



YMCA Community Impact Report

2020-2021

YMCA OF BRISBANE
Y-CARE (SOUTH EAST QLD) INC.

Changing lives since 1864

YMCA BRISBANE

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YMCA BRISBANE GROUP

YMCA OF BRISBANE

Y-CARE (SOUTH EAST QUEENSLAND) INC.

CAMPING

- Camp Leslie Dam, Warwick (July – October)
- Camp North Pine, Whiteside
- Camp Warrawee, Joyner

CHILD CARE

Early Education Centres

- Acacia Ridge, Birtinya, Strathpine (July – October)

Family Day Care

- Brisbane, Gold Coast

COMMUNITY CENTRES

- Acacia Ridge, Cannon Hill, Mango Hill, North Lakes, Springfield Central, Springfield Lakes, Victoria Point

EDUCATION

Accredited Education and Training

- Kingston

Vocational Schools

- Acacia Ridge, Ipswich, Kingston Junior, Kingston Senior, Mango Hill, North Lakes, Victoria Point

FITNESS AND RECREATION

Aquatic Centre

- Acacia Ridge (July – September)

Fitness, Recreation and Aquatics Centres

- QUT Gardens Point, QUT Kelvin Grove, Victoria Point, Warwick

Fitness and Recreation Centres

- Bowen Hills, Jamboree Heights,

Gymnastics Centres

- Acacia Ridge, Bowen Hills, Caloundra, Jamboree Heights, Mango Hill, Stafford, Victoria Point

HOSPITALITY

- George Williams Hotel, Brisbane
- North Pine Country Park, Whiteside

HOUSING

- Melville Place - Nerang
- Nowell B. Taylor House - Nerang
- Residential Units - Southport

OUTSIDE SCHOOL HOURS CARE (OSHC)

- Albany Creek, Ashgrove, Bald Hills, Benowa, Berrinba East, Boondall, Bray Park, Brighton, Camira, Chatswood Hills, Currimundi, Dakabin, Darling Heights, Edens Landing, Enoggera, Flagstone, Gainsborough, Grovely, Helensvale, Hilder Road, Loganholme, Kedron, Kurwongbah, Marsden, Merrimac, Musgrave Hill, Norris Road, Palmview, Park Ridge, Peak Crossing, Rainworth, Rochedale South, Sandgate, Seven Hills, Springfield Lakes, St Pauls, Strathpine, The Gap, Upper Mt Gravatt, Varsity College, Victoria Point, Virginia, Warrigal Road, Whites Hill

Another two stand-alone vacation care services offered programs at Bowen Hills and Joyner.

SOCIAL IMPACT

Disability Services (July - October)

Meals for the Homeless

Op Shops

- Upper Mount Gravatt
- Mango Hill

Schools Breakfast Program

- More than 120 locations across South East Queensland

Specialist Outside School Hours Care

- Aspley, Mitchelton (July - October)

The YMCA also leases commercial property to tenants in Bowen Hills, Brisbane CBD, Fortitude Valley, Jamboree Heights, Norwell, Parkinson, Mango Hill, Slacks Creek, Southport, Victoria Point and Whiteside.

Our history

Our Past

The YMCA has been working in local communities across Australia since 1851 and in Brisbane from 1864 providing early childhood education and care services, fitness, recreation, camping, youth programs, training programs and accommodation.

However, the humble beginnings of the YMCA started a long way from home.

The YMCA was founded in 1844 during the Industrial Revolution in England, a time of great despair and poverty. George Williams, a drapery merchant, decided that something had to be done. He gathered a few friends to form a society that met regularly to support each other and gain renewed strength in body, mind and spirit. The group called itself the Young Men's Christian Association (YMCA).

From its inception, through to the early 1900s, the focus was on the welfare of young men and related social concerns.

Together with the other founding members, George Williams wasted no time in organising YMCA branches throughout England, Scotland and Ireland. Over the next ten years, YMCA Movements also began to develop across Western Europe, USA, Australia, New Zealand, and India.

From the mid 1930s to the early 1960s, the YMCA was forced by depression and world war to revert to the original foundations of social and community concern. The emphasis was on supporting the welfare of young men at war, youth clubs, physical development, leadership training and education.

YMCA associations and branches can now be found all over the world. The YMCA has come a long way since forming in 1844. **To be part of the YMCA today you don't need to be young, male, or Christian.**



Mission

The YMCA works from a base of Christian values to provide opportunities for all people to grow in **body, mind and spirit**.

Who we are today

Our Future

TODAY WE ARE A VIBRANT, ACTIVE COMMUNITY ORGANISATION, SEEKING TO MAKE A POSITIVE DIFFERENCE BY PROVIDING EACH AND EVERY PERSON WITH THE OPPORTUNITY TO REACH THEIR FULL POTENTIAL.

Values

- Honesty
- Caring
- Respect
- Responsibility

Belief

We believe in the power of inspired young people.



Ian Smyllie

Message from the President



A clear vision is vital for any business.

