

A vibrant photograph of children playing in a water park. In the foreground, a young girl with dark hair and a striped shirt smiles broadly, her face wet with water. To her left, another girl in a teal shirt looks towards the camera. In the background, a boy in a black shirt and a girl in a patterned shirt are also playing. The scene is filled with water splashes and bright sunlight.

Annual Report

2018/2019

YMCA
of the
Northern
Territory



YMCA of the Northern Territory acknowledges the traditional owners of country throughout Australia and their continuing connection to land, sea and community. We pay our respects to them and their cultures, and to their elders both past and present.

YMCA of the Northern Territory follows the Australian Privacy Principles and respects the privacy of the people it assists, its members, volunteers, employees, donors and supporters. As a result, the names and images used within this report may have been changed.

A warning: Aboriginal and Torres Strait Islander readers are warned that this document may contain images of deceased persons.

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Letter from the President and CEO

A cornerstone of any YMCA, and in fact any not for profit organisation, is its financial sustainability. To this end, YMCA Northern Territory derives its income from a range of fee for service activities which also facilitate our Mission and provide a safeguard that YMCA can be financially sustainable in its own right. They ensure that given time, our long-term impact in the Territory will be socially and economically sustainable as well.

This approach is expressed in the strategic plan approved by the Board in July 2018 and it has been where our efforts have been focused this past twelve months.

It has therefore been a year of consolidation following the merger of the three Territory Associations, where we have continued to streamline our office systems, continue a staff restructure and professional development program, and strengthen our overall platform upon which we can build business and programs.

The benefits of this focus are now becoming apparent. Our operational losses for the year have been reduced substantially from the first year following the merger and we are forecasting a small surplus in the coming year. We are also moving from this purely "consolidation" phase, to one of "extending" our reach through development and acquisition of new business in core, Mission-driven, revenue generating areas.

Despite the necessitous focus on financial considerations, our staff have continued to have amazing impact on children, young people and communities through our recreation and aquatic centres, children's services, the hostel and of course our youth services in Katherine and Palmerston. This report offers a glimpse of our staff's work and the positive impact our programs and services provide to communities across the Northern Territory. So much of what we do, particularly in children and youth services, is life changing.

As much as our independent sustainability is a key strength for the Y, we are grateful for the support from our partners and funders. The Department of Prime Minister and Cabinet provide generous support to our youth services in Katherine and Palmerston, the Department of Tourism, Sport and Culture support our recreation activities across the Territory, and the Department of Attorney General and Justice, through the Community Benefit Fund, has provided funding for many small but important projects over the year. The Northern Territory Government support our services across all sectors and this year the Department of Local Government, Housing and Community Development and the Chief Minister's office provided financial and other support in our work at the hostel. Local councils are a key partner with recreation and aquatic services in all the three main regions and we are grateful for the relationships we have with them to manage their facilities.

As we move into the third year of our consolidation and growth plan, further change is inevitable. During the year Andy Buckton left to return to the United Kingdom and Ron Mell took on the temporary role pending the appointment of a permanent CEO. Ron will be stepping back to his governance role in the second half of 2019 when a new CEO is appointed.

We take this opportunity to thank Andy for his contribution to our growth and development and particularly for the humour he brought to his leadership style, always with perfect timing.



RON MELL
Chief Executive Officer
YMCA of the
Northern Territory
31 September 2019



MATT FAWKNER
President
YMCA of the
Northern Territory
31 September 2019

After three years of guiding the organisation through the merger and consolidation, Matt Fawkner will be stepping down as President in line with constitutional requirements.

All three of us have shared a similar experience - we see staff and volunteers who have great passion, strength and commitment, working in often challenging environments. We are proud of our staff and are grateful for their work and for their contribution to the Y and to community.

We would also like to thank our Board members for their leadership, generosity and governance. This is a truly representative Board, drawing on competent, committed and professional people from Alice Springs, Katherine, Darwin and Palmerston.

Our experience this past year emphasises that we not only believe in inspired young people, but in the power of this wonderful Territory based organisation and all of its people.

