



Annual Report

2015/2016



YMCA
South
Australia



Creating opportunities for people and communities to connect with a better life.

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CEO/ President's Report



HAYDN ROBINS
CEO, YMCA SA



TREVOR THIELE
President, YMCA SA

'Change before you have to' said Jack Welch (CEO – General Electric) and in 2015/2016 YMCA South Australia was presented with the opportunity to design and embrace a new direction to ensure our services to communities in South Australia continue into the future.

With the opportunity to create a new strategic vision we have worked with our people, consulted our partners and evaluated what it really means to be a YMCA in today's changing world. The development of YMCA South Australia's Vision 21 saw our Board lead our people through a rigorous process to question, challenge, evaluate and assess the work of the YMCA and design how it will look for the next five (5) years.

We are excited about what the future promises for the Y in South Australia and believe with great effort and the continued commitment of the people who represent us, Vision 21 will deliver enormous impact for both the YMCA and the communities with which we work.

In addition to the strategic thinking required to produce Vision 21 we continued to deliver outstanding 'grass roots' YMCA work building healthier and happier communities. Along with key partners and stakeholders we continued to grow and expand our services and impact, detailed below are some of the operational highlights;

- A new partnership with the City of Holdfast Bay saw us commence management and operation of the Holdfast Bay Community Centre
- We welcomed a number of new senior leaders to our staff team to lead our operational teams in achieving outstanding service delivery;
 - » **Andrew Mundy**, General Manager – Operations
 - » **Bruce Trestrail**, Manager – People and Culture
 - » **Lisa Stewart**, Manager – Marketing and Communications
 - » **Marion Modra**, Manager – Community Strengthening
 - » **Komala Champion**, Manager – Children's Services
- We further established our partnership with the City of Marion with a five (5) year lease at the Marion Leisure and Fitness Centre
- We welcomed three (3) new Board Directors in Tim Looker, Andrew Dyda and Shaun Kennedy to further strengthen the outstanding depth and knowledge of our volunteer leadership
- An additional five (5) year partnership with the Whyalla City Council was launched ensuring YMCA programs and services to the local community through to 2021

2015/2016 also saw us continue our work in the area of child protection. Nationally we launched the YMCA's Redress Scheme allowing survivors of historic child abuse a safe,

empathetic and structured process to gain assistance and support. In South Australia we have been particularly proactive in training our people and improving our systems and processes to ensure all children are safe in the YMCA's care.

We would also like to acknowledge our dedicated and committed team of staff and volunteers who have made the YMCA in South Australia the organisation that it is today. Without your ongoing support, effort and enthusiasm we would not be able to have the enormous community impact that we have been able to achieve.

Like many not for profit organisations the YMCA continues to strive for relevance in our rapidly changing landscape and business environments. Through all the changes in technology, legislation and compliance the basic need for people to connect with one another and the need for a sense of community remains. While South Australians strive for these goals the YMCA will continue to create opportunities for people and communities to connect with a better life.



6,438

Members at the YMCA



38,418

Older South Australians participated at the YMCA



**Aquatics &
Recreation**

Recreation management

It has been a year of development and growth for the YMCA South Australian recreation teams. Our recreation centres are welcoming spaces where visitors of all ages and fitness levels enjoy the benefits of physical activity in a friendly community environment. The passion and commitment of the department has led to the many success stories of 2015/16 as we strive to connect people to their communities and have a positive impact on their lives.

During the year we successfully re-tendered for the management of the Whyalla Health & Leisure Centre until June 2021 and extended our partnership with Mount Barker District Council for a further twelve months in the management of Adelaide Hills Recreation Centre.

The Aquadome and John McVeity Centre successfully trialed reciprocal member access with the view to implement it across the organisation in late 2016.

We continued to grow our impact at The Parks Recreation & Sports Centre with membership increasing by twenty percent and swim lessons by fifteen percent.

