaster ride that could be considered tumultuous, however here are some of the lessons we've learned this year that we believe will support our long term sustainability and growth:

It was and is tough. Our staff have been our hero's in all of this. With approximately 50% of our workforce essential workers and the other 50% eager to do what they can to support our community, even remotely, the stories of innovation, creativeness and nurturing has been inspirational. Delivery of many programmes and services have gone on line, teams have set up group connection strategies and support has been put in place all across the organisation. Our essential workers have continued to support those most in need in both disability and children's services face to face and have risen above their own fears in all of this. I cannot thank our teams enough.

We had time for Innovation. Its costly, time consuming and can take you from the day to day. But with the changes we faced, we were able to refocus, resource and invest in our digital platforms and challenge our status quo. We invested in our knowledge, we invested in our people and we invested in our platforms with the one view to be stronger on the other side. The future looks extremely bright.

Social risk is very real. Last year I talked about investment risks and its impact on social outcomes, but this year it is about environmental risks such as COVID-19. We experienced young people suddenly lose the support they need throughout our community and young people were disproportionally impacted in regards to employment. These impacts will be felt for years to come. This has to be factored into decision making and the Y needs to be able to intervene. We went out and spoke to young people, to service providers and community leaders to understand where our focus needs to be and we are proud, through using the voice of young people, to have clearly articulated the path that Y Whittlesea needs to take in the next 3-4 years to give young people the support and agency they so need.

Leadership is critical. It takes strong and resilient leadership to take a social enterprise the size of the Y to its full potential to help young people. Our leaders need the combination of enterprise savvy, inspiring others, creativity with strong nurturing and inclusive values. Our leaders have lived these every day as they faced and continue to face challenges not seen before and I cannot thank them enough.

The Y continues to be a growing and powerful movement. I want to thank the Y Family (the Board, staff and our customer/families) and the Whittlesea community for your continued support and I look forward to supporting and continuing on our journey of long term sustainability and impact in our communities.

Michele Rowse
Chief Executive Officer



# Treasurer's Report

This report should be read in conjunction with the Audited Consolidated Financial Statements for the Year ending 30 June 2020, presented by Davidsons Accounting.

This past year continued to be a challenging year for very different reasons to the past few. The first half of the year reaped rewards from the consolidation and sustainability plan the Management team put in place and was on track to exceed budgeted surpluses for the first time in many years. With the onset of Covid19, financial performance was adversely affected, however was buoyed by the introduction of Job Keeper and other stimulus packages available, resulting in a small surplus.

The Board continued its commitment to our Belief in Whittlesea with approximately \$400k dedicated to social enterprise and youth programming in the area. Although only a slight increase on previous years, continues its trajectory to treble by 2024.

The coming year will see a continued focus on sustainability and a continued 'can do' attitude by the Management Team. The focus will be growing our impact and maintaining our profitable position for the 2020-21 to allow for greater investment in the future that will allow us greater impact on Youth in the City of Whittlesea.

I sincerely thank the Board, CEO and staff for their support and work in what has proven to be another challenging year.

well

Grant Colwell
Treasurer



## Board of Directors

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

Y 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 - Vice President

Grant Colwell - Treasurer

Karen Major

Robert Green

Clinton Fullgrabe

Thomas Ling (resigned November 2019)







**RECREATION** 

**YOUNG PEOPLE** 



DISABILITY SERVICES



CHILDREN AND FAMILY SERVICES

**527,579** PARTICIPATIONS

6,000 PARTICIPATIONS

12,379
PARTICIPATIONS

**52,589** PARTICIPATIONS



**AQUATICS** 



**SPORTS** 



HEALTH AND WELLNESS

119,392

**CASUAL SWIMS** 

129,869 SWIM LESSONS

41,874

SCHOOL SWIM LESSONS 13,950

**COMPETITION PARTICIPANTS** 

96

SPORTS TEAMS

1,920

**TENNIS LESSONS** 

91,803

**PARTICIPATIONS** 

63,272

GROUP FITNESS VISITS

50,674

ACTIVE ADULTS





The global pandemic of COVID-19 has challenged us like never before and thrown many obstacles at each of our sectors at various times. Our teams quickly adapted their programs and services to ensure we could still provide to our community in a COVID safe way. Staying healthy, engaged and active during lockdown has been vital in ensuring we come out of this a stronger community together.



## Providing an essential service

Ensuring the Y met its obligation to the NDIS Quality and Safeguard commission and to the people and families we support with our services, we committed to continue to provide supports throughout the pandemic of COVID-19. Our programs and service were modified to ensure no person was with-out care.