Highlights of 2018/19

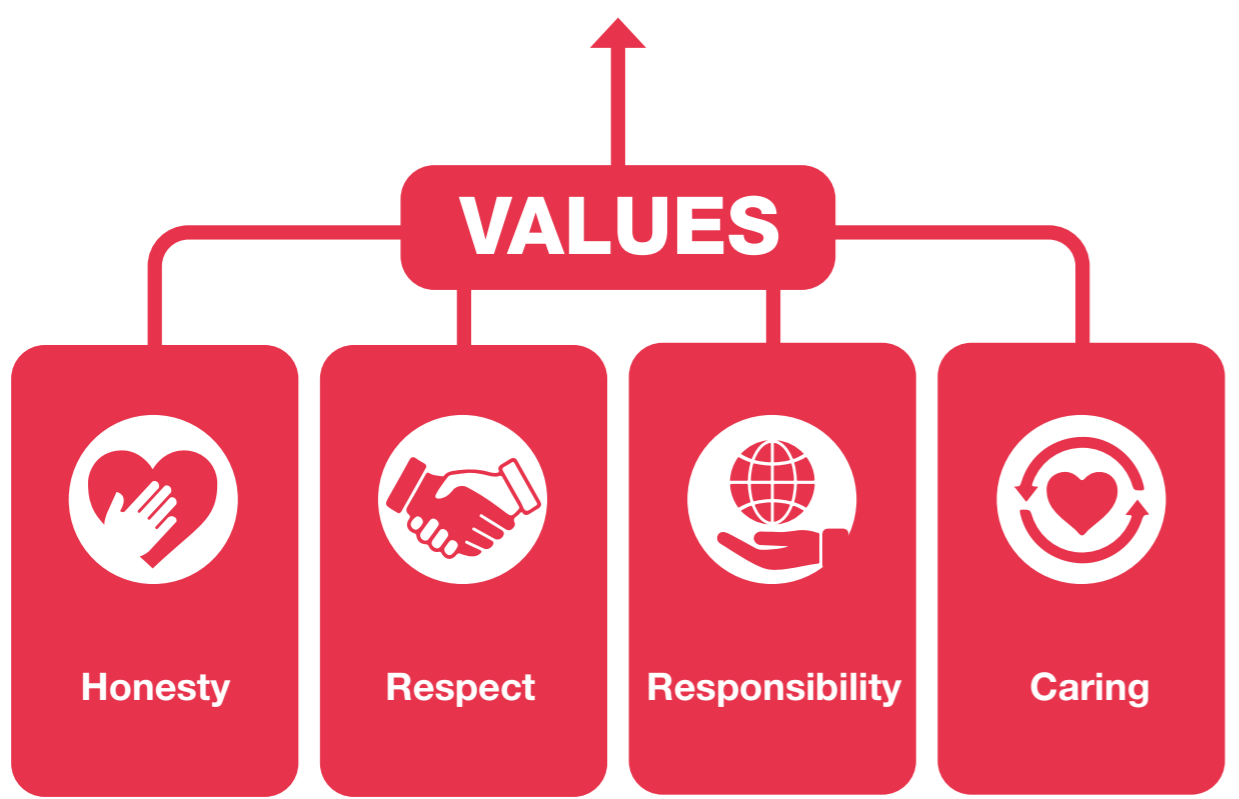
Purpose

At the heart of our work is our purpose - our combined efforts to live and tangibly demonstrate that we believe in the power of inspired young people.

Vision

We are making a positive difference by providing each and every person with the opportunity to be healthy, happy and connected.

“We believe in the power of inspired young people”



People and Culture

The development and rollout of YMCA NT's body safety program **'FEEL SAFE, BE SAFE'** provides age appropriate education and understanding for children about their rights in regards to their bodies. The program continues to deliver on YMCA NT's commitment to Safeguarding Children and Young People by educating and empowering children and young people that attend our programs.

YMCA NT saw a significant decline in staff turnover from the previous financial year with the monthly average dropping from **6.58%** for the same time last year to **2%** this year.



Children's Services

Grevillea Early Learning Centre was the first service in the Northern Territory to secure funding under the Innovative Solutions Support Funding. This funding allowed for the development of a yoga and mindfulness program to support children with otherwise challenging or disruptive behaviour to be able to self-regulate or self-calm.



94 families and their children received high-quality early education and care from our YMCA Early Learning Centres and we supported 231 families and their children through access to our YMCA Out of School Hours Care programs.

Recreation

This year saw the launch of the first YMCA 24/7 health club in the Northern Territory, with the second to follow in 2019/20. Innovation like this ensures YMCA Recreation remains competitive by responding to community need.