This year saw the launch of exercise physiology at The Parks and Aquadome. Exercise Physiologists specialise in the prevention and management of chronic disease or injury and with other treating health



957,038

Visits to YMCA's in South Australia



81,482

Children in a YMCA Swimming Lesson



134,562

Participants in YMCA sporting competitions



31,586

Children in a YMCA Gymnastics Class

professionals including General Practitioners, Physiotherapists and Dieticians develop a tailored exercise program to meet each client's needs.

YMCA Gymnastics at Adelaide Hills Recreation Centre and Glengowrie Recreation Centre are immensely popular with each providing gymnastics programs to more than 600 children each week. Our gymnastic program caters for toddlers right through to State Level competitive representatives. We successfully extended our lease at Glengowrie Recreation Centre until 2020 securing the future of our gymnastics program in the area.

Following a competitive tendering process the YMCA were appointed to continue the management and operation of the Marion Leisure & Fitness Centre until 2021. The YMCA's are shifting from the traditional gym delivery model to a more targeted approach that focuses on community wellness, allied health and the continued activation of older adults. The integrated model removes barriers, provides targeted programs and services and connects community members to more active lifestyles.



Community Strengthening – Disability Services

Against the background of a changing disability funding environment, the flagship programs for YMCA South Australia performed strongly.

Y-OPTIONS

Operating from Whyalla Health & Leisure Centre and John McVeity Centre, the program provides an active community based skills development opportunity for adults between 18 and 50 years. Whyalla saw five participants four days each week. JMC operate three days a week and had sixteen participants across these days.

The team at Whyalla had a busy year with highlights being; an outdoor camp, weekly literacy classes and community skills development programs for shopping, eating out and library usage.

At JMC, a varied program was explored to meet the interests and needs of participants. Each Wednesday a centre based program focused on creativity and cooking and on Fridays activities included mini golf, theatre trips and visits to the city.

Our focus was on meaningful participation in community activities, skills development towards independence and fun. Participants co-designed the programs for each month which led to improved decision making and planning capacity. Moving forward, this will serve our participants well with the roll out of NDIS over the coming years. We received excellent feedback from Disability SA coordinators commenting that our

program offers unique community based activities that are highly regarded by participants and their carers.

RECREATION LINK UP

The team provided personal recreation plans and ongoing support to 125 people living with a disability or mental health issue. The program provides practical assistance to encourage participation, social connection and friendships. The department experienced high staff turnover and a review of this service was undertaken to ensure its viability in a post NDIS environment. The scope of the review looked at where we are now and will assist the YMCA with post NDIS implementation.

Moving forward, the new model will be tested for viability in a low risk environment ensuring sustainability beyond 2018.

YOUTH KONNECTIONS

This program continued to perform strongly and we saw an average of ten participants per week. The scope of the program opened up to cater to both male and female participants which is growing in popularity. A testimony from one parent sums up the results; "Having this opportunity to make friends has saved my son's life. He is no longer a sad young man".



125
Personal recreation plans



96
Y Day Options Programs achieved

People & Culture



YMCA South Australia is committed to the recruitment, development and motivation of our employee's in order to deliver quality services to our customers.

The appointment of a Manager - People & Culture has provided greater opportunity to reinforce our commitment to being an employer of choice, with a number of people related projects and actions commencing or being scoped for completion over the next several years.

The diversity of our workforce has again been highlighted within the annual Workplace Gender Equality Agency report submitted in May. In terms of gender breakdown our average headcount was 527 broken down as follows:

	Female	Male
Board	4	5
Management	9	12
Staff	365	141
Casual workforce (88% of total)	334	130

While we have received our certificate of compliance the completion of the report is also a valuable tool in highlighting opportunities for improvement which we have included in our planning for 2016/17.

The 2015/16 Staff Survey provided some very positive statistics in terms of satisfactions levels.

As an organisation our people;

- Are proud to work for the YMCA
- Are satisfied with their work
- Look forward to coming to work
- Understand our Mission and Values

As a result of the survey, the organisation commenced the development of initiatives to enhance training, development, reward and recognition. Additionally research was completed into pay equity against like services resulting in a positive realignment for many of our employees.

