



Annual Report 2016/2017

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
South Australia



TREVOR THIELE
President, YMCA
South Australia

We work hard at YMCA South Australia to create opportunities for people and communities to connect with a better life. Our vision is crucial in creating active communities where people feel empowered to contribute and achieve.

YMCA South Australia has just completed the first year of our five (5) year strategic plan - Vision 21. We have focused on building a strong foundation to ensure our people have the systems, structures and resources to achieve great things.

We have continued to collaborate with key partners and stakeholders to expand and strengthen our services and programs throughout South Australia. We have strengthened our relationships with YMCA Associations around Australia and have influenced and contributed to increase our impact on the communities we work with.

Some highlights from 2016/2017 include;

- Continued commitment to empowering young people through programs such as Youth Parliament, youLead and Global Change Agent programs
- Established new partnerships with the Fleurieu Aquatic Centre Authority, Clare and Gilbert Valleys and the City of Port Lincoln Councils to manage and operate their recreation facilities
- Continued development of our programs and services to meet the needs of the National Disability Insurance Scheme (NDIS), ensuring people living with a disability can reach their full potential
- The attainment of 'exceeding National Quality Standards' rating for all of our OSHC services evaluated

At the YMCA we believe in the power of inspired young people. As an employee of choice we are committed to offering pathways for all people, especially our young people, to assist them in achieving remarkable outcomes for themselves and the communities we work with.

This report highlights a number of our key business areas that demonstrate the positive impact our programs and services have on more than 2 million South Australians every year. At the Y we are able to provide these opportunities through the hard work and commitment of our staff and volunteers, through the continued investment of our partners and through the many community fundraising events held every year.

YMCA South Australia is governed by a Board of Directors who voluntarily provide their expertise and time to the Association. We would like to acknowledge the enormous contribution of all Directors while welcoming new Board Director, Warren Hall and sincerely thanking departing Board Directors, Kathy Marks and Taryn Sexton for their service and dedication.

We would also like to take this opportunity to recognise our passionate and committed staff and volunteers who work tirelessly to ensure we continue to meet the needs of South Australians.

2016 / 2017 has seen a year of solid growth and achievement in a rapidly changing environment. As we have for over 160 years, the YMCA will continue to grow and adapt to ensure we continue to remain relevant and valued by communities in South Australia.



6,949

Members at the YMCA



60,610

Older South Australians participated at the YMCA

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

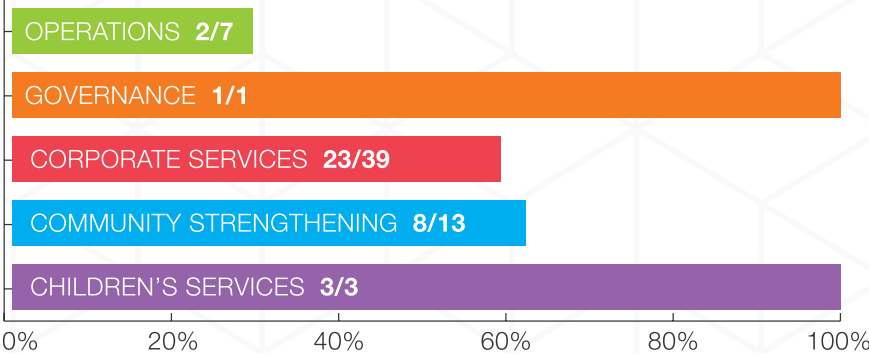
YMCA South Australia’s Vision describes what success looks and sounds like once YMCA South Australia’s Mission has been achieved. YMCA South Australia’s Vision is;