The last twelve months have exposed us to times of disruption and hardship. However, during such challenging times, maintaining a focus on our vision helps to ensure that critical decisions made remain congruent with our organisational strategies and that changes only present temporary barriers to the achievement of any long-term goals.

In making the difficult decision to close our camping program at Leslie Dam and an early learning service at Strathpine, our Y made short-term viability a priority in a tough economic climate, enabling the organisation to focus on areas with long-term sustainability and impact and where our vision can more readily be achieved.

The opportunity to support others and grow our impact saw our Y contribute monetary assistance totalling \$75,000 to YMCAs in Lebanon, India and Victoria. Each of these associations was facing their own unique challenges, as they sought to remain relevant to

their communities, both in the short-term as well as into the future.

When creating our Y's strategic plan for the next three years, our vision was updated to 'create healthy, connected and thriving communities.' The development of community, both inside and outside of the four walls of a YMCA, is an integral part of all the Y's programs and services. In these times of lockdowns, job losses, isolation and uncertainty, a sense of connection, belonging and purpose is possibly more important than it has ever been.

The last year saw our Y strengthen its OSHC and Vocational School programs, in spite of the tough social and economic conditions. We were awarded the management rights of four new OSHC services. This is an acknowledgement of the staff team's hard work and commitment to providing quality, educational experiences for young people and in becoming an integral component of each school community.

With the support of the Queensland Independent Schools Block Grant Authority, our Y opened two new Vocational School campuses in Victoria Point and Mango Hill, while construction work continued on a third campus in Ipswich. Benefitting from a sustainable funding source, our Vocational Schools are afforded the opportunity to work with students over a number of years, with the potential of having a life changing impact. Ultimately, by changing the lives of individuals, the YMCA has a positive impact on the broader community.

I extend my deep appreciation to my fellow board members, to CEO Alan Bray and all of our outstanding staff and volunteers for their continued commitment to improving the lives of our members and beneficiaries. Despite all of the challenges faced in the last year, the YMCA remains exceptionally well placed to continue to extend its positive impact across the communities it serves.

Ian Smyllie

PRESIDENT

Alan Bray

Message from the CEO



The impact of the pandemic has been felt by everyone and our YMCA is no different. Whilst most of our programs have recovered well after the lockdowns and restrictions, over the course of the year we made the very difficult decision to exit a number of programs in order to reduce our financial risk. These already vulnerable programs became unsustainable through COVID-19 enforced lockdowns and recovery was deemed very unlikely.

Whilst our strategic development plan was severely hampered by the impact of the COVID-19 pandemic, our Y had previously committed to three large construction projects - the Mango Hill multipurpose facility and the Victoria Point and Ipswich schools. All were completed throughout the year, and you will see images of the sites and stories of their impact in this report.

The finalisation of the Mango Hill project saw our vocational school, gymnastics, community centre, op shop and hair salon operations commence. The Mango Hill facility brings a diverse, but complimentary, range of programs together

under one roof and now serves as a new model for our YMCA community hubs.

With a 157 year history in Brisbane, our Y has needed to adapt and change to meet the evolving needs of the community. Whilst some programs were significantly impacted by COVID over the last year, growth was still achieved in our strategic focus areas – community centres, vocational schools and OSHC. Each of these three areas provide our Y with the opportunity to empower young people through long-term, meaningful connection that is informed by them.

We were extremely grateful that we could support over 500 staff through the Australian Government's JobKeeper program. The enforced ongoing lockdowns have resulted in many of our employees suffering significant financial hardship. Their resilience, support and dedication to our Y has been fundamental to our successful re-opening and continued operations. Without the significant support provided by the JobKeeper program and Child Care Subsidy, as well as many other COVID related

supplements, it would have been a much more difficult year for our Y and indeed many other organisations.

Despite the significant impact that the pandemic has had on the organisation during 2020/21, it provides our YMCA with an opportunity to examine our operations, explore different opportunities and confront the lessons in recovery for greater prosperity into the future. I would like to acknowledge and thank our many valued supporters each of whom share in our vision to create meaningful community impact across Queensland's south east corner.

My sincere thanks go to the Board for their guidance through this unprecedented period and to all of our hard working staff and volunteers whose dedication to our mission has ensured our Y continues to have a significant positive impact on the lives of thousands of people.

Alan Bray

CHIEF EXECUTIVE OFFICER

A Snapshot of your Y

Child Care Services

- **764 families** attended **97,273 sessions of care** in our early learning programs
- More than **984,000 participations** in Before School, After School and Vacation Care



Youth and Community Centres

9 centres supporting more than **135,000 program participations**



Health and Wellbeing

- 6 fitness clubs; **8,080 members**; 410,245 visits
- **14,472 participations** in our older adult exercise programs
- More than **20,000 aquatic education sessions**
- 220,237 class participations; 5,974 gymnasts; **7 gymnastics clubs**
- **659,658 free breakfast meals** across more than 120 schools

If you want to know what **difference a year makes**, just ask Kristen. Last year the 17 year old was **suffering from crippling anxiety**. Kristen said she **stopped going to school**, stayed in her room 24/7 and was not happy. Yet today she is a **School Captain at the YMCA Vocational School**, Moreton Bay Campus.

