



Annual Report

2016-17





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About Us

We're a not-for-profit organisation committed to strengthening families, healthy living and empowering young people.

Since 1855 YMCA has been working in and alongside local communities to enrich the lives of millions of people. At the heart of our organisation is a rich history of strong family values, a caring culture and a genuine wish to make a real difference in our local communities.

As a not-for-profit organisation, we reinvest all operating surplus into programmes and initiatives that improve the lives of people across Auckland and the Waikato.

Our Vision

We build strong kids, strong families, strong communities.

Our Mission

To lead the way as the most respected provider of services for people to reach their potential in body, mind and spirit.





Our Programmes and Services

We operate 22 facilities across Auckland and the Waikato.

Fitness

YMCA offers everything from group fitness classes to personal training to help people meet their health and fitness goals.

Kids recreation

We're getting more kids active through our fun and inclusive gymnastics programmes, dance classes and indoor sports.

Aquatics

Our aquatics centres and learn-to-swim classes are ensuring people of all ages have access to vital swimming and water safety skills.

Outdoors

Our two outdoor camps provide a range of challenging and exciting outdoor activities for students and corporate groups.

Early learning

We're passionate about early childhood education and development, and provide programmes to support first-time parents.

Sports

We host a number of year-round sports leagues for kids and adults including basketball, soccer, netball and badminton.

Accommodation

Our two accommodation facilities in central Auckland deliver quality stays for over 60,000 guests annually.

Out of School Care

We're supporting working families with one of the largest out of school care programmes in the country.

Targeted Health Programmes

Our Jumpstart programme is supporting people to manage or lower their risk of developing diabetes.

Youth development

We offer a range of youth development programmes to empower young people to reach their full potential.

CEO's Report

Peter Fergusson, Chief Executive Officer, YMCA Auckland



It is with pleasure that we present the 2016-17 Annual Report for YMCA Auckland and Hamilton.

This past financial year has been far from normal. We have experienced both extreme highs and extreme lows. On the highlights front, we're immensely proud to have seen our staff and the organisation recognised on numerous occasions across a range of national industry awards. Unfortunately we have also had to ride out some tough times, most notably through the wet and dismal lows of wild storms and floods that caused extensive damage to two of our iconic facilities - Camp Adair and our Auckland city stadium.

Film buffs will recognise one of the famous lines from Forrest Gump: "Life is like a box of chocolates. You never know what you're gonna get." The past financial year has definitely been our box of chocolates.

As a result of some of the challenges we have faced, we now have a number of major projects underway that, when complete, will upgrade our facilities and improve our services. We're in the midst of replacing the YMCA Auckland City stadium roof following storm damage, and we have removed and replaced legacy asbestos building materials in the stadium. We are also refurbishing the YMCA Hostel and have replaced legacy asbestos used when the facility was first built in the 1950s. Our Camp Adair staff

have also undertaken a huge clean-up operation following severe flooding at the historic facility in March 2017.

The combined value of these three major projects is in excess of \$4 million. Approximately 50 per cent of that cost has been covered by insurance and fundraising, and the rest from our own pocket. As unexpected and unbudgeted occurrences these events have certainly tested our resilience, resolve and resources this year. Fortunately we are, and have been, in a strong position to be able to financially cope with these challenges.

While these unexpected events have taken a little shine off the past financial year, there is still much to celebrate.

Everything we do and achieve doesn't happen by itself – it needs hard work, commitment and passion to bring such a diverse organisation together.

Safeguarding children

We're committed to becoming New Zealand's first internationally accredited Safeguarding Children organisation. In partnership with the Australian Childhood Foundation, our staff have worked tirelessly over the past 18 months to transform the YMCA into a world-class child-safe organisation.

The process has been a sizable investment in terms of time, resources, training and funds, but we are now nearing the point of formal accreditation. Our audit begins in November 2017 and we are aiming to be formally recognised in early 2018.

This is an opportunity for the YMCA to 'step up' and lead in this space. New Zealand has one of the worst child abuse rates across OECD countries. We have a leadership role to play in our communities – we can make an impact, and we can deliver a level of care that ensures statistics change for the better. Our values and our vision to build strong kids, strong families and strong communities align with this very intentional stance and undertaking to ensure that every young person is safe, valued and nurtured.

