



YWCA
Australia

23 24

ANNUAL REPORT



ACKNOWLEDGEMENT OF COUNTRY

YWCA Australia wishes to acknowledge the Traditional Custodians of the lands on which we work, live and play and pay our respects to Elders past and present. We recognise First Nations people as the custodians of the lands, seas and skies, with more than 60,000 years of wisdom, connection and relationship in caring for Country.



We are the experts in gender-responsive housing and homelessness solutions.



ABOUT YWCA AUSTRALIA

YWCA Australia (YWCA) is a national not-for-profit organisation that has specialised in supporting women for over 140 years.

With almost 200 employees across 15 locations, YWCA provides housing, support services and leadership pathways that enable women and gender diverse people and their families to find stability and feel safe and secure, so they can build the future they want. We also operate Song Hotel, a profit-for-purpose business where proceeds are reinvested and contribute to our work.



140+
YEARS
SUPPORTING WOMEN

MESSAGE FROM THE CEO AND BOARD CHAIR



**Over the last 12 months,
we've seen the housing crisis
continue across Australia.**

The 2023–24 year has been one of significant activity and growth for YWCA.

The dual cost-of-living and housing crises have meant an increase in demand for our programs and housing. This highlights the ever-increasing importance of our advocacy work and the need for collaborating with government to deliver solutions that consider the unique needs of women, gender diverse people and their families in all their diversity.

Over the last 12 months, we've seen the housing crisis continue across Australia. Rents and housing prices have increased, and rental vacancy rates are still critically low in both metropolitan and regional areas. Women, especially First Nations women, young women, older women, women with disabilities, LGBTIQ+ women and gender diverse people, migrant and refugee women and single mothers are facing the brunt of this crisis. We are eager to play our part – delivering 27 new houses in the last 12 months, and another 71 before the end of 2027. While there is some promise on the delivery of more housing – through the Housing Australia Future Fund, and other government investments – supply is simply not meeting demand. We hope to work with state, territory and federal governments on delivering more housing for women, gender diverse people and their families in the next 12 months and beyond.

We must not forget family and domestic violence is the leading driver of homelessness for women and children. We have seen an increase in demand for our family and domestic violence and homelessness support services across Australia – especially in the Northern Territory. Programs like Amplifying Voices are working to change

the narrative, by supporting young women with lived experience of family and domestic violence to use their expertise to lead real change in their communities. All of our 28 programs across Australia play an important role in supporting women, gender diverse people and their families to live the lives they want for themselves – free from violence, and in secure, safe and affordable homes.

As the experts in gender responsive housing and homelessness solutions, it's our role to advocate to all levels of government for change. We must ensure that the unique experiences of women and gender diverse people, are considered during policy design and development. Our research and campaigns reinforce our advocacy efforts, and are presented to decision makers in person and through our submissions. Our Young Women's Council plays a valuable role; providing depth and insights to our advocacy on challenges faced by young women and gender diverse people.

We would like to thank the YWCA Board of Directors for their continued guidance and support, driving us towards our vision: a future where gender equality is a reality.

We would also like to thank and acknowledge our YWCA team members. Without their hard work, dedication and commitment, we couldn't support the thousands of clients and residents across Australia. The increase in demand and the crisis facing Australia are more than just shocking numbers and rhetoric. For our team members, these numbers are real women and their families who need support, action and change. We are proud to play our part in creating a brighter future. Our impact continues to drive us towards a future where all women have access to a safe, secure and affordable home.

