



two halves and one whole



YMCA South Australia

# 19/20





## ANNUAL REPORT



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## OUR IMPACT

-  OSHC
-  Recreation Centres
-  Outdoor Pools
-  Community Centres

### NORTHERN REGION



### SOUTHERN REGION



# CEO / President's Report

IN MANY RESPECTS THE 2019/20 YEAR MIGHT BE SAID TO BE ONE OF 'TWO HALVES AND ONE WHOLE'.

The first part of the financial year saw further strengthening of the core business, building upon the good work of previous CEO (Haydn Robins) and Chair (Trevor Thiele), together with the Board, management team and all our staff teams. Strong contract performance and membership growth was matched by continuing advances in service quality. This was demonstrated when YMCA South Australia became the first organisation in Australia to have all of its facilities quality accredited by Fitness Australia. Children's Services operations are growing steadily on the basis of genuine care and superior quality. Our LEAP disability programs are also growing in reputation, producing story after story of positive change in the lives of those we serve. As a result of these efforts, the underlying health of YMCA South Australia is sound, providing us with increased resilience and a firm foundation to build upon going forward.

As it turns out, this is just as well, for the second

half of the year was, of course, marked by a global pandemic necessitating the temporary closure of the bulk of our operations. And yet, for all of the disruption, difficulty and uncertainty of that period, something wonderful has emerged. A deeper connection with our purpose (mission), those we serve (communities), those with whom we partner (governments) and our peers (being our culture). Our people have reached out in innovative new ways to ensure the wellbeing of those we serve – ranging from co-designing new vacation care programs for vulnerable children, through to new online services for those with a disability. We have drawn inspiration from our predecessors' resolve as they navigated disruptions such as Spanish Flu, the Great Depression and two World Wars. While we would not wish

for the COVID-19 experience again, we are now stronger for it.

It is these two halves – the business discipline, professional expertise and operational excellence on one hand – and the purpose-driven, values-based community-oriented approach on the other – that make the YMCA such a unique, enduring and effective whole. The staff and Board we have today, ably serve both as custodians of the organisation's astonishing legacy and as champions for its future. We could not be more pleased in that regard.

Our mission, that "we work together, from a base of Christian values, to provide opportunities for all people to grow in body, mind and spirit" is alive and well, and finding new expression in our contemporary context.



**DAVID PATERSON**  
CEO, YMCA South Australia



**ROBERT PRIME**  
President, YMCA South Australia



**We must adjust to changing times  
and still hold to unchanging principles.**



– **JIMMY CARTER**, former US President, lifelong YMCA champion, and Nobel Peace Prize winner