Major projects

Like many national and international organisations and businesses, we are challenged by living in a rapidly changing digital environment. It's an environment that has become

such a vital part of our everyday operations and an expectation of those that want to interact with us.

The past 12 months has seen a sizable amount of work and investment into lifting our digital capability, upgrading tools and improving the ways in which we can interact and communicate with our members. These systems are critical to our future as they deliver support, provide efficiencies and improve our relevance, plus allow us to ensure that every dollar earned is spent in a prudent and optimal manner. System upgrades include:

- ▶ **Information and Communication Technology (ICT):** we have moved our entire platform to an external provider which has increased speed and capacity and enables us to plan for future growth. The move has also improved our security, increased system reliability and reduced our business risk.
- ▶ **Website:** in September 2016 we launched a new website to improve user experience and meet future digital changes and the growing expectations of members. The website is an ongoing investment as it serves as both a 'shop front window' and a place where existing members and customers can interact with us.
- ▶ **Payroll and rostering:** a project that is now 70 per cent complete and is designed to improve efficiency and meet growing legislative requirements in how we

manage and support our staff.

- ▶ **Operational software (point of sale) replacement:** the system that supports our members 'at the front line' has been in need of replacement and upgrade for some time. We have recently committed to a replacement product that is being configured for roll-out in 2018.

Business challenges aside, our true reason for being is related to our social impact and our key causes of strengthening families, empowering young people and providing opportunities for healthy living. For me, our impact is the real measure of our success, and I'm very proud to say we have delivered for our causes across the 2016-17 financial year.

Everything we do and achieve doesn't happen by itself – it needs hard work, commitment and passion to bring such a diverse organisation together. With this in mind, on behalf of the Board and management team, we would like to acknowledge our stakeholders, partners, life members, and our amazing staff, volunteers and participants for making the YMCA a successful community organisation.



Peter Fergusson
CHIEF EXECUTIVE OFFICER
YMCA Auckland

Highlights

2016-17



970,03

Total number of people who used a YMCA

Kids' programmes

139,732

After school care attendees



1,000+

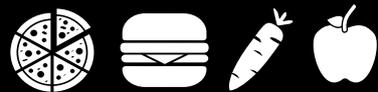
YMCA
gymnastics
enrolments
per term



10,000

forward rolls
each week

Outdoors



40,812

breakfasts, lunches & dinners



218

school camps



18,823



camp visitors

6 A facility

Fitness

739,481 total visits


14,303
hours of group exercise

6,273

people commenced their fitness journey with YMCA


5,403
hours of personal training

Swim School

12,000
swim school participants


24,000
hours of swimming and water safety lessons


2160
babies


3600
preschoolers


6240
primary and secondary students


532
adults

Early Childhood Education

Space first-time parent support programme:

80 attendees across Mt Albert & Papakura

729
books read 




33-53% increase in parenting confidence 


918
songs sung

Accommodation

Visitor nationalities:

1.6% South Asia **4%** United States

4% Other **9%** Brazil

12% Europe **12.6%** East Asia

16% New Zealand


10%
average increase in room rate sales

Strengthening Families

YMCA offers something for every member of the family.





Walimbe family

“Health is our number one priority” Amol Walimbe

No matter what time of day you visit the Cameron Pool and Leisure Centre managed by YMCA, chances are you’ll see Amol and his son Aryan.

Amol says his YMCA family membership has been a great opportunity for his family to get active together. Ten-year-old Aryan is a regular at spin classes, wife Swati is making the most of Zumba and Amol regularly features in the centre’s list of top 10 monthly visits.

The YMCA has become a

place for the Walimbe family to encourage, support and push each other towards their health and fitness goals.

Amol says one of the family’s favourite things about YMCA is the variety of activities. Whether it’s a group exercise class, swim squads or a family-friendly event, there’s always something for everyone. Coupled with a pleasant gym environment and friendly staff, the YMCA has become the Walimbe family’s home away from home.



