

ANNUAL REPORT 2019-20

fitted for wOrk





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A Word from Our CEO

These are unprecedented times. Late in 2019 whilst much of Australia was in severe drought, Australia's east coast was ravaged by bushfires which continued into early 2020. In March 2020, the World Health Organisation declared a pandemic. Both crises have not only had a significant impact on Fitted for Work's strategic goal of financial sustainability, they have also affected our second strategic goal of increasing the participation of women experiencing disadvantage into work.

The pandemic has shone a light on cracks we have in society, and behind every crack you will find that women are disproportionately impacted. The inequities

of salaries, childcare, aged care, education, physical and mental healthcare, domestic and financial abuse, casualisation of the workforce, unpaid domestic work to name but a few. The economic security of women in Australia has never been under greater threat.

Fitted for Work's mission is 'Economic independence and positive change for women'. We believe the best way for women to achieve this is through employment. There has never been a more important time for women. Whilst we know that there will be significant challenges ahead, we also know that now, more than ever, women need Fitted for Work.

Despite the enormous challenges of 2019/20 Fitted for Work has continued to forge ahead. 15 years of working with women in crisis has prepared us well. I am proud to say that when the pandemic hit, Fitted for Work did not miss a beat. Whilst we could not offer our face-to-face services, our virtual service offerings continued to be available for women throughout Australia.

There has never been a more important time for women. Whilst we know that there will be significant challenges ahead, we also know that now, more than ever, women need Fitted for Work.

We also developed a new online program 'Emerge'. This program creates a community for women to connect with. The program helps prepare women mentally and physically. We know women need the support of a community

organisation like Fitted for Work, an organisation that will guide them as to what they need to do next to create a new story for themselves, their families and their communities.

Whilst this past 12 months has been cast with the shadow of natural disasters and the pandemic, I do want to acknowledge and celebrate Fitted for Work reaching a milestone anniversary of 15 years. Over 36,000 women's lives have improved by our work. This would not be possible if not for the tireless efforts of current and former staff, volunteers, and Board members. I am humbled by their dedication and passion.

The world of work has changed forever. One lesson that COVID-19 has taught us is that many things we thought were not possible, now are. We have seen whole industries pivot overnight. Whilst it is easy to focus on the negative aspects and the uncertain future we face, at Fitted for Work we are looking for opportunities that will assist women achieve a solvent and exciting future.



Donna de Zwart

Image on page 4 by Fi Mims Photography.



A Note from Our Chair

Bette Davis famously claimed that the key to life is accepting challenges; and once you stop doing so, you're dead!

Fitted for Work's story is one of accepting, and meeting, challenge after challenge. There are those that are exciting, those that are tough and some that are nonetheless stimulating, pleasant and enduring.

This past financial year presented us with the exciting challenge of expanding the delivery of our services, in a virtual capacity, to women across the country. Fitted for Work's successful model results from 15 years of development. Thousands of women have gained employment and economic security as a result. When you have a winning formula, you want to reach

more and more women. This year, we continued our strategic investment in technology to extend Fitted for Work's online service delivery to women in every state and territory. To do so, we also had to find a new home, as the current site at the Queen Victoria Women's Centre could no longer accommodate this expanded delivery capacity.

Thanks to the hugely experienced Barry Novy, one of Melbourne's best-connected realtors, we secured an excellent site on Bridge Road, Richmond; and relocated in February 2020. Fitted for Work's new site now provides our clients, volunteers, and hardworking staff with a flexible, equipped and efficient space to succeed. It frees us up

to aim higher still in delivering vital services to many more women around Australia, including those affected by drought, floods and bushfires.

Within a week of launching our exciting new Bridge Road home, COVID-19 hit. This has been a tough challenge in every way and at all levels of our operations. The global pandemic has challenged us as a business as well as caring for the health and safety of every client, volunteer and staff member. From the onset in March, and over the months to follow, Donna and the senior leadership team have demonstrated outstanding leadership, decisive action and a clear-sighted commitment to prioritising the health and wellbeing of the whole FFW team. The organisation has observed and complied with the government regulatory framework, swiftly addressed and mitigated risks, all while maintaining high energy and productivity. It has risen to a tough challenge – and met it.

