

# COMMUNITY IMPACT REPORT 2017–18



# CONTENTS

3

WE'RE PROUD OF  
WHAT WE DO

4

CHAIR:  
REFLECTIONS

6

CEO:  
LOOKING AHEAD

8

WHAT  
DRIVES US

10

HIGHLIGHTS

12

COMMUNITY  
RECREATION

20

OUT OF SCHOOL  
HOURS CARE

22

OUTDOOR  
EDUCATION AND  
CAMPING

24

THE DIFFERENCE  
WE MAKE

32

TEAM WORK  
DELIVERS

34

BOARD  
MEMBERS

36

EXECUTIVE  
LEADERSHIP  
TEAM

39

AWARDS  
SNAPSHOT

40

IN THE  
NEWS

42

GET  
INVOLVED

43

OUR  
PARTNERS

# WE'RE PROUD OF WHAT WE DO

YMCA NSW is a profit-for-purpose organisation that believes in the power of inspired young people. We support local communities through our 22 recreation centres, 63 Out of School Hours Care services, two outdoor education and camping locations and a diverse range of valuable community programs.

Our services and programs focus on physical, mental and social wellbeing, resilience, advocacy and leadership to inspire young people to thrive in life. We've been creating positive change and social good in our communities for more than 165 years.

**Ways to get involved** – help bring our purpose to life! See page 42.



# REFLECTIONS

Richard Hughes  
**Board Chair**

What a year we've had. We've seen new programs come to fruition and significant changes to our Board and Executive Leadership team. We remain committed to our belief in the power of inspired young people and every day our Y staff help this belief come to life.

I am honoured that the Board elected me as President in January 2018, following the resignation of Marg Lennon. I would like to take this opportunity to thank Marg and acknowledge her impressive achievements during her nine years on the YMCA NSW Board. Marg has left YMCA NSW in a much stronger position including embedding an uncompromising commitment to the safety of children and young people.

Other changes to our new-look Board include Director Shirley Chowdhary taking on the Deputy Chair role and the addition of two new Directors – Nicole Rieveley and Frances-Anne Keeler.

We've also welcomed a new CEO Susannah Le Bron, who took over from Leisa Hart after more than three years' dedication in the role. Susannah brings with her more than 18 years of senior leadership experience in strategy development, operations and customer service delivery and innovation. Susannah's passion for supporting young people and her enthusiasm for everything we do at YMCA NSW sets us up for a very exciting future indeed.

It is particularly rewarding to look back on the past year and celebrate the hard work of our teams, the valuable collaborations with our partners and most importantly, the significant impact we have had on the young people and communities we serve.

This Report features a large number of inspirational testimonials from our clients and staff and showcases key achievements for which we can all be proud. This includes significant strides being made on the \$5.4 million redevelopment of our YMCA at Broken Hill into an Integrated Wellness Centre. This facility will not only provide the local community with enormous benefits but allow YMCA NSW to explore future offerings based on this impressive community health model.

In other great news, YMCA NSW was awarded the tender for the management and operation of the Sydney Olympic Park Lodge. The win acknowledged our proven track record for delivering a high quality and diverse suite of programs and services in the outdoor education and camping field.

We were also awarded the contract to continue to operate and manage Mount Annan Leisure Centre and Camden War Memorial Pools. This success enables us to keep enriching the lives of individuals and families in the local area.

YMCA NSW participated in our first Sydney Gay and Lesbian Mardi Gras Fair Day and it was a big success. Taking part in this event not only supported the LGBTI+ community but promoted our organisational values of inclusion, acceptance and diversity.

It was very impressive how several teams across our organisation collaborated to support thousands of our Out of School Care (OSHC) families through a vast array of changes with the Federal Government's introduction of the New Child Care Package. It was also encouraging to see the successful promotion and uptake of the NSW Active Kids program, which supported more than 2,500 children to get active. With childhood obesity a significant problem in NSW, we are thrilled we can work with the Government to address that.

On behalf of the Board, I would like to congratulate all the YMCA staff and volunteers, individuals, teams and partner organisations who contributed to our success over the past 12 months.

For Board profiles see page 34.

# LOOKING AHEAD

Susannah Le Bron  
**Chief Executive Officer**

Every day at YMCA NSW we support people on their personal journeys – whether that’s striving to improve their physical and mental health, learning to connect with others or becoming more comfortable in their own skin.

It has always been a passion of mine to help people successfully get from A to B – arriving at their destination in the best possible shape. In my last role I was responsible for the experiences of more than one million travellers each day as Executive Director Customer Service with Sydney Trains, Transport for NSW. Prior to that, I led large teams in the airline industry including 21 years at QANTAS.

Joining YMCA NSW has enabled me to be in a privileged position – working with an amazing team of 1,850 staff and 112 volunteers to provide the most enriching experiences possible for our clients across the State.

There’s never a doubt in my mind that the customer should always be placed at the centre. That includes our youngest clients – the five to 12 year-olds who attend Out of School Hours Care; the tiny tots through to teenagers who tumble and jump through their weeks in gymnastics; and the children of all ages learning to survive and thrive in the water.

In the past year there were 939,721 visits to our Before, After School and Vacation Care services. Look behind the statistics and you can quickly find many stories of lives positively touched by our dedicated staff and services. Take Year 6 student Lilyana for example, who has been going to St Marys OSHC since kindergarten. She views the service as her second home and loves meeting children from other schools. Mum Susan says: “As a single parent working full time in the city for most of Lilyana’s school life, I wouldn’t know where I would be without YMCA St Marys OSHC.”

Tease out the real people behind the 937,762 visits to gyms and fitness classes and you’ll find many inspirational tales of challenges overcome and goals conquered.

Brenton was diagnosed with high blood pressure at age 20 and for many years was embarrassed by his appearance. He achieved his personal goal of reducing his weight to 100kg thanks to the pool, gym and expertise shared at YMCA Broken Hill.

While technology has made it easier for us all to stay connected, it can also lead to a sense of disconnection and isolation for many. The Y provides a place where all people – regardless of age, culture or ability – can truly belong. Whether you join a group fitness class, a youth hub or spend time at Camp Yarramundi – when you arrive at the Y, you belong.

To provide that sense of connection, an organisation requires a healthy heart. At the Y that is the amazing people who work and volunteer for us. The passion and professionalism I have witnessed in my short time here is inspiring – individuals going above and beyond to positively impact young people and their communities.

Corrin has been a keen gymnast since she was a child and enjoyed her time at the Y so much, she joined the team – initially as a birthday party host and later as a gymnastics coach. Her manager helped boost her skills and confidence and she’s now enjoying life as a gymnastics coordinator.

