



ANNUAL REPORT

YWCA.ORG.AU



Opening Doors.
Building Futures.



ABOUT YWCA AUSTRALIA

YWCA Australia is a respected organisation with a long-standing commitment to empowering women and advancing gender equality. In 2023, we unveiled an exciting rebrand, positioning ourselves with renewed impact to better connect with our clients, residents, members, and communities. The rebrand lays the groundwork for a meaningful examination of our many achievements this year.

Our 2023 Annual Report delves into the impact, program and service outcomes, and strategies we have implemented and pursued throughout this year in alignment with the completion of the first year of our bold YWCA Evolve Strategy (YeS 2026). As we reflect on our year, we do so with a deep sense of pride, carrying forward the legacy of the courageous women who laid the foundation for where we stand today, over 140 years ago. We also extend our appreciation to all those who have contributed their knowledge, insights, and drive in recent years.

"The story of women's struggle for equality belongs to no single feminist nor to any one organisation but to the collective efforts of all who care about human rights." – G. Steinem.

ACKNOWLEDGEMENT

YWCA Australia acknowledges the Traditional Owners of the lands on which we work and live.

We pay our deepest respects to Elders past and present. We recognise First Nations People as the custodians of the lands, seas, and skies, with more than 60,000 years of wisdom, connection, and relationship in caring for Country.

CONTENTS

At a Glance	4
Our Impact in 2022/23	4
Our National Presence	6
A message from the CEO and the President	7
About YWCA	8
Our Focus	8
Our Team	9
Affordable and social housing	10
Expanding Housing Opportunities – Our Impact So Far	12
More Homes in Queensland	13
Regional Victoria Developments	14
Women’s Housing Framework	16
Delivering Support Programs and Services	18
Our Approach	18
Service Excellence	19
Amplifying Voices Leadership Program	20
Inner-City Rapid Response Service	21
Advocating for Gendered Solutions to the Housing and Homelessness Crisis	23
Policy Platform and Pillars	23
Advocacy in Action	24
Culture and Sustainability	25
Our First Reconciliation Action Plan	25
Profit for Purpose; Our Song Hotel Sydney	26
Financials	27



AT A GLANCE

OUR IMPACT IN 2022/23

HOUSING

- 141 new one, two and three bedroom social and affordable homes in planning located across South Australia, Victoria and Queensland.

Nights of affordable accommodation

127,935

Number of Tenancies

469

Number of Occupants

579



SERVICE DELIVERY

NEW SOUTH WALES

- 775 clients supported through Homelessness Services in Sydney.
- Communities for Children program supported over 200 child and family sector staff in Northern New South Wales to engage in professional training and development to build their capacity and support children and families with complex needs in Northern Rivers.
- Kids 4 Life delivered 98 supported playgroup sessions with total of 793 participants (308 parents/ carers, 434 children) in Northern New South Wales.
- Illawarra Youth Frontiers received 55 referrals, trained 39 mentors and made 31 matches in the Shoalhaven region.
- Two First Nations programs, Home Interaction Program for Parents and Youngers (HIPPY) and Goonellabah Transition Program - Ngulliboo Muggi (All of Us Strong) successfully transitioned to an Aboriginal Community Controlled Organisation, Jarjum Centre, in Goonellabah.

QUEENSLAND

- Y Connect supported 101 women with a disability with network building, mentoring and specialised workshops that build participants knowledge, confidence, and use of their personal strengths.

VICTORIA

- Asista Mentoring Program received 32 mentee referrals and 17 were matched with mentors in Melbourne.



Women's Housing Support Program in Melbourne	
37 support periods giving women access to:	
Medical assistance	Material aid
Social connection	Long-term housing opportunities

NORTHERN TERRITORY

- Youth Transitional Housing and Women's Housing programs provided case management to 29 young people and had a 90% occupancy rate.
- CASY House connected 31 clients to support or accommodation services.
- Youth Housing Options provided accommodation and case management to 11 young people.
- Domestic and Family Violence Centre provided crisis accommodation for 32 families affected by domestic and family violence. 66 case management support plans were completed with clients.
- Domestic and Family Violence Counselling provided individual counselling to 32 clients and group counselling for 9 groups.
- Keeping Women Safe In Their Homes received 116 referrals and assisted 76 clients. 64% of clients identified as Aboriginal and Torres Strait Islander and 7% identified as culturally or linguistically diverse.
- Parenting Support Program held 34 Learning Groups, achieving more than our target of 28 groups. The Breakfast Club supported 329 adults and 408 children in Darwin and Palmerston.
- Barbara James House had an occupancy rate of 65%, servicing 134 clients, 57% who identified as Aboriginal and Torres Strait Islander and 2% who identified as culturally or linguistically diverse.
- Doctor Helen Phillips serviced 62 clients, 85% who identified as Aboriginal and Torres Strait Islander and 3% who identified as culturally or linguistically diverse.

CLIENTS SUPPORTED BY ENCORE

WA **119**, NSW **311**, National (NT, SA, VIC, QLD) **281**, Total **711**

“With the amazing support I received from my case manager, I've been able to turn things around and start building a future for myself. They've been there for me every step of the way, helping me find my footing again and giving me the courage to reclaim my life. Having a place to call my own has been a game-changer, and it's taken away so much of the fear that used to hold me back. Thanks to their help, I'm feeling hopeful and excited about what's ahead.”

Anonymous feedback provided via survey

ADVOCACY AND LEADERSHIP

- We launched Amplifying Voices, a co-designed leadership program for women and gender diverse people with lived experience of family and domestic violence, housing insecurity and homelessness.
- Our Reflect Reconciliation Action Plan was launched.
- Our Policy Platform 2023-24 was released, outlining YWCA Australia's overarching policy agenda for the forthcoming financial year; developed in the context of Australia's broadening housing crisis across our cities and regions.

“My voice and my experience can change the way things have been programmed in the community. I feel hopeful for myself for being involved in this because it's a stepping-stone for me by doing something I've been wanting to do for a very long time. Even before starting I had ideas about what I wanted to change.”

Natalia, Amplifying Voices Co-design Participant

OUR NATIONAL PRESENCE



The dots on the map represent locations in which we operate:

- Housing
- Programs and Services
- Housing and Programs and Services

A MESSAGE FROM THE CEO AND PRESIDENT

The last twelve months have been a period of consolidation and change for YWCA Australia and we have made some important strides to strengthen gender equality in our focus areas.