- Our WRAP program developed small group programs to support people that needed care or continued independence support due to school and day service closures as well as to support working families. The small group program activities were tailored to age group and individual support needs and included skill development, relaxation and mindfulness, fitness and exercise, arts and craft, and games.
- WRAP implemented online programs to suit people who wished to connect from their own home
- We upgraded Holiday program locations and activities to continued support during stage 3 and 4 restrictions
- Support Coordination continued with online and phone engagement



- Our 1:1 Home and Community Supports provide essential supports and care to people with a disability who require assistance during the Covid-19 Pandemic. With a team committed to provide in home care, personal support, domestic assistance and cleaning support.
- Raising awareness of the need to provided supports and services for People with Disability at the Y on a local, State and National level



### **Respite Camps**

During the pandemic and stage 3 and 4 restrictions our camping team modified its service delivery options to ensure people with a disability were able to continue to have out of home living experiences. This also provides families the opportunity to refocus, refresh and have respite.

We became a short term accommodation option when respite facilities were unable to take on additional people and schools closed. Our camps enable participants to stay safe, keep routine, develop life skills and remain connected to peers all while being provided support by caring, consistent and engaging staff.

Our strong partnership with an accommodation provider enabled the Y sole access to land, providing spacious accommodation and the perfect location for supports to be delivered.



### Fitness for all ages

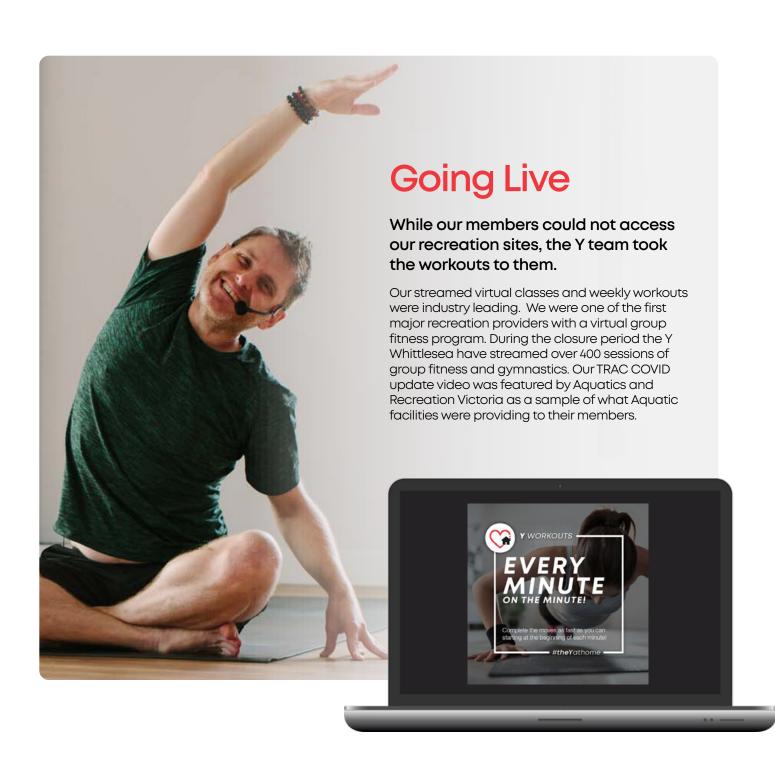
Starting in April, in collaboration with the Positive Aging team at City of Whittlesea our TRAC team started streaming a Stay At Home – Seniors Exercise Program. The first class streamed on the 16th of April 2020 and was a huge success, with daily weekday classes commencing from the 22nd of April.

The original class and nearly every class since have been instructed and hosted by Michele and Bronwyn, which totals over 115 classes! Both of these instructors are well known to the seniors exercise community. They have been instrumental to the success of the program, have a warm and engaging manor, provide expert instruction geared to the seniors population and are passionate about what they do. The program has been a raging success as classes regularly receive 100's of views and a couple even recording an astounding 800 views. The program has received wonderful comments from participants and very positive feedback from the City of Whittlesea. It is now in its third extension and will run through to December.



# Educating our children online

Whilst operating for children of essential services only our early childhood educators took the opportunity to move their learning and development online so no children missed out. Via StoryPark and social media the educators posted daily activities, storytime, singing and experiments for the children to enjoy at home and see their friends. Over 1500 different online learning opportunities were provided to children tailored to their age and learning abilities.





### The Y at home

Y's across Australia joined forces during the COVID lockdown period to develop content covering fitness, swimming, children services, gymnastics and wellbeing to keep the community engaged from their own homes.

A variety of videos, challenges, activities, workouts and competitions were created across shared resources to collaborate together in a fast tracked online environment.



