



2020 ANNUAL REPORT



YWCA
Australia

Women leading change



YWCA
National Housing
Women Building Futures

OUR GOAL

Positively impact the lives of more than 2 million women, young women and girls throughout Australia by the end of 2023.

OUR VISION

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

OUR PURPOSE

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

OUR VALUES

Feminism, Inclusion, Excellence, Innovation, Integrity.

ACKNOWLEDGEMENT OF COUNTRY

YWCA Australia acknowledge the Traditional Custodians of Country throughout Australia and recognises their continuing connection to land, waters and culture. We pay our respects to their Elders past, present and emerging.

MESSAGE FROM OUR PRESIDENT

For 140 years, YWCA has been on the front line of advocating for bold systemic change.



From our early founders who were heavily involved with the suffrage movement, to advocates for the rights of working women and funders advancing education opportunities, we have always been committed to improving the lives of women, young women and girls.

Like all organisations around Australia, 2020 has brought its challenges as we have grappled with the economic and social impacts of the bushfires, floods, and the COVID-19 pandemic. We have taken and will continue to take necessary measures to ensure the long-term impact and sustainability of our organisation.

Yet despite the challenges of the pandemic, our teams around the country have continued to deliver critical community programs and services.

Our teams have continued to deliver essential face to face client services for the most vulnerable as well as transforming many of our existing programs and services into remote, telephone-based or virtual delivery models that ensure our clients, customers and tenants continue to receive the support they need. As we all know, women have been the hardest hit during the pandemic, and it is critical that our work continues to support the safety of our clients, customers and tenants.

Some of our new programs and initiatives are highlighted in this report. I am exceedingly proud of the continued good work of our team, from publication of significant research reports and investment in new housing developments, to the establishment of new traineeships and mentoring programs for young women and the launch of our CBF online advocacy initiative.

It is this culture of excellence and innovation through challenges that assures me that we are well positioned to continue building significantly on the wonderful work started by our founders 140 years ago.

I take this opportunity as well to thank the previous President Julie Boyd for her significant contribution. Without her, YWCA would not be where we are today.

I look forward to having the opportunity over the coming years as President to lead YWCA as we work together with our valued members and supporters towards achieving gender equality.

A handwritten signature in blue ink, appearing to read 'Helen Conway'.

Helen Conway
President, YWCA Australia

Front page photo: YWCA supporters Georgia and Maria, December 2019

This annual report covers activities conducted by YWCA Australia and our subsidiaries that are registered housing providers YWCA Housing and YWCA National Housing collectively known as YWCA National Housing.

HIGHLIGHTS

963
CLIENTS
SAFELY HOUSED



through our Sydney Metro Homelessness Services

DURING COVID-19

4 ONLINE WORKSHOPS
delivered for the Aboriginal Women's Leadership Program in Adelaide



5 VIRTUAL COFFEE CATCHUPS
in Adelaide connecting women with disabilities through Y Connect

SONG

81,700 GUESTS
at Song Hotel

3,822 GUESTS

hosted in Song Hotel's feminist-themed rooms



71,000 CUPS OF COFFEE SOLD
at Song Kitchen



33,350

direct support hours through Y Ability, our disability service in Toowoomba



14,145 BED NIGHTS

delivered through our Northern Territory Homelessness Services

Supporting:

180 CLIENTS | 70 FAMILIES



14,581 GUESTS

and loved ones supported through our Medical Accommodation Program in Darwin



277 PARTICIPANTS

across 10 community capacity building sessions through our Communities for Children program in Northern New South Wales



768 CARE PACKS

delivered essential living supplies to communities in Southern NSW Region

210 STUDENT WELLBEING PACKS

delivered to vulnerable children in Western NSW Region

24 ACTIVITIES

packs sent to support women with children in the Housing and Parenting Support Program in Darwin



YWCA NATIONAL HOUSING

538 TENANTS

Our tenants:

- 14% have disabilities
- 36% have experienced domestic & family violence
- Speak over 20 different languages



130,825 NIGHTS

of affordable accommodation provided

FUNDRAISING & EVENTS

OVER \$77K

raised through the Breaking the Cycle fundraiser supporting Pathways to Independence