YWCA Australia recognises the profound impact that safe, secure, and affordable housing has on women's social, economic, and educational participation. It is not merely a matter of having a roof over one's head; it is fundamental to realising gender equality and upholding women's human rights. Women continue to be at the forefront of demand for housing support and specialist homelessness services, comprising the majority of social housing tenants and Commonwealth Rent Assistance recipients. The shortage of housing stock and scarce rental options nationwide has continued to place incredible pressure on women, gender diverse people and women-led families.

However, in the midst of these realities as we continue to implement our ambitious YWCA Evolve Strategy (YeS 2026), YWCA Australia finds itself in a position of strength and optimism as we look ahead to 2024. The past year has been marked by significant achievements that underscore our commitment to gender equity and improving housing security; namely, an unprecedented amount invested in social and affordable housing which will alleviate housing stress for many in our community.

This report is a positive reminder of what can be achieved when we keep moving forward, secure adequate funding and strategically adapt to the needs of our community.

These are some of those achievements:

The launch and implementation of our Reconciliation Action Plan (RAP) symbolises our commitment to reconciliation, cultural knowledge, inclusivity, and respect for First Nations Peoples. It guides our efforts to consider the impact of our work on First Nations Peoples and to strengthen our relationships with communities. This RAP is underpinned by our intersectional feminist work, as achieving gender equality is impossible without achieving racial equality.

We secured \$35 million in capital grant funding in the 2022-23 financial year from the Victorian and Queensland governments.

This funding is used to secure 1, 2 and 3 bedroom accommodation for women and their families facing homelessness – an important building block for our housing strategy.

The launch of our Policy Platform 2023-24 defines the key housing challenges facing Australian women and serves as a roadmap for targeted advocacy across six critical pillars: housing supply, homelessness and housing supports, place and wellbeing, investment, renting, and social and affordable housing. This foundational work will continue to underpin our future advocacy.

The relaunch of the Young Women's Council took place in the later half of the 2023 financial year, bringing together a group of young women elected by our members to inform our advocacy and contribute to policy positions and submissions across their two year term.

As we approach the end of the first year of YeS 2026, we are incredibly excited to see the foundations being set and the importance of lived experience voices now integrated into the strategy and the work we do. We have made considerable progress, laying the groundwork to solidly position ourselves as leaders in gender-responsive housing and homelessness services.

We have made significant progress to support our community in 2023 and we are confident that we will keep improving the lives of women, gender diverse people and their families. Your continued and unwavering support means that together, we will continue our work to ensure meaningful change for those we support.



Michelle Phillips
YWCA Australia
CEO



Helen Conway
YWCA Australia
President



ABOUT YWCA

OUR FOCUS

YWCA Australia is a national not-for-profit organisation that has specialised in supporting women for over 140 years. Through our housing, services and leadership pathways, and support tailored to individual needs, YWCA Australia works with our clients, residents, and tenants to build the future they want.

With over 200 employees in 17 locations, YWCA Australia's experienced local teams support our clients, residents and tenants to stabilise their current situation, strengthen their capacity to access housing and remain housed, and progress their goals for their future.

In 2023, our core focus areas are:

- Delivering safe and affordable housing and referral pathways for young women and women.
- Providing case management and support to young women and women at risk of, or experiencing, homelessness.
- Creating tailored leadership pathways for young women with lived experience in homelessness and housing risk.
- Strong advocacy in collaboration with members for young women and women's housing, support services and systems change.
- Applying an intersectional feminist approach to achieve sustainability and impact.

This annual report serves as a testament to our commitment to transparency, accountability, and effectiveness in our operations.

Through stories, data, and testimonials, we hope to illustrate the impact of our collective efforts and the transformative power of our programs and initiatives. We invite you to share our successes, our learnings, and our aspirations for the future of YWCA Australia.

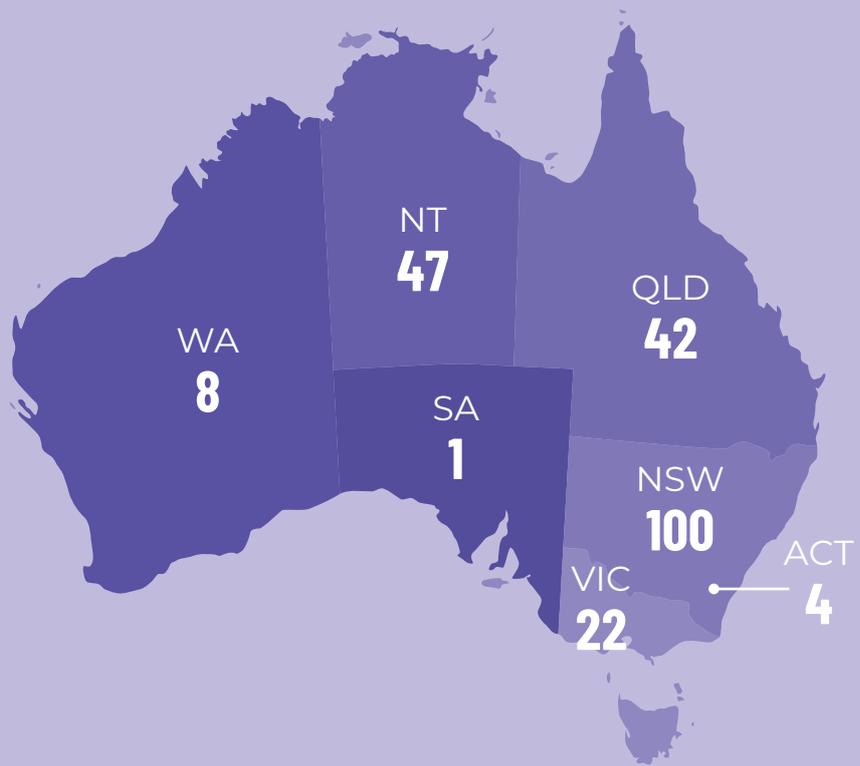
OUR TEAM

FEMALE 85%

MALE 14.5%

GENDER DIVERSE 0.5%

TOTAL TEAM MEMBERS 224



OUR BOARD DIRECTORS

Helen Conway
President

Molly George
Vice President

Bec Blurton

Apoorva Kallianpur

Caroline Lambert

Khayshie Tilak Ramesh

Marina Rofe

Lina Tchung

Rebecca Thomas

Mannie Kaur Verma

Renee Wirth

OUR EXECUTIVE TEAM

Michelle Phillips
Chief Executive Officer

Anna Paris
General Manager, Service Delivery

Charlotte Dillon
General Manager, Housing

Faisal Mukhtar
Chief Financial Officer and Director Commercial

Hannah Murray
Company Secretary

Jon Ackary
General Manager, Song Hotel

Joanna Mallon
Director, Organisation Capability and People

Kate Whittle
General Manager, Advocacy and External Affairs

AFFORDABLE AND SOCIAL HOUSING

OUR COMMITMENT

For over 80 years, YWCA Australia has been a trusted and community housing provider, dedicated to transforming lives through social and affordable housing solutions. Our commitment to this cause is unwavering, and we have evolved to address the need for safe and secure housing for women, gender diverse people and their families across Australia.

