



the Y | NSW

# Youth and Community Outcomes Report

2019-20

*We believe in the power of inspired young people*



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# Y WE ARE PROUD OF WHO WE ARE



At the Y NSW we inspire and empower young people. We do this by supporting their physical, mental and social wellbeing, equipping them with life skills, building resilience and providing platforms and avenues for their voices to be heard. This is because we believe in the power of inspired young people.

As a for-purpose organisation, we invest in our local communities, focusing on building community connections to create positive change and social good. The Y NSW is part of the largest and oldest youth organisation in the world. We are a not-for-profit that supports diverse communities through our 22 Recreation Centres, 62 Outside School Hours Care (OSHC) centres, two outdoor education and camping locations and our myriad of valuable youth and community services.

## BY YOUR SIDE

The Y has been there for communities through the Industrial Revolution, the Spanish Flu, World War I, World War II, the Great Depression, the Global Financial Crisis and now the COVID-19 global pandemic.

We operate in 120 countries and in Australia we are active across metropolitan, regional and remote locations in every state and territory. We are aligned with the YMCA global mission to provide opportunities for all to grow in body, mind and spirit.

We will continue to support young people by listening to them and providing a safe, inspiring and familiar environment for them to learn and grow throughout this period of change and uncertainty.

The Y has always been and always will be dedicated to strengthening young people, families and communities.

**If you would like to help make  
a difference with the Y NSW -  
please see page 26.**



# CEO's *Report*



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Susannah Le Bron



There's never been a more important time for young people's voices to be heard than now.

While we are all facing daily challenges adjusting to living through a pandemic, the impact on young people is profound.

It's why the Y needs to be there for young people – as we have been for the past 176 years – to ensure their resilience and vision is an inspiration for other young people.

It's no surprise that our amazing Youth and Community team have been at the front-line with our young people during their greatest need.

I'm incredibly proud of the dedication and professionalism of all our staff.

I truly believe our people are our greatest asset – and in true Y NSW spirit, everyone has risen to the challenge.

They have turned incredible challenges into opportunities to keep young people engaged and connected.

Unfortunately, COVID-19 restrictions saw the temporary suspension of our Uplift program – but the team is working hard to reinstate the program where we can.

Our Uplift program has helped so many young people aged between 16 and 24 take control of their lives by building emotional resilience, stress management and setting goals. See page 12 for more about this.

Our most recent survey of participants showed that 78.8 percent believed their mental health had improved while 92 percent reported improvements in physical health and 90.9 percent said they had made positive connections.

Another program targeting our 12 to 18 year-olds is Streetgym which we deliver in our Y Spaces free of charge.

We know how fantastic and how valuable Streetgym is for young people and I'm so proud that in the past year,

Streetgym won the YMCA Australia Program of Excellence Award.

Congratulations to everyone who is involved in the Streetgym program. For more information about Streetgym please see page 14.

One of my favourite Y initiatives – Youth Parliament – couldn't go ahead this year because of the global pandemic.

But it didn't stop us from engaging our young leaders.

The Youth and Community Services team secured a \$370,000 grant which allowed us to run an Online Leadership Program.

Over 12 weeks, more than 50 young people aged between 13 and 20 years worked in online groups to develop a podcast, advocacy letters and a school survival toolkit.

I had the pleasure of listening to some of these inspiring young people who spoke passionately about mental health awareness, environmental sustainability and promoting diversity through art.

While the pandemic has really hit young people hard, we know they are resilient and through the Online Leadership Program, they were passionate and committed.

Importantly, they made connections, built confidence, and developed their leadership skills. To hear about how our Online Leadership Program positively impacted the lives of young people see page 18.

In a year with its share of tragedy, disappointment and uncertainty – we can be incredibly proud and inspired by what our young leaders have achieved over the past year and I thank our tireless Youth and Community team for creating the time and space for our young people to thrive.

*- Susannah*

# MAKING A *Difference*



## OUR BELIEF

We believe in the power of inspired young people.

## OUR MISSION

We are influenced by a global mission to provide opportunities for all to grow in body, mind and spirit.

## OUR PURPOSE

We offer young people pathways to live their best life by supporting their physical, mental and social wellbeing. As a for-purpose organisation, we focus on community connection to create positive change and social good.

