



2019 ANNUAL REPORT

GOAL: POSITIVELY IMPACT THE LIVES OF MORE THAN 2 MILLION WOMEN, YOUNG WOMEN AND GIRLS THROUGHOUT AUSTRALIA BY THE END OF 2023

VISION All women, young women and girls are safe and respected, with equal access to power, opportunity and resources

PURPOSE To be a strong unified, national feminist organisation of women, young women and girls, working to achieve gender equality

VALUES Feminism, Inclusion, Excellence, Innovation, Integrity

| Front page photo: Participants of the ASISTA mentoring program

MESSAGE FROM THE PRESIDENT

It has been one full year since the historic amalgamation of eight member associations into one national YWCA with two member affiliates.

Today, YWCA Australia is proud to be an organisation of more than 400 employees, 1,400 members and almost 13,000 supporters focused on improving gender equality for women, young women and girls. Together we challenge the systems, structures and policies that act as barriers to women, especially young women, achieving their full potential.

In this first year, we have made significant strides towards our goal to 'Positively impact the lives of more than 2 million women, young women and girls throughout Australia by the end of 2023'. Our strategic plan was approved and launched at the 2018 Annual General Meeting, with four key priorities of: safety and wellbeing, housing, leadership and sustainability.

We continue to deliver client focused support, housing and homelessness services, leadership programs and advocacy for women's rights. We have implemented national systems to enable growth and delivered a refreshed brand and website.

It is still early in our merger journey but I am looking forward to seeing the evidence of our success in the coming years through increased outcomes for clients, improved financial sustainability and significant steps forward in gender equality for women in Australia.



Julie Boyd
President

| Photo: Julie Boyd



2018-19 HIGHLIGHTS



FUNDRAISING & EVENTS



\$85K
Breaking the Cycle fundraiser

169
attended International Women's Day event



YWCA PROGRAMS & SERVICES:

21 YEARS

of the ASISTA mentoring program

36,296 CLIENT HOURS

delivered through our Y Ability disability support service



Y-PEP



473 schools
71,000 students
25,011 livestream participants

YOUTH FRONTIERS

132 mentors | 397 mentees

DOMESTIC VIOLENCE SUPPORT

17,335 'occasions of service' in Southern New South Wales & Darwin

YWCA AUSTRALIA:

18 YOUNG WOMEN'S COUNCIL MEMBERS

MEMBERS
1405 Total
98 Life Members

STAFF
408 YWCA staff nationally

GROUPS
13 Feminist Local Action Groups & Friendship Groups

12,780
followers on social media



YWCA NATIONAL HOUSING



Nearly **150,000 NIGHTS** of affordable accommodation provided

600+ tenants

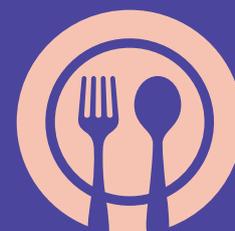
SONG

94,818
guests at Song Hotel

4,649
guests at Song Hotel's feminist-themed rooms



50,213
cups of coffee sold at Song Kitchen & Song Mirvac



3 YEARS
Song & Mirvac partnership

SAFETY & WELLBEING

Violence against women is a serious and widespread problem in Australia, with enormous individual and community impacts and social costs.

Gender inequality and gender stereotypes are key drivers of violence against women. We advocate for policies and legislation that prevents violence and promotes gender equality. We offer a range of programs across Australia which enable women to improve their safety, wellbeing and economic resilience.

Our best practice primary prevention programs aim to change the structures, norms and practices that drive gender-based violence. These programs are designed to fundamentally shift community attitudes and behaviours.

This includes programs such as Y-PEP for primary and secondary school students, and Gender Equity Matters for workplaces.

We also run secondary and tertiary prevention of violence programs that provide immediate responses for women who have experienced violence and help to 'break the cycle' for women at risk of experiencing violence. These programs and services focus on minimising the impact of violence, supporting women to be safe and well, and preventing violence from occurring again.

Importantly, we always place the needs of the woman at the centre of our practice. Clients are encouraged to identify and express their needs and make decisions, even if that decision is to refuse the service.

Domestic violence can be a hard cycle to break – and even if a woman's first approach to a program doesn't proceed, we want her to feel empowered to return for a second time for support.