At every step of the way, we have been buoyed by the ongoing support of our donor and supporter base and the great outcomes from our successful business partnerships. Donna and her senior leadership team also know they can draw, at all times, on the practical and strategic support of the FFW Board. I for one feel an enormous privilege to continue working alongside my fellow Board members, even though Zoom sessions have straight-jacketed our deliberations and reduced some of the spontaneity.

More broadly, the pandemic has exposed the gendered inequalities manifest for many Australian women, both in the labour market and the home. Women's overrepresentation in insecure employment means they are more vulnerable to financial insecurity and unemployment in times of adversity. We've seen how this has been compounded by the unequal distribution of caring responsibilities and rising rates of domestic violence, further affecting women's financial independence.

Fitted for Work has always sought to offer hope and positivity.

In uncertain, post-pandemic times, it will need to rise to the challenge of meeting the needs of many more women displaced and disadvantaged in the labour market and marginalised in periods of economic recovery.

In the year ahead, we want to help as many women as possible to hold the line; doing our bit to provide them with practical support and an online connection which enables them to take their rightful place in a new employment world.



Mary Crooks AO

A Year of Impact

2,300

Women assisted

73 days

Average length of
time for women to
find work

4,632

Total appointments

1,128

Outfitting
Appointments

2,063

Resume Hub
appointments

192

Workshop
participants

142

Current trained and
active mentors

108

Current
volunteers

35

She Works
Candidates matched
with a SWIM (She
Works Interim
Mentoring support)

5,300+

Kilograms of clothing
on-given to charity partners

\$135,360+

Worth of clothing gifted to
clients

Our Clients

On average,
it took
women 73
days to find
work using
Fitted for
Work's
services.

Our clients are:

- Culturally and Linguistically Diverse (CALD) women
- Mature-aged women (55+)
- Women exiting correctional facilities
- Survivors of domestic violence
- Single mothers
- Young women (16-22)
- Women with a disability
- Women experiencing homelessness
- Transgender women, non-binary and gender diverse people
- Refugee and migrant women



66% of all appointments were attended by women from a culturally and linguistically diverse background (CALD).



13% of all appointments were attended by women who have a disability.



72% of all appointments were attended by women who had an education below university level.



23% of appointments were attended by women living in over 200 different rural and regional locations.



36% of all appointments were attended by women who identified as being a single parent.



Lori's Story

Disadvantage can be experienced by anyone, at any time. Despite 30 years of experience working in industries such as sales and training and development, Fitted for Work client Lori found herself in a cycle of insecure employment.

Lori was working “on and off” for several years while experiencing some mental health challenges. She suffered a big loss of confidence throughout this time. It was a “daunting time” full of “bad experiences”.

Loss of self-belief is common for job seekers and can be in itself, another barrier to gaining employment. We know that confidence is boosted when people receive holistic support that celebrates and supports them throughout their journey to work.

It was 2019 when Lori first attended some face to face Outfitting appointments after being referred to Fitted for Work's national office in Melbourne. An enthusiastic volunteer team worked with Lori to provide a quality interview outfit that, “fitted fantastically”.

Confidence in self-presentation is hugely empowering and allows clients to focus on other important aspects of interview readiness knowing that their presentation on the day will be excellent.

For Lori, that outfit that reflected what she had to offer and had her feeling “100% professional”.

In early 2020 Lori was employed, but when the impact of COVID-19 hit the Australian employment sector she suddenly found

herself looking for work again in an even more competitive market.

Lori attended a virtual Job Preparation Appointment, working with a job readiness specialist to enhance her resume and cover letter. As with all of our clients, she also received frequent check ins from the referral officer team, to ensure we were always adapting to any changing needs of clients.

“Every contact I had with Fitted for Work was very inspiring and supportive”.

Lori also attended a virtual Smart Workshop, hosted over Zoom by Fitted for Work and Smart Recruitment. As one of our partnered workshops, the Smart team provide expert advice on how to approach the job application process and also answer any questions from job seekers.

After leaving this workshop, Lori felt ready to “hit the ground running” in her job search and began researching organisations of interest. Feeling motivated and prepared, Lori mustered the courage to do what many people might find confronting; she cold called her first preference of organisation to pass on her resume.

Lori spoke with the receptionist, sent her resume through and then requested the

CEO’s contact number. Later that week she received a phone call from that CEO and after a couple of conversations Lori was offered a full-time contract with the organisation.