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

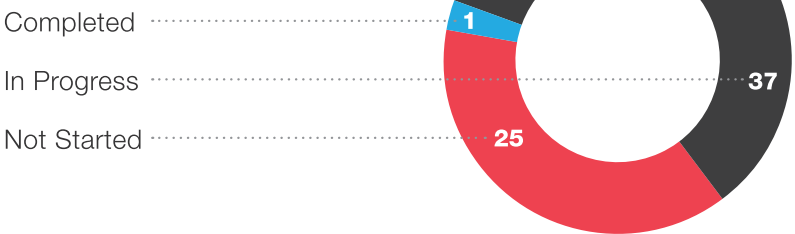
PROGRESS BY KEY RESULT AREA



PROGRESS BY OPERATIONAL SECTOR



OVERALL ACTION ITEM STATUS



BOARD MEMBERS

TREVOR THIELE
President

KATHY MARKS
Vice President

TARYN SEXTON
Vice President

ROBERT PRIME
Treasurer

Directors

VIVIENNE ST JOHN ROBB

LIZ COHEN

SHAUN KENNEDY

ANDREW DYDA

TIM LOOKER OAM

WARREN HALL

Recreation Management

YMCA South Australia provides a wide range of services and programs that are relevant, of high quality and accessible.

The YMCA extended our reach across the state creating partnerships in new communities and increasing our impact by providing thousands of opportunities for people to connect with our programs and services. Our power to activate communities creates healthier and happier people.

We were proud to be appointed to open the newly built Fleurieu Aquatic Centre in Victor Harbour. The aquatic and recreation centre had long been a dream of the local community and has been fully embraced since opening in March 2017 with close to 1,000 members and 400 children participating weekly in YMCA swimming lessons.

Our success as a partner of choice for local council continued in Port Lincoln where following a competitive tendering process the YMCA was appointed to manage the Port Lincoln Leisure Centre until 2021. This major regional recreation facility is a key community hub offering a diverse range of health and social opportunities. The YMCA have also been appointed to manage The Valleys Lifestyle Centre located in the Clare Valley with the contract set to commence in July 2017.

During the year we successfully re-tendered for the management of the Marion Leisure & Fitness Centre. In an innovative approach we changed the standard gym product offering to primarily provide programs and services designed for older adults. We rebranded the centre and launched the Active Adults membership that includes tailored programming to improve the fitness, strength and balance for those over 60's. The Active Adults membership has now been integrated across all YMCA managed facilities.



1,065,433

Visits to YMCA's in South Australia



94,673

Children in a YMCA Swimming Lesson



152,639

Participants in YMCA sporting competitions



32,745

Children in a YMCA Gymnastics Class

The YMCA continues to focus on innovation that creates more customer centric outcomes. The use of technology has seen the introduction of online membership and swim lesson sales and the ability for customers to book into fitness classes. We now have integrated customer feedback mechanisms which provide instantaneous feedback and the ability to improve the customer experience.

The Aquadome embraced innovation to become the first YMCA in South Australia to provide 24/7 access to their health club facilities, while The Parks Recreation & Sports Centre continued to grow their impact

through purposeful programming and partnerships. Their partnership with Spinal Cord Injuries Australia has provided services for people with spinal cord injury and other similar disabilities that were previously not available in South Australia.

Our reach within South Australian communities provides the environments to achieve our Vision 21 goals. Our service delivery, program outcomes, team structures and quality processes will focus on inspiring people to enjoy the benefits of physical activity, strengthening communities, helping those in need and building a sustainable Y.

Community Strengthening



Strong growth and program consolidation were the key descriptors of this financial year for Community Strengthening.

Our work with the Holdfast Bay community continued to expand in both services and impact at the Holdfast Bay Community Centre. We welcomed Lyn Bermudez to the role of Centre Manager and ten (10) new volunteers providing valuable support to the centre and programs. Some highlights from the 2016 / 2017 year are detailed below;

- Strength for Life sessions have doubled with over 150 participants every week
- Innovative community events including a Halloween family event and Community Carols were well received with hundreds of new visitors within the Holdfast community being welcomed to the centre
- Work for the Dole has expanded and continues both in group activities through the commercial kitchen and individual programs in café, administration and marketing roles
- Tutti Ensemble, Trinity Bay Church, Art classes, karate, war games and other user groups continue at the centre

- Playgroup has seen a new deck and mud kitchen in the Children's area, facilitated by funding from Kiwanis

The Social Support groups funded under Commonwealth Home Support Program (CHSP) continue to provide a range of excellent group programs for older adults in the Holdfast Bay community. Following a review of the design and content of programs in line with the Aged Care Reforms our programs continue to outperform all audit requirements.