Over the coming months we look forward to you joining us on the next chapter of our journey. We will be refining and enhancing the products and services we offer – ensuring they align with our belief in the power of inspired young people and our commitment to strengthening communities. We value our relationship with government and partners and we are excited about the possibilities ahead for enhancing our offerings and expanding our reach together.

I am thankful to former YMCA NSW CEO Leisa Hart for her three years of excellent work and the support of the Board and staff to help ensure we have thousands of rewarding Y journeys and stories to share of healthy living, empowering young people and social impact.

For Executive Leadership Team profiles see page 36.

# WHAT DRIVES US?

## OUR BELIEF

We believe in the power of inspired young people. Our initiatives for young people build their physical, mental and social wellbeing and their capacity in education and employment.

## OUR CORE FOCUS AREAS ARE:

- healthy living
- empowering young people
- social impact

## OUR VALUES

**CARING** I will be considerate and respectful of others. I will listen and help clients and colleagues wherever I can.

**HONESTY** I will be truthful, open and sincere in all matters. I will act with integrity and demonstrate reliability and trustworthiness.

**RESPECT** I treat people the way I would like to be treated. I will value the worth of every person and support and celebrate their success.

**RESPONSIBILITY** I will be accountable for my behaviour, actions and obligations. In all situations I will do what is right and ought to be done.

**SAFETY** I am committed to ensuring the provision of safe environments for children, youth, vulnerable adults and families. Through a child-safe lens I will always act in their best interests.



*At YMCA NSW the safety and wellbeing of children, young people and vulnerable adults is our highest priority. We are accredited by the Australian Childhood Foundation as a child-safe organisation.*

# FRIENDS MADE

## STREETGYM

Streetgym is an outreach program for at-risk young people aged 12 to 18, currently run at Sturt Park, Telopea once a week during the school term. The free program provides a safe and positive environment for young people to connect and engage in team sports and group activities, mindfulness exercises and a healthy afternoon tea. We also provide links to key community services such as mental health support, youth workers and police liaison officers.



100% OF PARTICIPANTS SAID THEY FELT SAFER AT STURT PARK BECAUSE OF STREETGYM



76% OF YOUNG PEOPLE REPORTED LEARNING SOMETHING NEW ABOUT HEALTH AND WELLBEING



“ My cousin said ‘Why don’t you come down? We have cool games.’ I tried it out and really liked it. There were a lot of really fun activities, instead of sitting at home on the couch watching TV. It was much more active. ”

- Ruby Hill, age 12

**STREET  
GYM**

# HIGHLIGHTS

## NEW CHILD CARE PACKAGE

Families of 11,000 children who use our OSHC services were successfully supported through the significant Federal Government reforms to Australia's child care system. We empowered them with regular updates and assistance to prepare for, and adjust to, the altered child care landscape.



**Hi, I just wanted to say what a fantastic job you have done in managing and communicating this change. If people have not done what they need to by now, they have absolutely no excuse, thank you!**

- Kelly, OSHC parent



## YMCA BROKEN HILL INTEGRATED WELLNESS CENTRE



Enormous progress was made on the \$5.4 million redevelopment of YMCA Broken Hill, including the relocation to an interim facility and the start of demolition and construction at the Chloride Street site. In May, NSW Deputy Premier John Barilaro, Barwon MP Kevin Humphries and Federal Parkes MP Mark Coultou joined YMCA Board members and staff to turn the first sod and mark the official beginning of the build.

*YMCA NSW wishes to thank the NSW Government for providing \$3.9 million in funding for the redevelopment under the Restart NSW Resources for Regions program. We would also like to thank the Australian Government for providing \$371,302 through the Building Better Regions Fund as well as Broken Hill City Council for contributing \$100,000 through the Community Assistance Grants program.*

Barwon MP Kevin Humphries, NSW Deputy Premier John Barilaro, Parkes MP Mark Coultou, YMCA NSW Board Member Christina Harlamb, YMCA Area Manager Shane Simmons, YMCA Executive Leader Craig Fisher

## MARDI GRAS FAIR DAY

We participated in our first Sydney Gay and Lesbian Mardi Gras Fair Day in February as part of our participation in community outreach and celebration events that support the LGBTI+ community. This event was a key part of championing our organisational values of inclusion, acceptance and diversity. It also enabled us to re-engage with community members to gather feedback about programs or initiatives they would like YMCA NSW to champion.



## YOUTH WEEK CELEBRATED

We proudly ran up to 30 Youth Week events across our centres and services in NSW and the ACT as part of the week-long festivities in April. A number of young staff embraced key leadership roles in these initiatives.



## WHY NOT MESSAGES AMPLIFIED

In April, six young people from associations throughout the country, including from YMCA NSW, took control of Y Australia's online platform, Why Not. The platform aims to amplify voices, breakdown stereotypes and expand opportunities for other young people by sharing a range of diverse content. Since taking the reins, the Editorial Committee has diversified the content, increased visitor numbers and streamlined the website. [whynot.org.au](http://whynot.org.au)

# COMMUNITY RECREATION

Our 22 community recreation centres across NSW and the ACT offer fitness, aquatics, gymnastics and indoor sports programs. We are proud of the fact we are one of the largest providers of gymnastics training and Learn to Swim lessons in the State. Being active means valuing the freedom to be yourself and creating connections with others.

## FITNESS



**13,866**  
MEMBERS

**937,762**  
VISITS TO GYMS &  
FITNESS CLASSES  
(MEMBERSHIPS  
& CASUALS)



INCLUDED IN THE ABOVE FIGURE:  
**16,700** VISITS TO  
TEEN GYM



## AQUATICS

**799,490**  
VISITS



**326,013**  
SWIMMING LESSON  
ATTENDANCES



## GYMNASTICS

**178,000**  
ATTENDANCES



## INDOOR SPORTS

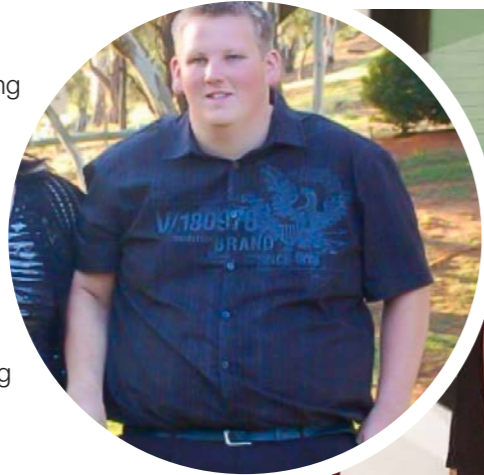
**122,630**  
VISITS



# GOALS SMASHED

## BRENTON

After a “wake up call” of being diagnosed with high blood pressure at age 20, Brenton managed to shed 37kg off his 150kg frame over three years with support from a dietitian and regularly walking laps around an oval. He still wasn't happy with his fitness level or 113kg frame so he sought help at YMCA Broken Hill.