PEARL'S STORY

Pearl* immigrated to Australia after meeting her husband in her home country. Together they have two young children, the eldest of whom lives with a disability and requires ongoing medical support.

After a few years in Australia, Pearl separated from her husband due to fears for her and her children's safety as he had become increasingly violent. Pearl and her children went to stay with a friend, but her husband found out where they were and would regularly visit and harass them. After one of his visits, Pearl was physically attacked and hospitalised. A social worker referred Pearl to YWCA's Domestic Family Violence Centre (DFVC) in Darwin for support due to concerns for the family's safety.

YWCA was able to accommodate Pearl and her children in emergency safe house accommodation and provided intensive case management support including referrals to other

support agencies and assistance with applying for Centrelink supports. This was complicated by the fact that Pearl was a temporary resident rather than an Australian citizen.

This had flow-on effects – because Pearl wasn't eligible for Centrelink support, she was unable to purchase essentials including food, clothing and nappies. To bridge the gap until she would receive Centrelink support for her Australian-born children, YWCA provided Pearl with food vouchers and other funds for essentials.

By the time Pearl and her children moved out to a new private rental unit that had been sourced by YWCA, they had stayed in YWCA safe house accommodation for 24 weeks. YWCA helped with the transition by providing furniture and white goods, and security upgrades to her new home.



'I am very grateful, YWCA helped me get out of an abusive household and into a safe space and then long-term accommodation.'

*Not her real name

DOMESTIC FAMILY VIOLENCE CENTRE (DFVC)

Since 2000, the DFVC in Darwin has provided 24/7 safe secure crisis and short-term accommodation and case management support to families escaping domestic and family violence.

In 2018-19, DFVC provided support to:

348

Individuals

46

Families



Through:



6,109

Bed nights



1,070

Referrals



\$23,462

Emergency relief funding

HOUSING

A safe, stable and affordable home is an essential basis for women to rebuild their lives and engage with educational, social and workforce opportunities after experiencing homelessness.

We advocate for and provide increased access to safe and affordable housing options for women, young women and girls. We provide client-focused, flexible, trauma-informed case management to clients who are experiencing homelessness or at risk of homelessness in New South Wales, the Northern Territory and Queensland.

We have several support programs targeting families, individuals, older women, and youth, such as the Young

Parents Homelessness Program, Pathways to Independence for older women, and Y-Hand Up for women who have experienced domestic and family violence and are at imminent risk of homelessness.

In Victoria, Queensland and Northern Territory, through our subsidiary entities YWCA National Housing and YWCA Housing, we provide nearly 150,000 nights of affordable accommodation across Australia.

We have supported more than 600 tenants in the past year. Many of our tenants use their time with us to secure private rental properties or public housing, to do study or look for a job, and to rebuild their support networks and lives.

Fiona, in the below story, is just one of our many tenants who is building a brighter future after living in one of our housing properties.

FIONA'S STORY

Fiona had the security of a job and a home. However, after becoming severely traumatised due to a series of ongoing incidents, she developed post-traumatic stress disorder.

'I couldn't function. I couldn't leave the house. I had to resign from my job as a manager of a health service.'

With no friends or family to rely on, Fiona found herself homeless after leaving her job. With the help of YWCA Housing, Fiona moved into affordable accommodation, sharing a house in Melbourne's south-east with other women.

'Though I was grateful to have a roof, I was so scared at first. I'd go straight to my room every time I got home and locked the door. Most of us living there were quite vulnerable, in that we had shocking life experiences that made us hyper-vigilant about our safety.'

Fiona soon developed a good friendship with another tenant who lived in the same house and they are still close and stay in touch even though Fiona has now moved out.

'We would just spend time with each other - watching TV together in each other's rooms. Sometimes we never even had to say a word, it was comforting just being in each other's presence.'

Now for the first time in a long time, Fiona feels that peace, joy and security is within reach.

'I'm beginning to feel like myself again. I'm a poet but hadn't been writing while I was homeless. Now I'm starting to think I'm ready to start writing again.'

'Definitely get connected with YWCA and try to get housed. It's safe, secure housing with all the comforts and essentials that you need to get back on your feet.'