Our belief in the power of inspired young people rests at the very heart of our existence within the community. The many services we offer to our community reflects exactly this – from Early Learning to Youth Gym, Stadium Sports to Holiday Programs, Adventure Camps to Swim Lessons. As our community grows, so do our efforts to connect, engage and provide opportunities for young people to grow and be heard.





## Community events

Our Recreation teams hosted numerous events throughout 2019/2020 which positively impacted our community.

These included Swim School Participation Swim Carnival, End of Year Gymnastics Display Day, Youth Volleyball Camp Program, Pooch Pool Party, Whittlesea Show Weekend Display, participating in the City of Whittlesea Welcome Expo and the Spinathon fundraiser for the bushfire communities.

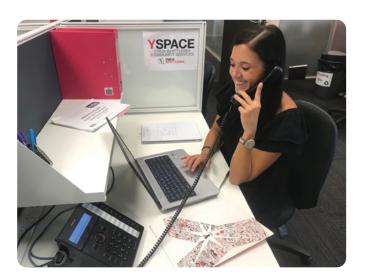
# Our social value impact

We worked with ActiveXchange to produce a social value impact report which assessed the value of YMCA Leisure City and TRAC to the community annually in dollar values.

The assessment examines member visits, swim lesson attendance and provides an estimate of the savings to the community in the areas of drowning prevention and disease prevention. For example of someone exercise regularly in our facilities they are less likely to suffer heart disease, diabetes or suffer from mental health issues. The report showed in a normal year TRAC benefits the community over six million dollars and even in the 1920 year impacted by bushfires and COVID closures the benefit to the community was still 4.7 million dollars. At YMCA Leisure City the health club and swim school program benefit the community 1.2 million each year. While we know our facilities benefit the community it has been a highlight to understand how this benefit translates into actual social dollar value.







#### **NDIS**

The Y Whittlesea was successful in its first NDIS Quality and Safeguard Commission audit which is a requirement for the NDIS Practice Standards.

The NDIS Practice Standards specify the quality standards to be met by the Y as a registered NDIS provider to provide supports and services to NDIS participants. Together with the NDIS Code of Conduct, the NDIS Practice Standards build NDIS participants' awareness of what quality service provision they should expect from registered NDIS providers.

### Helping Crystal achieve her goals

## Crystal is a young lady who has been accessing supports from the Y for many years.

The Y has supported Crystal to develop life skills, engage with peers in social support groups and within our Support Coordination service. Up until recently Crystal has been living in a unit at the rear of her family home but wanted to increase her independence and move into her own. With support of Donna her support coordinator Crystal was successful in transition into her supported accommodation. This was quite challenging with Covid restrictions in place but after following all necessary precautions Crystal was able to move in at the beginning of August.

Although nervous and worried about moving out of home, Crystal has settled in to her new home and is enjoying the company of her roommate and new found friends. They enjoy local walks, going to the bakery for takeaway hot chocolates, playing Wii, singing, dancing and having a joke with each other.

Crystal's dad and the staff at the Y are very proud of her for making this move, Crystal has shown great courage and it is wonderful to watch her develop her independence.





## Supporting those in need

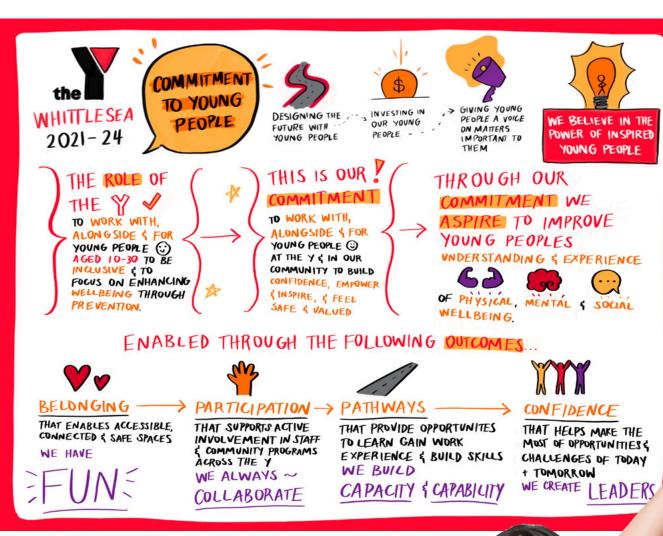
In 2019/20, our Open Doors program reached a total of twenty people, assisting them with access to programs such as gym/pool, swim lessons for children, disability respite camps, disability school holiday programs, funding kinder fees for families.

As our community grows, so does the need for our Open Doors program and we continue to enhance and deepen our philanthropic efforts.