“ Trevor’s knowledge was priceless. He made me a meal plan and exercise program which I put into use at the pool and gym and again proceeded to lose further weight – finally cracking 100kg which had been a long term goal. Thinking back, the only regret I have throughout my journey so far is not asking for advice sooner. At the end of the day everyone is there for the same reason and this would have fast tracked my results.”

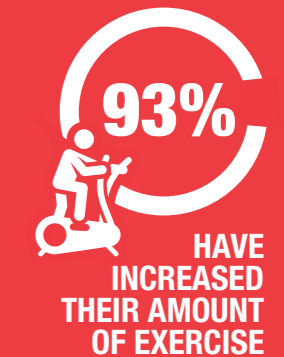
# TEEN GYM

## SHANTELLE

Shantelle signed up for Teen Gym – an after-school program specifically designed for young people aged 11 to 15. She enjoys learning how to exercise safely from the qualified fitness trainers, as well as building physical strength and fitness.



“ When you start exercising at a young age it will become a habit and then you’ll enjoy it more, you’ll learn new things, meet new people and then you’ll just keep doing it. Everyone is so warm and so lovely and they always talk to you when you walk past.”  
- Shantelle Hidson, age 16





# A LIFE SAVED

Three-year-old Richard was enjoying a boat trip on Sydney harbor with his parents and baby sister, Matilda, when events took a dangerous turn.

Having set down anchor at a beach, the family removed their life jackets on the sand. Richard and his mum, Sam, ducked back onto the boat for a short snack but in no time they had drifted from the shallow water.

Sam recalls: "We always record films for my mum back in the UK and Richard said 'look Nana, I can swim'. Then he just jumped in. The water wasn't clear at all – he just went under and vanished.

"I leapt in fully clothed still holding my phone and was panicking trying to find him."

Amazingly, the survival skills Richard gained at Learn to Swim classes at Ku-ring-gai Fitness and Aquatic Centre (KFAC), managed by YMCA NSW, kicked in. He surfaced a short distance away and then floated on top of the water.

"Richard was absolutely fine and calm – it was a real credit to him that he didn't panic and didn't breathe in any water," says Sam, who swam Richard, still floating on his back, back to shore.

"We owe a huge debt of gratitude to the amazing YMCA NSW swimming instructors at KFAC, where Richard and Matilda have been attending swimming lessons since they were babies."

“ We owe a huge debt of gratitude to the amazing YMCA NSW swimming instructors at KFAC... ”



# EXERCISE ENCOURAGED

## ACTIVE KIDS

As an approved provider of the NSW Government's Active Kids program, which kicked off in January 2018, we have so far made it easier for 2,667 children to be active. Parents and guardians can claim up to **\$100** in vouchers per school child each calendar year to reduce the cost of registration and participation for sport and fitness activities. Vouchers were claimed on the following YMCA NSW services: gymnastics, swimming, Teen Gym and sports competitions.

**22%**  
OF CHILDREN  
AGED 5-16  
ARE ABOVE  
A HEALTHY  
WEIGHT



**43%**

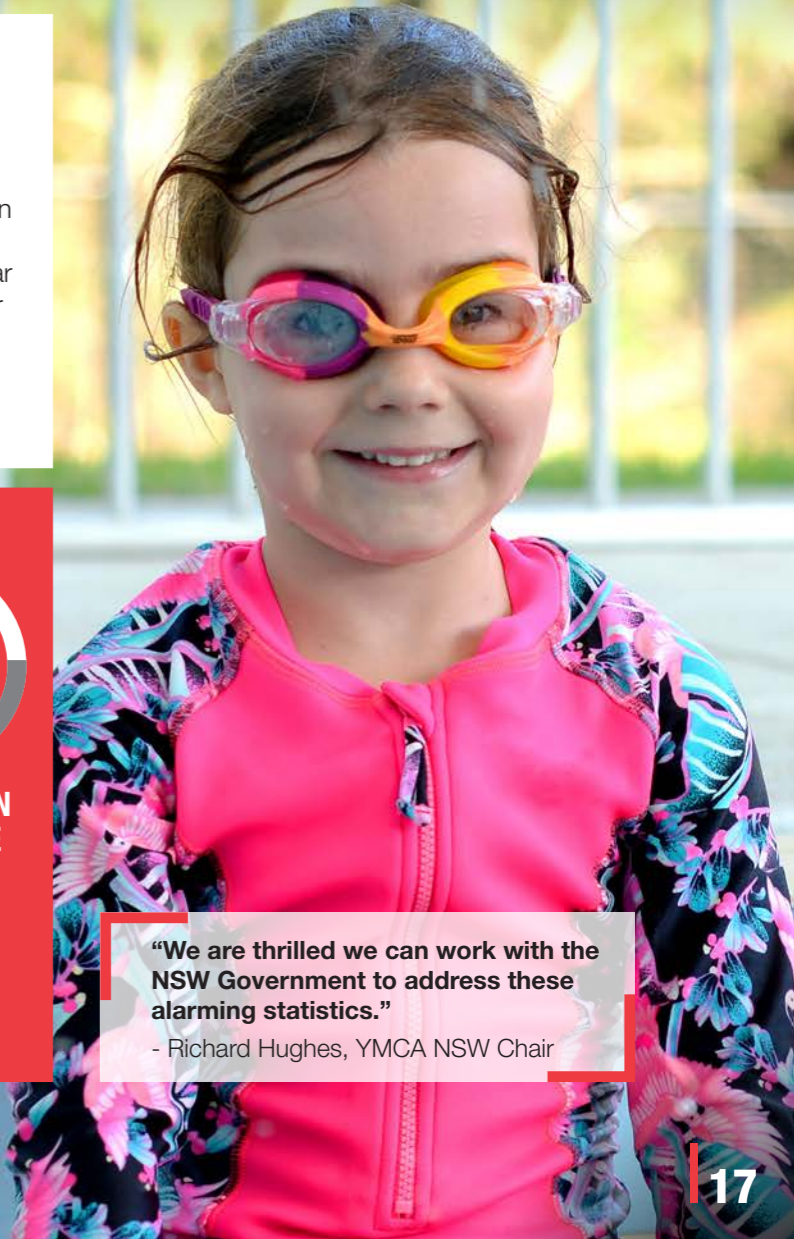
**SPEND MORE THAN TWO  
HOURS PER DAY ON TV AND  
COMPUTER GAMES**

**ONLY  
26%**  
OF CHILDREN  
ARE ACTIVE  
ENOUGH



“We are thrilled we can work with the NSW Government to address these alarming statistics.”