Smith family

“Saturday for us is basketball for the girls while I train at the gym” Debbie Smith.

In an era of desk jobs and smartphones, Debbie Smith thinks keeping her family active is more important than ever. The mother of eight-year-old Gemma and six-year-old Hayley has found the YMCA North Shore a great place for the kids to get active and learn basketball.

Before joining the YMCA, Debbie had no idea there was so much to do.

Debbie says the YMCA staff have been amazing, and regularly check in to see how her and her family are going.



Tuara family

“I keep telling people ‘do you do swimming lessons? You should do it!’” Lisa Tuara

Ask Lisa Tuara, mother of three children, why she decided to send her family to swimming lessons and she can trace the decision back to one definitive moment last summer.

“We were swimming at a beach up north last Christmas and a large wave came in and bowled one of the kids over.

“The kids struggled to find their feet, and it became really apparent at that point the importance of knowing how to swim.”

No one in the Tuara family has ever formally learnt to swim, so Lisa jumped at the chance to enter a competition to win swimming lessons and a family membership at the Onehunga

War Memorial Pool and Leisure Centre managed by YMCA.

Lisa says entering the competition was also prompted by her own health goals: “I’m really conscious of the fact that I need to get healthier for my family. I’ve got three children and I want to be around for them.”

The results speak for themselves. Lisa has lost weight, her three kids have become more confident in and around the water and her husband has learnt to swim. With their newfound skills, the Tuara family is now confident their next trip to the beach will be a lot safer.

Empowering young people

We're investing in the potential of young people.



Raise Up wins national award

“We’re thrilled to see the Raise Up programme recognised at a national level!” Kev Carter

In 2017, YMCA’s Raise Up youth development programme received a New Zealand Youth Group Award from Youth Minister Nikki Kaye.

The award acknowledges youth groups that have made a significant contribution to their community in areas such as the arts, culture, the environment or sport.

Kev Carter, YMCA Auckland’s Community Development Manager, says Raise Up encourages youth to foster a sense of pride for themselves and the communities in which they live.

“The national youth group award was recognition of all the great work done by our Raise Up crew members in ensuring young people have access to a great range of events and activities in their communities.”

YMCA pledges support for youth employment

Nearly 50% of YMCA’s 700 employees across Auckland and the Waikato are aged under 25

In April 2017, YMCA became the first charity and not-for-profit organisation to sign the Youth Employment Pledge - an initiative by Auckland Tourism Events and Economic Development (ATEED) aimed at getting more young people into work and along career pathways.

A significant portion of people in local communities serviced by YMCA fall into the 18 to 30-year-old age bracket. The organisation consistently benefits from having staff that understand the needs of youth and can challenge the organisation to engage more effectively.

“Our 22 facilities benefit from the diversity and fresh ideas introduced by our younger employees,” CEO Peter Fergusson says.

“Actively participating in government initiatives such as the Youth Employment Pledge extends our ability to empower youth by developing career pathways and supporting young people to make positive changes in their communities.”

Raise Up highlights

22,549
youth volunteer hours



27,421

Raise Up event attendees

50

EVENTS

Impacts on crew members*

48%

gained confidence

20%

improved their leadership skills

52%

improved their public speaking and communication skills

48%

learnt event management skills including team-work, decision-making and time management

*Results from an April 2017 survey of 56 Raise Up crew members

Healthy living

We're getting more people more active more often.

A new start with **Jumpstart**

Since joining the Jumpstart diabetes education and lifestyle programme at her local YMCA, 77 year-old Tirita Coombe has found a new lease on life.

In March 2017 Tirita received the news she had always dreaded. Her GP had just informed her she was prediabetic and, without action, she was likely to develop type 2 diabetes – a disease that plagues her family.

“My immediate reaction was ‘I’m not going there,’” says Tirita of the diagnosis.

Despite leading an active life, Tirita had already suffered a number of blows, including two operations for a hip replacement, a minor stroke and the loss of her husband. The end result was bouts of depression, isolation and difficulties staying mobile.

Her doctor’s diagnosis was the last straw. Tirita explains most of her family are diabetic, including a sister on insulin and two now deceased brothers who had amputations as a result of their diabetes. She was determined not to suffer the same fate.