MORE THAN A HOME

What sets YWCA Australia apart is that we go beyond providing housing; we work with residents providing referrals to services they need to lead fulfilling lives.



WHAT WE PROVIDE

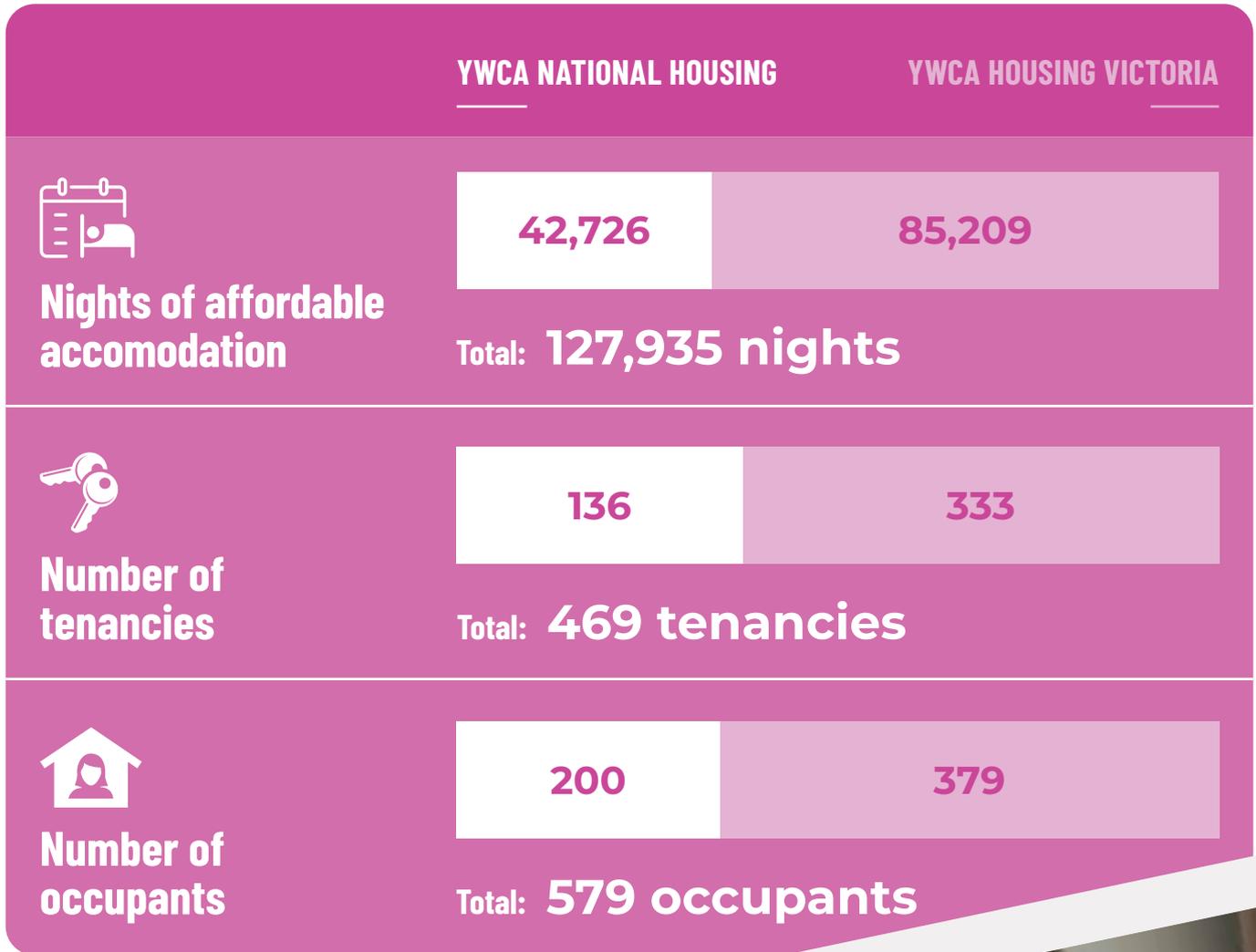
YWCA Australia plays a pivotal role as the sole national women's specialist provider of long-term social and affordable housing for women throughout Australia. Every year, we provide over 120,000 nights of affordable accommodation to women facing housing insecurity.

A HOUSING FOCUS

Our primary focus as a community housing provider is to ensure access to social and affordable housing, along with some transitional housing options. Our subsidiaries, YWCA National Housing and YWCA Housing, are the driving forces behind the development and operation of social and affordable housing specifically designed to cater to the needs of women.

OUR HOUSING PORTFOLIO

Currently, our housing portfolio includes ownership or management of more than 469 social and affordable homes, and we're rapidly expanding our footprint. Our housing initiatives span across Northern Territory, Queensland, and Victoria, and we're thrilled to announce the commencement of our first development project in South Australia.



A FORCE FOR CHANGE

At the core of our mission is the understanding that safe, secure, and affordable housing is not just a necessity, it's the foundation upon which women's social, economic, and educational participation stands. It is the key to unlocking gender equality and realising human rights. We know that by addressing the housing crisis for women, we are also addressing broader issues of social justice and equality.





EXPANDING HOUSING OPPORTUNITIES

- OUR IMPACT SO FAR

YWCA Australia has embarked on an ambitious journey to expand housing opportunities and create a lasting impact on the lives of hundreds of individuals needing secure, long-term housing. Over the next three years, our housing initiatives are poised to make a significant difference. Our pipeline is a \$68 million investment in housing, paving the way for the delivery of 141 new housing units and tenancies by February 2025.