- Richard Hughes, YMCA NSW Chair



Source: NSW Department of Premier and Cabinet

# BRIGHTSIDE

Brightside provides people experiencing mental health issues the opportunity to improve their physical health, wellbeing and social engagement free of cost through exercise. It includes a 60-day tailored fitness program, weekly one-on-one time with a fitness professional and education about nutrition.

**292**  
PARTICIPANTS  
ACROSS  
**12**  
CENTRES



**55.4%**  
WERE FEMALE



**44.6%**  
WERE MALE



**24.1%**  
WERE AGED  
16-25



**95%**  
REPORTED AN  
INCREASED SENSE  
OF WELLBEING



# BALANCE RESTORED



Brightside was like a building block to get my confidence back. The gym is absolutely my community, my family when I am there. The workout helps me get the anger out of my body, I can push myself and release it. My personal trainer Renee is awesome! Brightside has opened my world up.

- Eliza Sweeney-Cloake, Participant, age 26



When Eliza first came in with her carer she was very nervous, anxious and didn't make eye contact with me. By appointment four she started to come to the appointments by herself and speak to me quite freely. As time has gone by her confidence has grown. She is a completely different person to the one who first walked into the gym. I am amazingly proud of her.

- Renee Wilson, Personal Trainer



# OUT OF SCHOOL HOURS CARE

YMCA is one of the largest providers of Out of School Hours Care (OSHC) in NSW. At our 63 children's services sites delivering before and after school care and vacation care, we create environments that are fun and safe and where children can learn, make friends and build confidence.

We are accredited under the Australian Childhood Foundation (ACF)'s Safeguarding Children Program and we're a benchmark organisation for best practice processes to keep children and young people safe.

## BEFORE SCHOOL CARE

**330,592**  
ATTENDANCES



## AFTER SCHOOL CARE

**552,201**  
ATTENDANCES



## VACATION CARE

**56,919**  
ATTENDANCES



- I asked my kids what they like about YMCA Picton OSHC and they told me:
- They love the Village People.
  - They like the staff – very cool peeps.
  - They like playing games, especially Monopoly Deal.
  - They really like the food, yummy yummy.
  - They also like playing sports; netball, soccer, and football – go the Rabbits.

All in all, YMCA rocks!

- Nick Wilson, Dad



I love:

- There is always something to do
- The places that we go to on excursions
- That I could make friends with people from other schools
- Gymnastics at Penrith – I love that we always do new things and we have a flexible schedule

- Lilyana Hazelman- Zecevic, age 11

As a single parent working full time in the city for most of Lilyana's school life thus far, I wouldn't know where I would be without YMCA St Marys OSHC.

- Susan, Lilyana's Mum



Ruby, age 11

Billie, age 9

Jagger, age 5

# OUTDOOR EDUCATION AND CAMPING

YMCA NSW has been creating memories through outdoor education programs and camps for more than 80 years.

We operate two camping sites at Yarramundi in the Hawkesbury Valley and Sydney Olympic Park Lodge (SOPL) that offer both traditional and innovative camp activities for children, young people, adults and community groups. Run by our qualified instructors, our camps offer a wide range of programs that are designed to build confidence, teamwork, leadership and critical thinking. We run school camps and holiday camps, family holiday camps and conferences and retreats.



**21,609**  
YARRAMUNDI VISITS



**7,502**  
SOPL VISITS

# LIFE SKILLS GAINED

## PARTNERSHIPS MAKING AN IMPACT

More than 120 children with Autism, Asperger's, ADHD and Down syndrome travelled from around NSW and the ACT in April for five days of adventure at YMCA Camp Yarramundi. Children aged four to 12 were challenged in outdoor activities at Camp Jabiru, a partnership between The Sensory Gym and YMCA NSW Outdoor Education and Camping. Children enjoyed low and high ropes, canoeing, rock climbing, abseiling, a giant swing and problem-solving games in groups.



“  
The camp is the best place to have fun in the bush. I like the high ropes but it is pretty scary at first. You sort of say some things in your mind like ‘I can do it’.  
- Mikaela Jensen, age 8



“  
What they do really well is getting the children to recognise their emotions – understanding what is happening within themselves and why they get upset.  
- Dean Jensen, Dad



“  
It's important to just be yourself and you'll make a child's day. You can make a real difference.  
- Dylan Nelson, YMCA NSW Outdoor Instructor

## THE DIFFERENCE WE MAKE TOGETHER

Our diverse community programs focus on empowering young people and providing support for youth and cultural programs by promoting healthy living, social impact and empowerment.

# BREKKIE'S SERVED

## BREAKFAST CLUB

Breakfast Club provides a healthy breakfast for students in the Gorokan community who may otherwise arrive at school hungry. Established in 2010, it operates out of Lake Haven Recreation Centre four mornings of every school week. It also offers sports activities and the opportunity for young people to help in breakfast preparation.

8,070  
PARTICIPANTS

67%

OF ATTENDEES  
HAVE MADE NEW  
FRIENDS

94%

OF ATTENDEES  
CAN CONCENTRATE  
BETTER AT SCHOOL



# SKILLS TESTED

## SKATE PARK LEAGUES

Skate Park League events are competitions held as part of a national YMCA program, engaging young people who often don't participate in structured community or school-based recreation events.

BMX riders, scooter enthusiasts and skaters compete for cash prizes, with skateboarders having the chance to score points towards their international rankings. Athletes and volunteers are encouraged to participate in multiple events throughout the year so they can qualify for the state and national finals. Experts in this field are on hand to teach, inspire and mentor the participants.

56  
YOUNG  
PEOPLE  
COMPETED

2,000+  
SPECTATORS

5  
COMMUNITY  
PARTNERS:

YMCA Action Sports  
MidCoast Council  
Homebase Youth Services  
Manning Mental Health  
Ted Bickford

SPL  
SKATE PARK  
LEAGUES



# CONFIDENCE BOOSTED

## YOUTH HUBS

Youth Hubs provide young people with opportunities to create programs, events and activities in their local communities. Developed by young people, community leaders and educators, Youth Hubs aim to improve young people's physical, mental and social wellbeing. We currently offer this service in Manning, Mount Annan and Cooma.