## OUR FOCUS AREAS



Holistic wellbeing of young people



Civic engagement of young people



Physical activity



Community connection



Employment of young people



Safeguarding of children, young people and vulnerable adults



## OUR VALUES

### *Caring*

I will be considerate and respectful of others. I will listen and help clients and colleagues wherever I can.

### *Honesty*

I will be truthful, open and sincere in all matters. I will act with integrity and demonstrate reliability and trustworthiness.

### *Respect*

I treat people the way I would like to be treated. I will value the worth of every person and support and celebrate their success.

### *Responsibility*

I will be accountable for my behaviour, actions and obligations. In all situations I will do what is right and ought to be done.

### *Safety*

I am committed to ensuring the provision of safe environments for children, youth, vulnerable adults and families. Through a child-safe lens I will always act in their best interests.



**At the Y NSW the safety and wellbeing of children, young people and vulnerable adults is our highest priority. We are accredited by the Australian Childhood Foundation as a child-safe organisation.**



# OUR NSW *Footprint*







**62**  
**OSHC**  
**CENTRES**



**22**  
**RECREATION**  
**CENTRES**



**2**  
**OUTDOOR EDUCATION**  
**AND CAMPING SITES**



**MORE THAN**  
**2,000,000**  
**VISITS TO FITNESS,**  
**AQUATICS + INDOOR**  
**SPORT FACILITIES**



**698**  
**STAFF AGED 25**  
**YEARS AND UNDER**

# HIGHLIGHTS



## GOING DIGITAL

With the onset of the global pandemic and lockdown, the Y went online to support young people. The result was “Y We Are Here” which gives a voice to 13 to 29-year-olds across NSW. Other online initiatives included Y Call a Youth Worker, Y at Home – for recipes, activities and wellbeing advice – and an Online Leadership Program – Forward Thinking. More than 50 young people from across the state participated in Forward Thinking and produced advocacy letters, a podcast, life skills videos, an art exhibition, as well as a school survival toolkit. (See page 18).



## EXCELLENCE AWARD

The Y's free outdoor activities program Streetgym won the 2019 YMCA Australia Program of Excellence Award. Aimed at 12 to 18-year-olds, Streetgym provides a safe and supportive environment for young people to make friends, get active and connect with other services and programs in their area. (See page 14).







## TAKING PRIDE IN DIVERSITY

The Y's Affinity Network – which creates inclusive, safe and supportive environments for members of the LGBTQI+ community – and Parramatta Young Leaders held a successful community engagement stall at ACON's Parramatta Pride Picnic in November 2019.



## STANDING BY OUR WORKERS

With 43 per cent of our workforce under the age of 25, Y NSW moved swiftly to support them through the pandemic, assisting them to apply for JobKeeper, providing crisis support, organising free access to the Les Mills On Demand fitness program, finding temporary work opportunities with six external partners and offering learning support.

# Back ON MY FEET

## YOUTH AND COMMUNITY

When Douglas McAndrew lost one of his jobs last year he went into a downward spiral.

“I was working two jobs and I got sacked by my morning job,” he says.

“I was basically in a position where I was looking at losing my house. I was very worried.”

Douglas reached out to a local youth support group who put him in touch with Y NSW’s Penrith Uplift program – a free active wellness program for 16 to 24-year-olds who are experiencing mental health or other life challenges.

Over six weeks, young people learn the benefits of physical activity and develop skills in emotional resilience, stress management and goal setting.

Participants build valuable social connections among their peers and community, with a youth worker on hand for additional support and referrals.

“I contacted Platform Youth Services, they put me onto Uplift and it really helped me get back on my feet in terms of both my mental and physical health,” Douglas says.

“There’s a social aspect to it. Before Uplift I didn’t really have much of a social life. I used to be really sporty and fit and now I’m starting to get back to that point.

“Uplift helped me cope during a difficult time.”



*“Uplift helped me cope during a difficult time.”*





## UPLIFT BENEFITS GROW

The Y NSW Uplift program was launched in Penrith in 2018 and through 2019-20 expanded to Taree, Ku-ring-gai, Mount Annan and Epping, with plans for further expansion to Hawkesbury and Manning.

Unfortunately, COVID-19-imposed restrictions forced the suspension of the program, but it will be reinstated as soon as possible.