The participation rate has risen steadily with the highly successful Senior's Explorers program now requiring a waiting list for most sessions. Walk and Talk has continued to grow in numbers and our enthusiastic participants rarely miss a week even when the weather is poor.

YMCA South Australia through our community strengthening work were successful in a number of grants and tenders which have allowed our ongoing work in Community Development (Holdfast Bay Council

Community Development and Greening Grants), Community Aged Care (Commonwealth Home Support) and Youth Leadership and Empowerment (City of Marion, Defence Families, Youth Week, Law foundation, Office for Youth, Australian Electoral Commission).



7,800

Strength for Life participants

People & Culture

YMCA South Australia recognises that our people are integral to the success of our business, consequently we continue to invest in creating a high performance and inclusive culture that attracts and retains the best people across a broad range of specialist areas.

This year we continue to focus on creating an engaged, motivated and skilled workforce capable of providing quality services.

The introduction of our Talent Management Model has been a vital component in the development of our people. The model aims to challenge our people to extend their capabilities to drive cultural change. The four (4) key pillars of our Talent Management Model are:

- Education
- Succession Planning
- Performance Management
- Talent Acquisition

The investment in our culture of learning is centered on structured, orientated learning and development delivered through multiple mediums. This increases the skills, knowledge and capability of our people through education, succession planning, performance management and talent acquisition.

Recruitment practices were streamlined to provide a more effective and consistent process, including the centralisation of employment contracts and the development of an organisation wide induction program.

Measuring our employee engagement through our annual staff survey gave us valuable insight into the quality of our workplace and culture, and helps us to better understand how we can continue to create a positive work environment for our people.



 **YMCA South Australia 2017 Staff Awards for Excellence**



EMPLOYEE OF THE YEAR
Devan Seamans,
Manager – Product
and Strategy

We achieved an overall employee engagement score of 28%. A number of items from the survey were particularly important to us, such as:

80% agree the organisation provides adequate flexibility

79% agree they are treated with respect

50% agree the YMCA is a truly great place to work

38% agree there is a culture of trust and respect

We are certainly proud of this achievement and hope to continue to provide a workplace and culture that attracts, motivates, grows and retains the best people.

Once again the YMCA came together to celebrate staff and volunteer achievements at the annual YMCA South Australia – Awards for Excellence. Special mention must go to The Parks Recreation and Sports Centre - Centre of the Year and to Devan Seamans (Manager - Product and Strategy) being the recipient of the Employee of the Year Award.



567

Staff and volunteers
at the YMCA



10,250

Volunteer hours
at the YMCA

Children's Services



 **HAPPY OSHC CHILDREN**
Para Hills, South Australia

Children's Services goal is to develop strong and effective partnerships with schools and communities across the state through our Out of School Hours Care and Vacation Care programs.

Children's services are committed to building stronger communities and families by investing back to the school communities we work in. We continue to work in partnership with families and the school community to provide quality services and offer unique opportunities for participation at all levels. As such, we provide an environment that will challenge, stimulate and support each child on an individual level.

This year we have renewed our contract with the Department of Education and Child Development to be an approved OSHC provider ongoing and are very excited to be continuing at Para Hills West Primary and Para Hills P-7 Schools after winning the contract for another 3 years.