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A strategy developed with young people for young people

Over the past 12 month the Y began its journey to develop its very own Youth Strategy in consultation with Young People, Staff and the Community.

As a community focussed organisation, we believe in our role to create safe, connected spaces, programs and services that help young people feel inspired, empowered and valued. To bring this to life and ensure we are designing our approach with young people, we have developed a three-year commitment to young people. This commitment sets out our aspirations for young people in our organisation and community; our role in delivering on them; and the actions we will take.





# A platform to give young people a voice

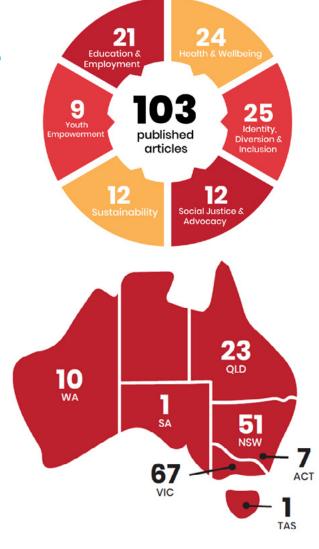
WhyNot is an online platform designed to give all young Australians the opportunity to have their voices heard.

The platform exists to stimulate debate, prompt conversations and create awareness about the issues that matter to young people. Eight young leaders from Ys across the country, collectively known as the WhyNot Editorial Committee have been driving the platform.

The WhyNot Editorial Committee continued to operate during the impact of the global pandemic and critically elevate the voices of young people during the incredibly difficult time.

The WhyNot Platform and Foundation for Young Australians (FYA)'s Newsroom have joined forces to continue to amplify the voices of young Australians. Paid storytelling opportunities for young people in Australia will continue through this thoughtful integration. WhyNot partnered with the National Youth Commission Australia to prompt discussions and raise awareness around young people in their transition from school to employment. The WhyNot Youth Futures competition invited all creative submissions from young people addressing the topic of barriers to employment.

The platform recently published its 100th submission. WhyNot continues to grow and uniquely elevate the voices of young Australians.



### #WhyWeAreHere

Delivering frontline services and programs in 640 communities across Australia, the Y is seeing and hearing the impacts of COVID-19 on young people first-hand including from its own 12,000 employees, of which 60% are under 30.

#WhyWeAreHere was a national campaign delivered across multiple platforms so young people know the Y is still there for them through these challenging times.

"We're facing an exceptional challenge.

We've all felt it. And it's left many young people unemployed and disconnected.

But great challenges bring great inspiration.

We've seen young people responding with compassion and creativity.

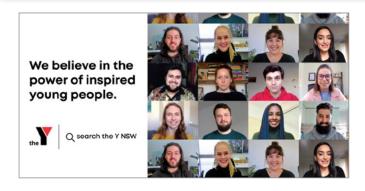
Stepping up. Taking control and showing true leadership.

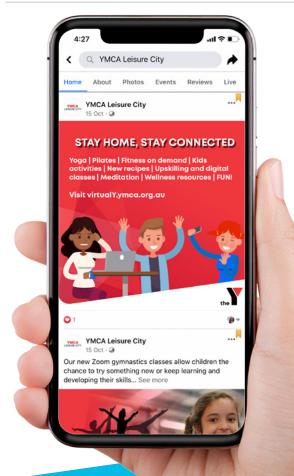
We'd like to let you know that we're here. And we're not going anywhere.

Because we believe in the power of inspired young people."