With the assistance of our Victorian colleagues we have introduced a data base which allows us to effectively record, monitor and report on all of our obligations relating to employee screening and



577
Staff (538) and volunteers (39) at the YMCA



7,840
Volunteer hours at the YMCA

qualifications to ensure currency of requirements. Additionally we have the capacity to record and maintain details relating to all training and personal development.

Change Agents



The YMCA Change Agent Program is an International Leadership Development Program designed to empower and challenge young people in the ways they think about major problems faced by young people and humanity in the areas of employment, health, civic engagement and environment.

The program is coordinated by the World YMCA and every year engages approximately 300 young leaders in training opportunities, projects and initiatives on a local and global level. Participants in the program are champions for change and positive impact in their communities.

YMCA South Australia had two nominated representatives; Stephanie Earle and Emma Huddleston. They have experienced an exciting year filled with adventure, travel, exchanging ideas, new learning experiences and sharing.

Our lucky Change Agents spent time in Japan at the YMCA Global Gathering, meeting other participants in the Asia Pacific region and experiencing firsthand a melting-pot of cultures, experiences and hopes. Then it was off to Thailand where the content was centred on the World YMCA youth empowerment strategy. Focus was on advocacy influenced by One Million Voices research and the Sustainable Development Goals adopted by the United Nations.

One Million Voices

One Million Voices is the largest youth research project ever conducted. The Change Agents communicated on a global stage through social media the needs, passions and aspirations of young people and the changes they seek to make. YMCA South Australia made and shared a video highlighting young people with critical concerns about issues of health, employment, civic engagement, and the environment.

Who is a change agent?

“ We are the front runners for youth empowerment; we are youth and we have been chosen by our leaders to become leaders as well. By being the leaders, we help to bridge the gap and our goal is to make YMCA the number one place for youth services. – Emma





Change Agents Global Gathering 2016
Chiang Mai, Thailand

Stephanie and Emma
Change Agents from YMCA South Australia



“ As a YMCA employee, Australian citizen and young person in my community, I have never been so challenged and inspired by a group of young people. – **Stephanie** ”

Stephanie and Emma have projects of change that they are delivering in their local communities and throughout the YMCA.

A special thank you to the Y Service Club of Adelaide for their generous sponsorship of this program.




62

Countries take part in the Change Agent program

Y Camping



The Y Camping team continue to have a positive impact in young people's lives through the many outdoor experiences offered throughout the year.

Many young people enjoyed YMCA Camping Programs across South Australia with many campers aspiring to join the Y Camping Future Leaders program. Participants in the Future Leaders program gain skills and self confidence for the future in group work, communication, leadership and resilience.

This year the Schools Outdoor Education program focused on a group of students from the APY Lands, facilitating a bushwalking and abseiling camp. This camp formed part of a larger leadership program conducted by the school that the students attended whilst boarding in the western suburbs of Adelaide. The challenging, self-reliant camp required the students to plan their menu, budget and shop for the camp and to work as team in an ever changing environment. The school recognises this type of program benefits the participants greatly and the growth in communication, resilience, effective team work and friendships are evident throughout the expedition.

Thanks to collaboration between Y Camping and Carer Support we were able to provide an unforgettable experience to Raw Energy's 14-17 year old young carers. This was in the form of an epic four day trip to Kangaroo Island. Participants followed the southern sun down to Kangaroo Island in late January, visited many special attractions and enjoyed the amazing scenery. The highlights were; sand boarding at Little Sahara, viewing the Remarkable Rocks, hanging out with seals at Admirals Arch and going on an Ocean Safari boat tour while being followed by a pod of dolphins.

Our partnership with Carer Support and Raw Energy is on-going and many of the young carers have been part of our programs since they were young. It is a pleasure to see them mature and grow into young adults and witness them take on their caring roles while they face tough challenges in their lives. They are an inspiration to everyone at Y Camping and we enjoyed every minute with them on the Island. We hope that they each gained something from such an amazing experience.



1,211

Children had a camping experience with the YMCA



Rosemary Clancy Building



YMCA
Youth

2015/2016 was an exciting year for youth empowerment at the YMCA, with new programs launched and existing programs expanded.