After completing the YMCA NSW Brightside mental wellness program while still at school and helping run events in a YMCA youth volunteer program, the Youth Hub program has played an important role in Natalie Price's personal development. She is keen for the program to include a youth drop-in space for local young people.

“The youth hub provides an opportunity to help the community, enjoy positive social interactions and it is helpful for my mental wellbeing. My main goal is to find purpose through helping people any way I can.”

- Natalie Price, age 18



MANNING YOUNG LEADERS



Sarah

Marilyn

Natalie

Amber

# CELEBRATING ALL

## RECONCILIATION ACTION PLAN (RAP)

Our RAP articulates how our staff and stakeholders will engage in reconciliation action and contribute to greater unity. The RAP was mapped out by a Reconciliation Working Group (RWG) which includes Aboriginal staff and young Aboriginal people as RAP Ambassadors who were also involved in our NAIDOC Week celebrations. We submitted our RAP to Reconciliation Australia for endorsement.

14 STAFF MEMBERS IN THE RWG

3 MEETINGS HELD WITH EXTERNAL ABORIGINAL PEOPLE

27 MEETINGS HELD ON RAP TOPICS

3 ABORIGINAL VOLUNTEERS IN THE RWG

3 EXTERNAL CULTURAL COMPETENCY TRAININGS ATTENDED



“Aboriginal and Torres Strait Islander affairs mean so much to me personally. Seeing a global organisation like YMCA taking initiative and organising a Reconciliation Action Plan makes me believe in a harmonious future where I see sovereignty for Aboriginal and Torres Strait Islander People.”

- Hamani Tanginoa, RAP Ambassador, age 16



# YOUNG VOICES HEARD

## YMCA NSW YOUTH PARLIAMENT

Youth Parliament is an empowerment program that provides a platform for students in Years 10, 11 and 12 to have their voices heard through legislative debate and decision making. It is run by young people, for young people, with a group of passionate and empowered volunteers leading the direction of each year's Youth Parliament. This group, the Taskforce (taskies), facilitate all aspects of the program, from the parliamentary education to recreation activities and everything in-between.

**84**  
PARTICIPANTS  
IN YMCA  
NSW YOUTH  
PARLIAMENT



**18**  
TASKFORCE  
VOLUNTEERS



**94%**

OF PARTICIPANTS ARE  
MORE COMFORTABLE  
AND CONFIDENT  
TO ADVOCATE FOR  
IMPORTANT ISSUES



“

I am constantly amazed at the passion and dedication that young people have for the political process. It has been a privilege to be a supporter of YMCA Youth Parliament for many years, and I hope for many more to come. I encourage any young person interested in politics to get involved in the Youth Parliament program – and have your say!

- Prue Car, Londonderry MP, Shadow Minister for Skills and Shadow Assistant Minister for Education

”

“

It's so inspiring to see passionate young people voicing their concerns and having their say about topical and at times controversial issues. Whilst you may start the program unsure of where your passions lie, by the end you can't help but use the skills learnt at Youth Parliament to advocate for your community issues and your own personal convictions.”

- Taris Watson, Taskie, age 18

”



# SAFETY ENHANCED

## SWIMABILITY

We believe everyone should have access to health and fitness activities and our Ability programs help to eliminate some of the barriers to participation for people living with disability. One of our programs – **Swimability** – empowers people with disability to learn vital swimming and water safety skills.

**209** PARTICIPANTS ACROSS  
10 CENTRES



OF CLIENTS FEEL MORE  
CONFIDENT IN THE WATER



HAVE INCREASED  
MOBILITY



My son is now doing proper strokes and loves duck diving to the bottom of the pool to retrieve a sinker toy. He loves jumping in and being under water. His safety awareness has increased immensely in this class. Denise his instructor is awesome. She doesn't take any nonsense and has the right balance between class control and fun.

- Guy Wallace, 4-year-old Participant's Father



# COMPANIONS WELCOMED

## COMMUNITY VISITORS SCHEME (CVS)

CVS is an Australian Government initiative that funds YMCA NSW to coordinate 59 community visitors from the Western Sydney region to visit lonely elderly persons living in aged care facilities. We recruit, train and support our volunteers to conduct regular one-to-one visits, often leading to long-lasting friendships. CVS volunteers also receive opportunities to attend social events, share their visiting experiences and attend free workshops.

### CVS PARTNERS:

Department of Health  
Leep  
Centre of Volunteering NSW  
14 aged care facilities  
100 CVS Auspices



OF VOLUNTEERS  
SAY VOLUNTEERING  
RELATES TO  
FEELINGS OF  
WELLBEING



OF VOLUNTEERS SAY IT  
'MAKES PEOPLE HAPPIER'



Emelia Kyan has been a CVS volunteer for 12 months and enjoys spending one hour per week visiting an aged care resident.

“

The lady loves music. We have this little toy piano and when she is in the mood she starts playing and chatting. She mentions many times 'I am lonely – you have made my day. Having a visitor makes me feel better'. It is very rewarding being a part of this scheme. Some people have been volunteering for more than 20 years.

- Emelia Kyan, CVS Volunteer

”



# TEAM WORK DELIVERS

## OUR DEDICATED STAFF

The foundation for YMCA NSW's success is the dedicated staff and volunteers who strive every day to ensure they make the greatest impact possible on improving the lives of young people and their communities.

**1,850**  
PAID STAFF

**112**  
VOLUNTEERS

**893**  
25 YEARS  
AND UNDER



**40**  
25 YEARS  
AND UNDER

## GOING ABOVE AND BEYOND

The Celebrate Awards is a recognition program for staff who demonstrate the Y's organisational values, exceeding the expectations of their role and making a difference to our teams, clients or communities.

**231**  
INDIVIDUAL  
AWARDS



**8**  
TEAM  
AWARDS

**71%**  
FEMALE STAFF

**29%**  
MALE STAFF



I've had a couple of clients who've done really well and achieved their goals. I had one lady who qualified to be in the military – I helped her to reach her fitness goals. I've had a couple of clients who have lost over 20 kilos. It's a very community sort of feel at this gym. Also, from a staff point of view, it's a really good community; we all get along really well.

- Zachary Brown, Personal Trainer



I was a gymnast growing up and had a really big passion for gymnastics. I came to my local YMCA and got offered a job there. I started out basically as a birthday party host and then moved my way to gymnastics coordinator.