OVER \$8K

raised through our End of Financial Year appeal for our core mission



NEARLY 200 PEOPLE

attended International Women's Day events

YWCA COMMUNITY

2,403 TOTAL MEMBERS AS OF 30 JUNE 2020

- 18 Young Women's Council members
- 104 CBF (Cyber Feminists) members
- 344 YWCA staff nationally
- 14 Local Advocacy & Membership Groups



25,931 FOLLOWERS ON SOCIAL MEDIA

SAFETY & WELLBEING

Local residents Kandy and Brydee celebrating at Coonellabah Summer Party.



We work for gender equality because we know that gender inequality is the reason women, young women and girls are economically, socially and politically disadvantaged and discriminated against.

Gender stereotypes and other structural societal barriers affect women's access to opportunities, and their safety and wellbeing as a result.

These experiences and their effects are amplified for women with intersecting identities such as race, class, disability and sexuality. Our work is focused on fundamentally shifting community attitudes and behaviours and changing the structures, norms

and practices that drive gender stereotypes and gender inequality.

One key example is gender-based violence, a serious and pervasive human rights violation that affects far too many women in Australia.

Our community programs and services are designed to address women's safety needs at all stages – through primary prevention and early

intervention, to crisis responses and long-term social support.

We also advocate with government and other decision makers on key policies affecting women's safety and wellbeing. This year, this included advocacy on women's access to abortion services, sex worker rights, gender equality frameworks and economic security through social support payments.

PROGRAM SPOTLIGHT

COMMUNITIES FOR CHILDREN

Keeping children and young people safe and well is everyone's business.

Through our Communities for Children program in northern New South Wales, we deliver positive and sustainable outcomes for families with children aged up to 12 years old, with a focus on engaging the local Bundjalung community.

We collaborate with community partners to find local solutions to local issues. Our partners deliver services that offer quality support early in children's lives, providing families and carers with tools to enhance opportunities for their kids to thrive and live the best quality life. As a result of our work, schools get extra support to look after the social and emotional wellbeing of students.

As program facilitator, we provide professional development training for all

our partners and the local community services sector more broadly. Our training has a focus on evidence based programming, cultural safety, trauma informed practices, and applying research methods to our work.

An annual highlight in the Communities for Children calendar is the Goonellabah Summer Party. Over 500 local residents come together every year with their support services for this celebration led by Aboriginal workers from local services and community. During the Summer Party, new connections are created and cultural connections and achievements are celebrated.

Communities for Children is funded by the New South Wales Department of Social Services.



THIS YEAR:

We delivered Communities for Children programs and services to

OVER 600 PEOPLE

Each client received an average of **12 SUPPORT SESSIONS**

OVER TWO-THIRDS

of our community identify as Aboriginal and/or Torres Strait Islander

CASE STUDY: READY SET GO

The Communities for Children's Ready Set Go program supported a family with a refugee background as part of the program with direct support for the language development and skills of their four year old child.

This resulted in improved social interaction and increased learning outcomes.

The parents raised concerns about their child's learning development goals in successfully transitioning to school.

The program worked with the family to enrol the child into the Goonellabah Transition Program, which significantly impacted the child's behaviour and

development. Both the parents and the preschool reported positive outcomes against planned goals for the child in behaviour, attention, and responsiveness.

Our support and assistance were vital to the achievement of the goals set by the parents for their child, increasing their understanding of tools and resources needed to better support their child's learning and developmental needs.

Because of our support, the parents were able to learn and apply methods and strategies to increase learning outcomes for their child.

They built confidence in their skills and ability to effectively support the transition of their child to primary school the following year.



Not the real image

HOUSING & HOMELESSNESS

We have a long history of housing vulnerable women, from early hostels for migrant workers in the 1800s, to running leave houses for service women during World War 2 and providing safe accommodation for young women travellers throughout the 1960s and 1970s.

Today as a registered community housing provider, we provide housing services in Victoria, Queensland and the Northern Territory. We also provide homelessness services in New South Wales and the Northern Territory that are designed to address immediate housing needs for our clients, as well as support them in securing and sustaining long-term tenancies.