Junior Parliament

As part of the 20th Anniversary of Youth Parliament, YMCA launched their inaugural Junior Parliament program in October 2015. Twenty six Junior Parliamentarians explored hundreds of powerful ideas and took part in robust discussions over 3 days and 2 nights.

The modified version of Youth Parliament brings young people aged 12–15 together to learn about parliament and democracy, to debate and discuss important issues in Parliament House and build social connections through team-building games and recreational activities.

Skate Park League

The South Australian Skate Park League took off with a bang in August 2015 and saw more than 300 young people compete in nine skateboarding, scooter and BMX events across the state. YMCA South Australia delivered the program in collaboration with YMCA Skate and Action Sports and local councils across the state.



DAVID SPEIRS MP
State member for bright and youth parliamentarians

Youth Parliament 2016

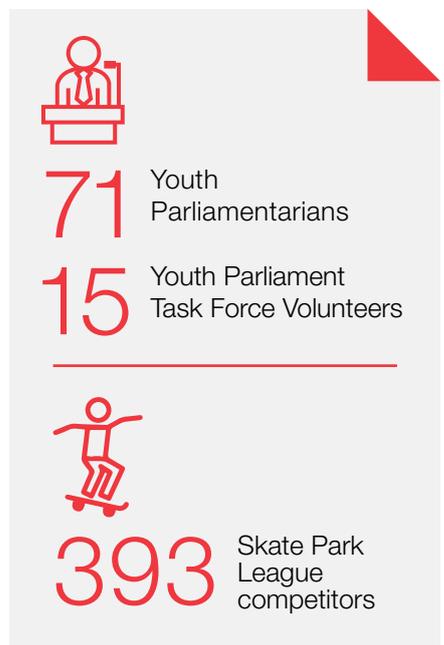
Youth Parliament is an apolitical program that empowers young people to be advocates for their community. The 21st year of YMCA South Australia Youth Parliament was a huge success. Young leaders came together to learn about public speaking, parliamentary etiquette, bill development and youth advocacy. They shared their big ideas, discussed the challenges facing South Australia and created solutions in the form of Youth Bills, which were debated in Parliament House.

The personal and professional development of the Volunteer Taskforce and the connection between them and the YMCA is the strongest it has been in the program’s history. This connection had a positive impact on the program as a whole. 100% of participants reported that they felt they had a platform to be respected and heard in society, which is the core purpose of Youth Parliament. “Coming here to YP was a life changing experience for me and the rest of the Parliamentarians” - YP 2016 participant

BodyMindSpirit

We know that carers are incredibly important to keeping communities and families happy and healthy.

Caring for someone can be a rewarding experience, however we know it can also be tough at times. This is why we’re committed to running retreats and recreation days to provide respite and support to carers. In collaboration with Y Camping and The Parks and Recreation and Sports Centre, our BodyMindSpirit program provided respite and recreational activities to carers in South Australia. Young Carers went on camps to Kangaroo Island and Cockatoo Downs and our adult carers took a relaxing holiday to the Barossa Valley. Everyone had a great time at the Family Recreation days at The Parks.



A group of children and adults are at a playground. They are wearing red bucket hats with a white 'Y' logo and 'YMCA' text. The children are wearing yellow polo shirts. They are leaning on a red horizontal bar of the playground equipment. The background shows blue vertical posts and a cloudy sky.

Children's Services



Children's Services goal is to build relationships with schools and communities to provide a safe and educational environment for children in out of school hours care and vacation care.

OSHC is an important service for families everywhere. It allows parents and carers, particularly new parents to re-enter the work force in traditional jobs that do not have the flexibility for school pick up and drop off (or both). It gives children a social outlet outside the school that is an alternative to organised sporting activities. At OSHC we encourage life skills, friendships, and healthy lifestyles with memories that last a lifetime. Carers are afforded respite from children who have challenging histories and this helps those children to foster positive and healthy relationships with their peers and adults alike. The program encourages interests, hobbies and past times that help develop children's abilities outside the norm of technology.