Construction is well underway for 101 social and 40 affordable homes across South Australia, Victoria, and Queensland. This ambitious undertaking has been made possible through invaluable funding partnerships, with \$35 million in capital grants from the Victorian and Queensland governments, a \$5 million interest-free loan from the South Australian Housing Authority, and a \$28 million contribution from YWCA Australia. These efforts will result in the creation of one-, two-, and three-bedroom homes in various locations, offering safety and security to women in need. From Adelaide to Ipswich, from independent apartments to social housing units, we are committed to building a future where all women and gender diverse people have access to a safe, secure, affordable home.

	 Affordable Housing Homes	 Social Housing Homes
Adelaide, SA	24	
Bendigo, VIC		35
Mooroopna, VIC		9
Wodonga, VIC		6
Baranduda, VIC		9
Townsville, QLD	6	15
Darling Downs, QLD	4	15
Ipswich, QLD	4	6
Crows Nest, QLD	2	6



MORE HOMES FOR WOMEN IN QUEENSLAND

YWCA Australia is actively contributing to delivering new housing stock for women and their families in Queensland in partnership with the Queensland Government through the Queensland Housing Investment Growth Initiative (QHIGI) program.

Thanks to this program, there are now four projects currently in progress, collectively valued at \$21.7 million.

This includes spot purchases of existing dwellings and 2 land and build projects. By February 2025, we aim to deliver 42 social and 16 affordable housing units.



\$15.7 m

Capital grant from QHIGI

\$6 m

YWCA Australia's contribution

WE CAN'T DO IT ALONE

We believe in the power of partnerships and actively collaborate with governments, not-for-profits, and private sector organisations to build and manage social and affordable housing. Our offices in Toowoomba, Townsville, and Melbourne serve as local hubs where our dedicated teams work tirelessly to support women access and maintain safe, secure housing.

We have the roadmap forward, and with targeted partnerships, the speed at which we can improve the lives of women who are experiencing or at risk of homelessness, will be significant.

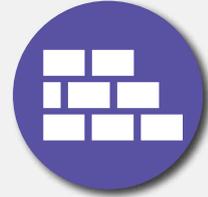
REGIONAL VICTORIA DEVELOPMENTS



4
projects in progress
valued \$30.1m



1 x
construction of 35
residences in Bendigo



3 x
new construction of land
and building projects



Delivering 59 social
housing stock by June 25



Capital grant from
Victoria Big Build: \$19m



YWCA Australia
contribution: \$11.1m

YWCA Australia proudly announced the construction of nine new homes this year to address the lack of affordable accommodation in Victoria's regional town of Mooroopna.

YWCA Australia is already midway through the construction of nine dwellings across three lots. The build comprises four 4-bedroom homes and five 3-bedroom homes.

The Mooroopna Women's Housing Project will provide community housing for local women and their families. Women experiencing family violence are being prioritised as tenants, including Aboriginal women or Aboriginal women-led families.



The development will be delivered in partnership with Cavalier Homes Goulburn Valley and will be completed by January 2024. Moving forward, a further 9 social houses will be constructed by June 2024, along with 35 townhouses built in Bendigo.

SQM Research shows Mooroopna has a rental vacancy rate of just 0.1%, with rents for houses and units jumping 8.4% in the last 12 months, while the 2021 Census found more than one third of its residents were experiencing rental stress. These factors put women on low incomes at greater risk of homelessness and housing insecurity. YWCA Australia is providing solutions for many struggling women and women-led families in the region and look forward to the next stage of development in 2024.

SHARA'S STORY

“For the women and children who'll be able to settle in one of the new homes in Mooroopna being constructed by YWCA, it's absolutely going to be a game changer for them. Sadly, I think we're not the only region in the area to face homelessness, and it's usually women aged between 30 to 50; it's devastating for them. I know that firsthand.

You know, some people might say, people get there because of the choices they've made but people don't choose a flood, they don't choose family violence; they may fall in love with the wrong person, but you don't prepare for a situation like that.

For these women and children, there's just so much potential ahead for them and I can't wait to see how the new housing will change their lives. I work with a lot of women and families in my role and given a chance and a stable home to settle into, these families will go on to make a big, positive difference in our community.”

Shara, Mooroopna region resident



“There is a significant shortage of secure and affordable accommodation in regional Australia that meets the needs of women. In a country like Australia, women shouldn't be forced to remain in unstable or unsafe environments because they can't afford to live somewhere else. That's why the stable, low-cost social housing YWCA Australia is providing via the Mooroopna Women's Housing Project is vital, particularly in regional areas that typically have limited housing and low vacancy rates. It's satisfying to know that next year another nine families will be living safely in their own homes again.”

Michelle Phillips, YWCA Australia CEO

WOMEN'S HOUSING FRAMEWORK

YWCA Australia is currently piloting an Australian sector-first model called the Women's Housing Framework.

This framework identifies best practice approaches to designing, acquiring, and operating housing for women. Based on findings taken from women-centred literature and learnings from those with lived experience of housing insecurity and homelessness, the Framework outlines small changes an organisation can make to ensure they are working with residents to support them in achieving positive housing and individual outcomes linked to broader gender equality outcomes.

HOW IT IS STRUCTURED

There are four domains of impact which are designed to improve women's housing stability and their capacity to fully participate in society.

	Participation & Collaboration	Actively involved in housing management, integrate, and participate with their community, families and social circles, actively seek to learn new skills, access meaningful and secure employment while actively participating in community.
	Safety and Security	Feel safe and secure within their community, feel seen and supported, safe and secure within their homes, learn sustainable environmental practices, achieve financial security and independence.
	Agency	Know themselves, determine the course of their future, live as independently as possible, have influence and control over their home, self-organise and form a supportive community.
	Health & Wellbeing	Create healthy and sustainable habits, independently manage their health and wellbeing supports, strengthen their familial and social relationships. Process and heal their trauma, strengthen cultural and spiritual connections.

HOW IT HELPS

It offers practical actions for housing providers to fulfill their role as social landlords. It provides guidance on best practices for designing, acquiring, and operating housing for women, addressing systemic pressures leading to housing instability. These guidelines emphasise respectful listening, avoiding gender stereotypes, enhancing women's safety, empowering them to control their futures, and ensuring their input in service and program development.

Rooted in feminism, the Framework centres on balancing power.