Camping

3 camp sites hosting **6,981 campers**, cooking 31,383 camp meals and facilitating 35,748 adventure activity participations

Youth Programs

- 55 young people provided **15,390 volunteer hours** to support our vocational school students
- **93 Youth Members** debated virtually **8 Youth Bills** over 3 days, all supported by 18 young volunteers
- **832,125 participations** across all YMCA youth programs



People

- **1,019 passionate and dedicated staff members**
- **225 generous volunteers** donating almost **63,000 hours** of their valuable time and talent

Education and Training

542 students enrolled across **7 campuses** of the YMCA's Vocational School

Hospitality

More than **37,400 guest nights** in our Hotel

We believe **all young people** have the **right to achieve** their full potential, **irrespective of circumstance.**



Our Impact

Making a real difference through providing people with a real opportunity to be the best that they can be.

* The names of our beneficiaries in the following stories have been changed to protect their privacy.

Springfield Lakes

Weathering the storm for the community

When tennis ball-sized hail battered thousands of homes in South East Queensland, YMCA Springfield Lakes Community Centre became a lifeline for locals.

On October 31st 2020, a severe hailstorm wreaked havoc on the suburbs of Springfield Lakes, Rosewood, Greenbank and Boronia Heights – leaving thousands of families and households without power, food, water or even a roof over their heads.

Initially, the YMCA Springfield Lakes team thought they might need to supply a few meals, power points for charging and that it might be a couple of days without power. It turned out for most people it was weeks without power, that ceilings were collapsing in houses and people were hiding under beds to not get hit from hail. Some houses had to be demolished.

YMCA Springfield Lakes Community Centre was established as an official Emergency Response Centre. The Y was able to provide meals, information and resources, emergency housing support, Lifeline support, financial counselling, laundry services and more – with the help of Local and State Government and Non-Government support agencies, local businesses, groups and residents.

YMCA Communities Manager, Bec Andlemac, reflected on the aftermath. “The Y was open from about 6am in the morning to 10pm at night. We had 2,350 people through in 13 days.”



“I think it really brought the community together in a way that I hadn’t seen in my previous six and a half years of working in Springfield.”

“The local restaurants literally fed the community for 13 days and some of those people were affected themselves.”

Though many people were going through an extremely hard time, YMCA Springfield Lakes Community Centre became a place of respite and community support for locals.

“People were so grateful to be there, they were so happy to have the support. There were tears and all of those things but there was laughter and mateship and people trying to help each other,” Bec said.

THE Y WAS ABLE TO PROVIDE MEALS, INFORMATION AND RESOURCES, EMERGENCY HOUSING SUPPORT, LIFELINE SUPPORT, FINANCIAL COUNSELLING, LAUNDRY SERVICES AND MORE



“The impact that we had was immeasurable. I think it was far greater than anyone expected, I could not be more proud of the staff and the volunteers and the community in what the centre was able to achieve.”

The team at YMCA Springfield Lakes Community Centre organised the State’s first ever

community-led emergency response program.

Even months after the storm, YMCA Springfield Lakes Community Centre still actively supported impacted residents, hosting community information sessions assisting with insurance claims and disputes.

Recovering from the Halloween hailstorm has proven to be a long-term effort, and YMCA Springfield Lakes Community Centre has been there every step of the way.

YMCA Community Centre
53 Springfield Lakes Blvd,
Springfield Lakes QLD 4300
Ph: (07) 3288 2292
Visit ymcabrisbane.org



**THE BIGGEST BENEFIT
OF HAVING BREAKFAST
IS IT PUTS CHILDREN
ON AN EQUAL
PLAYING FIELD IN
THE CLASSROOM.**

Schools' Breakfast Program

Celebrating 5 Million Meals for School Children

Eating toast, a bowl of cereal or fruit may be an unconscious part of your morning routine, but for many children, a healthy start to their day is something they miss out on.

This is why in 2006, the Brisbane Y launched the YMCA Schools' Breakfast Program. The program provides free healthy breakfasts to children who may miss out on their first meal of the day.

In 2020, the YMCA Schools' Breakfast Program reached the milestone of providing 5 million meals!

YMCA Schools' Breakfast Program Manager, Catherine Hannell, said this achievement was an indication of the widespread impact the program has had.

"It's an incredible milestone – that's hundreds of thousands of children whose lives have been impacted and supported with a healthy breakfast meal, consistently, for many, many years," Catherine said.

"We've been operating for almost 15 years now and there will be some children who, since the day they started at primary school, have received breakfast – that's going to make a huge difference in their life.

"We started in September 2006 with five schools in the heart of Logan that were identified most in need. Now we have over 120 schools registered for the program in South East Queensland.

"Some children come to school with either no breakfast or they've had an inappropriate breakfast. They might have had Coco Pops, a Mars Bar or an energy drink, or a child is left to get their own food.