### OF THOSE UNDERTAKING THE PROGRAM IN 2019-20:

**78.8%**  
believed their  
mental health  
had improved



**92%**  
felt their  
physical fitness  
had improved

**90.9%**  
said they  
made positive  
connections



Douglas McAndrew, 22, and Violet Wetsteyn, 18, share a laugh at Y NSW Penrith



# *A passion* **FOR SPORT**

## YOUTH AND COMMUNITY

Jack Watson is passionate about rugby league and Streetgym is a vital part of his training schedule.

Starting at the Central Coast Streetgym in October 2019, he has never missed a session.

"I have a pretty busy week with two footie training sessions, one ref training session and Streetgym on Thursdays," says Jack, 14.

"I need to stay fit so the circuit training and sports at Streetgym have really helped me."

Jack plays for the Warnervale Bulls, has completed a National Rugby League (NRL) referee course and can now referee games for under 12-year olds.

"I'm a massive NRL fan and have even taken the other kids at Streetgym through an NRL drill," he says.

"Streetgym has helped my confidence heaps. Being with other kids my age and a bit older ... I've been able to help them and grown in confidence to be a bit of a leader.

"It's also been great because it gives me a break from the real world – the hard footie training and school work.

"My footie coach pushes me physically and being a referee is a lot more complicated and demanding than people believe."

Central Coast Streetgym operates from the Gravity Youth Centre at Lake Haven and is run in partnership with Central Coast Council.







“

*“Streetgym has helped my confidence heaps.”*

”



**Jack Watson in training at Central Coast Streetgym**

## STREETGYM

Y NSW's Streetgym is delivered in local spaces (Y Spaces) free of charge for young people aged 12 to 18. These spaces provide a safe and supportive environment where young people can make friends, be active and connect with other services in their area.

Run by qualified youth workers, the program provides structured physical activity, aiming to develop confidence, leadership and social skills.

Streetgym currently operates at Telopea, Constitution Hill, Mount Annan, Central Coast and on site at Hawkesbury Stadium.

In November 2019 Y NSW won the YMCA Australia Program of Excellence Award for Streetgym.

A recent survey of Streetgym participants found 100 per cent believed they were being listened to, they had an increased sense of belonging and they had learned something new about health.

# I HAVE A *Voice*



## YOUTH AND COMMUNITY

Every day Y NSW Young Leader Maveryn (pronouns they, them, theirs) must make a split-second decision when they meet someone new.

They have to decide whether to have an uncomfortable conversation or pretend they are something they are not.

This is because Mav, 19, identifies as gender non-binary, neither he nor she, instead they.

“It causes a whole ordeal and questioning, and you just never know what sort of reaction you’re going to get from someone,” Mav says.

“Unless it’s someone ... who I’m going to have to deal with continually, I just go with mis-gendering because it’s easier.”

Mav noticed something felt “off” during high school and, after a few years in denial, realised they would have to confront the issues.

“Coming out as non-binary was scary because a lot of people just don’t believe I exist,” Mav says.

“Being non-binary to me means I’m not a woman nor a man. I don’t feel like binary genders apply to me, no thanks.”

Through Y NSW’s Parramatta Young Leaders, Mav has found a safe, accepting place and one where they can lend support to other young people struggling with their identities.

“Ever since coming and introducing myself at the Y no one has batted an eyelid,” Mav says. “It was great to have a place where I could be myself. Everybody used my name and pronouns and it was just normal for them.

“Being a Parramatta Young Leader means that I have a voice, there are people who want to listen to me and ... I can represent other people as well.”

*“It was great to have a place where I could be myself. Everybody used my name and pronouns.”*





The background of the page is a photograph of a wooden bookshelf. Several books are visible on the shelves, including one with a green spine that says 'management'. A large rainbow flag is draped over the front of the bookshelf, partially covering the books. The flag's colors are red, orange, yellow, green, blue, and purple. In the bottom left corner, a person's arm wearing a red and black plaid shirt is visible.

## Y SPACES AND YOUNG LEADERS

Our Y Spaces can be physical locations or digital platforms where young people can find a safe place to connect, hang out, recharge, build skills or chat to a youth worker.

Our Young Leaders programs are ran from Y Spaces and ensure young people's voices are heard and they influence decision making.

The Young Leaders program equips people between the ages of 12 and 25 with leadership skills and confidence to positively change and strengthen their communities.