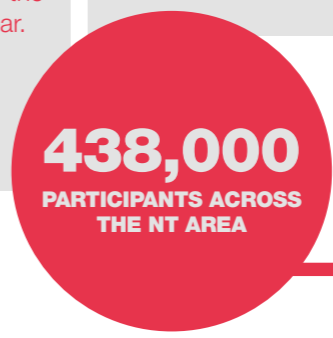


Youth

Our key Youth Services in Katherine and Palmerston now have confirmed funding through the Indigenous Advancement Strategy for the next 3 years!

4,928

Across the Territory, young people participated in YMCA Youth Activities 4,928 times in 2018/19.



YMCA NT Recreation and Aquatics serviced over **438,000** participations across Darwin/Palmerston, Alice Springs & Katherine in 2018/19

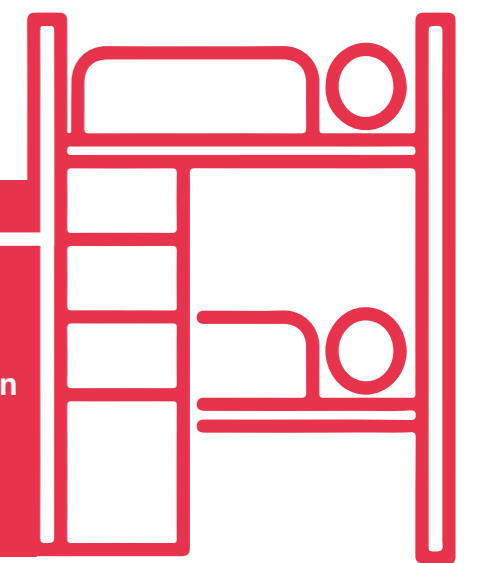
Hostel

Despite great change and uncertainty over its long term sustainability, the YMCA Hostel continued to offer accommodation services throughout the year.

11,267

bed nights of accommodation

In 2018/19 the YMCA Hostel provided 11,267 bed nights of accommodation.



Coraline on work experience at a cattle station



4,928

Across the Territory, young people participated in YMCA Youth Activities 4,928 times in 2018/19.

Youth Services

As our purpose states, “YMCA believes in the power of inspired young people” and we are therefore committed to empowering young people across the Northern Territory.

During 2018/19, YMCA continued to deliver engaging, professional and impactful programs for young people in Palmerston, Katherine, Darwin and Alice Springs. Our focus was on clarity and consistency in our delivery. This resulted in our programs being more structured and our staff being more intentional about creating positive outcomes for all young people at the Y.

In Palmerston, our Back2School program went from strength to strength with more young people participating than in previous years. Back2School supports young people to re-engage with school, set and achieve personal goals, and develop life skills and independence. This year, Palmerston Youth Space Team Leader Judy Brown celebrated 10 years' service with YMCA. Palmerston Youth Space is the hub for young people in the School Holidays, with a breakfast program, drop-in space filled with activities, and weekly excursions. During term time, our Girls Nights and Boys Nights are a space to connect and engage with peers. Our Palmerston Youth Services team celebrated the end of 2018 by throwing the Palmerston Indigenous Village community a Christmas Party. It was a fantastic event with live music, good food, a Slip'n'Slide bouncy castle, gift hampers and Christmas presents.

In Katherine, the almost brand-new team successfully achieved the challenge to rebuild the youth service delivery in the area. Our programs delivered at the Henry Scott Recreation Centre now include Girls and Boys nights and a Mentoring Program for young women. YMCA also delivers pop-up Youth Groups in local Indigenous communities near Katherine - Binjari, Kalano and Rockhole. The Katherine team celebrated those young people who demonstrated leadership and positive engagement throughout the Term at Boys and Girls nights, with a weekend excursion to see an AFL match (Adelaide Crows vs Melbourne) and an afternoon at Leanyer Water Park.

Empowering young people is at the heart of what we do. All our programs and activities are guided by the feedback and ideas of young people. To bring this passion to all our facilities, we celebrated Youth Week across the Territory with decorations and free activities at all Recreation & Aquatic sites and Youth Week events in Katherine and Palmerston, including the popular annual Kidz Vs Copz basketball match.

We celebrated our young staff through the YMCA Youth Week Awards.