## Board Members



**LIZ COHEN**  
Vice President



**TREVOR THIELE**  
Treasurer



**WARREN HALL**  
Director



**MATTHEW PEARS**  
Director



**MARIE SKRODZKI**  
Director



**DYLAN NOACK**  
Director



**VIVIENNE  
ST. JOHN ROBB**  
Director



**DUNCAN  
MCFETRIDGE**  
Director



**TIM LOOKER OAM**  
Director



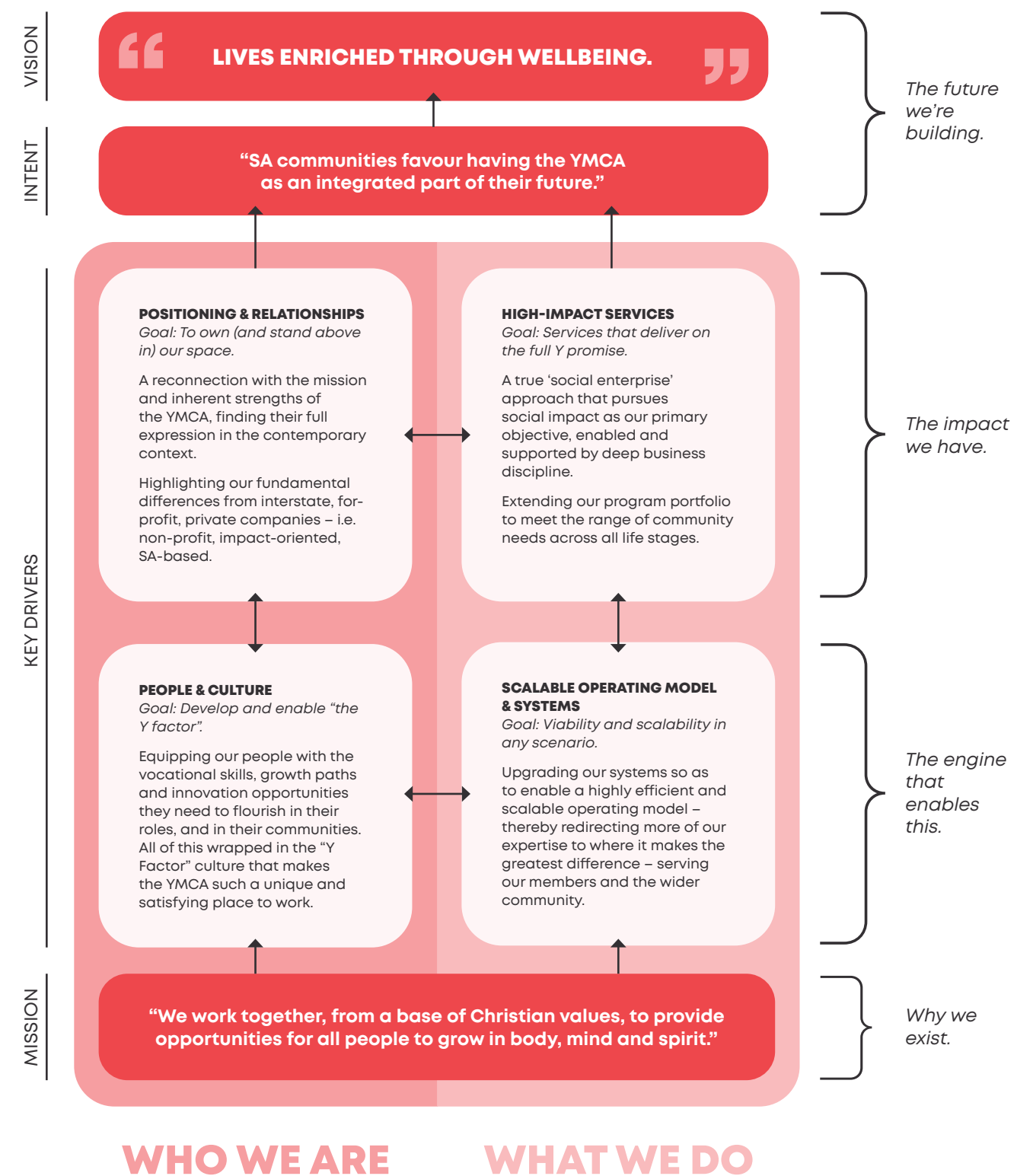


# YMCA SOUTH AUSTRALIA STRATEGY 21/25

THE END OF  
FY2020 SEES THE  
INTRODUCTION OF  
A NEW STRATEGY  
FOR YMCA SOUTH  
AUSTRALIA.

The longstanding mission of the YMCA, “... to provide opportunities for all people to grow in body, mind and spirit” is still very much what South Australian communities need. With the advent of COVID-19 there has been a greater focus on wellbeing - in its most integrative sense, at both the personal and community levels - than ever before. As articulated by Jimmy Carter in the opening quote, the way forward is to “... adjust to changing times and still hold to unchanging principles.” It is our aim to (1) reconnect with what has made the YMCA such a powerful change agent in people’s lives all around the world over the past 175 years, and (2) bring those values to life in new and innovative ways – lifting aspirations and setting new standards in South Australia over coming years.