Seeking support, she signed up



to the Jumpstart diabetes education and lifestyle programme at her local YMCA. Just four weeks into the 10 week programme and she had already lost three kilograms and six inches around her waist. She continues to regularly exercise and her GP is pleased by the results.

“I went to the doctor and he just looked at me and asked “What have you been doing? You look so well!”

Tirita says the programme has given her more energy and the motivation to stay active, as well as providing

other health benefits: “My asthma has improved, particularly at night time, and I sleep better.”

After seeing so many family members struggle with diabetes, Tirita is thrilled to have found support in Jumpstart. The programme’s nutrition seminars are empowering her with the knowledge to make healthy choices, and the supportive community at her local YMCA has motivated her to keep going.

“I feel so energised and so good. I really feel as if I have a second chance at life.”

Find out more about Jumpstart at jumpstartprogramme.co.nz

Fee Assistance

We’re committed to ensuring all people have access to a healthy lifestyle.



Fee Assistance provides free or subsidised access to YMCA programmes and membership across Auckland and the Waikato for those facing financial hardship, and is available via centre or individual referral. Fee Assistance is made possible via generous donations and fundraising initiatives across our communities.



Fundraising

Thank you to the many individuals and organisations who have supported our work through sponsorships, grants and donations.

It's the generosity of our supporters that makes our work possible. YMCA is a not-for-profit organisation and we rely heavily on sponsorship, grants and donations to support the provision of quality community services such as fitness, swimming, recreation, childcare, accommodation, sports and camps as well as youth development and community engagement. Financial support also enables us to increase our community impact through our key philanthropic programmes: Raise Up, Family Camp and Fee Assistance. A huge thank you to all individuals, families, businesses, Council organisations, trusts and grant-giving bodies for your generosity to help us make a difference.



How you can help

Donate

- ▶ Donate online at www.givealittle.co.nz/donate/Organisation/YMCAAK
- ▶ Set up a regular automatic payment or make a one-off donation.
Account name: **YMCA of Auckland Fundraising; account #: 02-0280-0298488-02**
- ▶ Post a cheque to YMCA of Auckland Inc, Private Bag 92150, Auckland 1142
- ▶ Leave a bequest in your will
- ▶ Sign-up for payroll giving
- ▶ Donate your products or services to YMCA Auckland.
Contact: communication@ymcauckland.org.nz

Get involved

- ▶ Participate and raise funds for YMCA at multi-charity events such as Auckland Marathon, Ports of Auckland Round the Bays or a Tough Guy & Gal mud run
- ▶ Participate in a fundraising event at your local YMCA
- ▶ Organise your own event to raise funds for YMCA of Auckland.

Volunteer

Sign-up to be a volunteer to assist us in:

- ▶ Holiday programmes & before and after school care
- ▶ Youth development programmes
- ▶ Holiday camp programmes
- ▶ Volunteer in a fitness centre

*A satisfactory Police Record Check is required

Total contribution made by sponsorships, grants and donors

\$905,000 to June 2017

Industry Recognition

We are honoured that the passion and commitment of our people has lead to recognition across a number of industries.

New Zealand Exercise Industry Awards, Exercise NZ	AUSTSWIM Aotearoa Awards	Swimming New Zealand	NZRA
<ul style="list-style-type: none"> ▶ Jumpstart - <i>Program Excellence</i> ▶ Auckland Fitness - <i>Medium Fitness Club of the Year</i> ▶ Auckland Fitness - <i>Skills Active</i> ▶ Mt Albert, <i>Community Excellence</i> 	<ul style="list-style-type: none"> ▶ Onehunga Pool - <i>Centre of the Year</i> ▶ Tracey Lyon, Cameron Pool - <i>Teacher of Infant and Preschool Aquatics</i> ▶ Karla McCaughan - <i>Swim School Presenter of the Year</i> 	<ul style="list-style-type: none"> ▶ YMCA Swim Schools, <i>Quality Swim Schools Award</i> 	<ul style="list-style-type: none"> ▶ YMCA Camp Adair, <i>Merit Award for Outstanding Recreation Facility, NZRA</i> ▶ YMCA Auckland <i>Family Camps, Visitor Solutions Outstanding Event Award, NZRA</i>
			