THE FIASCO

Homelessness by infiltration
The damage has been done
Immeasurable
I wake up now.
Delirious.
I see the roof over my head
So much meaning in the ceiling
I am alive
I have control over my breathing
A new day hovers
I can navigate the maze.
Life has changed forever.

A poem by Fiona



| Fiona, tenant



LEADER- SHIP

| Participant at YWCA event



YOUNG WOMEN'S COUNCIL

We advocate and provide opportunities for young women to develop their leadership identity and purpose.

We encourage women, especially young women, to be part of our movement to create positive change, transform power structures and advance gender equality.

We are committed to raising the voices of young women and girls and supporting them in their leadership journey through life - whether that is leadership in their home life, in their education, in their workplace, or in their community.

YWCA offers leadership and mentoring programs for girls and teens including the ASISTA mentoring program for young women in child protection, Communities for Children supporting children and their families through early intervention programs, Every Girl providing a leadership program for pre-teen girls, Youth Frontiers focusing

on leadership and civic engagement and SHE Leads High for teenage girls in high school.

We are committed to advancing career opportunities for young women through our SHE Leads program supporting young women to move into leadership positions in the workforce, our Young Women's Council which advises our Board on issues that affect young women and a set quota on our Directors whereby at least 30 per cent are young women at the time of their appointment.

Importantly, we are also supporting the leadership aspirations of women with a disability through our Y Connect program, and the leadership of women within our organisation, on the Board, and in the global YWCA movement.

The first YWCA Australia Young Women's Council was elected by membership in November 2018. The Young Women's Council ensures that young women from all across Australia, from all different backgrounds, are represented within our organisation. They have a key role in advising the Board on issues that affect young women.

The Young Women's Council provide a youth lens to the organisation. Their leadership and involvement has included media speaking opportunities, attendance and contribution to global summits including the Convention for the Status of Women, contribution to our advocacy, events and communications, and advice to the Board and Executive.

KANGAROOS AND EMUS, ABORIGINAL WOMEN'S LEADERSHIP PROGRAM

Run by, with and for Aboriginal women, YWCA's Kangaroos and Emus - Aboriginal Women's Leadership Program works alongside communities to provide leadership development programs focusing on leadership, women, family, wellbeing, career and culture.

The culturally sensitive and community driven workshops focus on building knowledge, practical skills, confidence and networks to achieve personal and professional growth, across the core areas of women, family, wellbeing, career and culture.

The program, its participants, and its advisory group also play a critical role in influencing YWCA's approach to including the voices, needs and experience of Aboriginal and Torres Strait Islander women and girls in our organisational planning, service delivery, advocacy and leadership. Their ongoing contribution ensures that the YWCA movement is truly inclusive and fulfils our commitment to the statement 'Nothing about us, without us'.

KAYLENA'S STORY

Kaylena was 15 when she was first connected with the program.

'I had just moved to Adelaide from Mildura. I was struggling with school and with making new friends. I had a case manager who introduced me to the program. The first class I attended really opened my eyes to how much more I could do with my life.'

Community engagement is critical to the success of the program. Our program facilitator Lisa is a descendent of the Anangu Pitjantjatjara / Yankunytjatjara peoples and is a recognised community leader.

'Lisa is very passionate and inspiring. Everything she said made so much sense to me as a teenager, and really helped me through those difficult years', says Kaylena.

'Because of the program, I went from going to school one day a week to holding down two jobs, seven days a week for a whole year while I got a qualification. The program really did give me the confidence I needed to succeed in life - I've got a great job now in accounting and am currently upskilling so I can advance.'



| Participants of the AWLP

'The connections I've made and the opportunities I've had through the program are really powerful. I attended the YWCA SHE Leads conference which was amazing, and even had a chance to do some public speaking on behalf of the program. Now I'm on the advisory group as well.'

'From where I once was, to where I am now six years later...it wouldn't have happened without the Aboriginal Women's Leadership Program'

'And in the end, the program is really about connection and confidence. Connection to other girls who understand where you're coming from really does make the conversations easier as you do feel like you are in a safe space. I really feel like I've found my mob. Every girl should go through this program because it can help them build their confidence.'