With a supportive team, opportunities to utilize her skills and steady income, Lori feels “thrilled to be employed”. As well as professional satisfaction Lori has a sense of personal fulfilment in her new role. Lori’s father passed away a few years ago and she was greatly impressed by the respect and kindness shown by the staff of the aged care home. Throughout COVID-19, the vulnerability of such facilities felt close to home for her. Today as a part of her role Lori supports the recruitment of staff for aged care homes and feels she is both “filling a need” and “following a passion”.

“If it wasn’t for Fitted for Work’s Smart Recruitment workshop I wouldn’t have felt the courage to cold call... now I wake up and I feel blessed”.

Fitted for Work congratulate Lori on her new role and remain committed to creating flexible job readiness support pathways to unlock confidence and opportunity.



Client Services

In the previous financial year, we have experienced an incredible period of development and change. Our virtual services team has continued to support our clients nationally, while also welcoming our usual 'Face to Face' clients from both New South Wales and Victoria into the virtual sphere, while our Face to Face Services were closed due to the Global Pandemic.

Since COVID-19 began, Fitted for Work has quickly mobilised our team to work remotely. 100% of our client services are being delivered virtually with swift updates rolled out to allow us to provide our full service offering despite social distancing requirements.

The Virtual Job Preparation hub has continued to support our clients all over Australia with phone and email appointments, while growing the team's staff and volunteer pool. We continue to provide tailored and expert guidance for all facets of the Job search, from Resumes &

Cover Letters, to Interview skills and practice, plus help with navigating job seeking in general, through a myriad of barriers - including our new climate after the announcement of COVID-19. Thankfully, we were able to shift our service delivery offsite immediately when restrictions were announced, and by responding to our clients' immediate needs, we've been able to continue to engage and motivate our clients through job seeking and into employment. We are thrilled to now offer Video Interview practice to suit a growing demand.

Our Virtual Outfitting appointments, which focus on providing a capsule collection of work appropriate clothing & accessories, via phone, video and postage, to clients nationwide, expanded greatly in late 2019. Although we were forced to close this service down temporarily due to COVID-19, we used this time to develop a brand-new service named Virtual Presentation. This

service meets clients via video and gives tailored and expert advice on how to refine their personal presentation, their technology, and their environment for video interviewing and meeting. This service works perfectly in tandem with Our Video Interview Practice appointments. Virtual Outfitting has now re-opened and both services continue, as the entire Virtual Services team prepare to support our clients into 'COVID-19 Normal'.

In 2019, we began a partnership with LinkedIn, offering monthly workshops to clients in both Melbourne and Sydney. The workshops provide an introduction to LinkedIn, including building a profile and network, as well as how to find career opportunities and apply for a job via the platform. In addition, LinkedIn ran "Train the Trainer" sessions for our staff and volunteers covering the most current LinkedIn services and offerings to share with our clients. LinkedIn quickly adapted their workshops to run digitally via Zoom, allowing us to continue offering the monthly client workshops without interruption and enabling us to extend this opportunity to women across all of Australia.

We have also continued our "Meet a Recruiter" workshop series with our long-term corporate partner, SMAART Recruitment. The workshops, hosted by James Witcombe, cover a range of topics

related to job preparation. Each workshop is also attended by a guest speaker who is an industry expert, providing practical advice and know-how. This is a great opportunity for clients to put their skills into practice, network, and build their resume knowledge.

Parramatta's focus in the 2019-20 FY has been outward, connecting to the community and raising awareness of Fitted for Work's services to boost referrals and reach more women that may be otherwise unsupported.

We created community connections by hosting high school students for one-week work placements, and Job Preparation Workshops with TAFE and local community organisations, hosted by corporate volunteers from the Commonwealth Bank of Australia and AMP. We have strengthened our connection with the local CBA call centre through this volunteer opportunity and collaboration training new call centre Agents to refer through the WomenCan program.

In addition to our monthly SMAART Recruitment and LinkedIn workshops, our Parramatta Job Preparation Hub also hosts job readiness works with AusSip once a quarter, and with IBM annually. Our Corporate Volunteer experts share their best tips, tricks, and tools to help women navigate their job search with confidence.