Recognising the unique housing, financial and other structural challenges faced by women in our housing, we are committed to supporting our tenants to reduce social isolation, sustain tenancies, and improve general wellbeing.

We ensure that all our communication is consistent and accessible and that we have wraparound social services available for tenants in our properties. This year, this included partnerships with local yoga studios to offer free yoga classes on site, Ozharvest to deliver food hampers to tenants, and a partnership with Monash University to facilitate the innovative YWCA Women's Housing Inclusion Program (Y-WHIP). Y-WHIP was recognised by PowerHousing Australia's 2019 Award for Excellence in Tenant Engagement and Social Inclusion.

We are vocal advocates for improving access to safe, secure and affordable housing, and homelessness support services, for low income Australians, particularly women and their children.



We conduct housing and homelessness research through a gender lens, we meet with MPs and other decision makers, and we raise awareness through the media.

In addition to our advocacy role, we take direct action to increase housing stock.

This year, we broke ground on a new build-to-rent development in Bendigo, Victoria. The five townhouses of this development will be rented out at 75 per cent of the market rental rate to women with families on low to moderate incomes.

This development reflects our commitment to improving women's social and economic participation through the provision of safe, secure and affordable housing.

We believe that access to safe, affordable and appropriate housing is a basic human right and a critical issue for women, their families and the economy. It is fundamental to social and economic participation and the realisation of gender equality. Housing should be a source of stability, safety, social connection and a pathway to economic security for women, young women and girls.

RESEARCH SPOTLIGHT

HOUSING REPORT LAUNCH

In May 2020, we launched our research report 'Women's housing needs in regional Australia', the first national study into women's access to safe, affordable housing outside Australia's capital cities.

Our research found that one in eight women living on low to moderate incomes in regional Australia had been homeless in the past five years and one in four has lived in temporary accommodation because they couldn't afford the private rental market.

One in five women personally knew at least one other woman who was currently experiencing homelessness

and two-thirds said homelessness was a growing problem in their communities. More than half of the women in the research worried they could become homeless.

This report highlights the critical and timely need for significant investment in social and affordable housing. Women in regional areas desperately need homes to call their own.



We continue to meet with government and other decision makers to secure commitments to investing in affordable housing solutions in regional Australia.



1 IN 5 WOMEN

said their current housing was not appropriate or suitable for them



1 IN 8 WOMEN

living on low to moderate incomes in regional Australia had been homeless



1 IN 4 WOMEN

(23%) said their finances & housing had been impacted by domestic violence

CASE STUDY: EMILIA'S STORY

Emilia* lived in an abusive home for 20 years before she was able to find a safe home.

'First, I stayed for the children, and then I stayed so that my mother could live with us on weekends, away from her nursing home. It wasn't until my mother died that I felt I could leave my marriage.' Emilia decided she wanted to sell the house but was stopped by her husband and children.

'My daughter told me that she would never talk to me again if I left her father. My son was always insulting me and yelling at me. I was even threatened with a hammer.'

Emilia left and stayed with extended family members for six months.

'I needed to be out of that house. But the first thing my family said to me when I got back was, "What are you doing back, get out, I don't want to see you, get out of here". I just couldn't live like that anymore.'

Emilia's case manager helped her apply for affordable housing with YWCA, and she now lives in a rooming house with other women who have been through similar situations.

'I was happy to come here. I just wanted to live in peace with no one screaming at me, abusing me, or controlling me. I may have lived in a big house, but I was unhappy and abused. Now I have this little bedroom and bathroom to myself and I'm happy and at peace.'

After moving into YWCA accommodation, Emilia also changed her telephone number so that her husband and children could no longer contact her.



'I'm their mother and I forgive them,' she says of her children. 'But mothers always make the mistake of putting our children first. Sometimes we need to put ourselves first.'

**not her real name or image*

LEADERSHIP

We are passionate about increasing opportunities for young women's leadership across all spheres – private and public, informal and formal, school and work, family and community.

We are committed to intergenerational leadership, collective decision making, and raising the voices of young women and girls to support them in their leadership journey through life.