In 2018-19, the Aboriginal Women's Leadership Program delivered:

6

workshops



51

participants across metro, regional and rural locations in South Australia.

94%

program participants feel they have increased their leadership capability, and confidence to take on leadership roles.

PROFIT FOR PURPOSE

Our Song businesses (hotels, restaurants and cafes) are part of our Profit-for-Purpose business model, where the profits from these commercial businesses are reinvested in our community programs supporting women, young women and girls. They are a best practice model for not-for-profit organisations seeking to diversify their revenue streams.

Song Hotel has Australia's only feminist-themed hotel rooms, featuring well-known loved Australian female celebrities including Sia, Lee-Lin Chin, Nakkiah Lui, Missy Higgins, Tina Arena, Bindi Irwin, Sally Rugg and Deborah Mailman – as well as a room honouring Australian feminists.

GOVERNANCE

Our Board of Directors is skills-based, includes women from around Australia and is led by President, Julie Boyd. We are passionate about maintaining a Board that reflects our values and the work we do, so at least 30 per cent of our nine Board members are women aged 30 years or under when they're appointed.

Our Board provides governance oversight and strategic direction. They have established a range of specialised sub-committees including: Property Assets Committee; Finance, Audit and Risk; People, Culture and Governance; and the Nominations Committee.

Our subsidiary entities – YWCA National Housing and YWCA Housing – have their own Boards with specialist knowledge and expertise within the housing sector.

Day-to-day operations are led by our experienced and dedicated Executive Team, who ensure that we're always working towards YWCA's vision and strategic plan. They support our Chief Executive Officer, Michelle Phillips.

For a full Board of Directors and Executive Team listing, please visit our website.

FINANCE

Full audited financial statements can be found on our website.

| STATEMENT OF CONSOLIDATED PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME | Aus \$ |
|---|--------------------|
| For the year ended 30 June 2019 | |
| REVENUE AND OTHER INCOME | |
| Revenue | 34,456,918 |
| Other Income | 1,042,752 |
| Total revenue and other income | 35,499,670 |
| EXPENSES | |
| Cost of sales | (5,633,220) |
| Employee benefits expense | (21,310,182) |
| Depreciation expense | (1,500,046) |
| Brand and communication expense | (273,618) |
| Finance costs | (424,959) |
| Equipment expense | (1,462,974) |
| Project and program expense | (14,689) |
| Service and utilities expense | (1,369,260) |
| Total expenses | (37,481,162) |
| Deficit before income tax | (1,981,492) |
| Income tax expense | - |
| Deficit for the year | (1,981,492) |
| OTHER COMPREHENSIVE INCOME (LOSS) | |
| <i>Items that will not be reclassified subsequently to profit or loss</i> | |
| Net increase in fair value of financial assets | 1,723,239 |
| Other comprehensive income for the year | 1,723,239 |
| Total comprehensive loss for the year | (258,253) |

| STATEMENT OF CONSOLIDATED FINANCIAL POSITION | Aus \$ |
|--|--------------------|
| As at 30 June 2019 | |
| ASSETS | |
| Total current assets | 30,074,277 |
| Total non-current assets | 89,374,645 |
| Total Assets | 119,448,922 |
| LIABILITIES | |
| Total current liabilities | 7,167,037 |
| Total non-current liabilities | 4,240,428 |
| Total Liabilities | 11,407,465 |
| TOTAL EQUITY | 108,041,457 |

CONNECT WITH US

YWCA.ORG.AU | (02) 9285 6286

Level 1, 210 Kings Way, South Melbourne VIC 3205

Follow us on social media [f @YWCAAustralia](#) [@ywcaaustralia](#) [@YWCAAus](#) [ywca-australia](#)

Acknowledgement of Country: YWCA Australia acknowledges the traditional owners of the land on which we work and their continuing connection to land, sea and community. We pay our respect to them and their cultures and to elders both past and present.

World YWCA: We are part of the World YWCA movement striving for women's empowerment, leadership and rights in more than 120 countries. Our vision supports the global YWCA movement, and World YWCA's goal: 'By 2035, 100 million young women and girls transform power structures to create justice, gender equality and a world without violence and war; ; leading a sustainable YWCA movement, inclusive of all women.'



YWCA
Australia

Women leading change