"The biggest benefit of having breakfast is it puts children on an equal playing field in the classroom. It gives them the same opportunity as a child who comes to school well fed. They're equipped, they're ready, they can concentrate, they can focus, and they're calmer.

"Aside from the food and the nutritional side of it, there's also the social benefit. Breakfast brings people together – different age and cultural groups, parents, and teachers. They'll eat together and that breaks down barriers.



"For me it's not so much about the 5 million milestone, it's more about the fact that we've consistently for the last 15 years been providing a healthy breakfast, and it's that consistency that's so important."

With operations only ramping up, the YMCA Schools' Breakfast Program is expected to expand to new schools and new regions where there is need for the program.

YMCA Schools' Breakfast Program
45 Mary St, Kingston QLD 4114
Ph: (07) 3440 4307
Visit ymcabrisbane.org

Taking Youth Empowerment Online

Every year the YMCA Queensland Youth Parliament (QYP) is held at Queensland's Parliament House.

QYP offers young people from all across the state an avenue to voice their opinion on Queensland legislation and put forward youth bills for law reform. However, 2020 was a year like no other.

Due to the COVID-19 pandemic and strict lockdown mandates, it was not COVID-safe for QYP Youth Members located all around Queensland to

travel to Parliament House in Brisbane. While the anticipated course of action was to cancel QYP for 2020, our YMCA QYP Executive team banded together to launch an online Residential Sitting Week, coordinating over 90 Youth Members to Zoom-in to debate their youth bills, digitally.

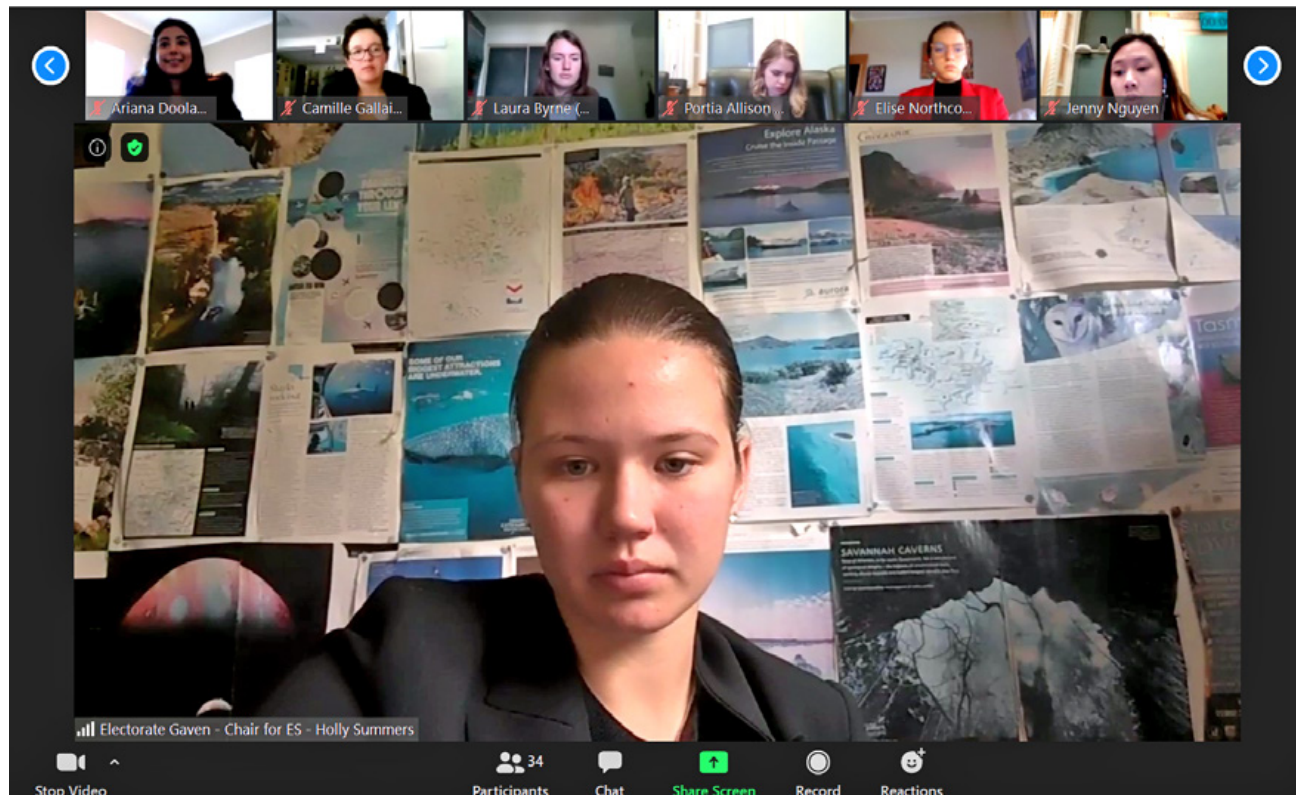
QYP Youth Governor, Jack Hill, said it was important for young people to have their voices heard despite the challenges 2020 brought.