Young women's leadership is important, because societal views of leadership are inherently biased and associated with masculine traits.

Young women face many unique and intersecting challenges, which in a patriarchal society, can be barriers to their leadership. We believe that young women's voices and experiences are important and that with young women leaders at the helm of our organisation and of society, we will recognise and

achieve gender equality and a more equal and just society.

We support young women's leadership through our policy and advocacy, research, partnerships with other organisations, and our community programs and services. Our leadership and mentoring programs across the country help build self-confidence and empower and activate women, young women and girls to reach their potential.

This year, we received a small but important grant to establish a youth mentoring program in regional New South Wales and established the YWCA Australia Board Traineeship Program.



YOUNG WOMEN'S COUNCIL

Our Young Women's Council (YWC) is a group of 18 young women aged 12-30 across Australia, formed as an advisory body.

The YWC offers young women members the opportunity to develop new networks, skills and leadership pathways while being part of a global feminist movement.

In 2019, we received over 120 applications to join the YWC from our diverse and engaged membership. From these applications after a member vote, we welcomed nine new members to the YWC.

The YWC ensures that young women from across Australia, from all different backgrounds, are represented within our organisation. As a group, they provide a young women's lens to our work in advocacy, policy, research and stakeholder communications.

This year, our YWC members helped to plan and host our events, wrote op ed's, spoke on ABC's Q&A, were featured in major metropolitan newspapers, contributed to our policy and advocacy submissions, and shaped our new initiatives.

LEADERSHIP SPOTLIGHT

BOARD TRAINEESHIP

In June 2020, we announced the two young women who will be part of YWCA Australia's inaugural Board Traineeship Program.

The Board Traineeship program is part of our commitment to advancing leadership opportunities for young women in Australia.



Casey Burchell is a passionate feminist and has spent much of her adult life working or volunteering within the women's sector, campaigning against gender-based violence and supporting sexual and reproductive health rights. She has also been a mentor with our Asista program for young women and girls in the Victorian child protection system since February 2017.

As Board Trainees, Cecilia and Casey will be partnered with current Board members, sit in on Board and committee meetings as observers, and undertake the Australian Institute of Company Directors Foundations of Directorship course.



Cecilia Ngu is a practicing lawyer dedicated to breaking the glass ceiling of law for other diverse women. She is co-Chair of her firm's Multicultural Network and works with their Diversity and Inclusion team. She is also Policy Director of Diverse Women in Law.

ADVOCACY

Evolving intersectional feminism is at the heart of our advocacy and our policy positioning.

We recognise that gender does not exist in a vacuum – the women, young women, girls and communities we serve have other identities that impact the way they experience oppression and discrimination. Race, class, ethnicity, religion, disability and sexual orientation all influence individual experiences of gender inequality.

Our advocacy is also grounded in the knowledge arising from work in local communities, our practice of participatory consultation with people in our programs and individual members, and a collaborative research ethic.

Our advocacy consultation process is as important as the intended impact and we seek to amplify marginalised voices, challenge and influence gender inequalities and evolve our own thinking as well as others.

We draw the attention of government and other decision-makers to issues affecting the lives of women in all their diversity in Australia, as well as advocating for gender equality on a global platform. We are part of World YWCA, a global movement delivering social and economic change for women, young women and girls all over the world,

and we collaborate with other feminist organisations on key gender equality work. In 2019, this included contributing the *Girl Child* chapter to the *Working Together for Equality Beijing+25 Review*.

Our international advocacy also includes involvement in the Commission on the Status of Women (CSW) at the United Nations. While civil society participation

in CSW didn't proceed in 2020 due to the COVID-19 pandemic, we joined more than 200 of our global feminist allies in adopting the *Feminist Declaration*, which outlines the steps necessary to achieve gender equality and released our video *What happened at CSW64?* at the 50/50 by 2030 Foundations Seize the CSW event.

PROGRAM SPOTLIGHT

LAUNCH OF CBF

To mark our 140th anniversary, we launched the **Cyber Feminists (CBF) online advocacy group in June 2020.**

CBF members make diverse feminist voices stronger by engaging in collective online advocacy.