		
<p>YMCA Mt Albert Community and Leisure Centre Albert-Eden Business Awards: <i>Supreme Award Business and Professional Services Award</i></p>	<p>Raise Up New Zealand Youth Awards <i>Youth Group</i></p>	<p>YMCA Camp Adair wastewater management strategy <i>NZPI Best Practice Award for Integrated Planning and Investigation</i></p>

Accolades	Accreditation	
<p>YMCA Early Childhood Education <i>Speakers at the International Children Nature Network Conference, Vancouver</i></p>	<p>REPs – Registered Exercise Professionals</p>	<p>Halberg Disability Sport Foundation NET (No Exceptions Training)</p>
	<p>PoolSafe</p>	<p>ACC Worksafe Safety Management Audit Silver Standard</p>

Our Board

President:	Andrew Howard
Vice President:	Matt Roberts
Treasurer:	Paul Yallop
Members:	Ken Durbin
	Andre Erasmus (resigned effective 28/02/17)
	David Jones MNZM
	David Kranz
	Mark Lawlor
	Katheren Leitner

Our Senior Management Team

Chief Executive Officer:	Peter Fergusson
Chief Operating Officer:	Arvid Ditchburn
Chief Financial Officer:	Louise Jury
Human Resources Manager:	Jo Fahey
General Manager, Marketing:	Miranda Cook

Our people

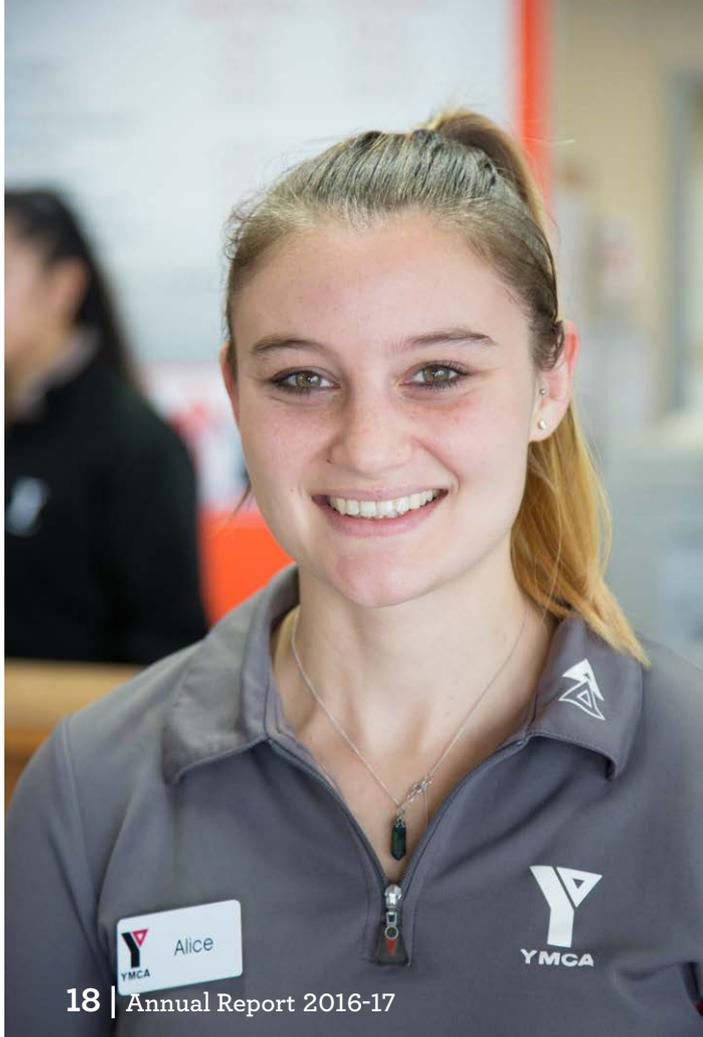


Ben Amaro Jnr Swimming Instructor

Ben has been working at YMCA for just over three years, but has been a swimming instructor for almost 20 years. He has a passion for people and a desire to help others connect with swimming: "Swimming has saved my life – not only physically but also mentally. I've always tried to show my

students this passion that we can feel much better after swimming." Ben says the YMCA values of caring, honesty, respect and responsibility remind him of his Brazilian origins and family, and motivate him every day to give back to his local community.