HIGHLIGHTS



5870+
PEOPLE

supported this year



125,000+
NIGHTS

of stable and affordable
accommodation
provided



18,000+
HOURS

of support



198
STAFF



7
SUBMISSIONS



3
CAMPAIGNS

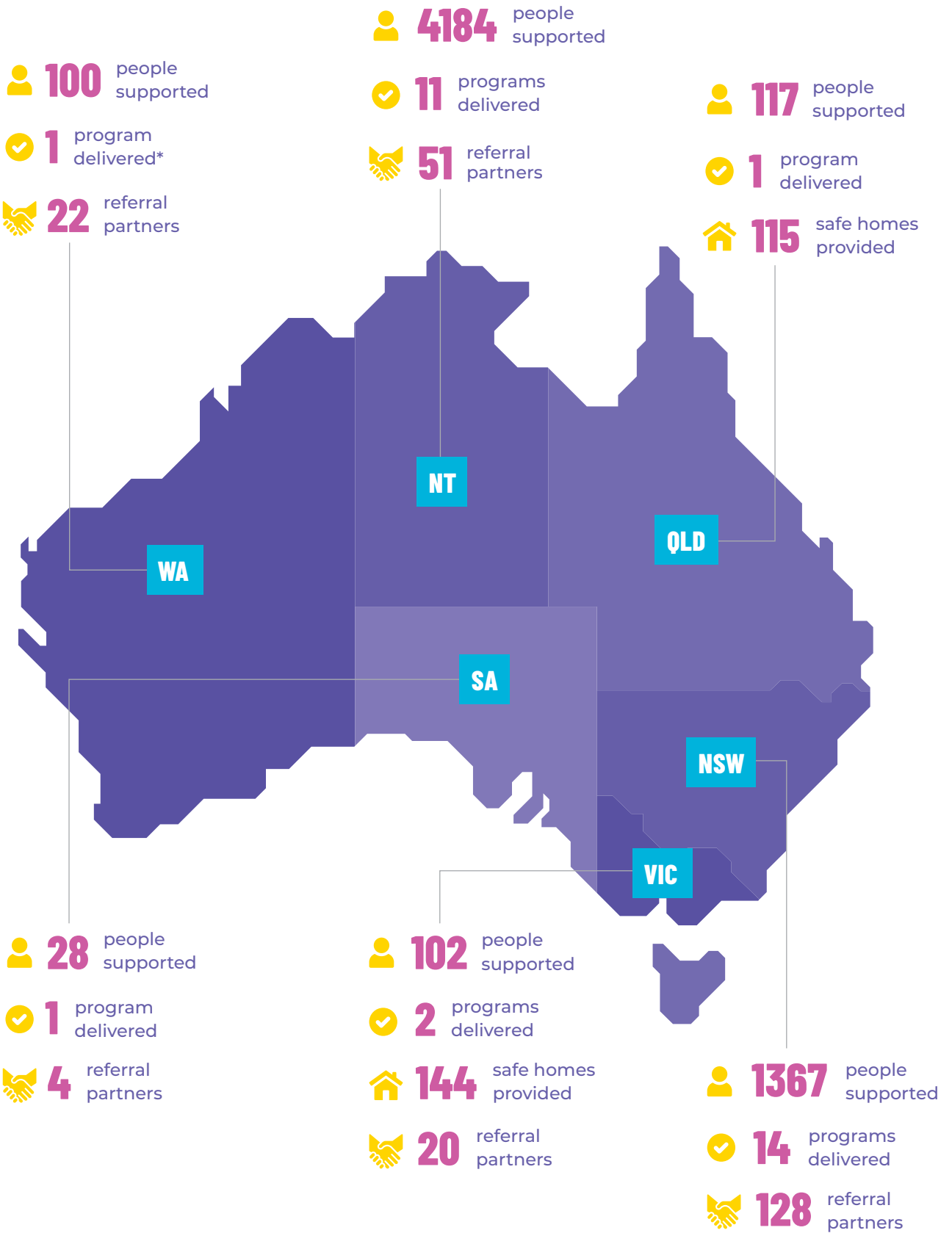


30+
MEETINGS
with decision makers



2
RESEARCH
projects commissioned

OUR REACH



*Our Encore Program wrapped up on 30 June 2024.

ASSESSING OUR IMPACT

We have been working with residents, clients and our teams to assess our impact across housing, service delivery and advocacy.

We want to understand if we are making a difference, as we work towards achieving our two long term outcomes:

- Women, young women and gender diverse people experience increased wellbeing, safety and security in their homes.
- Young women and gender diverse people lead systems change for gender equity in housing pathways and social supports.

Our Domains of Impact are Safety, Security, Agency, Connection, Wellbeing and Influence.





We want to understand if we are making a difference, as we work towards achieving our two long term outcomes.



IMPACT INSIGHTS

IN HOUSING



We conducted our resident impact survey inviting our residents to tell us what had changed for them as a result of our housing.

136 residents completed a brief survey, a response rate of 36% (industry benchmark 35%). These are some of the key results of this survey:

SAFETY



I am comfortable and feel very safe.

SECURITY



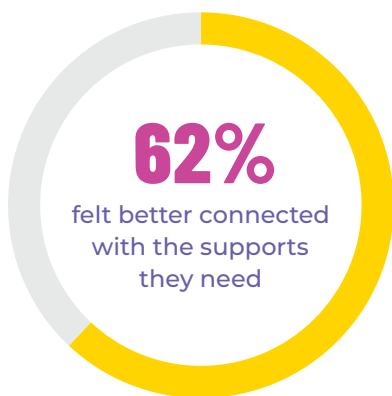
If not for YWCA I wouldn't have been able to find a place on my own I am grateful to them.

AGENCY



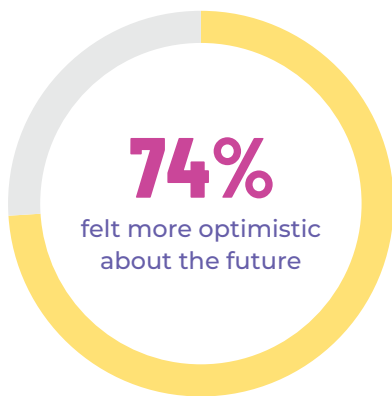
I've obtained full-time employment following the studies of two Cert IV qualifications.

CONNECTION



I am in therapy, went back to studying and have a safe place to look after my 2 kids.

WELLBEING



I'm starting to feel more relaxed, sleep better and take time out for things that are enjoying and relaxing.

SATISFACTION



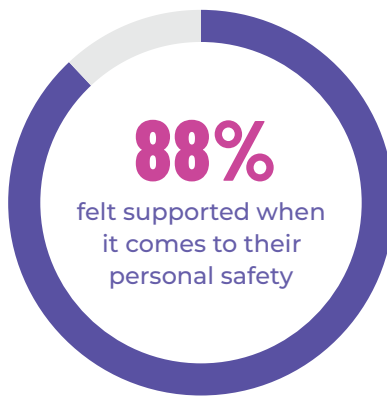
I cannot think where I would be without the work of the YWCA.

IN SERVICE DELIVERY

We conducted our impact survey across a number of programs, inviting clients to tell us what had changed for them as a result of our services.

76 eligible clients (not new or in immediate crisis) 59 completed a brief survey (a very positive response rate of 78%). These are some of the key results of this survey:

SAFETY



Because I have a safe place to stay now I look forward to the future this is why I enrolled in my course.

SECURITY



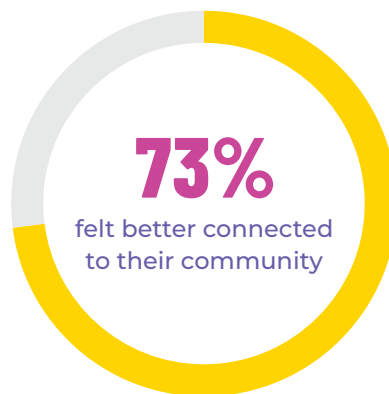
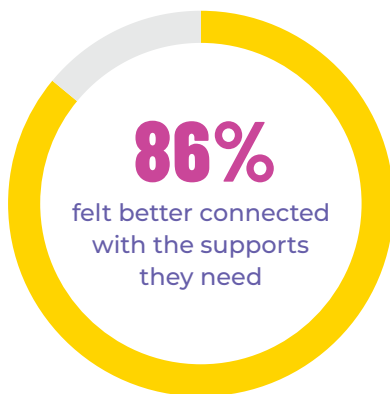
They have not only just helped me with housing, stability and improving my day to day life. They have helped me a lot with my mental health as well.

AGENCY



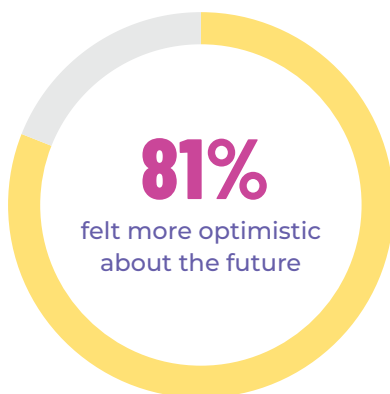
My case worker has been very supportive and she has given me the courage to speak up for myself and get financial problems sorted.

CONNECTION



My case worker has helped me in every aspect I have needed. From housing, childcare management, appointments and everything in between. I haven't had an issue that YWCA couldn't sort out for me!

WELLBEING



I never thought I could get out of the situation I was in, but now I can see life is and will continue to just get better.

ADVOCACY AND INFLUENCE

YWCA's advocacy efforts draw on the voices of women and gender diverse people as agents for change to address gender inequality and the housing crisis at a national level.