CBF works like an online flash mob, mobilising at critical Advocacy Activation Points to amplify our advocacy and awareness raising priorities. CBF provides members with opportunities to advocate on key issues relating to gender equality.

We had over 100 passionate feminists join CBF in the first month, supporting advocacy campaigns including ACOSS's #RaiseTheRateForGood, Safe Access Zones for abortion services in South Australia and the #BlackLivesMatter movement.

For more information and to join CBF, visit ywca.org.au/CBF



SUBMISSIONS

As experts in gender equality, with a focus on the impacts on young women, we engage with governments on all levels to advocate for policy and legislative change. This year, we made submissions and supporting letters to:

- Federal Government's Inquiry into Family, Domestic and Sexual Violence
- Standing Committee on Social Policy and Legal Affairs Inquiry into Homelessness in Australia
- Australian Human Right Commission Sexual Harassment in the Workplace
- Federal Government's Senate Inquiry into Newstart and related payments
- Joint Select Committee on Australia's Family Law System
- NSW Victims Support
- NT Government's Gender Equality Framework
- NT #LetHerSpeak
- NT Government's Sex Industry Bill 2019
- SA Government's Housing and Homelessness Strategy
- SA Government's Statutes Amendment (Decriminalisation of Sex Work) Bill 2018
- WA Government's Women's Plan
- Australian NGO Beijing+25 Report
- Safety First in Family Law
- Select Committee on COVID-19 Collaboration Snap Forward Feminist Network (SFN)
- A rights-based framework for sexuality in the NDIS
- Beijing +25 Feminist Declaration
- Endorsement of a National Commissioner for Aboriginal and Torres Strait Islander children and young people – Family Matters
- Letter to the South Australian Health Minister on access to tele-health abortion services and the passing of safe access zone legislation



PROFIT-FOR-PURPOSE & GOVERNANCE

SONG BUSINESSES

Our Song Hotels and Song Kitchen are an integral part of our business and their profits are reinvested into our charitable purpose.

The central Sydney location and affordable accommodation options of our hotels, as well as the superb Mediterranean-inspired seasonal menus and specially curated wine lists of our restaurant, have always attracted many overseas tourists and domestic travellers.

This year, we delivered inspired special events at Song Kitchen, including wine dinners and a well-received suffragette-inspired event to mark International Women's Day.

Like all hotels around Australia however, our Song Business continues to be significantly impacted by the COVID-19 pandemic. We look forward to the market rebounding over the coming years.

GOVERNANCE

Our Board is skills-based, includes women from around Australia and is currently led by President Helen Conway (previously by President Julie Boyd). We're passionate about maintaining a Board that reflects our values and the work we do, and so 55 per cent of our Board members were young women aged 31 years or under at the time of appointment.

Above all, our Board has a commitment to our overarching goal of achieving true gender equality.

The Board has established a range of specialised sub-committees. These are the Property and Assets Committee, Finance, Audit and Risk Committee, Nominations Committee and the People, Culture and Governance Committee.

Day-to-day operations are led by our experienced and dedicated Executive Team, who have been agile and decisive throughout the COVID-19 pandemic.

Governance changes

Following expert independent advice, we changed our corporate governance structure on 1 June 2020. To ensure greater synergy and better communication across all YWCA legal entities, we moved to a common board of directors across YWCA Australia, YWCA National Housing, and YWCA Housing.

This change was part of our commitment to excellence, improvement and innovation in all areas of our business. We are confident that our new common board of directors will help guide us in continuing to deliver essential programs and services to women, young women and girls across Australia for many years to come.

For a full list of our Board and Committee members and Executive team, please visit our website.