Our approach over the course of  
FY2021/25 may be summarised thus:





# A SNAPSHOT OF 2019/20

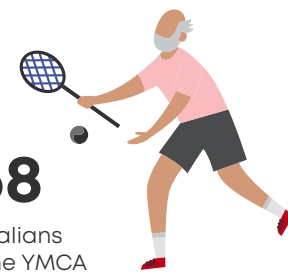
CONNECTED, ENGAGED,  
SUPPORTED COMMUNITY



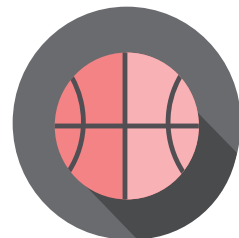
**7,351**  
Members at  
the YMCA



**105,068**  
Older South Australians  
participated at the YMCA



**356,086**  
Participants in YMCA  
sporting competitions



**1,315,084**  
Visits to YMCAs in  
South Australia



**675**  
Staff and  
Volunteers  
at the  
YMCA

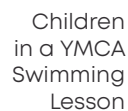


**8,217**  
Volunteer  
hours at the  
YMCA

**160,550**  
Children in a YMCA  
OSHC program



**59,532**  
Children  
in a YMCA  
Swimming  
Lesson



**1,509**  
Families supported in  
YMCA OSHC programs



**24,588**  
Children in a YMCA  
Gymnastics class



**1,065**  
Children had a  
camping experience  
with the YMCA

## Recreation Management



AFTER A POSITIVE AND PROMISING START, 2019/20 WAS A YEAR LIKE NO OTHER WITH THE COVID-19 PANDEMIC SHAPING OUR ENVIRONMENT AND ALTERING THE WORLD IN A WAY PREVIOUSLY NOT SEEN BEFORE.

There was unprecedented impact on how we, not only provide our services and facilities to the community, but how we live our lives.

Prior to the extraordinary events surrounding the pandemic in 2020, the YMCA accomplished some outstanding achievements, highlighted by becoming the first organisation in the country to have all its facilities achieve Fitness Australia Quality Accreditation. The nationally recognised accreditation confirms YMCA South Australia's commitment to providing outstanding quality, value, safety and customer service at each of its eight managed recreation facilities.

We also collaborated with our Local Government Council partners to launch reciprocal membership rights across all YMCA managed recreation centres in the state. In a progressive move, it was the first time local community facilities had been made accessible to people living outside the Council area.

This initiative is significant as the YMCA manages a variety of large

community based recreation centres, each owned by different Councils or government authorities. It acknowledges our partnerships' shared commitment to the health and wellness of all South Australians. Key initiatives like this keep the Y relevant and position us as a partner of choice for local government moving forward.

The 2019/20 year saw us successfully negotiate a two-year contract extension with the Fleurieu Regional Aquatic Centre Authority for the management of the Fleurieu Aquatic Centre, while we will also continue our work at the St Clair Recreation Centre for at least another three years. A new partnership was commenced with the Regional Council of Goyder through the management and delivery of services at the Burra Swimming Pool.

Multiple South Australian YMCAs were finalists in the Fitness Australia national awards and South Australia Parks and Leisure Association awards. Fleurieu Aquatic Centre won the Parks and Leisure award for Best Region/Rural Contribution

which recognised the significant contribution made by the YMCA to the local and regional community.

The pandemic destabilisation took effect in the latter half of the financial year and, as a result, YMCA recreation centres were required to close for 109 days, before re-opening in early June, constrained by extra precautionary measures together with limitations on some programs to protect the vulnerable and government restrictions. The absence of access to community recreation centres highlighted the importance of their role in maintaining and restoring community resilience and wellbeing. Our ability to stabilise and scale operations as needed, was vital in restoring some stability in otherwise abnormal times.

Every day, South Australian communities visit our gyms, pools and gymnastics centres to develop physical and mental wellbeing, learn in creative and safe environments and form meaningful relationships with those around them. The YMCA remains the heartbeat of the community.



# Community Strengthening

THE COMMUNITY STRENGTHENING TEAM HAD A POSITIVE AND SUCCESSFUL YEAR DESPITE A THREE MONTH CLOSURE DUE TO COVID-19.

The team continues to breathe life into its vision across the state, with a focus on empowering young people and engaging people living with disadvantage or disability in meaningful activity and recreation for a positive future.

We have extended our reach across all program areas, increasing the number of participants and geographic spread with a focus on young people, older adults and those living with a disability.

In addition to our core programs, we were successful in obtaining new funding from multiple levels of government. This has allowed us to build stronger community connections and to affect a broader number of people.