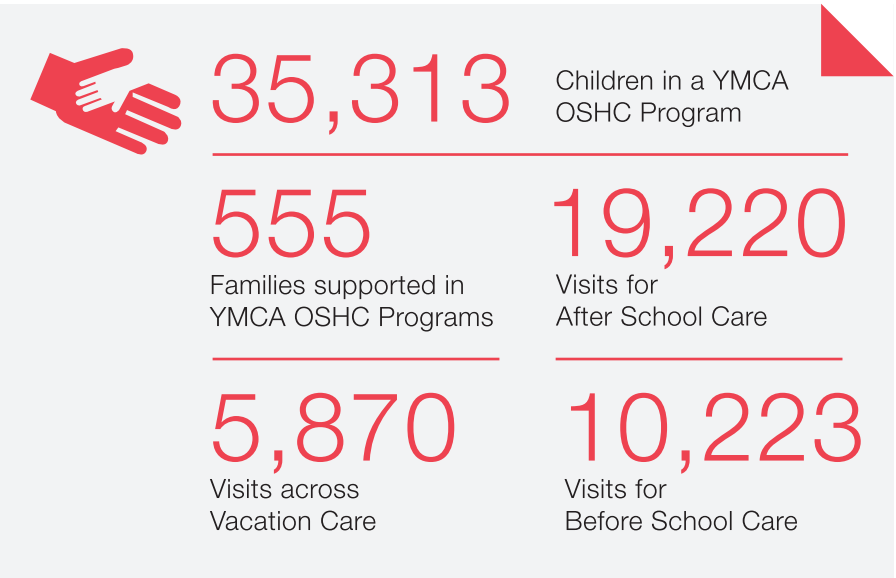
The quality of our OSHC services was reviewed at Para Hills West and Craigmore South Primary Schools this year by the Education Standards Board against the National Quality Framework. Both services received an Exceeding Rating during the assessment which is the highest rating that can be achieved!



We will continue to build on our success through the assessment and ratings process and will have our other OSHC services assessed during 2017/2018, demonstrating our high quality programs and services.

Within our schools this year we engaged with many families in a variety of ways including face painting at the

school disco, having jelly bean counting competitions at lunch and launching our Vacation Care programs with sausage sizzles and pancake breakfasts.

Our families continue to provide amazing feedback regarding the staff and programs, and are showing their support with donations of craft materials, toys, liking our Facebook posts and volunteering to help out at events.



 **My daughter is in year 2 and attends OSHC at Para Hills primary school my experiences with the staff have been exceptional they have been very accommodating to myself and my daughter. The program they have available is very inclusive and meets the needs of every child involved, they offer educational and creative experiences as well as physical education. I feel very secure leaving my daughter here after school and I know she is safe and well looked after, they know my daughter's strengths and challenges and she always has such a great time.** 



Youth Empowerment

YMCA South Australia has a focus on empowering young people, to inspire them to be the best version of themselves.

The 22nd year of Youth Parliament in South Australia saw 81 participants complete the program and inclusion of the Community Cup that rewarded a focus on community engagement by teams. The teams showed great creativity in preparing video presentations, radio interviews, letter box drops and attending forums to promote their bill and engage with their community.

Another new initiative for this year's program was a launch function in May, which was well attended by stakeholders and politicians and provided participants with a strong initial connection for the program. We were also pleased to co-host a celebratory event with the Minister for Youth and Opposition Spokesperson for Youth, that included a presentation by each team and the bills successfully passed during Parliament week.

Our Junior Parliament program was also conducted for the second time; building on initial success we hosted 26 participants providing 12 - 15 year olds with an introduction to parliamentary process, skills in debating and public speaking and an introduction to democracy.

The YMCA's Skate Park League was also conducted for the second time in

partnership with nine local councils. Attendances were strong and we continue to grow the success of this program both in size and reach. With the announcement that Skateboarding will be an Olympic sport in the next summer games the Skate Park League will be an important talent identification round for the Australian team.

We also continued our successful partnership with the Australia Defence Force in being awarded funding to run four (4) camps for Defence families with the goal of building resilience and strengthening the bonds and communication for families in the Defence force. A family camp with an Amazing Race theme was held at Aldinga while we also conducted four (4) activities day sessions at various YMCA centres. Teen and pre-teen camps were also conducted. The highlight of this program was a sleep over for 5-8 year olds at our John McVeity Centre. We have built positive relationships with the Defence families and look forward to two (2) more years of programming under the current funding.

Youth Empowerment has initiated a positive partnership with the City of Marion, delivering a leadership camp for young people and piloting our youLEAD youth leadership program.

Additional school holiday activities were successfully run in the area utilising YMCA and other facilities in the council area. This program has been approved by council for a further 12 months with some scope for expansion.