When I first started working at YMCA I was quite nervous to get into the business side of things but my manager has helped me a lot. That has definitely changed me as a person. You can always progress all the way through to wherever you see yourself going.

- Corrin Lauer, Gymnastics Coordinator



# BOARD MEMBERS



## RICHARD HUGHES - CHAIR

*Director since 2014*

Richard Hughes has more than 35 years' experience in property development, investment and construction in Australia, Europe and Asia. Richard is a Member of the Australian Institute of Company Directors and is also a consultant to Transport for NSW as part of the Sydney Metro Infrastructure Project.

## SHIRLEY CHOWDHARY - DEPUTY CHAIR

*Director since 2016*

Shirley Chowdhary has had a number of senior and executive roles in Australian and US-listed companies and not-for-profit organisations in Asia, the US and Australia. Shirley brings a strong sense of integrity, ethics and commitment and the courage to speak up and challenge prevailing thinking.



## JONATHON REA *Director since 2014*

Jonathon Rea has 25 years' experience in banking and finance and extensive NGO experience including in community health, family and youth services, housing and financial and dependency counselling. Jonathon has been a Non-Executive Director to various companies and a Board member for several non-government and not-for-profit organisations.

## CHRISTINA HARLAMB *Director since 2016*

Christina Harlamb has a diverse background as a clinical optometrist and then in senior management, leading programs in health and community services across business development, policy, strategic planning and communications. Christina is the CEO of Focus Care Solutions, an innovative provider of in-home aged and disability care, specialising in dementia care.



## PHILIP KNOX *Director since 2016*

Philip Knox is a progressive executive leader, operational strategist, and trusted advisor with a record of sound financial guidance in complex settings that demand keen business acumen. Philip has experience in driving operational and financial efficiency and establishing core metrics that optimise team performance and capital position.

## NICOLE RIEVELEY *Director since 2018*

Nicole has more than 20 years executive experience in consumer marketing, digital, customer experience and human resources and a significant track record in business transformation in fast moving and complex environments. Nicole has held executive positions in high growth, international technology businesses, new acquisitions and large scale Fortune 500 corporates.



## FRANCES-ANNE KEELER *Director since 2018*

Frances-Anne has held senior executive positions involving global tourism, business events, major events, international education and aviation for more than 20 years. She has led high-performing global teams in London, New York, Madrid, Paris and Sydney – developing and delivering multiple award-winning B2B and B2C initiatives. Frances-Anne founded her own international tourism consultancy in 2016.

# EXECUTIVE LEADERSHIP TEAM



## SUSANNAH LE BRON — CHIEF EXECUTIVE OFFICER

Susannah Le Bron has more than 18 years of senior leadership experience including strategy development, operations and customer service delivery and innovation. For almost 15 years she held senior managerial roles at QANTAS including introducing innovations in customer service, relationship management and program transformation. Susannah believes the customer should always be placed at the centre and she has a strong desire to improve the physical, mental and social wellbeing of communities, including its most vulnerable members.



## CRAIG FISHER — CHIEF FINANCIAL OFFICER

Craig has more than two decades' experience in the finance industry including overall financial management of major organisations. Since joining YMCA NSW in March 2015 as Financial Controller, Craig has played a pivotal role in ensuring the financial sustainability of YMCA NSW and has also overseen the IT and Project Management Office departments.



## LISA GIACOMELLI — CHIEF RISK OFFICER (transitioned to Chief Operating Officer Oct 2018)

Lisa Giacomelli has more than 20 years' experience in the human services sector including experience working in partnership with communities to plan and deliver both hard and soft infrastructure to support healthy living and positive social outcomes. She has previously held senior management roles in local government – managing strategy and operations in children's, youth and community services and aquatics and recreation.



## LOUISA MCKAY — EXECUTIVE LEADER, COMMUNITY SERVICES

Louisa McKay is passionate about social justice and improving the social wellbeing outcomes of communities and young people. She has vast experience working in NGOs, government departments and peak bodies in direct service delivery, program design and implementation, government relations, policy and advocacy, outcomes measurement, strategy development and senior leadership roles.



## BREE GODDEN — EXECUTIVE LEADER, BRAND & ENGAGEMENT (JOB SHARE)

Bree Godden has extensive experience in brand building, PR, crisis and change communications, stakeholder and government relations, strategic marketing and authentic employee engagement. She has managed large scale corporate strategies and communications projects across a variety of industries including healthcare, public relations, not-for-profit, media and government.



**EMMA WHALE**  
**— EXECUTIVE LEADER, BRAND & ENGAGEMENT (JOB SHARE)**

Emma Whale has more than two decades' experience in communications and marketing, with journalism the foundation of her career. Emma has considerable crisis and change communications experience and is an accomplished organisational spokesperson. She also has extensive media relations, digital marketing, branding and publications management expertise.



**PAUL FRANC — EXECUTIVE LEADER, NORTHERN REGION**

Paul Franc has extensive general managerial experience with a proven ability to steer organisational cultural change. He is a competent strategist with excellent analytical and planning skills; capable of developing innovative plans designed to facilitate competitive growth and productivity.



**KEVIN BONE — EXECUTIVE LEADER, SOUTHERN REGION**

A qualified Chartered Accountant, Kevin is a skilled executive with experience in corporate, NGO and the public sectors – developing and executing strategies to deliver sustainable uplifts in financial and operational results as well as helping to shape the direction and capabilities of organisations.



**SARAH SAMMUT — EXECUTIVE LEADER, PEOPLE AND CULTURE**

Sarah is an accomplished People and Culture Executive with 10+ years' senior management experience across customer experience and people/HR strategy, operational business transformation, change and communications management and business improvement. She has demonstrated success in leading people to maximise commercial performance whilst ensuring teams are highly engaged and well informed.