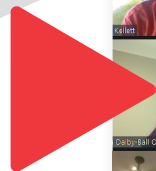
Before the pandemic forced the closure of the program, there were Young Leaders teams in Broken Hill, Taree, Hawkesbury, Mount Annan, Penrith and Parramatta.

Activities organised by the Young Leaders included the NAIDOC Indigenous Fashion Show and Live n Loud in Taree, the Youth Multicultural Festival in Mount Annan and a community engagement stall at the Parramatta Pride Picnic.

*Young Leader Maveryn found a safe,  
accepting place at the Y NSW Parramatta*

# Opening OUR EYES

YOUTH AND COMMUNITY



Earlier this year Jacob Atkins (pronouns: they, them, theirs) was considering leaving school and going to TAFE.

However, they also wanted to become more active in the local community and take a stand on issues that interested them.

“

*“The program made me realise that what I have to say is important and valid.”*

”

“My parents persuaded me to stay at school to do the HSC and then I saw a message about the Y NSW Youth Parliament (YP) on the school notice board,” says Jacob, 17.

Jacob was accepted into the YP but it was cancelled with the onset of the global pandemic.

When the Y launched its Online Leadership Program several months later, Jacob immediately signed up.

“I was put into the Diversity and Inclusion group and we came up with the idea of promoting the identities of

young people, giving them a voice and educating the broader community,” Jacob says.

Annabelle Shannon, 17, also joined the Diversity and Inclusion group.

“Everyone in the group came from different backgrounds, ethnicities, genders,” she says. “We had a great connection right from the beginning.

“Talking to the rest of the group – listening to them – changed my perceptions on many things. It really opened my eyes.

“It helped me understand how I can promote diversity and inclusion to make it easier for people.”

The group developed an online art exhibition Through Our Eyes, to reflect the diversity of young people.

Both young people say the program has given them more confidence and built their leadership skills.

Annabelle says: “I have a lot of opinions and ideas which I would like to share. The program made me realise that what I have to say is important and valid.”





# YOUTH PARLIAMENT

## AND ONLINE LEADERSHIP PROGRAM – FORWARD THINKING

Y NSW's Youth Parliament is an important empowerment and advocacy program for young people in Years 10 to 12, providing opportunities for young people to actively engage in public policy debates.

In September 2019 our Youth Parliamentarians came together to present NSW Ministers with Bills on issues including mental health and the environment.

COVID-19 restrictions resulted in the cancellation of the 2020 Youth Parliament, however in May the Y launched the Forward Thinking – Social Impact Project as part of the Online Leadership Program (OLP) supported by a NSW Government Youth Opportunities Grant.

The 12-week program engaged more than 50 young people aged 13 to 20 in leadership and personal development and resulted in advocacy letters, a podcast, life skills videos, an art exhibition and a school survival toolkit.

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### YOUTH PARLIAMENT STATISTICS

**97%**

**of participants  
said they felt more  
empowered to  
advocate for issues in  
their local communities**



**98%**

**of volunteers  
said they had  
enhanced  
their personal  
leadership skills**



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### ONLINE LEADERSHIP PROGRAM – THINKING FORWARD STATISTICS

**100%**

**believed  
they had a  
voice and  
were heard  
in the OLP**



**85%**

**claimed  
the program  
helped  
enhance their  
leadership skills**



**85%**

**said their  
ideas  
and  
aspirations  
developed**



# OUR PEOPLE AND *Culture*



David, 36  
Erin, 27



**1,617**  
STAFF

**698**  
AGED 25 YEARS AND UNDER  
(497 Females under 25, 201 Males under 25)

**72.3%**  
FEMALE STAFF

**27.7%**  
MALE STAFF

**73**  
VOLUNTEERS

**445**  
EMPLOYEES  
FULL-TIME AND  
PART-TIME

**1,172**  
EMPLOYEES  
CASUAL

**47**  
AGED 25  
YEARS AND  
UNDER



# AWARDS



The Y NSW has been recognised as a leader in several areas, receiving a number of awards and achievements over 2019-2020, including the following:

## **2019 Facility Design and Development – The National Sports Convention**

- Y NSW Broken Hill Integrated Wellness Centre

## **Canterbury Bankstown Local Business Awards – Zero Barriers Innovation Award**

- Y NSW Bankstown City

## **YMCA Australia 2019 Program of Excellence Award**

- Y NSW Streetgym program

## **2019 AUSTSWIM NSW and ACT Awards of Excellence**

- Access and Inclusion Teacher of the Year – Denise Cain

## **2019 Gymnastics NSW Awards**

- Inclusive Club of the Year Award – Y NSW Bankstown City (third year)
- 1000+ Members Award – Y NSW Bankstown City, Y NSW Caringbah, Y NSW Epping
- 1500+ Members Award – Y NSW Penrith
- National Representation Recognition Award for competing in the Special Olympics World Games – Ellen Maher

## **Fitness Australia – Community Exercise Program Award**

- Finalist – Y NSW Uplift



**Y NSW Gymnastics Specialist Natalie Johnston, left, and Y NSW Bankstown City Gymnastics Coordinator Jessica Mavridis at the awards**

# Board MEMBERS



## **RICHARD HUGHES - CHAIR - Director since 2014**

Richard Hughes has more than 40 years' experience in property development, investment and construction in Australia, Europe and Asia. Richard is a Member of the Australian Institute of Company Directors and the Property Council of Australia. Richard is currently the Principal at Catylis Properties Pty Ltd.



## **CHRISTINA HARLAMB - Director since 2016**

Christina Harlamb has a diverse background as a clinical optometrist, business leader and in senior management, leading programs in health and community services across business development, policy, strategic planning and communications. Christina is the CEO of Focus Home Care and Disability Services – an innovative provider of in-home aged and disability care operating in NSW and Tasmania.



## **NICOLE RIEVELEY - Director since 2018**

Nicole Rieveley is an experienced business leader having served as CEO, business owner and board director across multiple industries spanning technology, healthcare, finance, telecommunications and tourism. She is currently the CEO of Natural Therapy Pages, a subsidiary of hipages Group. Nicole's executive experience includes consumer marketing, customer experience, human resources and business transformation.



## **COMMISSIONER LEIGH JOHNS OAM - Director since 2019**

Commissioner Leigh Johns has extensive experience in employment law, workplace relations, equal opportunity and anti-discrimination law, disciplinary proceedings and workplace mediation. He has also been involved in the arts, youth, community/primary health and health promotion sectors. In 2013 he was appointed to the Fair Work Commission and in 2017 he was awarded the Medal of the Order of Australia (OAM).





### **TIMOTHY SUNWOO - Director since 2020**

Timothy Sunwoo has held senior executive roles in strategy and finance for large listed Australian companies. His industry experience spans banking, insurance, funds management, technology and social services. He is CEO of Windgap Foundation, a disability service organisation in Sydney. As a young man growing up in the US, he spent hours playing basketball in a YMCA gymnasium.

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### **JEREMY SANDBROOK - Director since 2020**

Jeremy Sandbrook is a chartered accountant with more than 25 years' experience in both the international development and corporate sectors. Prior to establishing Integritas360 in 2014, he worked in senior positions with SOS Children's Villages and was appointed Special Advisor on Anti-Corruption. He also consults to Accountable Now and the Association of Certified Fraud Examiners.

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### **PRUE WARRILOW - Director since 2020**

Prue Warrilow is a strategic solution provider who has spent 30 years consulting to the corporate, government and not-for-profit sectors in the area of work-life wellbeing strategies. She is a director and the CEO of Childcare At Work Australia – trading as Families At Work – and is recognised as an industry expert in children's services and child and family services.

# Executive LEADERSHIP TEAM



## **SUSANNAH LE BRON** - *Chief Executive Officer*

Susannah Le Bron has more than 20 years of senior leadership experience including strategy development, operations and customer service delivery and innovation. For almost 15 years she held senior managerial roles at QANTAS including introducing innovations in customer service, relationship management and program transformation. Susannah believes the customer should always be placed at the centre and she has a strong desire to improve the physical, mental and social wellbeing of communities, including their most vulnerable members.

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## **NATALIE THOMAS** - *People and Culture*

Natalie Thomas has more than a decade's experience as a HR professional having worked across multiple sectors transforming organisations through the development of people and culture. She is passionate about increasing employee engagement, developing diversity and inclusion strategies, managing change and developing high performing cultures.