This year we have renewed our contracts with Whitefriars School, Eastern Fleurieu Schools and Adelaide North Special School. We have built on the relationships that we have with each of our six schools to ensure strong links and partnerships for our children and families. Our clients consider OSHC an important part of their community.

Our aim is to build our children's services platform to engage with more school communities and further expand our program throughout South Australia. We have employed an Administration Officer – Children's Services to give families the best service possible and ensure an efficient and effective way of managing their children's care.

Many families access our services on a day to day basis across our six schools. We also see families from other schools in neighbouring areas where children interact with new friends during Vacation Care. Over the 2105/2016 year we had:



“ My children attend YMCA Craigmore OSHC and I believe the strength of YMCA OSHC is managing children with challenging behaviours and trying to strategise ways of giving these children one on one time. Also providing the children with a variety of activities to do during after school care and vacation care. The children also appear to be very comfortable with staff and in the environment provided to them. ”

Vision 21

Mission

YMCA South Australia's Mission describes YMCA South Australia's intent, purpose and reason for existence. YMCA South Australia's Mission is the starting point of and informs YMCA South Australia's Strategic Plan. YMCA South Australia's Mission is;

We work together from a base of Christian values to provide opportunities for all people to grow in body mind and spirit.

Vision

YMCA South Australia's Vision describes what success looks and sounds like once YMCA South Australia's Mission has been achieved. YMCA South Australia's Vision is;

Creating opportunities for people and communities to connect with a better life.

Key Result Areas (Strategic Priorities)

YMCA South Australia's Key Result Areas (KRA's) are the areas in which YMCA South Australia intends to achieve results in, and the areas for which goals are developed and achieved as part of YMCA South Australia's Strategic Plan.

- Healthy Living
- Empowering Young People
- Social Impact
- Brand Recognition
- Capacity Building

Our Beliefs

YMCA South Australia's Beliefs are the things that YMCA South Australia assumes to be true about the world in which it works and the work that it does and our Strategic Plan. YMCA South Australia's Beliefs provide the reasons and confidence staff need to achieve the plan.

- **Community** - We make a positive difference in the communities in which we work
- **Our People** - We value our people and their contribution to our organisation
- **Young People** - We value and encourage the impact of young people in our community
- **Focus** - We think globally and act locally
- **Sustainability** - We work to build a strong and vibrant YMCA for future generations
- **Equality** - We value equality of opportunity for all people

Our Values

YMCA South Australia's Values are the things that are most important to YMCA South Australia in terms of the world in which it works and the work that it does and the YMCA South Australia Strategic Plan. YMCA South Australia's Values guide decisions that are made in relation to the YMCA South Australia Strategic Plan.

- **Inclusive** - We strive to ensure everyone is welcome at the Y
- **Accountable** - We accept responsibility for our decisions and actions
- **Innovative** - We encourage original and creative thinking
- **Caring** - We strive to display kindness and concern for others in all that we do
- **Connected** - We work to bring people and opportunity together

Our Attitudes

YMCA South Australia's Attitudes are the thoughts that YMCA South Australia expects staff and volunteers to hold and express in relation to the world in which we work and the work that we do and the YMCA South Australia Strategic Plan. YMCA South Australia's Attitudes provide the energy that staff need to achieve the YMCA South Australia Strategic Plan.

- **Impact** - How can I make a positive impact on my community?
- **Investment** - Who have I invested in today?
- **Learning** - What have I learnt today?
- **Conversations** - What conversations do I need to have today?
- **Sharing** - What can I share today?

Guiding Principles

YMCA South Australia's Guiding Principles are the rules by which staff work together to implement the YMCA South Australia Strategic Plan.

- **Diversity** - We encourage diversity of thought and unity of action
- **Responsibility** - We understand our responsibility to the broader YMCA organisations
- **Customers** - We undertake and work with a customer centric approach
- **Brave** - We are brave, courageous and transparent
- **People** - We value our people and their contribution

BOARD MEMBERS

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President

KATHY MARKS
Vice President

TARYN SEXTON
Vice President

ROBERT PRIME
Treasurer

Directors

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