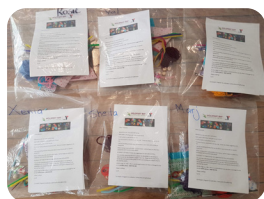
The hub of YMCA Community Strengthening is the Holdfast Bay Community Centre and 2019/20 has seen program and service offerings continue to expand in depth and breadth.

## Highlights include:

- New Sensory playgroup three mornings per week
- Regular Senior Explorers tours across Adelaide
- Performances by the Adelaide Symphony Orchestra and Police Band
- Social Fridays initiative
- Facilitation of user groups including Tutti Ensemble, Trinity Bay, Adelaide Seniors ballroom dancing, karate, war gamers and Art Jammers

### EXPANDED CRAFT GROUP

Craft kits for participants (in photo)



**14 STRENGTH FOR LIFE CLASSES**

at 90% capacity each week

Commonwealth Home Support Program funding also enabled social support groups to provide weekly programs that prevent isolation and associated health issues in older adults. Never more important than during the COVID-19 restrictions, the team transferred to online engagement and home delivered 'iso packs' that included games, craft, information and social contact to participants. Our participant numbers continue to grow and programming is evolving in response to user choice and need.

## LEAP Inclusion Services

LEAP services continued to expand and grow towards our goal 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.

The services proved to be resilient during the COVID-19 pandemic and made solid progress over the 2019/20 year.

The full implementation of a client record management system (iCase) has facilitated significant growth across LEAP services. Support co-ordination continued to ensure that individuals get the best results from their plans, with a focus on independence and community inclusion. Participant numbers expanded to 40, with significant growth during COVID-19, as individuals looked for innovative ways to connect with supports during lockdowns.

LEAP Aquatics was impacted by pandemic closures across aquatic centres, but is returning with a strong focus on skill development and inclusion. In the Fleurieu region a new training program for school leavers (SLES) has been developing new life

guards who will complete their training in time for the 2020 summer season.

LEAP Takers programs at the John McVeity Centre and Whyalla Recreation Centre continued to grow. These programs now meet all NDIS requirements, with a number of clients activating their plans for funding. LEAP Takers at Holdfast Bay Community Centre also grew in session numbers and participants after the delivery of strong program outcomes. In response to centre closures we moved LEAP online using the Zoom platform to meet, have fun, learn skills and make friends. LEAP online was so successful that it has continued after facilities reopened, maintaining the links between LEAP Takers across South Australia.

Our second ILC project was completed with positive results in 2020. This project – YMCA Employment Scaffold (YES) – aims to increase economic participation for young people living with a disability. It developed and implemented a process or scaffold scaled to remove the barriers to employment for people with a disability at the YMCA.

Another highlight was the new partnership developed with Flinders University that enabled students from Developmental Education, Exercise Physiology and Exercise Science schools to join the YMCA for placements and research projects.

LEAP underwent a National Safeguarding and Quality audit during lockdown. It was performed as a remote audit and was a very different experience. The service met all requirements and attained full accreditation for the next three years.





## Children's Services

YMCA CHILDREN'S SERVICES PROVIDES HIGH QUALITY PROGRAMS WITHIN SOUTH AUSTRALIA AND, THIS YEAR, HAS HAD A FOCUS ON PROVIDING SAFE AND HAPPY SPACES FOR CHILDREN AND THEIR FAMILIES TO BELONG.

A number of new initiatives and programs ensured the most vulnerable of our children and families were supported in a caring and safe way.

COVID-19 provided us with an opportunity to pilot a program for children at risk within our Recreation Centres during the school holidays. A partnership was developed with the Department of Human Services and the Department of Child Protection to provide a safe and engaging place for children aged

12 and over to attend and interact with staff and each other. Twenty-two children and young people from four different communities attended the two-week program. A request has since been made from both partners to continue this as an ongoing program.

In-house initiatives during the COVID-19 event at OSHCs have also been developed to assist our families and the school communities. These include care packages for essential workers,

coffee mornings for parents and carers, meals for children at risk and kindness projects for children to participate in.

The YMCA OSHC program continued to grow within the communities we serve and, with brand recognition of YMCA as a high quality OSHC provider, we have also grown into a number of new communities throughout South Australia.