"We came to that point where we had to either drop the program or move it online, and certainly moving it online

came with unique challenges. But really for us it was the only solution that made sure we could allow Youth Members to have a week that was the culmination of their year's work," Jack said.

"The Executive team delivered the program from inside the Parliamentary Chamber and it was a very odd experience.

"You've got your headphones on and you're still hearing so much passion and so much intellect from these outstanding 93 young people except, when you look down to the chamber, it's quiet and there's just a few executive members sitting there with headphones and laptops.



"IT WAS A BIT OF A CATALYST FOR REINVENTION."

"It's a bit surreal... we're still hearing Youth Member voices at full volume but just not in real life."

According to Jack, taking QYP online also came with some unexpected positives and learnings.

"I think one of the unique benefits of 2020 was that it

forced everyone – participants, executives, stakeholders – to throw out previous limitations that might have meant they might not have done things.

"No longer was it a problem to host a community consultation with an organisation based in Mt Isa because it was automatically by default held on Zoom.

"It was a bit of a catalyst for reinvention."

The 2020 youth bills passed onto Parliamentarians covered topics including agriculture technology enhancement; alternative detention; child safety; digital identity replication, inclusive disability and sexual education; renewable energy; and more.

Hair with a Twist: the Y Launches Hair Salon Supporting Students



In 2020, our Y expanded the list of services that it offers and for the first time entered the beauty sector... with a twist. The Y Brisbane launched its first hair salon called Salon at the Y at its newly built Mango Hill facility.

What's special about the salon is its close link to the YMCA's Vocational School.

Students completing their Certificate II in Salon Assistant will have the opportunity to apply for a placement at Salon at the Y, working as an assistant to our hairdressers and learning the inner workings of a salon business.

Locals can feel great knowing they are receiving a stylish haircut and supporting students on their journey to employment.

Salon at the Y (YMCA Salon)
22 Halpine Drive,
Mango Hill, QLD 4509
Ph: (07) 3053 3825
Visit ymcabrisbane.org

Emergency Relief and Crisis Support in Cannon Hill

YMCA Cannon Hill Community Centre's Emergency Relief Program has supported over 100 individuals and families since January 2021.

Through the program, the Y has been able to provide food vouchers, payment of their prescription medication, petrol vouchers and payment of small overdue utility or phone bills.

The centre's Crisis Support Program has also assisted many people through various life crises such as homelessness, domestic violence, not being able to afford food, pregnant young mothers who do not have support, and more.

The Y works with the individuals to identify their immediate and most pressing needs and link them into other organisations, services or programs that can help them further. The Y also keeps in touch, checking on their welfare and ensuring that they are getting the support that they need.



A Home Amongst the Gum Trees

This year, YMCA Camp Warrawee was lucky enough to have five rescued koalas rehomed in onsite bushland.

YMCA Camp Warrawee is located on the North Pine River and offers a valuable sanctuary for native wildlife. The site has a broad array of native plant and tree species ranging from tall gum trees and open expanses of native grasses and shrubbery through to dense riparian rainforest providing habitat and food for wildlife.

The Pine Rivers Koala Care Association works to rescue and rehabilitate wildlife and Camp Warrawee was more than happy to volunteer our gum trees for the rescued koalas' new home.

Koalas are listed as vulnerable and we can no longer rely on diminishing remnant bushland to provide sufficient habitat, so the onus is on private land owners and organisations such as the YMCA to do their bit to ensure the survival of the koala and other wildlife for future generations.

Benevolence Support for OSHC Families

Times have been hard throughout the COVID-19 pandemic.

YMCA OSHC learned of families who use our services and who were struggling in the wake of income loss and a lack of support.

YMCA OSHC helped a number of families in hardship by waiving fees whilst they got back on their feet, this year providing fee benevolence totalling \$6,617.

OSHC also provided further benevolence to families that could not afford their children's school uniforms, school shoes, school bags, or the funds required for their children to attend school camps. The total benevolence given to these families and children during 2020/21 was \$36,200 – a small price to pay to allow children to feel included, settled and equal amongst peers.



Order Up for Youth Empowerment

The Ridge YMCA Youth Centre launched a youth-led space called 'The Shed'.

This groovy space in Acacia Ridge, painted by young people, provides youth aged 15+ with a place to hang out, with built-in recording studio and gaming space.

The Shed isn't just a location – young people from The Shed also run a coffee cart, offering a safe space to build confidence and gain valuable work skills.

The coffee is sold in the community, including at YMCA Acacia Ridge Gymnastics. Gymnastics parents were given a free cup of coffee token to use. But once they had sampled The Shed coffee, they quickly began enjoying the experience of a welcome cup of coffee while watching their children doing gymnastics. Profits made from the sale of coffee go back into training young people as baristas. It's a tasty way to support local young people.

Plant-A-Camp

YMCA Camp Warrawee has partnered with a volunteer from Bush Care to operate a tree planting program with children attending Adventure Day Camps (vacation care).