Our Young Women's Council have shaped our advocacy efforts, contributing to messaging, campaigns and research that amplify the unique challenges faced by young women and gender diverse people.



We will continue to advocate for action, investment and solutions to achieve a more equitable housing system and advancing gender equality.

HIGHLIGHTS

- We've actively engaged with key decision-makers in Federal and State governments and sector leaders, advocating for gender-responsive housing and homelessness solutions.
- Our seven submissions to government consultations, including the 10-year National Housing and Homelessness Plan, have shaped policy and investment frameworks for improved housing solutions.
- These efforts have been supported by three national digital campaigns, attracting over 160 signatures and amplifying our policy asks for young women's housing priorities.
- Our research collaborations with University of New South Wales City Futures Research Centre and Swinburne University of Technology have provided valuable insights, underpinning our advocacy asks.





KEY ACHIEVEMENTS



7
SUBMISSIONS



30+
MEETINGS
with decision makers



3
CAMPAIGNS



2
RESEARCH
projects
commissioned

OUR POLICY PILLARS



Housing
supply



Homelessness
and housing
supports



Place and
wellbeing



Investment



Renting



Social and
affordable
housing

YOUNG WOMEN'S COUNCIL



Our Young Women's Council consists of eight young women and gender diverse people aged between 18 and 30 from across Australia.

The Council provides the perspective of young women and gender diverse people on issues relating to YWCA's core focus on gender equality, housing and homelessness, and domestic and family violence.

These changemakers are united by their vision for a more gender-equal housing future. This past year has been a time of growth and achievement for the newly formed Council, with members sharpening their advocacy and campaigning skills to drive change and achieve a healthier

housing system for all. The Young Women's Council crafted a powerful statement for YWCA's submission to the 2024–25 Federal Budget, provided input on YWCA's submission to the 10-year National Housing and Homelessness Plan, and collaborated on research with Swinburne University of Technology into housing insecurity and homelessness for young women and gender diverse people.

Zoe Keath and Tamika Jarvis are two of YWCA's Young Women's Council members. Both Zoe and Tamika joined the Council in 2023 after admiring the work of YWCA and the Council for a long time. Through their membership of the Young Women's Council, Zoe and Tamika have contributed to the building of a network of changemakers dedicated to empowering the voices of young women and gender diverse people.

ZOE KEATH

Zoe is passionate about ensuring young people's and diverse community voices are heard in all areas and levels of relevant decision-making, policy and politics, to contribute to a better, brighter future.

"I envision the Young Women's Council and YWCA Australia being sector leaders in this form of co-design, showing how important it is to have young, diverse voices in your advocacy and decision-making."

Zoe raises awareness on the gendered nature of the housing crisis in Australia, and the gender-responsive housing solutions which are required for young women and gender diverse people. She takes an intersectional approach to her activism by centring the voices of disadvantaged and diverse groups.

Zoe is creating a legacy of contributing to the growth and success of the Young Women's Council for the next wave of Council members. She encourages other young women to find their passion and to start challenging big issues by taking small but meaningful steps.



There are countless areas to make a difference so find an issue that ignites a fire in you. These may feel like big impossible challenges that cannot and will not be solved overnight so it's important to start small by identifying a local or smaller need where you can make a change. Even the smallest project can create a large ripple effect.



MEMBER PROFILE

TAMIKA JARVIS



Tamika is a young mother and a proud Bundjalung woman. Tamika's contribution to YWCA and the Young Women's Council is led by her values and her lived experience.

Tamika advocates for the right to housing and equal access to career opportunities for First Nations women and young women. She promotes culturally appropriate and gender specific solutions to systemic barriers.

Tamika identifies one of the biggest challenges for young women in accessing housing as the common inability to purchase property without a partner due to the extreme cost of living and property prices. As Tamika recognises, this issue is compounded for young women with children and caring responsibilities. Tamika has a meaningful vision for change: "I believe we need more opportunities for young women and mothers to purchase property to provide a safe, secure home for both themselves and their children. Home ownership should not be a privilege of the wealthy, those who have children later in life, or those in nuclear or dual-income households. It should be a right for all Australian women.

"Tamika is an ambassador for young women becoming involved with YWCA and the Young Women's Council. Tamika encourages young women to align themselves with value-centred organisations like YWCA, which will support them in their change-making journey.



I've grown to learn the value of an organisation that cares for and empowers their volunteers and provides opportunities for the development of their individuals to create wider social change.

Young women can get involved with the Young Women's Council or YWCA Australia initiatives by following the Y's movements on social media, via email, and exploring their volunteering opportunities. I had been watching the Young Women's Council movements for around four years before I applied."

SPONSORING THE GENDER AND HOMELESSNESS EDITION OF PARITY MAGAZINE

On Friday 22 September, YWCA launched the Gender and Homelessness Edition of Parity Magazine, in collaboration Council to Homeless Persons.

YWCA Board President Helen Conway officially launched the edition, and we had contributions from Deborah Di Natale, Sheena Watt MP, Molly George, along with researchers Dr Juliet Watson and Jayne Malenfant. Uncle Tony Garvey delivered a powerful Welcome to Country, with some sage words about the importance of the Voice to Parliament.

CEO Homelessness Australia Kate Colvin facilitated an expert panel on “Designing Policy and Service Responses to Homelessness with a Gendered Lens” and the panel featured Tanya Corrie, CEO of Juno Housing; Tania Farha, CEO of Safe and Equal and Elliott McMahon, General Manager of Drummond Street Queerspace.

The stand-out event for many attendees, both in-person and online, was the incredible lived experience panel led by Morgan Cataldo and lived experience experts Helen, LJ and Dianne.



This edition was important to us, as we know the experiences of housing insecurity and homelessness in Australia are gendered – as are the solutions.

The edition covers women and gender diverse people’s experiences of housing insecurity and homelessness, learns from grassroots organisations on how they’re addressing these issues and looks at ways on how we can create change together.



AFFORDABLE AND SOCIAL HOUSING

In late 2023, YWCA became a Tier 2 Community Housing Provider and currently owns or manages more than 549 social and affordable homes, with a rapidly expanding footprint.

We build, buy, and manage housing properties and implement gendered housing solutions informed by our Women's Housing Framework.

Our housing spans Northern Territory, Queensland and Victoria, with construction of our first development in South Australia underway. Each year, we provide over 125,000 nights of safe, secure and affordable accommodation to women and gender diverse people and their families across Australia.

YWCA is committed to growing housing that is responsive to the unique needs of women and gender diverse people.