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## **BREE GODDEN** - *Corporate Affairs (Job Share)*

Bree Godden has extensive experience in brand building, PR, crisis and change communications, stakeholder and government relations, strategic marketing and authentic employee engagement. She has managed large-scale corporate strategies and communications projects across a variety of industries including healthcare, public relations, not-for-profit, media and government.

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## **EMMA WHALE** - *Corporate Affairs (Job Share)*

Emma Whale has more than two decades' experience in communications, marketing and stakeholder engagement, with journalism the foundation of her career. Emma has considerable crisis and change communications experience and is an accomplished organisational spokesperson. She also has extensive media relations, digital marketing, branding and publications management expertise.





## **LOUISA MCKAY - Youth and Community**

Louisa McKay is passionate about social justice and improving the social wellbeing outcomes of communities and young people. She has vast experience working in NGOs, government departments and peak bodies in direct service delivery, program design and implementation, government relations, policy and advocacy, outcomes measurement, strategy development and senior leadership roles.

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## **MICHELLE NOLLAND - Operations**

Michelle Nolland has spent almost 20 years in a range of operational roles within private, not-for-profit and local government sectors. She is a skilled leader in multi-site and multi-sector management. She has led centre transitions, multi-million-dollar developments, large-scale redevelopments and been responsible for activating underutilised assets. Michelle is passionate about improving the wellbeing of individuals and communities.

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## **MARC HASSAN - Finance and IT** ***(Commencing financial year 2020-21)***

Marc Hassan has diverse experience in industries including financial services, education, consulting and most recently led the Mission Australia finance team. Marc founded the finance function at BFSA and over 10 years saw the company grow from a loss-making start-up to a \$10 million profit-before-tax business. He has also led other back office functions including IT and HR.

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## **MADELEINE TAYLOR - Risk, Safety and Procurement** ***(Commencing financial year 2020-21)***

Madeleine Taylor has extensive experience managing a range of portfolios including risk, safety, child safeguarding, quality, property and procurement. She has worked for a variety of not-for-profit, public and private organisations across Australia and Asia and has a passion to use her expertise for an organisation dedicated to youth empowerment.

# HELP THE Y NSW

## *Give back*



### DONATE TO US:

At the Y NSW, we appreciate your support to help give back to the community through programs that have wide-reaching, positive impacts. Your gift will make a meaningful contribution to improving the physical, mental and social wellbeing of young people.

All donations of \$2 or more are tax deductible.

See more [ymcansw.org.au/donate](https://ymcansw.org.au/donate)



### PARTNER WITH US:

Partnering with the Y NSW means making a real difference to the lives of young people. As a partner, you are aligned with a trusted international organisation that is known for empowering young people across the globe. Our partners assist us to expand our programs and services to reach more young people across more locations. Because our programs are outcomes-based, there is the assurance your investment changes young lives for the better. There are many ways for like-minded organisations to come on board, including financial sponsorship, in-kind support, and mentor opportunities.

See more [ymcansw.org.au/get-involved/partner-with-us](https://ymcansw.org.au/get-involved/partner-with-us)



### WORK FOR US:

The Y NSW offers fantastic career paths for enthusiastic, passionate people looking to make a difference in local communities. We invite you to join us in this amazing work – to develop your skills, to realise your leadership potential and to discover a career that is so much more than a job.

We employ skilled staff across childcare, fitness, gymnastics, outdoor education, aquatics and water safety, administration and business management.

See more [careers.ymcansw.org.au](https://careers.ymcansw.org.au)



### VOLUNTEER WITH US:

Since we opened our doors 167 years ago, volunteers have been the foundation of the Y NSW. We are proud of the opportunities we provide our volunteers including access to training, professional development and opportunities to connect with their community. Being a volunteer at the Y is a rewarding experience.

See more [careers.ymcansw.org.au/volunteer](https://careers.ymcansw.org.au/volunteer)



# PARTNERS



We greatly value the relationships and collaborations we have with our diverse range of partners across government, corporate and community sectors.



## SUPPORTERS:

Mission Australia, Monaro Community Access Service, Monaro Family Support, Monaro Early Intervention Service, Manning Mental Health, Rotary Taree, Biripi, Manning Neighbourhood Services, Headspace, Links Youth Support Service, Phoenix Youth Support Service, Department of Health, University Department of Rural Health, West Darling Arts

## the Y | NSW

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*We believe in the power of inspired young people*