Each holiday period, children plant a mix of native tree and plant species in a targeted area of Camp Warrawee. The sites are prepared in advance including weed removal, weed poisoning and hole drilling.

Children are taught how to remove the plant from the pot, separate out the roots, sprinkle some fertiliser into the hole, place the plant in the hole, and water it. This sustainable program teaches children about the importance of maintaining nature corridors to provide safe movement for wildlife as well as the role trees play in off-setting our carbon footprint.

In 2020/21, more than 1,000 native plants and trees were planted to protect Camp Warrawee's natural environment and to provide habitat for native wildlife. The native plant and tree species will also create a seed bank once plants have matured.



Warmth in Winter – Blanket Drive

The cool bite of winter air makes getting up out of bed hard enough, but there are many people in Brisbane who don't have access to essential sleeping gear or even a warm place to stay.

In the lead up to winter, YMCA Cannon Hill Community Centre ran a blanket drive, collecting new or used blankets in good condition to give to vulnerable people in the community.

Community Development Officer, Wendy Blackmon, said there was an outpouring of support for the blanket drive.

"We received over 80 blankets and doonas and each and every one has gone to a new owner – someone who really, really appreciated the kindness

in caring about them this winter," Wendy said.

"The blankets went to people in all sorts of challenging situations such as those experiencing homelessness, women and children who had recently left a domestic violence situation and people who are really struggling financially and cannot afford regular food and certainly couldn't afford a warm blanket.

"Thank you to everyone who donated one of their own blankets or went out specifically to purchase a blanket for someone doing it a bit tough."

After seeing how much the blankets were needed this year, YMCA Cannon Hill Community Centre plans on running a blanket drive again next winter.

Measuring our Impact: Vocational Schooling

The main goal of our Junior Vocational Schooling for Years 7-9 is to re-engage young people in schooling through the development of positive connections with peers and school staff.

This year, the Y collected qualitative data from Junior School students to measure this outcome, asking what the most significant change has been for them since starting at the Y's Vocational School.

The following words of a Year 9 student exemplifies the impact YMCA Vocational Schooling can have on a young person's life: "School life has

been amazing lately. Moving to this school has helped me a lot academically, socially, it's helped me in a mountain of different ways...

The school has been the greatest influence that has happened in my life so far. It is just been the best change to happen to me ever. It's the way you guys can create a connection with your students while still keeping it professional and be there through it all. You are all silly and be yourselves around us and that makes us be more comfortable around you."

For students attending the Senior School (Years 10-12), important student outcomes include consistent school attendance, improved

preparedness for work, further education or training and increased employability skills.

Our 2020 data demonstrated that students with higher average attendance have higher wellbeing scores, particularly in measures of engagement and employability. The data also showed that every extra week attended correlated to a 1.0% increase in students' self-reported engagement and a 1.6% increase in employability score.

In 2020, 115 students completed Year 12 (93%) and achieved a Senior Statement. A Vocational Education and Training certificate was completed by 124 students.





A Safe Place to Call Home

Stacey has been living at the Y's Affordable Housing for almost two years and qualified for housing as she was homeless.

Couch surfing between friends and family for six to 12 months, Stacey experienced a loss of employment and other hardships.

On one of our "Journey to a Home" checks, our staff member found Stacey with a serious infection above her eye. She admitted the doctor had advised her to go to hospital but she had no way of getting there, no money and was scared.

Our staff member took her to hospital and supported her whilst there. She ended up requiring emergency brain surgery to remove the substantial lump.

For this tenant, the most significant change since moving into YMCA Housing was the great sense of safety and security.

"KNOWING NO MATTER HOW BAD THINGS MAY GET I ALWAYS HAVE MY OWN LITTLE SECURE HOME."

Having a secure place to recover has significantly contributed to Stacey's feeling of safety and security.

Once recovered, forming new friendships through being involved in the YMCA community activities as a volunteer has given her the confidence to get back into routine and start a new chapter of her life.

This change has been significant for Stacey, as she stated, "knowing no matter how bad things may get I always have my own little secure home."

Stacey has also secured part-time employment!

COVID-19 Response and Impact

The continuation of the pandemic and periodic enforced lockdowns has had a dramatic effect on a number of our business areas, particularly the hotel, camping, fitness and recreation.

With the evolution of the virus, each lockdown is unique, however, each does have a negative effect on customer confidence, which long outlives the mandated stay at home period.

Whilst not solely due to the impacts of the COVID-19 pandemic, our YMCA made the difficult decision to exit from operating the following programs and services in 2020.

1. Camp Leslie Dam (October 2020) – returned to the State Government
2. Strathpine Early Learning Centre (December 2020) – returned to the State Government
3. Specialist OSHC services at Aspley and Mitchelton (October 2020) – operations taken over by YMCA of Bundaberg.

Each of these services had unique operating challenges, whether location, facility condition or challenging funding models, which were exacerbated by COVID-19. The divestment of these services reduced our Y's financial risk, allowing the investment of funds into areas of growth and impact.