HIGHLIGHTS

- Through funding from the Queensland Government under the Queensland Housing Growth Initiative, we purchased 18 new homes in the Darling Downs and Townsville regions.
- Our Mooroopna Development, funded by Homes Victoria as part of the \$5.3 billion Big Housing Build comprised of nine three, and four bedroom homes in the Shepparton region, was completed and welcomed families in June 2024.
- We received Development Consent to build 35 high-quality apartments and townhouses for women and their families in Bendigo, Victoria. Funded by Homes Victoria as part of the \$5.3 billion Big Housing Build Regional Round and a grant from the Lord Mayor's Charitable Foundation, Burnayi Lurnayi will provide much-needed secure and affordable development for women.
- The construction of our Hutt Street Affordable Housing Development is progressing well, and is on track to be completed in early 2025.





OUR PORTFOLIO

ALLOCATION OF HOUSES



549

tenancies
across Australia



242

social homes



24

affordable homes



110

owned



149

managed



7

leased

RESIDENTS



356

women
and gender
diverse
people



25

men

OUR GROWTH

2023/24

27

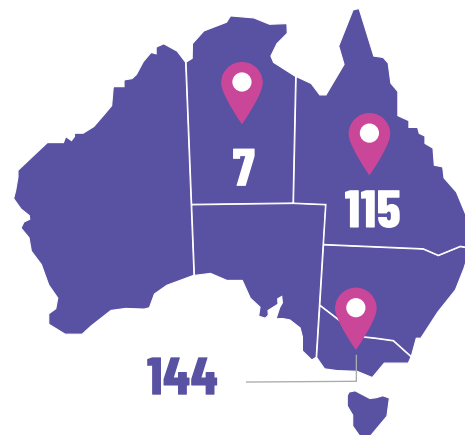
new homes

BY 2027

71

new homes

LOCATIONS OF HOUSES



8
PROJECTS

\$ 67.97 MILLION
PROJECT VALUE

\$ 26.21 MILLION
YWCA CONTRIBUTION

MOOROOPNA



In June 2024, we welcomed families into nine brand new homes in Mooroopna, in regional Victoria.

The \$5 million social housing development is comprised of three and four bedroom houses built over three sites in the regional town. It was delivered in partnership with Homes Victoria, as part of the Regional Round of the \$5.3 billion Big Housing Build.

These properties couldn't have been delivered at a better time. Mooroopna has an extremely low rental vacancy rate of just 0.75% and the median rent has jumped almost 25% in the last 12 months.

YWCA recognises the need for increased supply of housing in regional Australia, and this development is one of four we have currently underway in regional Victoria. We look forward to providing more homes for regional women and their families in the coming years.



EIRE'S STORY

Eire is a YWCA housing resident studying a Masters of Social Policy with the goal to work towards a PhD, and is stepping back into yoga at their local studio.

Though the future is looking bright, the journey to get here hasn't been easy.

For Eire, coming out as non-binary made an already unsafe home situation even more unsafe. After beginning hormone replacement therapy in 2019, Eire was no longer safe in their family home.

"I had a friend who had somewhere I could stay with for only a short time – but I was essentially homeless. I tried to get social housing, but they said it was a seven to ten year wait."

Unfortunately for Eire, it would be a long time before they would find safe, secure and affordable accommodation again.

"With no affordable rentals, and no social housing, I had to go back home. I built an improvised dwelling in the backyard of my parents' house. It wasn't fun living there, but it was a roof over my head and felt safer than the house."

When that was no longer a safe or viable option either, Eire searched for alternatives. Between 2020 and December 2023 when Eire finally moved into their YWCA apartment, they moved numerous times.

Eire lived in private rentals that bordered on unaffordable, several different student accommodation at the university campuses where they were undertaking study, and in share houses.

Their on-going complex mental health struggles made maintaining their living situations extremely difficult.

After their last private rental became unaffordable, Eire sought out the help of Unison Housing, where they completed a Victorian Housing Register application and was referred onto YWCA.

"59% of my Disability Support Pension was going towards my rent when I was in the private rental market."

YWCA had a self-contained apartment vacancy that was appropriate and Eire was able to move in shortly after.

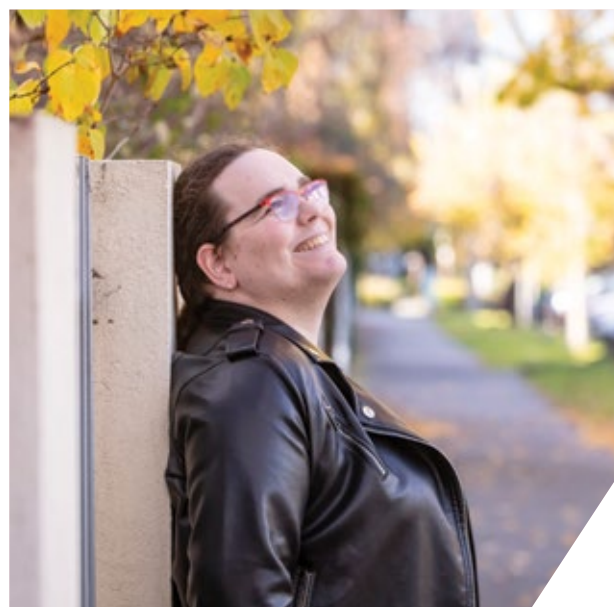
"My rent is now taken out of my Centrelink, I don't have to worry about it. It's just one less thing to think about."

For Eire, their YWCA property meets many of their needs. It's close to the train station, which is accessible for them when they need to use their electric wheelchair. It's close to a local theatre, local shops and market, and most importantly – is safe, secure and affordable.



Now that I am here, I can focus on my mental health recovery. I can also start saving.

No longer worrying about finding a secure home, Eire has their sights set on their next goal: finding a property to buy.



HUTT STREET



Construction of our inaugural development in South Australia is well underway, and on-track for completion in early 2025.

The \$15.7 million affordable housing Hutt Street development will deliver 24 one, two and three bedroom apartments over 7 levels for women and their families in the heart of Adelaide, with priority given to women with experiences of family and domestic violence.

The development project is being led by women for women and is being funded by YWCA, with support from the South Australian Government through a \$5 million no-interest loan.

YWCA recognises that family and domestic violence is the leading driver of homelessness for women and children. Data released early in 2023 shows a 63% increase over two years in the number of South Australian women and children sleeping rough or in a car after receiving homelessness support.





T&ndem
BUILDING
A Corrente O'Connell group company



I know I have somewhere long-term and affordable, and that makes me feel a lot more stable and secure.

TRUDY'S STORY



As a new mum renting on her own, the last thing Trudy needed was to find out they were selling her rental property of eight years.