FINANCIALS

YWCA Australia

Statement of Consolidated Profit or Loss and Other Comprehensive Income

For the year ended	30 June 2020	30 June 2019
REVENUE AND OTHER INCOME		
Revenue:		
Accommodation income (Song)	9,299,233	12,924,313
Donations	223,954	195,351
Food & beverage income (Song)	1,783,474	2,502,013
Grant income	15,124,197	16,382,154
Job Keeper subsidy	2,149,929	-
NDIS	1,871,368	2,056,647
Other operating revenue	1,035,112	396,440
	31,487,267	34,456,918
Other income:		
Interest and dividend income	402,696	937,156
Sundry income	54,987	105,596
	457,683	1,042,752
Total revenue and other income	31,944,950	35,499,670
EXPENSES		
Administrative expense	(1,685,894)	(3,096,435)
Brand and communication expense	(258,681)	(273,618)
Cost of sales	(4,736,044)	(5,633,220)
Depreciation and amortisation expense	(2,605,016)	(1,500,046)
Employee benefits expense	(20,164,583)	(21,310,182)
Finance costs	(192,962)	(262,011)
Information technology expense	(1,938,976)	(1,059,593)
Motor vehicle expense	(285,632)	(403,381)
Property, service and utilities expense	(3,012,476)	(3,942,676)
Total expenses	(34,880,264)	(37,481,162)
Deficit for the year	(2,935,314)	(1,981,492)
OTHER COMPREHENSIVE INCOME (LOSS) Items that will not be reclassified subsequently to profit and loss		
Net increase (decrease) in fair value of financial assets	(354,887)	1,723,239
Other comprehensive income (loss) for the year	(354,887)	1,723,239
Total comprehensive loss for the year	(3,290,201)	(258,253)

Statement of Consolidated Financial Position

as at 30 June 2020

	30 June 2020	30 June 2019
ASSETS		
Current assets	17,112,377	30,074,277
Non-current assets	102,914,995	89,374,645
Total assets	120,027,372	119,448,922
LIABILITIES		
Current liabilities	7,882,086	7,167,037
Non-current liabilities	7,445,061	4,240,428
Total liabilities	15,327,147	11,407,465
NET ASSETS / TOTAL EQUITY	104,700,225	108,041,457

Full financial statements can be found on our website.

FINANCIALS

Subsidiary Entities Performance

Statement of Profit or Loss and Other Comprehensive Income

For the year ended	YWCA National Housing		YWCA Housing	
	30 June 2020	30 June 2019	30 June 2020	30 June 2019
REVENUE AND OTHER INCOME				
Revenue	1,070,694	1,506,586	2,552,627	2,871,007
Other income	-	2,832	40,945	16,101
	1,070,694	1,509,418	2,593,572	2,887,108
EXPENSES				
Administrative expense	(141,867)	(334,175)	(470,509)	(351,237)
Brand and communication expense	(7,650)	(246)	(14,697)	(238)
Cost of sales	-	(9,530)	-	-
Depreciation and amortisation expense	(181,853)	(161,759)	(183,375)	(196,025)
Employee benefits expense	(292,262)	(309,695)	(686,887)	(964,818)
Information technology expense	(31,956)	(22,618)	(58,047)	(14,880)
Motor vehicle expense	-	(6,152)	(9,895)	(13,693)
Property, service and utilities expense	(455,583)	(639,549)	(914,017)	(1,084,249)
	(1,111,171)	(1,483,724)	(2,337,427)	(2,625,140)
Surplus (deficit) for the year	(40,477)	25,694	256,145	261,968
OTHER COMPREHENSIVE INCOME (LOSS) Items that will not be reclassified subsequently to profit and loss				
Net increase (decrease) in fair value of financial assets	-	-	(20,040)	-
Other comprehensive income (loss) for the year	-	-	(20,040)	-
Total comprehensive loss for the year	(40,477)	25,694	236,105	261,968

Statement of Financial Position

as at 30 June 2020

	YWCA National Housing		YWCA Housing	
	30 June 2020	30 June 2019	30 June 2020	30 June 2019
ASSETS				
Current assets	332,862	231,369	2,261,023	2,192,016
Non-current assets	8,306,282	8,465,954	8,020,097	7,799,187
Total assets	8,639,144	8,697,323	10,281,120	9,991,203
LIABILITIES				
Current liabilities	155,248	172,950	768,226	714,414
Non-current liabilities	-	-	-	-
Total liabilities	155,248	172,950	768,226	714,414
NET ASSETS / TOTAL EQUITY	8,483,896	8,524,373	9,512,894	9,276,789

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.'

CONNECT WITH US

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