▶ *Behind every great*



Alice Bogen Customer Care and Administration Manager

Alice joined YMCA in 2015 after previous customer service roles at fitness and health centres. She currently work as a Customer Care and Administration Manager. She has a background in social work and a passion for community and health which led her to the

YMCA. "I really enjoy working with such an amazing team. It's also great to work in a place where I can interact regularly with, and get to know, our members. Being a part of their daily lives and being able to help them out is such a joy."



Kev Carter

Community Development Manager

For 10 years Kev has contributed to the success of YMCA across a number of areas. He started his YMCA career as an outdoor instructor, and quickly progressed into leadership roles for YMCA's out of school care and youth programmes. Kev currently looks after all youth and community development

programming across the YMCA Auckland network. "I believe in what the YMCA does for our young people, and really enjoy having the ability to ensure that all our community and youth programmes across the network are well connected."

organisation

is a team of great people



Mele Lataimoega

Housekeeper – YMCA Hostel

In 2017, Mele celebrated 30 years with YMCA. Mele joined the YMCA in 1987 after moving to New Zealand from Sāmoa. She attributes much of her length of service to the many colleagues who have looked out for her: "It's a joy to work here because everyone is so caring." Mele has seen

many changes over the past 30 years, including a changing city landscape, the advent of computers and the growth of YMCA. The one constant, however, has been Mele's dedication and care for the many guests who have passed through the YMCA Hostel on Pitt St.

Financial Highlights

For the financial year ended

30 June 2017 (\$000)

Fixed assets	\$17,497
Total assets	\$21,216
Total income	\$26,848
Total expenditure	\$26,424
Net surplus	\$424

Acknowledgements

We are grateful to the wide-ranging support we receive from the following individuals and organisations.

Partnerships & Funders

Auckland Council
Albert-Eden Local Board
Henderson-Massey Local Board
Mangere-Otahuhu Local Board
Manurewa Local Board
Maungakiekie-Tāmaki Local Board
Papakura Local Board
Puketapapa Local Board
Waitemata Local Board
Australian Childhood Foundation
Auckland University of Technology
Diabetes New Zealand Auckland
Ministry of Social Development
Ministry of Education

NZ Fashion Tech
Outward Bound
Pharmaco
Plunket New Zealand
ProCare Health Limited
Revlon New Zealand
Skills Active
Sport New Zealand
The University of Auckland Dietetic Clinic

Contributing Partners

BNZ
Blue Fitness

Grants & Donations

Aktive Targeted Populations Innovation Development Fund
BlueSky Community Trust
Constellation Communities Trust
Creative Communities Scheme
Foundation North
Four Winds Foundation
Grassroots Trust
Joyce Fisher Charitable Trust
Lambie family
Len Reynolds Trust
Lion Foundation
Lottery Community Facilities Fund
Lottery Community Grants (National)
NZ Community Post
NZ Community Trust
David Paykel and family
Regional Events Fund
Sargood Bequest
Sir John Logan Campbell's Residuary Estate
SKYCITY Hamilton Community Trust
Sport Waitakere
The Trusts Community Foundation
The Trusts Million Dollar Mission
Transpower Community Care Fund
Trust Waikato
WEL Energy Trust
Whitehouse Tavern Trust
All the wonderful donors, supporters and fundraisers who made a contribution to our philanthropic programmes

Life Members

Ken Durbin
John Fairhurst
Lex Forrest QSM
Colin Giffney
Pat Gross
Joe Hall
David Jones MNZM
Tony Jones
Mike Lacey
Peter O'Brien
Kevin Orrell
Maurie L Rendle
Dr J. Laurie Reynolds
Lomond Seel OBE
John Sinclair
Paul Stubbing
Lyn Thornton
Val Tresadern
Peter Waterhouse
John Wilkinson
Rev. James Withers

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