The owners wanted a quick sale, and after less than a week on the market, Trudy was told she had 3 months to find a new home.

The majority of properties in her local area were unaffordable, and those that weren't had hundreds of people applying.

With the three-month deadline looming, Trudy expanded her search beyond the private rental market to public and social housing, and got herself and her daughter on the Victorian Housing Register.

"Despite having a public housing caseworker, I still felt like I had to make a lot of phone calls and make it happen. I started googling numbers and calling, and that's how I came across YWCA."

After sharing her story and situation with our team at just the right time, we were able to have Trudy come and inspect a YWCA property in Melbourne's South-East. Trudy applied, was approved and moved in just in the nick of time – with only ten days left before the end of her previous lease.

"We didn't have any other option or anywhere else to go – without this house, we were looking at homelessness."

"The fact we found this one just in the nick of time was such a blessing. It really saved us from couch surfing, sleeping in the car – whatever it was going to be – until we found somewhere."

Trudy and Ella's new home perfectly meets their needs. It's close to public transport, big shopping centres and most importantly, their existing support networks.



Our new home is close to the community we had prior to moving, and it's not far from everywhere we were already connected to. Being so close to public transport means we can still go to our regular playgroups.

But perhaps the biggest and best part of their new home is the sense of safety and security.

"When I was renting, even before my daughter was born, I always had in the back of my mind 'they could sell this place at any time'. Knowing I've got this place for as long as I want it and to have that security takes a massive weight off my mind."

"I know I have somewhere long-term and affordable, and that makes me feel a lot more stable and secure."

"I can enjoy motherhood and enjoy being with my daughter. It's taken so much pressure off, I am so, so grateful."

Now settled in their new home, Trudy has started to think about the future she'd like for herself and her daughter.

"I've always wanted to be a foster carer, and before I was told about the last house being sold, I'd started my application. I had to put that on hold while the house was being sold, and since moving in here, I've actually started the process back up again. There are so many children in need of a safe, loving home."

"I've also had time, space, energy and clear mind to think of new business ideas that I can do working from home, whilst I am able to be at home and raise my daughter."

DELIVERING SUPPORT PROGRAMS AND SERVICES



Our 28 services and programs enable our clients to find stability and feel safe and secure, so they can progress their goals for their future.

We understand every client and resident's circumstance is unique. Our experienced program team members provide personalised support to suit individual needs.

YWCA's services and programs provide tailored support that can include assistance accessing housing and settlement support, support to stabilise tenancies, safety measures and security upgrades for those with experience of family and domestic violence and assistance to coordinate and connect with other services in the local community.

A snapshot of the variety of programs and services we operate Nationally include;

- Specialist Homelessness Services for women with and without children, young families, and youth.
- Specialist Domestic and Family Violence services for women, children, and young people.
- Early intervention programs for families and children, strengthening families and preventing homelessness.
- Leadership and Mentoring Programs for young women.

HIGHLIGHTS

- We were awarded \$9.9 million for renewal and expansion of current services in the Northern Territory.
- The external evaluation by RMIT of the Women's Housing Support Program at our Lakehouse property is in the final stages of reporting.
- A two-year evaluation of Amplifying Voices commenced this year. A Baseline Data Report provides an initial assessment of participant and stakeholder perspectives of the program, including 10/10 program participants strongly agreed or agreed that Amplifying Voices was important for them personally, as well as for their community.
- 11 women with lived experience of domestic, family and sexual violence, graduated from Amplifying Voices in Darwin, and will now begin their advocacy work.
- YWCA wrapped up our Encore Program nationally, a program that supported women in their breast cancer wellness journey for more than 40 years.
- We demonstrated sector leadership through hosting Coercive Control Forums in Shoalhaven and Southern Highlands as well as presenting at the Sharing and Strengthening our Practice conference in NT.

NATIONALLY



5,870
CLIENTS



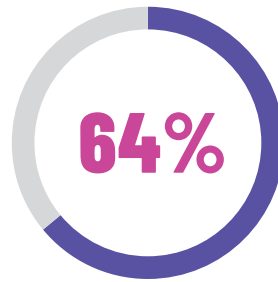
80
DIFFERENT CULTURAL
BACKGROUNDS
represented across our clients



28
PROGRAMS



199
REFERRAL PARTNERS



of our clients are
ABORIGINAL
AND/OR
TORRES STRAIT
ISLANDER



WOMEN'S HOUSING SUPPORT PROGRAM

The Women's Housing Support Program provides wrap around supports for residents at YWCA's Lakehouse rooming house property to stabilise their tenancy and receive tailored support whilst working towards securing long-term housing.

The team can provide short-term assistance or ongoing support for up to 3 months at a time. Together with the Community Housing Officer, we work with residents to support them during their stay at the Lakehouse including supporting the move into longer term housing.

This year, Women's Housing Support Program was evaluated externally. The evaluation found that the co-located model of case management support and housing had a significant positive impact in the lives of the residents.

Since Women's Housing Support Program began supporting eligible residents in the Lakehouse:

- Nearly three quarters of program clients (16/22) have exited into longer-term housing including social and community housing, other YWCA housing, aged care and supported housing, compared with nearly one-third of other residents in the Lakehouse (21/71).
- Only 1 program client exited due to an abandoned tenancy, compared with 7 non-supported residents in the Lakehouse.
- No program clients have been evicted, compared to 9 non-supported residents in the Lakehouse more broadly.
- 95% of program clients exited their tenancy into secure long-term accommodation, more than double the rate of unsupported residents.

These positive insights highlight the value of wraparound services with community housing providers in providing a pathway to long-term housing, and we hope to grow the reach of this program, and programs like this, in the future.



SALLY'S STORY



They are the hand that helps you pull yourself out of a hole.

Sally, a former resident of YWCA's Lakehouse, moved into the shared transitional accommodation on the first day of the first COVID-19 lockdown in Melbourne.

Originally from Queensland, Sally lived with her daughter and her daughter's family in Melbourne until this was no longer an option.

Sally was comfortable at Lakehouse while waiting for something longer-term, and reached out to the YWCA's Women's Housing Support Program for assistance with other issues and concerns.

"Initially, I didn't even go to them for support for housing, I wanted support for other services".

As she received the support she needed, Sally worked with her YWCA Case Manager to complete a Victorian Housing Register Application so she could secure long-term housing.

While Sally's initial offer of housing didn't quite meet her needs, she persevered and continued to work with her Case Manager to find something that better met her needs. Through extraordinary self-advocacy, determination and much-appreciated on-going support from the program, Sally received a second offer that was more suitable.