- Emerging Young Leader Award - Samuel Bricknell, Nightcliff Swimming Pool.
- Outstanding Young Leader Award – Elena Pecorari, Kilgariff Recreation Centre.

Further recognition of our young people went to Ashlee Coleman who was our Young CEO for 2019. Ashlee represented YMCA NT in Melbourne when the 15 Young CEOs from YMCA's across Australia came together for the training day in Melbourne. The Young CEOs connected over shared passions and spoke about the impact they hope to make through this experience. On Thursday 4th April, 2019 Ashlee shadowed CEO Ron Mell as our Young CEO.

Tahnita and Jarryd represented YMCA NT at the Inspired Leaders program facilitated by Y Brisbane. This incredibly rewarding program provided Jarryd and Tahnita a personal development and leadership empowerment opportunity and a chance to connect with other young leaders in the YMCA movement.

YMCA wouldn't be able to provide these valuable youth services without funding and support from the Australian Government and the Northern Territory Government.

- Palmerston Youth Space and Katherine Youth Space services are primarily funded through the Indigenous Advancement Scheme by the Australian Government.
- School Holiday programs and Boys and Girls nights are supported with funding from the Northern Territory Government.
- SportsPlus is funded by the Northern Territory Government Department of Health Innovation.

Innovation

In April 2019, a new program, SportsPlus, was launched. This program engages young people with sports and recreation activities, while also focusing on the prevention of alcohol and drug abuse.

Outcomes

Katherine

Coraline, a participant in the Girls Mentoring Program in Katherine, completed six weeks of training at the Charles Darwin University then put her training into practice with work experience at a cattle station near Mataranka. A lot of hard work from the team was put into supporting her through the six week training block. Coraline's completion of the course represents a huge accomplishment for everyone involved.

Palmerston

Shannara, one of YMCA's case managed young people in Palmerston, was awarded a monetary scholarship from Father Riley's Youth off the Streets program. This scholarship will go towards fees and purchases that will help this young person achieve her education/employment goals in the future. YMCA supported her in applying and in the shortlisting process of the scholarship and is so proud of her for being one of the 20 chosen for the scholarship out of over 150 that applied. Shannara will go to Sydney in October for a presentation ceremony of the scholarship.

Children's Services

The 2018/19 year has been an extremely busy and exciting one for the Children's Services team both on a National and Territory scale. The executive manager was involved in a number of significant projects within the National Child and Family Leadership Team which included:

- The adoption of a National Children's Services Philosophy by all YMCA's nationally.
- The adoption of 15 National Policies as prescribed by ACECQA by all YMCA's nationally.

In the Northern Territory, YMCA Children's Services continues to grow in strength and it has been recognised as a key growth opportunity for our organisation. Four out of our five services were rated and assessed by Quality Education and Care Northern Territory (QECNT) in 2018/19. The following table represents our current National Quality Standard Ratings:

Service Name	Current NQS Rating
YMCA EYLC	Meeting NQS (2018)
Jingili Kindergarten	Meeting NQS (2018)
Grevillea ELC	Meeting NQS (2018)
Driver OSHC	Meeting NQS (2018)
Durack OSHC	Working Towards NQS (2017)

Both OSHC services at Durack and Driver Primary Schools have increased in utilisation resulting in the need to increase the available places at Durack OSHC from 105 to 120 places.

Coordinators and OSHC educators work in close partnership with school principals and teachers to deliver outstanding programs. After school care programs include science experiments, cooking classes, art and crafts and sports to compliment similar learnings in the school curriculum. OSHC staff further support the wider school community, with activities including volunteering their time to work at school fundraising events.

Our YMCA Vacation Care programs continue to be highly regarded within the community as providing fun, engaging and innovative programs for school age children. An exciting opportunity was presented to our Driver OSHC Coordinator to represent the Northern Territory OSHC sector at the National Out of School Hours Services Alliance (NOSHSA). This presents a good opportunity for YMCA NT to sit on a national board particularly in regard to our readiness in expanding our OSHC presence across the Territory.

Both our Alice Springs centres have had a very successful year with overall utilisation sitting between 85%-100%. Jingili Kindergarten in Darwin experienced a decline in enrolments with oversupply and economic circumstances being contributing factors. A new coordinator has been employed at the service and strategies have been put in place to increase enrolments for 2020. We are excited for what the New Year holds.