BENEFITS FOR WOMEN

Ultimately, the Framework empowers YWCA Australia to influence positive gender equality outcomes indirectly and directly for women. Through tenant partnerships, it aims to enhance their capacity to participate, improves their individual and housing outcomes, and increases tenant satisfaction.

It also points to important cultural changes required across policy and service provision to put women and their unique experiences and needs at the heart of decision-making.

GRETEL'S STORY

Gretel struggled to find a rental property in Bendigo but thanks to the Bendigo project, she was able to settle into a place of her own.

"I'd applied for several rentals and kept getting turned down. As a young woman and casual worker, it was hard to find somewhere within my budget that would take me. If I hadn't gotten this place I'd probably be relying on family for a couch or someone's spare room," she said.

Since then, there's been great news from Gretel; in 2022 she was able to purchase a home. In doing so Gretel will now be able to settle and establish herself in the community, develop social connections and put down roots without fear of upheaval or further housing instability. The security this allows her means she can focus on paying off her home and planning for a future where she is steering her own ship.

The Bendigo Affordable Housing Project has already provided six women and their families with a home; 5 three-bedroom townhouses were designed by DKO Architecture and built by builder GJ Gardner Homes. The properties were offered to women at below-market rates to give women and their families, including those who have experienced family and domestic violence, an opportunity to secure a safe affordable home.

Gretel, YWCA resident





DELIVERING SUPPORT PROGRAMS AND SERVICES

OUR APPROACH

YWCA Australia's service delivery programs are embedding a specialist gendered practice approach into program design and practice, recognising that women and gender diverse people face structural inequalities, such as gendered poverty, family violence and economic insecurity.

They are also more likely to be a sole parent. All these factors increase the chances of homelessness and housing insecurity. Our Vision, Values, Clients, Practice Principles, Activities and Outcomes sets us apart and inform our approach in all aspects of our work and strategy.

LIVED EXPERIENCE LEADERSHIP PATHWAYS

We believe women with lived experience of homelessness and housing insecurity should have a say on the solutions, policy, housing, and service reforms. We recognise women with lived experience have unique insights to offer to government and service providers, and we provide pathways so they can inform the design of systems, policies and programs.

Through our local leadership programs, we support participants with lived experience to build their knowledge, skills and confidence, and then connect them with opportunities to share their expertise and make a difference in their communities. Nationally, we offer leadership opportunities and a Lived Experience Network for young women and gender diverse people who are passionate about removing the barriers that stand in the way of women's housing security and want to partner with us to drive long-term change.

SERVICE EXCELLENCE

Ensuring the consistency of our services and amplifying the client's voice is at the heart of our approach. We've introduced our national practice principles and frameworks, which are informed by sector evidence, best practices, national service standards, and our extensive experience in supporting clients to secure housing, stay housed, and feel safe and secure, so they can progress their goals for their future. Our frameworks are guided by a specialist intersectional and gendered perspective, emphasising trauma-informed and strength-based practices, and the pivotal role of lived experience.

Our frameworks not only consolidate our current strengths but also underscore our commitment to evolving our services for women's unique needs in the future. They ensure that women have clear pathways and opportunities to influence and inform these responses, both within YWCA Australia and more broadly.

The **YWCA National Service Model and Practice Framework** provides an overarching view of the key approaches and practices central to YWCA Australia's service delivery. It outlines our national approach to service delivery and the practice principles that underpin all our programs and services, including group work, brief intervention, and case management.

The **YWCA Case Management Framework** outlines our approach and the steps involved in case management, a service approach used across our homelessness, housing, family, domestic, and sexual violence programs to provide tailored individual planned support.

The **YWCA Client Participation and Lived Experience Leadership Framework** extends its application to all areas of the organisation, including Service Delivery, Housing, Advocacy, the Board, and Young Women's Council. This Framework sets out the range of ways that YWCA Australia can engage with clients and people with lived experience across all levels of our organisation. Our recent focus has been on embedding this Framework in our service delivery to establish a solid foundation for future initiatives aimed at promoting lived experience leadership pathways throughout the organisation.

ANKA'S STORY

Anka*, a lady in her early 60s, moved into Lakehouse, YWCA Housing's transitional rooming house in Victoria after leaving an unsafe marriage. Once settled at Lakehouse, Anka reached out to YWCA's Women's Housing Support Program (WHSP), expressing her need for help and her urgency for a fresh start, where she could feel safe.

Our Women's Housing Support Program connected Anka to mental health support and legal assistance to assist with her separation, as well as support in applying for social and community housing. With these supports, Anka was able to make a complete break from her former partner.

Anka received an offer for both community housing and public housing – an unheard of occurrence. Faced with this very welcome but unexpected choice, Anka's WHSP Case Manager assisted her to work through the different considerations for both offers so that she could accept the offer that most suited Anka's long term housing needs.

Her case manager also helped with moving her belongings and sourcing the furniture she needed to make her house feel like a home. Anka is now in her new 'forever home' and has loved making it into her own safe space. She has shared with us she couldn't be happier.



AMPLIFYING VOICES LEADERSHIP PROGRAM

Amplifying Voices is a co-designed leadership program for women and gender diverse people with lived experience of family and domestic violence, housing insecurity and homelessness in Darwin and Palmerston in the Northern Territory. Its purpose is to build the knowledge, skills, confidence, and networks needed to amplify the voices of young survivor-advocates in the community to create real change. Amplifying Voices is the first iteration of YWCA Australia's Yes 2026 Strategy's core activity to 'create tailored leadership pathways for young women with lived experience in homelessness and housing risk'.

CO-DESIGNED AND TRAUMA INFORMED

Amplifying Voices recognises the power of personal narratives and the unique expertise that women and gender diverse people with lived experience bring to the table. Victim-survivors are at the center of the co-design process, to create the 10-session leadership program and involved the facilitated sharing of lived expertise, ideas, and goals. The co-design process integrated the input of professionals, experienced advocates, surveys from local service providers and people with lived experience in the community.

LEADING THE WAY

Local mentors and guest speakers will be sought from a rich network of community leaders and advocates. In conjunction with a local Indigenous partner agency, Darrandirra Child and Family Centre, and a range of First Nations guest speakers, mentors, and trainers.

Amplifying Voices has been designed as a culturally appropriate and safe program.

When participants are ready to advocate for the policy and social changes they have identified, they will be supported to do so individually and with peers. By elevating victim-survivors' voices and providing opportunities to lead, Amplifying Voices aims to challenge the 'expert-led' approaches to homelessness and family and domestic violence reform, and instead foster an inclusive, survivor-centred response.