"As soon as I stood outside, I thought, it's going to take a lot for me not to take this place. I'd already accepted it in my head".

Though Sally isn't living in a YWCA home, the program played a key role in helping her to secure it. Sally's new home is in a medium-density complex for people over 55. It's close to the beach, close to public transport and provides a free courtesy bus to local shops.

"I can do my groceries without my knees hurting".

Now settled in her new home, Sally intends to continue her advocacy. She's also working on a novel. But, she says, she'll never forget the Women's Housing Support Programs team – her "professional best friends".



Their service is vital. I genuinely don't know where I'd be without the support of my case manager and her team.

KEEPING WOMEN SAFE IN THEIR HOMES

The Keeping Women Safe in Their Homes program provides security upgrades for homes to ensure women and their children, who have experienced family and domestic violence, can stay safely in the home of their choice.

The program completes property assessments, with local provider Power Concepts, by assessing the needs of the property, as well as listening to the client's needs. This means women and children can continue to have access to their usual support networks, such as workplaces and schools.



THE PROGRAM PROVIDES UPGRADES LIKE:

- Motion sensor lighting
- Security cameras
- New and upgraded locks
- Security screens for windows and doors
- Solid wood doors
- Shade cloth on fencing for privacy
- Hotel latches and peepholes
- Safe phones
- Other security needs e.g. gate locks, power box locks

The program also provides tailored support to connect and assist clients with other services including counselling, legal and other services, or referrals to other YWCA programs to provide wrap-around support, including the Domestic and Family Violence Centre, the Parenting Support Program and the specialist counselling program.



YWCA alleviated feelings of loss and desperation through their counselling service and the Keeping Women Safe in the Home program. There were many times I thought I would not survive what I was going through, and I credited the Y with always being there for me.

In 2024, Keeping Women Safe in their Homes provided 82 families with security upgrades to stay in their homes in the Greater Darwin region.

DAISY'S STORY



Daisy* was referred to the Keeping Women Safe in their Homes program from a local women's shelter after leaving an unsafe relationship.

The program completed a property assessment on Daisy's house, which involved a physical inspection and consultation with Daisy to see what she would need to feel safe.

The recommendations included upgrading the existing sensor light to a brighter, more effective one; replace damaged Diamond Grille window covers, put extra locks on the front door and install a peephole as well as a doorbell camera. Daisy's Case Manager advocated for the Diamond Grille to be installed on all windows in her house.

The upgrades were made in Daisy's house, and she and her family are able to continue to live in their home, close to existing local support networks, and begin the next chapter of their lives.

*Name has been changed to protect privacy.

MEMBERSHIP



Members join YWCA because they are passionate about driving social change and removing the barriers to women's housing insecurity.

We make it easy for our members to contribute through advocacy and fundraising opportunities to support us as we work to ensure all women, gender diverse people and their families have a safe, secure and affordable home, and can build the future they want for themselves.

We launched our online Member Portal, which makes it easier for YWCA members to stay informed and get involved. We also launched two member communities, InterLYnked and Digital Activists, to enable members to support our work and connect with other members based on their interests.

4431 total
MEMBERS

108 life
MEMBERS

304 associate
MEMBERS

4019 ordinary
MEMBERS



We make it easy for our members to contribute through advocacy.



CULTURE AND SUSTAINABILITY



Enabling our clients and residents to create the change they want in their own lives, and to change the system itself starts with our valued, passionate team members.

YWCA has a rich history of supporting women for over 140 years. To ensure we can continue this now and into the future, YWCA is committed to impact, growth and sustainability.



YWCA has a rich history of supporting women for over 140 years.

HIGHLIGHTS

- Our new values; **Striving for Equality, Acting from the Heart** and **Working Better Together**, were launched in August 2023, and underpin the way we work with our clients, residents, members and each other.
- We've worked to build capacity and knowledge for our team members across a variety of areas, including intersectional feminism through training with the Equality Institute and cultural awareness training with Evolve Communities – in line with our commitments under our Reflect Reconciliation Action Plan.
- We have undertaken workforce planning to get the organisation ready for growth.
- The recent completion of the redevelopment of our profit-for-purpose business, Song Hotel in May 2024 ensures YWCA will be sustainable long into the future.

Y TEAM BREAKDOWN DATA AT 30 JUNE



198
TEAM MEMBERS

EXECUTIVE TEAM



5 women
(including CEO)

1 man

YWCA TEAM



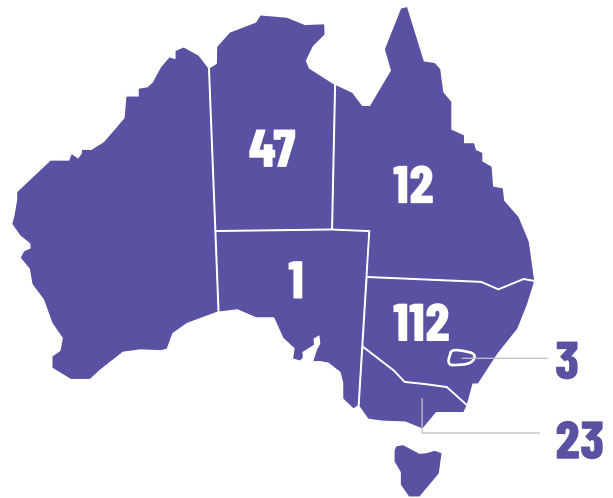
163

women and
gender diverse
people

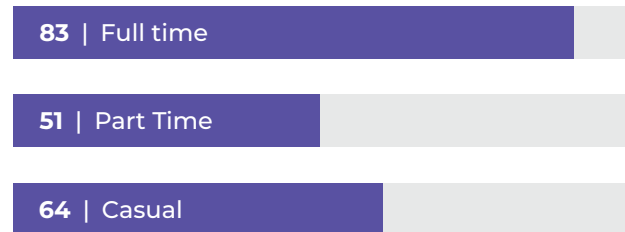


29
men

TEAM MEMBERS PER STATE/TERRITORY



YWCA TEAM EMPLOYMENT CLASSIFICATIONS



PEER WORK AT YWCA

In early 2024, YWCA established our first Peer Worker in the Sydney Homelessness team.

Peer Work is a type of lived experience role, where the specific lived experience of the team member aligns with the program and the clients it supports. Peer Workers work with their teams to integrate diverse perspectives, enhance service delivery, and foster a more empathetic and inclusive approach to client care.

Peer Workers support clients starting with building authentic connection, sharing their personal experiences, and working within a framework of mutuality and equality.

YWCA team members undertook Peer Worker Readiness Training in 2023, and are in the process of finalising Lived Experience Workforce Guidelines.