Due to the strong foundations of our Y when the pandemic commenced, the Board of Directors were able to approve the following support of other YMCA's under greater strain.

- Monetary donation of \$5,000 to Lebanon to assist in recovery efforts following the explosion in the port of Beirut
- Monetary donation of \$10,000 to India to assist YMCA workers to provide food for emergency workers and hospital staff plus community education on hygiene
- Monetary donation of \$60,000 to YMCAs in Victoria to support staff stood down from work during their extended lockdown
- In-kind donation to YMCAs in Victoria of 6 pallets or 8,556 units of hand sanitiser with an RRP value of \$98,790

Our Board of Directors also approved the establishment of a staff hardship fund that provided financial support to staff in need through the provision of grocery and fuel vouchers, or payment of rent or other critical bills.

OUR BOARD OF DIRECTORS APPROVED A STAFF HARDSHIP FUND THAT PROVIDED FINANCIAL SUPPORT TO YMCA STAFF IN NEED





Award-Winning Op Shop

A big congratulations to our team at the YMCA Op Shop in Upper Mt Gravatt for receiving a Queensland Day 2021 Award.

Their passion for serving the community, raising money for YMCA Social Impact programs and making a positive environmental impact has made the YMCA Op Shop a much-loved community service!



NAIDOC Celebrations

At Family Day Care, children learned about the history and culture of Aboriginal and Torres Strait Islander Peoples through arts and crafts.

At Outside School Hours Care, resources were adapted for NAIDOC Week, as the children became immersed in Indigenous culture through reading Dreamtime stories and participating in an Indigenous learning space.

At The Ridge YMCA Youth Centre, visitors were treated to an exhibit by Indigenous artist Dave Riley.

Women Who Weld

Weld done to students from the Y's Kingston and North Lakes Vocational Schools, who took part in the Women Who Weld program held at the YMCA Trade Skills Centre in Logan.

In partnership with TAFE and QMI, the girls received hands on experience and insight into what it's like to be a woman in the welding industry and, using their new found skills, made their own jewellery tree.



Walk on Water

In a YMCA first, WIRAC introduced a new Aqua Aerobics program... ON TOP of the water! BogaFit is a 45-minute class on specially designed floating mats with fun and interactive moves focused on improving balance, coordination and encouraging social involvement. The class includes anything from dance skills to body weight exercises.

Living Well Through Cancer

Cancer Survivor is a free 12 week exercise program where survivors attend a YMCA Fitness club twice per week for a 60 minute session. The aim of the program is to empower cancer survivors to improve functional capacity and to increase their quality of life through an organised strength and conditioning program. The program also seeks to reduce the severity of therapy side effects, prevent or minimise unwanted bodyweight changes and improve energy levels and self-esteem.



Family Day Care Champions

In the 2020 Family Day Care Australia Excellence Awards, YMCA Family Day Care Gold Coast had a massive 31 educators nominated for Educator of the Year, two Coordinators nominated for Coordinator of the Year and as a service were nominated for Service of the Year. YMCA Family Day Care Brisbane also had 65% of educators nominated for an award.

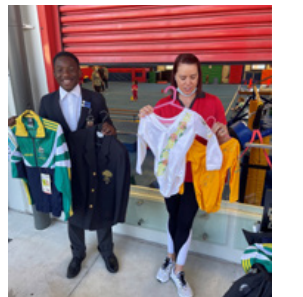
Carlene's Cubbyhouse Family Day Care, which is supervised by the Y, was announced as the Regional Winner in the Family Day Care Australia Excellence Awards! With over 5,600 nominations, this was a huge achievement!



Gymnastics Behind the Scenes

Grade 11 students from the Australian International Islamic College studying a Certificate III in Sport and Recreation visited YMCA Acacia Ridge Gymnastics to learn how a Gymnastics Centre is run.

Gymnastics staff, Helen Maugham and Kirsty Geraghty, taught students about the behind the scenes of running a centre, including how to run sporting events, workplace health and safety procedures, developing programs, maintenance, budgeting, interviews and marketing. The students enjoyed hearing about real experiences of running a centre, rather than just reading about it in a text book.



Work Experience in Paradise

Over Term 3 holidays, four students from Moreton Bay Vocational School travelled to Tangalooma Island to participate in work experience with Tanga Tours.

The leadership program allowed students to build resilience, confidence and team work through participation in activities such as snorkelling, ATV driving, Segway riding and kayaking. And yes, we did say Vocational School, not Vacation School!

YMCA DEVELOPMENTS

Redlands Vocational School and Community Centre

The Y opened its eighth vocational school in August 2020, located in Victoria Point, offering secondary students an alternative education program to mainstream schooling.

YMCA Vocational School Redlands Campus provides an opportunity for young people who may not thrive in conventional classrooms to obtain a Queensland Certificate of Education and gain vocational certificates in a supportive environment.

The facility also has an onsite community centre, creating venue hire spaces and offering events everyone in the Redlands can enjoy outside of school hours.