# AWARDS SNAPSHOT

**2017-2018**

- ACT Aquatic Industry and Water Safety Awards
  - Excellence in Public Education – YMCA NSW
  - Excellence in Staff Development – YMCA NSW
  - Excellence in Incident Management – Lakeside Leisure Centre
  - Excellence in Facility Management – YMCA NSW
  - Excellence in Customer Service – YMCA NSW
  - Excellence in Risk Management – YMCA NSW
  - Excellence in Supervision – YMCA NSW
- Australian LGBTI Inclusion Awards
  - Out Role Model – Angus Lonergan
- Royal Life Saving Society Australia Awards
  - Outstanding Commitment to Water Safety – YMCA
  - Most Outstanding Commitment to AUSTSWIM in the ACT – Ben Cuttriss
  - ACT AUSTSWIM Teacher of the Year Access & Inclusion – Lisa Jones
  - Gold Star Aquatic Facility Safety Award – Gunghalin Leisure Centre
  - Honours Awards – Resuscitation Medal & President's Commendation – Sam Murphy, Brooke Smyth & Alex Mackie
  - Lifeguard of the Year – Alex Mackie
- 2017 Gymnastics NSW Awards
  - KinderGym Club of the Year – YMCA Caringbah
  - Young Leader of The Year – Sonia Lam, YMCA Bankstown City
  - Club Excellence Award for Inclusion – YMCA Bankstown City (3rd year in a row)
- UNSW Blues Awards Dinner
  - Recognition Award – Karen Swinburn, UNSW Swim Club Volunteer
- NSW Local Government Week Awards
  - Best On-Going Commitment to Local Youth Week Programs 2018. Mount Annan Leisure Centre and Camden War Memorial Pool Youth Week activities (April 2018) contributed to this win by partner Camden Council (joint first place with Port Macquarie-Hastings Council)
- Parks and Leisure Australia – 2018 Awards of Excellence (NSW)
  - Finalist, Community Facility of the Year – Ku-ring-gai Fitness and Aquatic Centre

# IN THE NEWS



**ARN DISTRICT TIMES**  
A gymnasts dominated the National Games in Adelaide

...nic, Northern District Times  
18 8:00am

## Marylyn is passionate for the youth

**BY ROB DOUGLAS**  
JATHAM High School student Marylyn Sandhu returned from the YMCA Youth Parliament camp with a host of experiences and knowledge.  
The camp ran for two days and acted as an introduction to the world of politics.  
"Going to the camp was a new environment," she said. "We learnt what a hall is and how to write it, had different arguments and debates, learning how to speak in parliament."  
"I like it because I'm in a world where the thoughts and opinions of young people matter," Marylyn said.  
Her original idea for a hall is to discuss the contrast between public and private school education in NSW. She had to rethink her topic due to its Federal Government connotations.  
"As the camp I realised that while public schooling is something that is supposed to be controlled by the state, it is something that



**HORNBSBY**  
Make finance studies compulsory in schools: student William

Lawrence Machado, Hornsby Advocate  
November 2, 2017 12:00am

## Len has built a legacy

**BY SAUL COVINE**  
WHEN Len Newman arrived to Forties the Great Lakes Centre was something but a pipe dream, waiting for someone to take the reins and make it great. Twenty six years later, Len has done exactly that, and now he can sit back and watch his monumentous achievement.  
"It was really about developing a health and fitness environment for the community," he said. "We learnt what a hall is and how to write it, had different arguments and debates, learning how to speak in parliament."  
"I like it because I'm in a world where the thoughts and opinions of young people matter," Marylyn said.  
Her original idea for a hall is to discuss the contrast between public and private school education in NSW. She had to rethink her topic due to its Federal Government connotations.  
"As the camp I realised that while public schooling is something that is supposed to be controlled by the state, it is something that

## YMCA work be

Construction has officially begun for the new YMCA after a sod-turning ceremony outside the building yesterday.  
NSW Deputy Premier John Barilaro held a shovel alongside YMCA Area Manager Shane Simmons and Barwon MP Kevin Hampton to mark the first day of the new \$5.4 million Integrated Wellness Centre.  
Other officials such as YMCA NSW Acting CEO Craig Fisher, YMCA Board member Christina Haralamb, and Parks MP Mark Coulton, along with other local employers and volunteers, came to witness the occasion.  
The project is expected to inject around \$35 million into the local economy over the coming years, along with 17 new employment positions.  
"This will be an incredible redevelopment for the YMCA



## Trio bags a swag of medals

**Isabel Patrick**  
YMCA Olympic gymnast trio bagged a haul of medals at the 2018 Special Olympics World Games in Argentina.  
Christopher Bauman, Raymond Xing, and Nicholas Zmic won 19 of NSW's 54 medals. All three have Down syndrome.  
Bauman, an accredited gymnastics coach from St Clair, won five gold medals in floor, pommel, rings, vault and parallel bars.  
The trio is eligible for selection at the 2018 Special Olympics World Games.  
"I followed a motto, 'let me try, I can do it,'" Bauman said. "I had a few hiccups on my first day of competition, but with lots of feedback from my coach Matthew Watson on the second day of competition I pulled my 'I can do it' motto."  
Bauman, Zmic and Xing will next compete in the Down syndrome World Gymnastics Championships in July.  
"I follow a motto, 'let me try, I can do it'"  
Christopher Bauman

## YMCA NSW URGES PARENTS TO MAKE THE MOST OF THE NSW GOVERNMENT'S ACTIVE KIDS REBATE



**JANUARY 31, 2018**  
AQUATICS / FITNESS / RECREATION / WELLNESS

YMCA NSW is emphasising that parents should make the most of the NSW Government's \$207 million initiative to get more children involved in sport and physical activity.  
The Active Kids Rebate, which begins today (31st January), provides school-aged children with a \$100 voucher for the calendar year to help cover the cost of sporting and fitness activities.  
Highlighting the value for parents in signing up their children to one of YMCA NSW's gymnastic programs or try out its range of indoor sports and Teen Gym classes, YMCA NSW Chief Executive Leisa Hart explains "YMCA NSW is fully behind this Government initiative to increase the physical activity of kids, especially given that one out of every five young people aged five to 17 years in NSW is considered to be overweight or obese."

## New YMCA-led program to look on the Brightside of mental health

By Andrew Brown  
23 December 2017 - 8:39pm



After a successful run in Sydney and other locations in New South Wales, a new mental health program will start up in Canberra next year.

Run through the YMCA, the Brightside program is an initiative aimed at improving people's wellbeing through physical exercise.



## COMMONWEALTH BANK AND WESTPAC AMONG BIG WINNERS AT THIS YEAR'S LGBTI INCLUSION AWARDS

Professional services firm EY was named employer of the year for LGBTI inclusion.  
STAR WINNERS - MAY 23, 2018



## Tiny tot ninjas

**A TV show has sparked a kids' fitness craze, writes Keely McDonough**  
The TV show's co-creator, the YMCA NSW Community's coordinator Pip Corbett says the program was inspired by the Rio Olympics and was a response to the fact that many parents were not taking their children to the gym.  
"The owner of a gym club over in America told me about the new program for kids' fitness and I was like, 'I want to do this,'" Corbett says. "I'm a mum myself, and I took the inspiration from her." Corbett says.  
"All our gymnastics clubs in Sydney were doing a lot of physical education during an average week. I would love to see an actual kids' fitness program that was fun and engaging."  
Corbett says kids in the YMCA program have watched the show at home with their families before entering their parents to let them join a local gym.  
"These kids have seen the show and said to their parents, 'This is what I want to do,' and they can make it a fun activity for all parties, parents and children. And actually bringing with them a gymnasium facility where it's safe for them to go to."