JADE, PEER WORKER

Jade came into the peer work role at YWCA with a background in psychology, health and disability and having experienced homelessness during their teenage years.

Bringing experience as a therapist, support worker and occupational therapist, Jade uses their lived experience in homelessness, alongside her training in peer support to build rapport and support the psychosocial development of clients from a peer lens.

“Peer support in the homeless sector is very new, but peer support has been around for a while in other sectors – like alcohol and other drugs, and mental health. Organisations like YWCA have a great opportunity to ensure we get it right, by providing Peer Workers with a structured experience, where everyone knows what the role of Peer Workers is, and people value their contribution,” says Jade.



We’re here to do quality work and to utilise our lived experience in meaningful ways and purposeful disclosure to help facilitate growth and autonomy of clients.

As one of YWCA’s first Peer Workers, Jade and Senior Specialist Homelessness Case Worker Lola have led the establishment of Peer and Lived Experience roles at YWCA, ensuring that these roles contribute in a safe and meaningful way and to ensure scalability across programs and services at YWCA in the future.

“One of the big differences of how Peer Work separates itself from a Case Worker is that power relationship. While both Case Workers and Peer Workers should be person-centered and strengths-based, Peer Work is more collaborative and led by the client.”

The impact of peer work can’t be underestimated. Jade recently worked with a client who’d been connected to YWCA’s homelessness support services in Sydney for over 3 years. Mary* had accessed temporary accommodation during COVID-19, and was reluctant to move on to something more secure and longer term.

“Mary and I had worked together for a while, and after building a strong rapport, I was able to say to her ‘they will eventually ask you to leave, and it’ll be a lot harder to find something then. You’re better off looking now. Move on your terms, not on theirs’. Her Case Worker and I supported her to find stable, long-term accommodation, and now she’s not only housed, but she has employment, she’s got transport, she’s in a training program – she is living her life.”

Jade feels like she’s contributing more to the lives of her client as a Peer Worker compared with previous roles.

“The extent and the impact that I’ve had through Peer Work is so much bigger, and what fills my cup is knowing that when I walk away from that person, I’ve been there to see them use those skills in practice. I walk away going ‘that person has a larger toolkit now than when I entered’ and that’s all that matters.”

*Name has been changed to protect privacy.



RECONCILIATION ACTION PLAN (RAP) PROGRESS

YWCA is committed to reconciliation with Australia's First Nations people, who we recognise as the original custodians of the lands, seas and skies now known as Australia.

- Our Reflect RAP was launched in February 2023 and laid foundations for our work as an organisation on reconciliation. The RAP focuses on 3 key areas, and all of our actions and commitments are centered around these themes: Relationships, Respect and Opportunities.
- Nationally, we supported team members to attend a National Reconciliation Week webinar with Evolve Communities, and on a local level, team members hosted or participated in in-person National Reconciliation Week events as well as NAIDOC week events.
- As part of a Reflect RAP, we also talk about how to promote reconciliation through our sphere of influence. We have engaged local artist Alysha Menzel, to design our brand illustrations and to produce an artwork for Song Hotel.
- We vocally supported the referendum last year.
- In our Burnayi Lurnayi housing development, we are working closely with Djaara, the representative body of the Dja Dja Wurrung people.
- Through our great partnerships with Evolve Communities and MurriMatters, we facilitated learning for our workforce including the YWCA Board.

We look forward to the next steps on our reconciliation journey through the development of our next RAP.

TRANSFORMING RELATIONSHIPS

The Transforming Relationships project within the Communities for Children (CFC) program, seeks to build capacity and improve collaboration and integration across the Child and Family sector in the Lismore region, to ensure better outcomes for local children and families.

It is delivered in partnership with MurriMatters, an Aboriginal owned and led organisation that supports whole-of-organisation transformation and improvement agendas via Engoori®, a strength-based approach to complex intercultural challenges.

Transforming relationships includes:

- **Project and change management:** the CFC project team are engaged in coaching with MurriMatters to embed evidence-based project and change management practices to support project design, delivery and review.
- **Leadership and management capacity building:** stakeholders will receive a MurriMatters professional learning package to support self-determining systems, processes, practices through improved cultural competency and culturally safe practices.
- **Collaborative design workshops:** stakeholders will engage in a series of 6 design workshops to develop a Child and Family Services Collective and Collaborative Leadership approach to implement a change strategy across the Child and Family service sector. Stakeholders will be supported to develop a shared approach to evidence-based program design and delivery.
- **Research, evaluation and review:** the project will produce a review of the evidence of what works to support systems change through leadership, collaboration and partnership and include an evaluation to support ongoing systems change at a local level.

Stakeholders of the project include local Aboriginal and Torres Strait Islander services, other local child and family services, government departments and local cultural leaders, knowledge holders and Elders.

It is designed to complement and enhance each project stakeholders' current strategic objectives/outcomes and strengths to build on the incredible work that has been done to date. The project aims to connect strategic developments across the Child and Family sector to support the implementation of National/State priorities, such as the Closing the Gap and the Early Years Strategy, at a local level.



SONG HOTEL REDEVELOPMENT

In May this year, the final stage of the redevelopment of Song Hotel was completed, with an investment of circa \$10 million. This included refurbishment of 113 remaining rooms over 5 levels. Song is now a 156 room, 4-star hotel over 7 levels with a private conference room.

Song Hotel is a profit-for-purpose business, focused on both domestic and international travellers, where 25 cents from every dollar spent at Song is reinvested and contributes to our work.

Song Kitchen, onsite at Song Hotel, continues to grow from strength-to-strength in the post-COVID era. It is now open for breakfast and dinner everyday, and offers fresh barista-made coffee, an internationally inspired menu and a wine list that features wine from women winemakers or estate owners, promoting gender equality in the industry.



LENA



Lena has been the executive housekeeper at Song Hotel for the past 8 years, and she's witnessed the hotel's growth from a 3 and a half star comfortable hotel.

After years of dedication and cultivating a team that was more like a family, Lena was very passionate about contributing to the 2024 renovations.

"I said to Jon (Song's General Manager), look, I want to be part of this second renovation. We chose things like bed linen and furniture ourselves, we didn't need to hire someone else."

Lena's 25 years' worth of industry skills, knowledge and unmatched cleaning standards are evident all over the hotel, and highly respected and utilised by her team and manager.

"I feel like Jon values my input and my knowledge, that is what I feel very grateful for. If I said to him, I don't like this colour, or this will be hard to clean, he will listen".