81 Youth
Parliamentarians

26 Junior
Parliamentarians



951 Children had
a camping
experience with
the YMCA



JUNIOR PARLIAMENT
2017 Participants



LEAP

YMCA South Australia seek to improve the lives of people living with a disability through the delivery of positive lifestyle programs

The National Disability Insurance Scheme (NDIS) commenced full implementation in 2017. YMCA South Australia achieved approved provider status for NDIS across a range of recreation, education, social and community participation and life skill development categories.

Presented with a unique opportunity, YMCA South Australia aims to promote and support inclusion for people living with a disability across the state. Building on our successful programs - Y Day Options, Recreation Link Up and Youth Konnections we have established a strong presence in the NDIS marketplace in South Australia. Significant work has been completed to ensure current programs are NDIS ready, from restructuring our processes and procedures to training for all current staff.

Our business structure which is aligned with a view for future needs which has provided new income streams across YMCA South Australia. Focus for this year was on Aquatic LEAP programs, resulting in significant and successful LEAP classes across our swim centres. Aquadome and The Parks Recreation and Sports Centre in particular have implemented new programs for children with disabilities to learn to swim, supported by staff training and education, systems development and finance modelling. Feedback from parents has been overwhelmingly positive as our new participants show progress, skill development and confidence in a community based activity. Being part of a mainstream community program rather than a disability specific activity has far reaching benefits for the child, their family and the community as a whole.

“ I now attend Tai Chi once a week and bought a ten class pass. I enjoy talking to other participants afterwards and have made a few good friends. ”

Recreation Link Up has repositioned itself as the premier recreation engagement service for South Australians living with a disability. We continue to meet the needs of clients from across the metropolitan area and regional areas.

In 2017 we identified a gap in recreation opportunities for young adults with Autism Spectrum Disorders. We established a group on Wednesday evenings to meet this need and the results have been amazing. Ten young men now participate weekly in cooking, games, fishing and social activities like supporting their local footy team. Demand continues to grow and a new group is planned based in the Western suburbs.

Our vision is that all South Australian's living with a disability will have access to opportunities for health and wellness, recreation and community inclusion at all YMCA centres.

“ I'm now attending yoga once a week and really enjoying it. It has helped with my feelings of anxiety. ”

“ I found out about my local community garden group through Recreation Link Up. I now go every week and help out in the garden. It gets me out of the house and gives me something fun to do. ”

Our Financial Year

The financial year ending 30 June 2017 returned a combined deficit of (91,128)

This is across both incorporated associations:

- The Young Men’s Christian Association of South Australia Inc. **(A24575)**
- YMCA South Australia Youth and Family Services Inc. **(A38377)**

OUR ENTITIES		CONSOLIDATED RESULTS	
	Net Income		2016 / 2017
The Young Men’s Christian Association of South Australia Inc.	(90,811)	Total Revenue	12,566,391
YMCA South Australia Youth and family Services Inc.	(317)	Total Expenses	12,657,519
		Total Deficit	- 91,128

2016 - 2017 HIGHLIGHTS	BALANCE SHEET																
<p>The performance of YMCA South Australia continues to grow with the major highlights as follows:</p> <ul style="list-style-type: none">• Long term investment into the National Disability Insurance Scheme (NDIS) – implementation of systems and processes and increased resourcing for future expansion• Expansion of service offerings in Recreation with Local Government• Increased enrolment numbers in Children’s Services• Learn to Swim continues to experience solid growth with enrolments increasing across several centres	<table><tr><th></th><th>Combined 2016 / 2017</th></tr><tr><td>Current Assets</td><td>2,642,871</td></tr><tr><td>Non-Current Assets</td><td>755,171</td></tr><tr><td>Total Assets</td><td>3,398,042</td></tr><tr><td>Current Liabilities</td><td>3,096,670</td></tr><tr><td>Non-Current Liabilities</td><td>230,499</td></tr><tr><td>Total Liabilities</td><td>3,327,169</td></tr><tr><td>Net Assets</td><td>70,873</td></tr></table>		Combined 2016 / 2017	Current Assets	2,642,871	Non-Current Assets	755,171	Total Assets	3,398,042	Current Liabilities	3,096,670	Non-Current Liabilities	230,499	Total Liabilities	3,327,169	Net Assets	70,873
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