The Young People of the Y

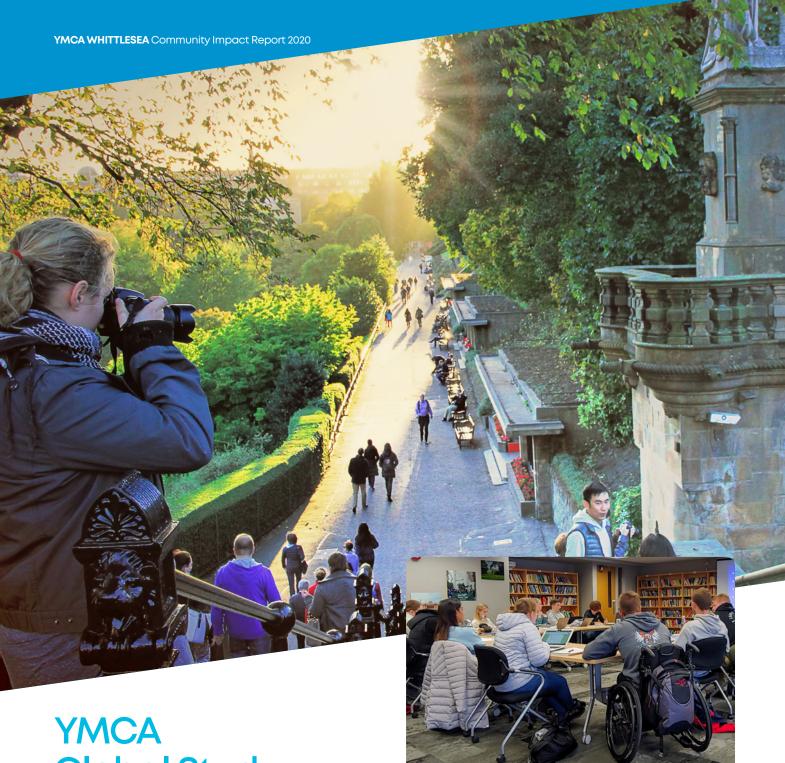






### Virtual Y

Virtual Y was launched online in June to help young people stay connected, continue learning and increase their wellbeing and stay active. With free access to exclusive fitness videos, nutritious recipes, wellbeing advice and family activities. Included on the platform is a Youth Hub which provides workshops, personal development and social groups helping young people grow and stay connected.



**Global Study** 

In FY 19/20 YMCA Global Study extended it's program offering to 16 and added a new destination (Mexico) to our suite of programs. We also formalise partners with 2 new domestic university partners in Murdoch University and the University of Canberra. This and some improvements to our onboarding processes culminated in us more than doubling our participation numbers from FY-19.

Was an incredible experience. Learnt so much about Japanese culture and language. Loved the cultural experiences included and hanging out with new friends in Japan. ""

Rachel, Swinburne University

Unfortunately the impact of COVID-19 has meant that the July 20 and January 21 program will be cancelled, we look forward to working with our domestic and international partners to support more university students to study oversea when it is safe to do so.

## YMCA Global Study participants win international award!

La Trobe students Madison Forssman and Isabella Mullany participate in our Lights, Camera, Action program at Michigan State University. The program sees students work in small groups over 3 weeks to produce a series of short films.

Madison and Isabella's short film 'Curtin Call' was accepted into 3 International Film Festivals: The Wirksworth 3 Minute Film Festival, the Maimi Independent Film Festival and the Berlin Flash Film Festival where it won 'Super Short Drama'.

#### **YMCA Global Study Stats**



- 32 TOTAL PARTICIPANTS IN JULY 2019
- 15 TOTAL PARTICIPANTS IN JANUARY 2020
- 47 OVERALL TOTAL PARTICIPANTS FOR FY20







I'm so glad that I got to go to MSU to study film. I left feeling like I'd learnt so much more than I could have imagined. Working with different people from different places was a great experience and I made some amazing friends through this program.

Madie, La Trobe University



At Y Whittlesea, our people are the driving force in everything we do. The important role they play was further highlighted during the COVID-19 lockdown period by providing an essential service to ensure members of our community could continue to work, stay active, happy and healthy. We are lucky enough to be able to witness the impact we have on our community every single day.



# Supporting our staff through Covid-19

When COVID-19 first hit the impact was felt both on our customers and our staff. Regular communications with our staff to navigate them through the unprecedented time was vital in ensuring we stayed connected and supported them. Multiple communications channels including webinars, Zoom meetings, SMS, Y Connections and YMAC notices were used providing staff the option to ask questions, stay informed and supported.



# A bit of autumn cleaning

Whilst the COVID 19 pandemic of 2020 has been an incredibly uncertain time for the recreation sector the Y Whittlesea recreation teams have risen to the challenge. Following the initial closure in March the recreation sites went into hibernation mode. However while the facilities were closed important works continued. Teams worked hard to prepare sites for reopening, cleaning, gardening, preparing COVID Safe plans and installing signage and COVID safe systems and processes at the sites. At Leisure City, our wholly owned site, major projects were completed which would have be difficult to do during usual operation. The Y Whittlesea can be very proud of its recreation staff and it is certainly a highlight of the last 12 months.

# National educators day

This year more than ever our Early Childhood Educators have been on the frontline providing an essential service to our communities so families have been able to continue to work. Looking after children throughout the pandemic and also providing education and learning opportunities to those children at home. National Educators Day was a special day we could celebrate our educators and recognise them for their hard work and dedication.







# Celebrating our people

We again had the opportunity to acknowledge the outstanding contributions made by our dedicated staff and volunteers. The level of commitment and passion shown by our employees, young and old, seems only to increase year on year. All nominees and many deserving recipients were thanked and celebrated on the night.

## Contact The Y Whittlesea

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