Innovation

Grevillea Early Learning Centre was the first service in the Northern Territory to be funded under the Federal Government's Innovative Solutions Grant. The service faced barriers to inclusion with approximately 65% of children from culturally and linguistically diverse backgrounds.

The grant was used to implement a yoga and mindfulness program at the service for all children regardless of age, language impediments or cultural background, and included weekly visits by a trained yoga instructor and the purchase of yoga mats and other inclusion support resources. Early indications suggest that the program is breaking down barriers and improving behaviours.

"I don't think you can be too young to experience the joy that moving your body can bring, especially in a group environment where it isn't competitive and is not associated with body image".

Parent, Grevillea Early Learning Centre



"Since the yoga classes at Grevillea, Tommy has been taking the yoga mat out of the cupboard, laying it out, and showing us his moves. He will do downward dog and cobra unprompted and then will imitate us when we join in".

Parent, Grevillea Early Learning Centre

35,551

Early Learning attendances

44,446

Outside School Hours Care attendances

Recreation & Aquatics

YMCA NT are classified as an Active Recreation Organisation (ARO) and through partnership with the Northern Territory Government (NTG) are able to make significant impact on the communities within the Northern Territory each year. The focus of the ARO program is to maximize community participation, through greater engagement and involvement in physical activity & recreation. The FY19 round of funding proved to be very successful, with an all-inclusive approach to community outreach and advocacy. YMCA NT was able to record 19,541 participations across the program this year, reaching communities in Alice Springs, Katherine, Palmerston & Darwin.

Innovation

Kilgariff Recreation centre continued to develop in 2018/19 with the launch of a centre specific website to better target its audience, 24/7 access to meet the needs of our patrons and an indoor futsal competition, the only one of its kind in Central Australia.

Henry Scott Recreation Centre launched MyZone, a new interactive technology hardware system. The system has participants wear a heart-rate monitor which records and publishes data to a live video feed. The tool has allowed better monitoring of member progress by trainers as well as a number of member challenges. MyZone's virtual function in HSRC's spin studio has also given patrons access to 20 more group fitness classes ensuring maximum utilisation of current studio space.

YMCA NT launched AskNicely in 2018/19, a customer satisfaction tool designed to provide insights in real time. The software measures the net promoter score (NPS) at each venue. Our council partners have been so impressed with the initiative that some of them have asked for the data to be included in our performance reports.

In the learn-to-swim category, YMCA NT has doubled the program size, growing from 3 sites to 5. October 2018 saw an average term enrolment of 350 students across top end sites, growing to 700 in April 2019. This growth has come through significant resource investment in program development, curriculum adherence and facility management.

Outcomes

The annual YMCA King of the Mountain event again proved a success, this year for the 40th time, with hundreds of runners and walkers taking part on the day. Alice Springs residents got the opportunity to run and walk up the iconic Mount Gillen during the event, with over 400 people turning out for the day.

With an emphasis largely on participation, there were still some impressive times with Karl Baddeley crowned the King of the Mountain. Baddeley finished the course in 33:23:5 to lead all comers home, closely followed by international representative Emma Kraft. Kraft took out the Queen of the Mountain title, being the first female across the finish line with an impressive time of 35:58:5.

In the walking category, Alice Springs legend Debbie Page was the first across the finish line with a time of 54:11:2.

33:23:5



438,000

YMCA NT was able to record 438,000 participations across the program this year.



Hostel

YMCA offers Short to Long Term accommodation to people facing disadvantage and at risk of homelessness in Darwin. The Hostel is a multi-story accommodation block which has shared kitchen, laundry and toilet facilities. There are single and double/twin furnished rooms available with a secure car park, swimming pool and kiosk.

It has been a tumultuous year at the Hostel. Set to close at the end of June 2018, with the support of Northern Territory Government the Hostel doors stayed open, much to the delight and relief of both residents and staff.

In 2018/19, the Hostel went on to deliver 11,267 nights of safe accommodation to people at risk and continues to do so. The resilience and professionalism demonstrated by staff in this changing environment is to be commended.