<p>7</p> 	<p>13</p> <p>Participants</p> 	<p>2</p> <p>Community organisations</p> 
<p>Topics Covered</p>	<p>Co-designed</p>	<p>Partnerships</p>

INNER-CITY RAPID RESPONSE SERVICE

The Inner-City Rapid Response Service supports young people, women, men, gender diverse people and families who are experiencing homelessness and have a connection to Inner-City Sydney. The program is delivered in collaboration with the Haymarket Foundation and has supported 484 young people, single adults and families throughout the 2022-23 financial year.

HOW IT OPERATES

Through holistic case management and outreach support, the program supports people to exit homelessness in to safe, affordable, and sustainable accommodation. The program also provides supported transitional housing options as a stepping stone to longer term accommodation, in collaboration with community housing providers.

SUPPORTED THROUGH THE PROCESS

Individuals and families develop a support plan with their key worker in line with their needs and goals for the future. Support is also provided to address immediate needs, to access other services and supports, such as health and legal services, and to access other resources such as crisis accommodation, and apply for private rental properties. Brokerage is also available to support clients to establish new tenancies, address immediate needs, and to achieve their case management goals.

CONTINUOUS IMPROVEMENT

The program was experiencing low referral numbers for young people and families experiencing homelessness in the Inner-City area, despite high demand from single adults and significant youth homelessness. This required a review and refresh of our referral pathways and partners which included:

- Identifying services and agencies supporting families and young people in the Inner-City area to reconnect with.
- Conducting information sessions with relevant agencies to share service information.
- Updated our website and brochure.
- We reviewed our progress regularly, including referral sources, to see what was most effective.

THE RESULTS



Significant increases in referrals for families, which included supporting **85 family members** last financial year through this program.



Increase in referrals for young people, supporting **33 young people** in the 2022-23 financial year



Increase in active referral pathways and agencies



100

Host, Jane Yettica

Registrations since launch – June 2023

UNDERSTANDING AND ENDING WOMEN'S HOMELESSNESS AND HOUSING INSECURITY, TOGETHER' AN ONLINE LEADERSHIP COURSE

YWCA Australia has developed a new online course called 'Understanding and Ending Women's Homelessness and Housing Insecurity, Together.' It's the first online leadership advocacy course offered to young women in Australia with an explicit focus on women's housing insecurity and homelessness.

It was designed in collaboration with women and gender diverse people with lived experience of homelessness and housing insecurity and covers the gendered causes and drivers of housing insecurity and homelessness, and the solutions needed to fix the problem.

Each of the six modules include videos, interactive elements and moments for reflection. The course is designed to educate people on the issue of women's housing insecurity and homelessness, in hopes of raising awareness and creating real change for women and gender diverse people in Australia.

“Participating in the filming was an opportunity to humanise the issue of homelessness and bring visibility to the voices that are often silenced or ignored. It was a chance to challenge societal misconceptions and advocate for more inclusive, compassionate responses to complex experiences like homelessness and gender-based violence”.

Emily, lived experience expert involved in the co-design of the course

There have been over 100 registrations since its launch at the end of June 2023. We believe this platform will inspire change across the community and extend our member networks to increase advocacy locally, regionally, and nationally.

You can find out more at course.ywca.org.au

ADVOCATING FOR GENDERED SOLUTIONS TO THE HOUSING AND HOMELESSNESS CRISIS

POLICY PLATFORM AND PILLARS

We released YWCA Australia's Policy Platform 2023-24, outlining our overarching policy agenda for the forthcoming financial year and developed in the context of Australia's broadening housing crisis across our cities and regions. Our Policy Platform defines the key housing challenges facing Australian women and is designed to enable targeted advocacy across our six pillars. In short, they explore:

1

HOUSING SUPPLY

Australia's undersupply of housing stock and the consequent crisis in housing affordability is having a disproportionate impact on women, gender diverse people and their families.

2

HOMELESSNESS AND HOUSING SUPPORTS

The impact of Australia's housing crisis is gendered. Young women, women and gender diverse people face significant hurdles to accessing affordable housing and are more at risk of homelessness, experiencing negative health and wellbeing outcomes as a result.

3

PLACE AND WELLBEING

Inadequate or unaffordable housing can harm a person's physical, emotional, and mental health and their ability to participate fully in society.

4

INVESTMENT

Although we have seen increased investment in housing initiatives in recent Women's Budget Statements, overall funding for housing and homelessness solutions dedicated to women and gender diverse people remains insufficient.

5

RENTING

High rents throughout Australia are making it harder for women to find and sustain long-term housing that is appropriate for their needs.

6

SOCIAL AND AFFORDABLE HOUSING

Access to social and affordable housing is a crucial safety net for women and gender diverse people experiencing housing insecurity or homelessness.

YWCA Australia is committed to coordinated national efforts to address gender inequality, housing insecurity and homelessness using credible evidence, research and lived experience voices. We know the importance of involving young women and those with lived experience of housing insecurity and homelessness in shaping the policies that impact them. Through our Young Women's Council and membership engagement on key policy submissions to government, we've ensured our priorities are guided by those who have a stake in shaping tomorrow.

DRIVING POLICY CHANGE

Our six policy pillars contain our priority recommendations for policy change and improvement at all levels of government and society. We draw on this document to inform our engagement with policy makers and stakeholders so that we can end housing insecurity and homelessness for women and gender diverse people in our lifetimes.



This year, YWCA Australia has played a vital role in shaping the national dialogue on key housing, homelessness, and gender equality issues. Our submissions have been instrumental in driving positive change. We've actively engaged in discussions and shared our insights on critical matters:

- We made our voices heard in consultations on the National Housing and Homelessness Plan, advocating for more gender-responsive housing and homelessness solutions. Our contributions to the National Strategy for Gender Equality underscore our dedication to shaping a fair and equal society for all. In response to the worsening rental crisis in Australia, we stepped up by participating in the Federal Senate Inquiry, emphasising the urgency of an affordable and accessible rental market as a central component to housing security.
- Our influence extended to the national budgetary landscape, as we presented our Pre-Budget Submission for the 2023-24 Federal Budget, prioritising the needs of women and gender diverse people. By actively participating in consultations, attending briefings, and offering representation, we continued to advocate for gender-responsive policy solutions and contribute to the development of impactful strategies that address the pressing challenges faced by women and gender diverse people across Australia.
- We've made a significant impact on the national conversation through collaborative efforts and partnerships with peak bodies and housing and homelessness sector advocates to shape the political agenda. We have led an urgent dialogue on targeted solutions to meet the needs of women and gender diverse people who are experiencing housing insecurity and homelessness with key decision-makers and in the media.
- We've teamed up with the Equality Rights Alliance to advocate for gender-based budgeting and impact assessments, particularly within the context of the National Housing and Homelessness Plan. Our regular participation in government consultations, aimed at improving the lives of women and gender-diverse people, reaffirms our dedication to creating a more inclusive society. While our collaboration with sector leaders demonstrates our commitment to shaping gender-responsive policy outcomes.