Lena values the hard work of her own team just as much, rebuilding even stronger after the impacts of COVID and making sure to prioritise their health and wellbeing.

"I told them I know this job is very hard and I value them because without them, I can't do my job."

"Everyone always helps each other, and I never leave my staff at the hotel by themselves. We have to finish all the same time."

Lena has put her whole heart, compassion and dedication into every hotel she has worked at, but there was one very special reason why she decided to take on a very different role than what she was used to.

"I wanted to do something for society and give them back my skills, when I see the guests in the corridor and when we start talking, I will say, 25 cents from every dollar of profit goes to society, to help women's disadvantage states".



I've been telling this to all my family and my friends, and they are pretty proud of what I'm doing. That's why I'm very happy to work for YWCA because you know what? It is for women.

GOVERNANCE

AT 30 JUNE

Our Board oversees everything we do, including governance and strategic planning for the organisation.

Our Board also oversees our subsidiary bodies YWCA National Housing and YWCA Housing. Above all, our Board has a commitment to our overarching goal of achieving true gender equality. Currently, 45% of our 10 Board members are women aged 31 years or under when they were appointed.

BOARD MEMBERS

Helen Conway
(President)

Khayshie Tilak Ramesh
(Vice President)

Molly George

Apoorva Kallianpur

Caroline Lambert

Marina Rofe

Rebecca Thomas

Mannie Kaur Verma

Shaylem Wilson

Renee Wirth



FINANCIALS

Full audited financial statements can be found on our website.
All figures are in Australian dollars.

YWCA AUSTRALIA CONSOLIDATED

STATEMENT OF CONSOLIDATED PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME

	FOR THE YEAR ENDED	30 JUNE 2024	30 JUNE 2023
REVENUE AND OTHER INCOME			
REVENUE			
Accommodation income		10,644,640	8,134,611
Capital grant		7,300,729	4,937,500
Donations		59,894	163,728
Food and beverage income		1,257,898	714,230
NDIS		–	2,572,565
Operating grant		14,186,935	13,747,976
Other operating revenue		1,480,841	1,532,399
		34,930,937	31,803,009
OTHER INCOME			
Gain on sale of assets		21,354	–
Gain on revaluation of land and buildings		3,238,626	644,637
Interest and dividend income		446,322	849,316
Sundry income		39,043	11,276
		3,745,345	1,505,229
Total revenue and other income		38,676,282	33,308,238
EXPENSES			
Administrative expense		(2,451,736)	(2,222,639)
Brand and communication expense		(163,912)	(126,935)
Community partner payments		(2,523,939)	(2,405,228)
Employee benefits expense		(15,620,003)	(15,427,318)
Finance costs		(390,918)	(177,797)
Information technology expense		(1,446,127)	(1,333,606)
Motor vehicle expense		(80,179)	(115,147)
Other operating expenses		(3,222,756)	(2,656,980)
Property, service and utilities expense		(3,602,786)	(3,109,827)
Total expenses before depreciation and amortisation		(29,502,356)	(27,575,477)
Surplus before depreciation, amortisation and income tax expense		9,173,926	5,732,761
Depreciation and amortisation expense		(2,461,928)	(2,122,431)
Income tax expense		–	–
Surplus for the year		6,711,998	3,610,330
OTHER COMPREHENSIVE INCOME			
<i>Items that will not be reclassified subsequently to profit or loss</i>			
Net increase in fair value of financial assets		928,030	837,165
Net increase in fair value of property assets		7,935,484	–
Other comprehensive income for the year		8,863,514	837,165
Total comprehensive income for the year		15,575,512	4,447,495

STATEMENT OF CONSOLIDATED FINANCIAL POSITION

	AS AT	30 JUNE 2024	30 JUNE 2023
ASSETS			
Current assets		6,564,868	18,035,048
Non-current assets		143,739,410	105,949,109
Total assets		150,304,278	123,984,157
LIABILITIES			
Current liabilities		13,166,607	14,492,426
Non-current liabilities		13,685,199	1,614,771
Total liabilities		26,851,806	16,107,197
Net assets/total equity		123,452,472	107,876,960

HOUSING ENTITIES' FINANCIALS

STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME

	FOR THE YEAR ENDED	YWCA NATIONAL HOUSING		YWCA HOUSING	
		30 JUNE 2024	30 JUNE 2023	30 JUNE 2024	30 JUNE 2023
REVENUE AND OTHER INCOME					
Revenue		6,149,649	6,068,344	6,067,627	2,813,376
Other income		–	376	–	5,367
		6,149,649	6,068,720	6,067,627	2,818,743
EXPENSES					
Administrative expense		(328,865)	(212,871)	(553,749)	(581,677)
Employee benefits expense		(410,683)	(306,139)	(1,011,735)	(793,217)
Information technology expense		(26,452)	(19,476)	(63,109)	(50,697)
Motor vehicle expense		–	–	(15,339)	(9,972)
Property, service and utilities expense		(620,499)	(485,398)	(1,733,892)	(1,366,136)
Total expenses before depreciation and amortisation		(1,386,499)	(1,023,884)	(3,377,824)	(2,801,699)
Surplus before depreciation, amortisation and income tax expense		4,763,150	5,044,836	2,689,803	17,044
Depreciation and amortisation expense		(467,275)	(243,921)	(317,329)	(267,030)
Income tax expense		–	–	–	–
Surplus (deficit) for the year		4,295,875	4,800,915	2,372,474	(249,986)
OTHER COMPREHENSIVE INCOME					
<i>Items that will not be reclassified subsequently to profit or loss</i>					
Net increase in fair value of financial assets		–	–	–	2,105
Net increase (decrease) in fair value of property assets		2,039,834	794,750	500,758	(157,660)
Other comprehensive income (loss) for the year		2,039,834	794,750	500,758	(155,555)
Total comprehensive income (loss) for the year		6,335,709	5,595,665	2,873,232	(405,541)

STATEMENT OF FINANCIAL POSITION

	AS AT	YWCA NATIONAL HOUSING		YWCA HOUSING	
		30 JUNE 2024	30 JUNE 2023	30 JUNE 2024	30 JUNE 2023
ASSETS					
Current assets		63,595	520,394	327,524	1,933,616
Non-current assets		25,624,336	16,446,289	20,575,715	15,405,016
Total assets		25,687,931	16,966,683	20,903,239	17,338,632
LIABILITIES					
Current liabilities		2,817,068	431,529	7,100,966	6,409,591
Non-current liabilities		–	–	–	–
Total liabilities		2,817,068	431,529	7,100,966	6,409,591
Net assets/total equity		22,870,863	16,535,154	13,802,273	10,929,041



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