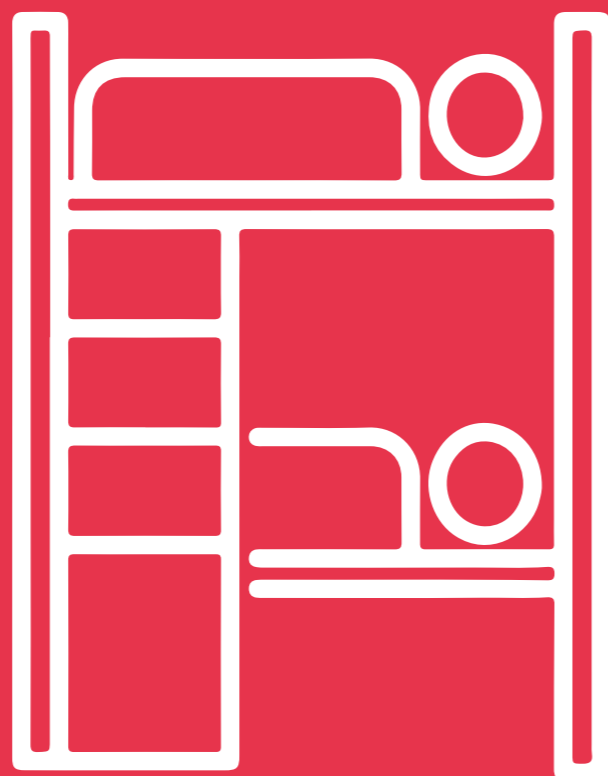
Innovation

Along with the regular service delivery, Hostel staff completed Trauma Informed Care and Practice Training, and 2018/19 also saw the implementation of Friday morning trips to the Food for Life program at Darwin Baptist Church, for residents to access nutritional food at a low cost.



YMCA NT Hostel Manager, Marie Hodsdon
 YMCA NT CEO, Ron Mell
 YMCA Australia Board Treasurer, Tom Stephenson
 YMCA Australia Board President, Christopher Lewis

11,267
 nights of accommodation



309
Staff at YMCA of the NT

174
Recreation and Aquatic staff

118
Children's Services staff members

9
Youth & Community Services staff

8
Corporate Services staff

People & Culture

Changes have been made to the delivery of support services this year, including the development of a Darwin based team of personnel, formed to strengthen the organisations support to staff in them carrying out their work and particularly in Work Health and Safety and in Safeguarding Children and Young People. The localising of the team ensures YMCA staff have the support available to enable their personal development and growth.

Male	103	Recreation & Aquatics	174
Female	206	Children Services	118
Total	309	Youth & Community Services	9
Full-time	28	Corporate Services	8
Part-time	18	Indigenous	32
Casual	263		

Innovation

People and Culture introduced an online recruitment system in mid-2018. Managers now have a central hub that provides access to a live on boarding process, a centralised information platform and faster turnaround times for new recruits. With the system online, YMCA has the capacity to manage growth whilst maintaining legislative compliance and appropriate staff support.

With YMCA's continued commitment to Safeguarding Children and Young People (SCYP), a key focus area throughout 2018/2019 has been 'body safety'. The program 'Feel Safe, Be Safe' was developed to educate and empower children and young people attending OSHC services across YMCA NT. The program provides age appropriate education on personal safety and an understanding for children of their rights in regard to their bodies. Feedback received from children and families has been positive and supportive.



The Year Ahead

2019/20 is set to be another year of change and growth for the Y, with a range of key projects planned to further extend the opportunity for all people in the Northern Territory to grow in body, mind and spirit.

Youth Services

In Youth Services, 2019/20 will see the launch of YMCA Defence Communities program, offering camps and activities for young people and families in the Defence Forces. The YMCA in partnership with the NT Department of Education and Brotherhood of St Laurence, will also be delivering the Certificate I in Developing Independence in Palmerston and Katherine. Further, Katherine Youth Services are set to expand their mentoring program to young men.

Children's Services

Expansion and growth in both Early Years Services and Out of School Hours Care services across the Territory will be the main focus of 2019/20 in Children's Services, with a particular focus on regional areas such as Katherine and Alice Springs. All while ensuring all YMCA Children's Services achieve 'Meeting' or 'Exceeding' National Quality Standards.

Recreation & Aquatics

The coming year will see our aquatics and recreation programs delivered to even more communities. We will work with our local and Territory governments to enhance access to participation in active recreation for all members of the community. We will continue to focus on building our swim school helping children develop the important life skills so that they can happily enjoy our beautiful aquatics environments.