CULTURE AND SUSTAINABILITY

OUR FIRST RECONCILIATION ACTION PLAN

As an organisation with over 140 years of history in Australia, we acknowledge our colonial past and the impact it has had on reconciliation. We understand that the consequences of colonisation are still felt today, with the overrepresentation of Aboriginal and Torres Strait Islander Peoples in housing insecurity and homelessness a direct and ongoing consequence of this history.

Reconciliation is not just about the past or the present. It is about building a better future together, one that is fair and equitable for all. YWCA Australia was proud this year to make a formal commitment to making that a reality.

Our Reflect Reconciliation Action Plan (RAP) outlines the steps we will take as a national organisation to achieve reconciliation. The strong relationships that our program team members have made with First Nations people in their local communities, form the foundations of this work.

Through our Reflect RAP, we hope to maintain the strong established relationships with First Nations peoples, as well as develop and grow opportunities with other First Nations organisations and individuals across Australia.

Through our RAP, we will also enable our team members, board members and executive team to be active in our reconciliation journey, for example by proudly supporting Aboriginal and Torres Strait Islander Voice to Parliament.

We can also achieve this by providing appropriate training, education, and policies.

We will also review our hiring and other practices so First Nations Australians feel supported in working for YWCA Australia.

We will explore ways to increase the number of First Nations businesses we engage with for goods and services in our regions and become a Supply Nation member.

Reconciliation is a continuous journey that demands commitment from each of us – both within YWCA Australia and throughout Australian society. We take pride in the significant step YWCA Australia has taken towards reconciliation and eagerly anticipate the growth and deepening of the actions we've pledged to create a more equitable future for all.

“Reconciliation does not work to a timeline like other projects. It succeeds or fails in the hearts and minds of all Australians.”

Dr Evelyn Scott AO

Song HOTELS



PROFIT FOR PURPOSE – OUR SONG HOTEL SYDNEY

The profits from our Profit for Purpose businesses – Song Hotel and Song Kitchen in Surry Hills, Sydney – are re-invested back into YWCA Australia’s programs and services.

RENOVATION UPDATE

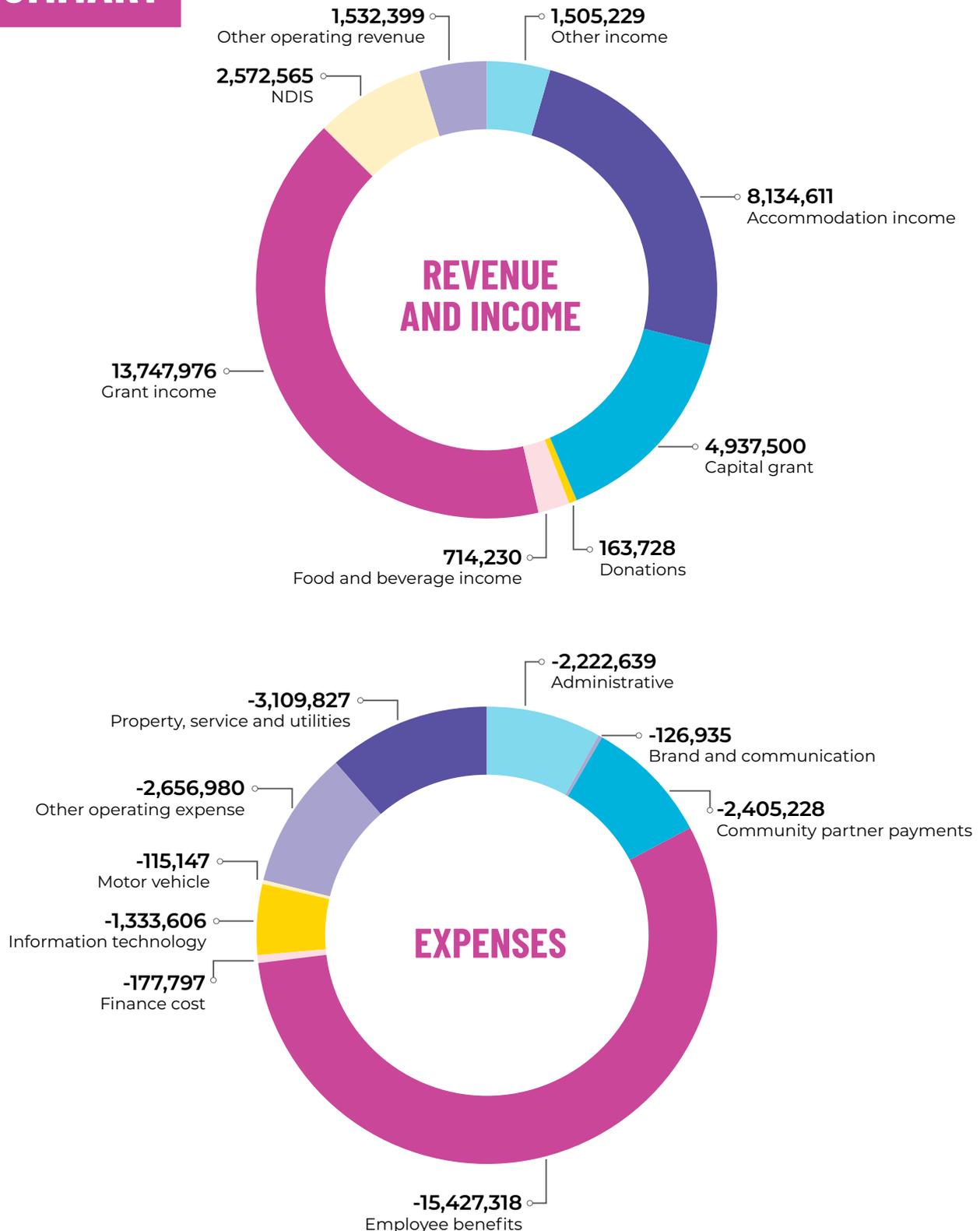
Song Hotel has returned to a pre-Covid state of business. The final half of the Song Hotel renovation commenced in May 2023. The renovation of the remaining 103 rooms at Song is due for completion in March 2024 and includes the installation of 64 bathrooms and replacement of the air-conditioning system.