## Ethan has always loved water. Now, he can swim.

By Emily Baker  
27 April 2018 - 12:00am



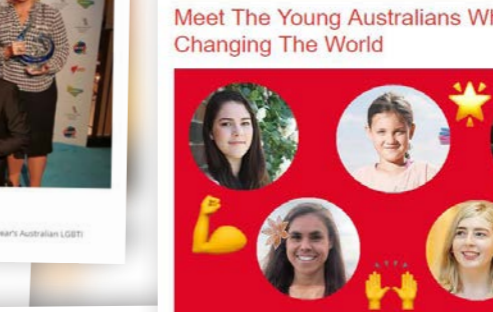
Ethan Wise has always loved being in the water. But until this week the fearless six-year-old couldn't quite swim, leaving mum Amanda biting her nails as she watched her son splash about.

Swimming lessons were out of the Conder single mother's price range and in-school lessons still carried a fee.



Trainer Lisa... gives Ethan Wise, six, key swimming skills

## Meet The Young Australians Who Are Changing The World



**Bassam Maaliki, 16, refugee advocate**  
When Bassam was 13 he started a campaign called #BeLoving. He sold key-shaped badges, raising \$10,000 for refugee support groups. Bassam is the YMCA NSW Youth Parliament member for Stratfield and won the 2018 NSW Youth Community Medal.  
"Being a Muslim and having a Lebanese background means I've lived through a lot of intolerance. I've been called a terrorist and told to go back to my own country. But going through a lot of discrimination motivated me to make a positive change. That's how I came up with #BeLoving. It's a simple message of embracing diversity."  
For more on #BeLoving visit Facebook and Twitter



**2018 Australian LGBTI Inclusion Awards Recipients:**  
Employer of the Year: EY  
LGBTI Employee Network of the Year: Prism - Energy Australia  
CEO of the Year: Luke Sayers - PwC  
Platinum Employers: Lend Lease, Accenture, Westpac, Commonwealth Bank of Australia  
Gold Employers: ANZ, Uniting, AGI, Energy Australia, Taxation Office, Mercer (Australia) Pty, Brisbane City Council, Clayton Utz, RMIT University, Deloitte Australia, Deutsche Bank Aust, Woolworths, EY  
Small Employer: Key Assets, The Children's Services Provider (Australia)  
Most Improved Employer: TAL  
Trans/Gender Diverse Inclusion: Uniting  
External Media Campaign: Hold Tight - ANZ  
Executive Leadership: James Collins - PwC  
Network Leader of the Year: Mark Hodgson - Alcoa  
Out Role Model: Angus Lonergan - YMCA NSW  
Sapphire Inspire: Kimberley Oliver - Uniting  
The Sally Webster Ally Award: Melissa Tandy - ANZ

## Holiday fun all summer long at the YMCA

For busy parents, YMCA NSW programs offer entertaining ways to keep their children inspired and safe over the summer break.  
As the holiday season approaches, it can be difficult to find appropriate care that provides a safe play environment and keeps the interests of children first.  
YMCA NSW has developed some fun holiday activities to do just that.  
Many face the prospect of going straight back to work, and worry about how to keep children occupied during the long, hot days of January.  
"They can participate in rock climbing, gymnastics, netball, tennis, swimming and sports clinics," she says.  
"We've tailored Action Break to what kids have asked for and enjoy doing."  
Children can also participate in events such as dance and movie nights, while parents can join in on family fun days.  
YMCA NSW has run holiday camps since 1922. Hart says camping programs provide outdoor opportunities that are entertaining and help advance important developmental skills.  
"Our camps are all about having new experiences and challenges," she says.  
The International Valley North of Sydney, Hart is excited about its "integrating kids' love of outdoors."  
"The feedback we get from families is fantastic," she says.  
"Kids make lifelong friends and memories here. It's not just the activities and photos that we take, it's the connections and friendships that are made."  
In all of the YMCA's holiday programs, Brook says, the organization's mission is to help children to play freely and achieve their dreams.  
"That's something that our holiday programs are every young engineer, programmer, drummer or artist," she says. "A parent can be involved that too, and we're always looking to initiate programs that suit the needs of the local communities we serve."



# GET INVOLVED

## HELP BRING OUR PURPOSE TO LIFE!

**AT YMCA NSW, WE BELIEVE IN THE POWER OF INSPIRED YOUNG PEOPLE.**

We invite organisations and individuals to support YMCA NSW whether that is partnering, working or volunteering with us or providing much-needed funds to deepen the impact of our community programs.

## WORK FOR US

YMCA NSW offers fantastic career paths for enthusiastic, passionate people looking to make a difference in local communities. We invite you to join us in this amazing work – to develop your skills, to realise your leadership potential and to discover a career that is so much more than a job.

We employ skilled staff across childcare, gymnastics, outdoor education and camping, fitness, sports, aquatics, water safety, administration and business management.

See more [ymcansw.org.au/employment](http://ymcansw.org.au/employment)

## VOLUNTEER WITH US

Since we opened our doors 165 years ago, volunteers have been the foundation of the YMCA. We are proud of the opportunities we provide our volunteers including access to training, development and opportunities to connect with their community. Being a volunteer at the Y is a rewarding experience.

See more [ymcansw.org.au/get-involved/volunteer](http://ymcansw.org.au/get-involved/volunteer)

## PARTNER WITH US

Partnering with YMCA NSW means making a real difference to the lives of young people. Our partners assist us to expand our programs and services to reach more young people across more locations. There are many ways for like-minded organisations to come on board, including financial sponsorship and in-kind support. We value the relationships we have with our diverse range of partners across government, corporate and community sectors. See more:

[ymcansw.org.au/get-involved/partner-with-us](http://ymcansw.org.au/get-involved/partner-with-us)

## DONATE TO US

At YMCA NSW, we appreciate your support to help give back to the community through programs that have wide-reaching, positive impacts. Your gift will make a meaningful contribution to improving the physical, mental and social wellbeing of a young person.

All donations of \$2 or more are tax deductible.

See more [ymcansw.org.au/donate](http://ymcansw.org.au/donate)



# PARTNERS, WE THANK YOU!





**YMCA**

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**YMCA NSW**

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