This year we have increased the number of OSHC services to 20 with the addition of Scotch College, Port Elliot Primary School, Encounter Lutheran School, Victor

Harbor R-7 School, Our Saviour Lutheran School and Woodville Primary School. We are also pleased to confirm that we will be continuing at Para Hills P-7 School, Para Hills West Primary School, Adelaide North Special School, Craigmore South Primary School and Whitefriars School, after successfully retaining all contracts throughout the year. Unfortunately the Blair Athol North B-7 School OSHC closed, however there is hope the school can rebuild a service within the next two years.

The quality of our OSHC services was reviewed by the Educations Standards Board

at One Tree Hill Primary School and Tyndale Christian School against the National Quality Framework during the year. Both services demonstrated a high quality of work and met all the National Quality Standards.

The increase in OSHC services has also led to an increased capacity within the OSHC Support Team. There are additional resources available for families to manage their bookings and accounts, Regional OSHC Managers and an Organisational Educational Leader to support the Directors and teams with their day to day quality of care.

### Over the 2019/2020 year we had:



20

YMCA managed OSHC Services

1,509

Families supported in  
YMCA OSHC Programs

160,550

Children in YMCA  
OSHC Programs

Family involvement with our services has grown significantly this year. There is now a full complement of parent-led advisory committees meeting each term, parent Facebook and What's App groups to promote the services and far more positive feedback.

“

**You are doing an amazing job. We definitely made the right choice going with the YMCA. It was a long process to decide which provider we went with but very worthwhile.**

”

– Chairperson of the School Governing Council,  
Flaxmill P-7 School



celebrating  
**25**  
YEARS



## Youth Empowerment

THE YMCA REMAINED FOCUSSED ON EMPOWERING AND SUPPORTING YOUNG PEOPLE TO REACH THEIR POTENTIAL IN WHAT WAS A DIFFERENT AND CHALLENGING YEAR.

Despite the COVID-19 event, our impact over 2019/20 has been significant. The 25th year of Youth Parliament in South Australia was significantly impacted by the pandemic. Due to the commitment of staff and volunteers the key program remains active, but due to restrictions, has been extended and will conclude with its parliamentary sitting week in the 2020/21 year. Bill preparation, training and youth development has been undertaken in the online environment and the residential week has been delayed until October 2020. The pivot towards online delivery facilitated the development of resources that can be used outside the program and this will expand our impact into

schools. Numbers have been strong with 92 participants engaged and active.

The state Minister for Human Services, Michelle Lensink MLC, will be presented with a Bill Book at the conclusion of the residential week.

Camping programs continued to strengthen in delivery and diversity. This year saw the delivery of two LEAP camps - the first being a weekend under canvas at Normanville for Konnections Plus men, and the second, three days of fun and activity in Clare for eight young people from our LEAP Takers program in Whyalla.

Our vacation camps remained popular with participant numbers growing against previous years. April camps were suspended due to COVID-19 however YPlay activity days were held at the new Youth Zone in Marion with strong attendances. YPlay is a full day of activities for 12-17 year olds and supports vulnerable young people providing safety, engagement and fun.

Body Mind Spirit camps for young carers providing respite, fun and time to be themselves, have continued to impact positively over the year. Over the past five years, through this program, we have had the privilege of supporting over 50 young carers to take a break from their caring responsibilities and refresh. Funding for this program ceased this year after the implementation of the carer support gateways program under NDIS.

Among other highlights was the establishment of the Marion Youth Zone, located in a dedicated space at the Marion Leisure and Fitness Centre. The co-designed space is hosting FLO students from two agencies and is the home to youth programs including arts, theatre and sport, innovation and entrepreneurship.

Continued funding into 2020 enabled our successful partnership with Defence families to continue. Activity days and a children's sleepover where highlights of this program, aimed at building resilience and strengthening family relationships.

YMCA South Australia continues to advocate for young people, provide safe spaces and work to ensure all of our services are accessible.



# YMCA South Australia 2019/20 Highlights



## Leap Online COVID-19 support

YMCA South Australia's Leap Online innovation provided an important social outlet for 62 people living with disability during the 10-week period of isolation due to the COVID-19 emergency.

The program, delivered by Whyalla YMCA Program Coordinator David Agius, involved online sessions run on the Zoom platform that engaged clients and their families and created an important social support network for vulnerable community members in isolation.