Over \$5 million was invested into building the Vocational School, with the State Government pledging \$2.5 million of funding to see the education resource delivered to the Redlands community.



Brand New Op Shop

A second YMCA Op Shop has popped up with our Mango Hill store opening its doors on 29 August 2020. The op shop occupies part of the ground level of our multipurpose facility in Mango Hill, which is also home to a gymnastics centre, vocational school, community centre and salon.



YMCA Op Shop and Salon, MANGO HILL

The Villa Construction Complete

Refurbishments have been completed on another vocational school and community centre site – the first of its kind in Ipswich. ‘The Villa’ as its known, was formerly an aged care home in the heart of Ipswich. The Y has transformed the large facility into a modern space, with the builders handing over the finished site to the Y at the very end of the financial year on 29 June 2020.



The Y Wins Springfield Central Tender

The Y was successful in winning the tender to operate a youth space at Springfield Central, including two adjoining indoor basketball courts. YMCA Springfield Central Community Centre is now in operation; this additional space provides a fantastic opportunity to deliver a holistic youth program and a community space in the region.

The Y Opens YMCA Cannon Hill Community Centre

In October 2020, the Y Brisbane cut the red ribbon to open YMCA Cannon Hill Community Centre – a hub for the community to come together for activities, courses, events and support if needed.

To create the thriving community space, the Y renovated a former bowls club on Lang Street. The bowls green is now a space for outdoor community events, sports classes and more. Inside, the centre is a welcome environment for groups, clubs and organisations to meet, exercise and collaborate.

Our Commitment

Safeguarding Children and Young People

At the Y we believe in the power of inspired young people. For young people to be inspired, we know they need to feel safe and be safe.



That is why the Y is independently reviewed by the Australian Childhood Foundation (ACF) to ensure our services are safe for all children and young people.

The ACF 'Independently Reviewed' stamp is a sign of assurance that the Y is a safe place for children and young people.



EVERYONE HAS THE RIGHT TO FEEL AND BE SAFE.

IF YOU:

- SEE SOMETHING
- HEAR SOMETHING
- FEEL SOMETHING

TELL SOMEONE

Talk to someone you trust at the YMCA. Write it down, call or Email.

1253 1744 PO BOX 669 Spring Hill QLD 4004

safeguarding@ymcabrisbane.org

NationalSafeguardingUnit
Feel Safe. Be Safe.

the Y

Stay Safe, Tell Someone

The Y's National Safeguarding Unit has launched a new child safety program, which was rolled out across our South East Queensland centres.

The 'Stay Safe, Tell Someone' Program empowers children, young people and adults to tell someone if they are worried or concerned about their safety. The key message for children is "If you see something, hear something or feel something that makes you feel worried or unsafe - tell someone."

It's one of the first ever child safety models co-designed by children and young people across the country. Children and young people told us that the best way for them to learn about safety and raise concerns is through direct communication with a trusted adult and that information should be simple and visual.

Please join us in speaking out and taking action to ensure all children and young people are supported to grow up free from harm.

THIS PROGRAM IS ONE OF THE FIRST EVER CHILD SAFETY MODELS CO-DESIGNED BY CHILDREN AND YOUNG PEOPLE ACROSS THE COUNTRY.



YMCA of Brisbane Board of Directors

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Leanne Geppert
Invited Board Member

Thank you Dr Joe!

The Board of Directors wish to extend their sincere appreciation for the long and distinguished service of Dr Joe Goodall, a retiring Director who joined the Board in 1986.

Dr Joe served as President of the State Council of YMCAs of Queensland, a Director on the YMCA of Brisbane board (including seven years as President), a Committee member of Y-Care since its inception in 2005, an inaugural member of the Vocational School Advisory Committee and a Director on the Board of the National Council of the YMCAs of Australia. He is a deserving honorary Life Member of the YMCA of Brisbane.

Dr Joe is an avid supporter of Queensland Youth Parliament and was instrumental in the Board's strategy to ensure the voice of young people was included in our board meetings through the election of talented young people.

Dr Joe's association with the Y goes back to 1963 when he commenced as a camp leader. His involvement with Queensland Youth Parliament and Vocational Schools has helped see those programs become highly regarded in their respective fields.



Thank you Our Supporters



The YMCA wishes to acknowledge and thank all of our supporters and donors who have contributed to the community impact achieved by our YMCA over the last twelve months.

FUNDING BODIES

- Australian Government
 - JobKeeper program
- Australia Post
- Brisbane City Council
- Moreton Bay Regional Council
- Queensland Government
 - Department of Communities, Child Safety and Disability Services
 - Department of Communities, Housing and Digital Economy
 - Department of Environment and Science
 - Department of Education
 - Department of Tourism, Innovation and Sport
 - Gambling Community Benefit Fund
- Queensland Independent Schools Block Grant Authority
- Sunshine Coast Regional Council

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- Southside Community Group
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The YMCA wishes to thank the many staff who support the Strong Kids Campaign by regular donations through payroll.



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