We will implement innovative program responses that enable people to be more active more often. We will also focus strongly on the development of social opportunities in our programs helping people connect with each other and building a sense of community.

Hostel

The Board and staff continue to explore options to develop a sustainable model for the Hostel and this represents the key focus for 2019/20. In the meantime, YMCA are committed to offer responsible and welcoming accommodation, with security upgrades and increased community development planned over the next 12 months.

People and Culture

Key areas of focus for People and Culture in 2019/20 include professional development of Managers for HR related matters, the development and execution of a training calendar for 2020 and re-accreditation of YMCA NT in Safeguarding Children and Young People.



Strategic Plan

Now as one YMCA of the Northern Territory, the regions of Darwin, Palmerston, Alice Springs and Katherine work together to build Happy, Healthy Communities, in a way that is effective,

efficient and sustainable. The year 2018/19 marked the first year, in the in the new 5-year strategic plan, focussed on consolidation for growth.

OUR PURPOSE

The YMCA NT purpose is to support a healthy and connected community by:

- Supporting children in their early years through foundational education, care and play that maximises their ability, and respects their family, culture and other identities and languages.
- Supporting the health and wellbeing of **all youth** through engagement, providing accessible spaces, inclusive activities and opportunities.
- Building local partnerships and collaborating to reach young people and ensure that the right support is available at the right place and the right time.
- Providing spaces for community members to maintain a healthy lifestyle and create social connections.

OUR APPROACH

We will build on our purpose through a strategy that considers two lenses: social impact (youth empowerment and community strengthening) and operational resilience (a sustainable business model).

We will build on our strengths to be a leading provider of community childcare.

We will, when responding to community need, repurpose our assets and build partnerships to be a leading provider of health, recreation and wellbeing activities that meet the changing and diverse needs of all youth and Northern Territory

OUR STRATEGIC FOCUS

Over the next five years the YMCA will adopt a 'consolidate and extend' strategy, focused on consolidating our core youth, health and recreation services and expanding the provision of childrens services through both scale (new customers) and scope (new offerings).

OUR PILLARS

Strong partnerships and collaboration	We have a role to play in supporting children, young people and their families. We recognise the power of partnering, referral and collaboration when particular expertise is required. This allows us to holistically contribute to improved outcomes for children, young people and their families in the Northern Territory.
A sustainable operating model	We are a financially sustainable organisation with diversified income streams that allow us the autonomy to balance core business operations with a positive social impact in the Northern Territory in an environmentally and socially sustainable way.
Embedded in local community	We engage with our communities to understand their local needs and we respond with agility to ensure our programs and services meet this need.
Contemporary spaces and facilities	The facilities that we own and manage are accessible, affordable, attractive and welcoming of all people in the Northern Territory. Our spaces are optimised to support the financial sustainability of the organisation.
Our people live our purpose	We attract, grow and retain mission driven staff and volunteers who share our values and understand how they contribute to achieving the YMCA mission. Our workforce reflects the communities in which we operate.

Our Supporters

YMCA could not create the positive impact it does in the Northern Territory without the support of the following organisations:

Board of Directors

All the work of the YMCA NT is overseen by a volunteer board of directors. They have provided exceptional leadership and governance during a time of change and growth. Board members during the year to 30 June 2019 are as follows:

Matt Fawkner	President, Board Member
Foster Stavridis	Vice President, Board Member
Gaurav Sareen	Treasurer, Board Member
Deborah Curry	Board Member
Carol Dowling	Board Member
John Gleeson	Board Member
Selina Pollard	Board Member
The Honourable Sally Thomas AC	Board Member
Andrew Thorogood	Board Member
Kate Vanderlaan	Board Member (retired 23/10/2018)
Helen Williamson	Board Member (retired 26/11/2018)
William (Bill) Yan	Board Member

Supporters

- Department of Education NT
- Early Childhood Australia NT
- Northern Territory Governments Community Benefit Fund
- Darwin City Council (DCC)
- City of Palmerston Council (CoP)
- Katherine Town Council (KTC)
- Charles Darwin University (CDU)
- Healthy Living NT
- Drug and Alcohol Services Australia (DASA)
- Banyan House
- Australian Government (NIAA)
- Department of local government, housing and community development
- Territory Families
- Department of Chief Minister
- Department of Health
- Department of Tourism, Sport and Culture



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NORTHERN TERRITORY LTD**

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