The Song Hotel is a strong long-term asset for YWCA Australia and continues to exceed revenue expectations by providing a steady financial stream into the core pillars of YWCA Australia’s Yes 2026 strategy.

FINANCIALS

Full audited financial statements can be found on our website. All figures are in Australian dollars.

SUMMARY



YWCA AUSTRALIA (CONSOLIDATED) FINANCIALS

Statement of Consolidated Profit or Loss and Other Comprehensive Income		
	YWCA Australia Consolidated	
<i>For the year ended</i>	<i>30 June 2023</i>	<i>30 June 2022</i>
REVENUE AND OTHER INCOME		
Revenue:		
Accommodation income	8,134,611	5,520,662
Capital grant	4,937,500	-
Donations	163,728	357,671
Food & beverage income	714,230	357,949
Grant income	13,747,976	12,368,109
NDIS	2,572,565	2,686,085
Other operating revenue	1,532,399	1,128,509
	31,803,009	22,418,985
Other income:		
Gain on sale of assets	-	3,406,284
Gain on revaluation of land and buildings	644,637	2,457,420
Interest and dividend income	849,316	879,724
Job Saver subsidy	-	615,191
Recovery of cost of stamp duty case proceedings from NSW State Revenue	-	1,100,000
Sundry income	11,276	7,837
	1,505,229	8,466,456
Total revenue and other income	33,308,238	30,885,441

EXPENSES		
Administrative expense	(2,222,639)	(2,371,142)
Brand and communication expense	(126,935)	(165,611)
Community partner payments	(2,405,228)	(2,218,092)
Employee benefits expense	(15,427,318)	(14,863,526)
Finance costs	(177,797)	(96,654)
Information technology expense	(1,333,606)	(1,443,011)
Motor vehicle expense	(115,147)	(90,301)
Other operating expenses	(2,656,980)	(1,562,266)
Property, service and utilities expense	(3,109,827)	(3,001,341)
Total expenses before depreciation and amortisation	(27,575,477)	(25,811,944)
Surplus before depreciation, amortisation and income tax expense	5,732,761	5,073,497
Depreciation and amortisation expense	(2,122,431)	(2,414,064)
Income tax expense	-	-
Surplus for the year	3,610,330	2,659,433
Other Comprehensive Income (Loss)		
<i>Items that will not be reclassified subsequently to profit and loss</i>		
Net increase (decrease) in fair value of financial assets	837,165	(2,620,560)
Other comprehensive income (loss) for the year	837,165	(2,620,560)
Total comprehensive income for the year	4,447,495	38,873

Statement of Consolidated Financial Position		
	YWCA Australia Consolidated	
<i>As at</i>	<i>30 June 2023</i>	<i>30 June 2022</i>
ASSETS		
Current assets	18,035,048	19,555,359
Non-current assets	105,949,109	97,564,885
Total assets	123,984,157	117,120,244
LIABILITIES		
Current liabilities	14,492,426	12,648,503
Non-current liabilities	1,614,771	1,042,276
Total liabilities	16,107,197	13,690,779
NET ASSETS / TOTAL EQUITY	107,876,960	103,429,465

HOUSING (SUBSIDIARY) ENTITIES' FINANCIALS

Statement of Profit or Loss and Other Comprehensive Income				
	YWCA National Housing		YWCA Housing	
<i>For the year ended</i>	<i>30 June 2023</i>	<i>30 June 2022</i>	<i>30 June 2023</i>	<i>30 June 2022</i>
REVENUE AND OTHER INCOME				
Revenue	6,068,344	1,050,942	2,813,376	2,732,783
Other income	376	125	5,367	11,598
	6,068,720	1,051,067	2,818,743	2,744,381
EXPENSES				
Administrative expense	(212,871)	(132,979)	(581,677)	(621,825)
Brand and communication expense	-	(252)	-	(249)
Employee benefits expense	(306,139)	(250,778)	(793,217)	(673,485)
Information technology expense	(19,476)	(16,536)	(50,697)	(44,833)
Motor vehicle expense	-	-	(9,972)	(9,050)
Property, service and utilities expense	(485,398)	(423,438)	(1,366,136)	(1,243,403)
Total expenses before depreciation and amortisation	(1,023,884)	(823,983)	(2,801,699)	(2,592,845)
Surplus before depreciation, amortisation and income tax expense	5,044,836	227,084	17,044	151,536
Depreciation and amortisation expense	(243,921)	(212,443)	(267,030)	(272,006)
Income tax expense	-	-	-	-
Surplus (deficit) for the year	4,800,915	14,641	(249,986)	(120,470)
Other Comprehensive Income (Loss)				
<i>Items that will not be reclassified subsequently to profit and loss</i>				
Net (decrease) increase in fair value of financial assets	-	-	2,105	(12,645)
Net increase (decrease) in fair value of property assets	794,750	726,098	(157,660)	(10,796)
Other comprehensive (loss) income for the year	794,750	726,098	(155,555)	(23,441)
Total comprehensive income (loss) for the year	5,595,665	740,739	(405,541)	(143,911)

Statement of Financial Position

	YWCA National Housing		YWCA Housing	
<i>As at</i>	<i>30 June 2023</i>	<i>30 June 2022</i>	<i>30 June 2023</i>	<i>30 June 2022</i>
ASSETS				
Current assets	520,394	601,135	1,933,616	1,161,124
Non-current assets	16,446,289	10,474,090	15,405,016	10,715,268
Total assets	16,966,683	11,072,225	17,338,632	11,876,392
LIABILITIES				
Current liabilities	431,529	135,736	6,409,591	541,810
Non-current liabilities	-	-	-	-
Total liabilities	431,529	135,736	6,409,591	541,810
NET ASSETS / TOTAL EQUITY	16,535,154	10,939,489	10,929,041	11,334,582

FIND OUT MORE



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Opening Doors.
Building Futures.