Leap Online aimed at keeping relationships strong and grew over the period to engage participants outside the Whyalla region, introducing people from across the state to each other through the sessions.

## YMCA at Fleurieu Aquatic Centre

YMCA South Australia was recognised as a leader in community recreation excellence when it won the South Australia Parks and Leisure Association award for Best Region/Rural Contribution at Fleurieu Aquatic Centre.

The YMCA manages the Centre for the Fleurieu Regional Aquatic Centre Authority, a joint initiative of the Alexandrina Council and the City of Victor Harbor. The Centre was recognised as having created a positive social, environmental and economic impact from a range of community based programs and initiatives. The PLA award acknowledged the significant contribution made by the YMCA to the local and regional community.



## Fitness Australia Accreditation

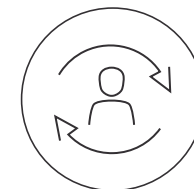
YMCA South Australia became the first organisation in the country to have all its facilities achieve Fitness Australia Quality Accreditation. The nationally recognised accreditation confirms the YMCA's commitment to providing outstanding quality and service at each of its eight facilities.

Quality Accreditation Program participants are required to undertake a rigorous assessment of six key areas including professionalism, safety, customer care, information and knowledge, people and leadership. Accreditation plaques were awarded to YMCA Centre Managers by Fitness Australia CEO Barry Elvish at an official presentation in January.

## OSHC Growth

YMCA South Australia expanded its OSHC services to 20 in the 2019/20 year, the highest on record. Additions include Scotch College, Port Elliot Primary School, Encounter Lutheran School, Victor Harbor R-7 School, Our Saviour Lutheran School and Woodville Primary School.

The continuing growth of the YMCA's OSHC footprint across the state is testament to the high quality of both the service and staff that is provided. Each OSHC has its own challenges and the Y works hard to adapt the mix of programs and activities on offer, while never compromising on our standard of care.



## Reciprocal Rights launched by YMCA

YMCA South Australia successfully collaborated with its Local Government Council partners to launch reciprocal membership rights across all its managed recreation centres. The initiative is significant as the YMCA manages eight large community recreation centres, each owned by different Councils or government authorities.

It is the first time community facilities have been made accessible to people outside the local Council area and acknowledges Councils' commitment to the health and wellness of all South Australians as part of their community focus. It is a great outcome for the YMCA's 7,000 members across South Australia.



## COVID-19 Vacation Care Program

In conjunction with the Department of Human Services (DHS), YMCA South Australia provided an emergency school holiday Vacation Care Program at four recreation centres during the COVID-19 lockdown. The initiation of the program was a direct response to the urgent need to provide a safe holiday environment for highly vulnerable young people between the ages of 12 and 16, while isolation measures were in place.

The program ran at the John McVeity Centre, St Clair Recreation Centre, Marion Leisure & Fitness Centre and The Parks. It provided support for 22 participants, with overwhelmingly positive feedback from all stakeholders.

## Inclusion at Glengowrie YMCA Gymnastics

Glengowrie YMCA Gymnastics was acknowledged as an industry leader by taking out the Gymnastics South Australia 2019 Inclusive Initiative of the Year award. The award was recognition for the commitment of staff and volunteers at the much loved Centre, which celebrated its 60th birthday in 2019.

The innovation provided accessible programming and maintained the Centre's status as an inclusive facility. Being acknowledged, for inclusive initiatives by the peak gymnastics body in South Australia, further endorsed the great results achieved by the Y and demonstrated our willingness to break down barriers.

# Financial Report

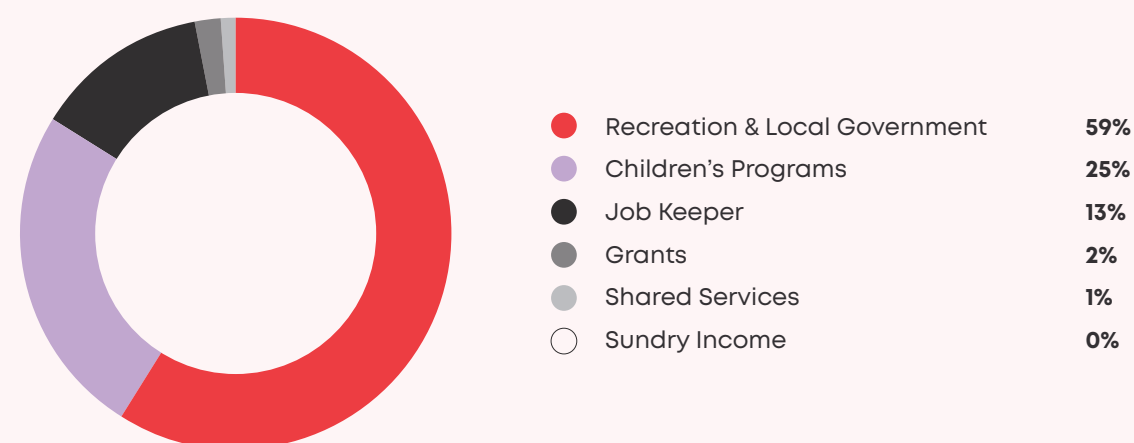
THE FINANCIAL YEAR ENDING 30 JUNE 2020  
RETURNED A COMBINED SURPLUS OF **\$267,545**

| Our Entities  | Net Income |
|---|------------|
| The Young Men's Christian Association of South Australia Inc. | \$150,636  |
| YMCA South Australia Youth and Family Services Inc.           | \$116,909  |

| Consolidated Results | 2019 / 2020  |
|----------------------|--------------|
| Total Revenue        | \$18,738,472 |
| Total Expense        | \$18,470,927 |
| Total Surplus        | \$267,545    |

| Balance Sheet           | Combined    |
|-------------------------|-------------|
| Current Assets          | \$4,784,022 |
| Non-Current Assets      | \$1,729,468 |
| Total Assets            | \$6,513,490 |
| Current Liabilities     | \$4,558,440 |
| Non-Current Liabilities | \$1,198,687 |
| Total Liabilities       | \$5,757,127 |
| Net Assets              | \$756,363   |

## INCOME



# THANK YOU

YMCA South Australia could not do the work it does without support from generous contributors in the community. We would like to recognise and thank all those listed here for their support this year.

## GRANTS

- Law Foundation of South Australia
- Electoral Commission of South Australia
- State Government – Dept of Human Services
- State Government – Office of Recreation & Sport
- Australian Government – Dept of Health
- Australian Government – Dept of Social Services
- National Disability Insurance Scheme

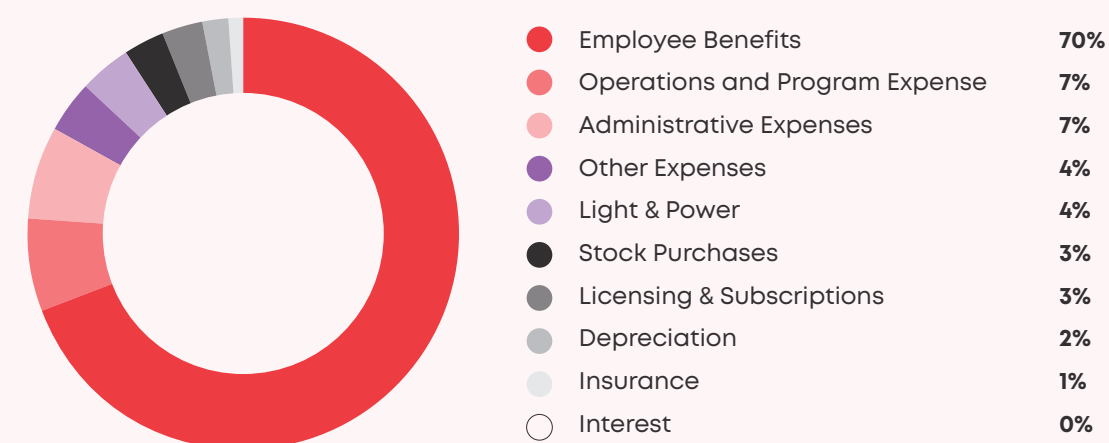
## GOVERNMENT & INDUSTRY



## LOCAL GOVERNMENT PARTNERS



## EXPENSES







## YMCA SOUTH AUSTRALIA

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