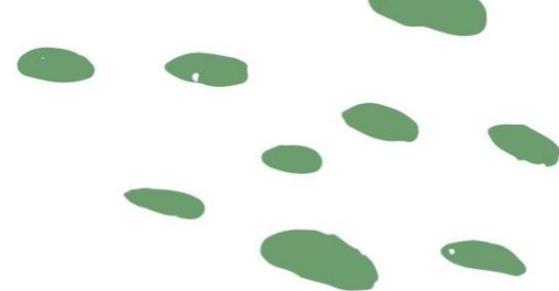
Emerge Program

For the past 15 years, Fitted for Work has helped women navigate disadvantage. Our team of dedicated staff and volunteers are experts in helping women identify transferable skills, build resilience, and pivot their career goals. In March 2020, Fitted for Work identified an immediate need to provide tailored support to women affected by COVID-19 unemployment, and isolation.

With the support of a pro bono partnership with Jetstar Airways, Fitted for Work quickly mobilised to design a new 100% virtual

program. Our new EmERGE Program builds women's resilience and prepares them to re-enter employment when the economy turns, helping them emerge stronger and ready to take their place in the workforce. The virtual delivery enables women to up-skill while maintaining social distancing requirements. In addition, the flexible structure enables women with carers' responsibilities to actively participate in the program, while being part of a virtual community reduces social isolation and improves women's wellbeing.

Image by Andrea Piacquadio.



The eight-week program covers eight topics, to provide ultimate job readiness:

- **Communication** – focuses on communicating and interacting effectively with others. Provides strategies to convey skills and experience in a resume, create a professional online presence with a LinkedIn profile and to navigate the world of online job seeking.
- **Confidence** – builds confidence and self-esteem, so critical to women presenting their best self in job interviews. Explores values, learning styles and personality to help women identify and promote character strengths throughout their job search.
- **Goal Setting** – identifies career goals and motivations. Provides tools and strategies to map a path to career success.
- **Resilience** – provides tools and strategies to manage change and transition, particularly in the job search process. How to stay motivated and structured while looking for work.
- **Financial Literacy** - builds capacity for economic security and financial independence by providing foundational skills in managing money, budgeting and superannuation.
- **Physical Wellbeing** - covers workplace wellbeing and provides activities to help women find space in their lives to incorporate movement and exercise into their daily routine.
- **Health** – investigates the impact of a balanced, healthy diet on employment success and empowers women to make informed decisions about nutrition. Provides tools and activities to plan and source cheap, healthy food options.
- **Time Management** - introduces tools, strategies and structures to efficiently and confidently manage time while job-seeking, and in the workplace. Helps women identify and strengthen time management skills to showcase in a resume or interview.

Project Purple

In 2019, Fitted for Work completed a first of its kind pilot program, Project Purple, a coordinated and streamlined suite of employment-related services, specifically for Transwomen, Gender Diverse and Non-Binary job seekers (TGDNB), to increase work readiness and sustainable employment outcomes.

Transwomen face many social inequities and complex barriers to meaningful participation in everyday activities, including employment. Project Purple was uniquely created to listen to and address the gap in support for transwomen jobseekers.

Headed by Transgender Liaison Officer Michelle Sheppard, a transwoman, public speaker, radio presenter and advocate for TGDNB people, the role enabled us to authentically engage with and foster community relationships, partnerships and networks.

In February 2019, Fitted for Work held 5 focus groups with 12 transgender job seekers, 5 Job Active providers, and 6 corporate employers. Insights from focus groups informed the theory and logic frameworks that were foundational to the design of meaningful activities and outputs.

To expand our inclusive approach and ensure we provide only safe spaces, 'Trans Awareness Training' was rolled out to 83 staff, volunteers and mentors across Fitted

for Work. Host Michelle Sheppard's discussion of the experiences of the transgender community and education on appropriate terminology use, increased awareness and inclusivity to better support our Transgender clientele.

“There was no judgement, they treated me with respect, but most of all, it was a safe space.” [Sophia, Client]

Project Purple has delivered 286 services to 64 transgender clients that identify as either she/her they /them. In addition to our core service offerings Fitted for Work sought out partnerships with community organisations, corporate businesses, local councils, and disability employment services to offer diverse supplementary services. The benefit of a holistic approach to job readiness was reflected in the uptake of 134 specialised services, such as the Transgender Job Skills Expo, LinkedIn sessions and Clinic Speech Therapy and Make Up and Styling Workshops.



Clients were also supported with tailored referral pathways connecting them to health, legal and financial support.

The short-term benefits of the program included the building of skills and resilience in the job search process with flow on benefits of increased confidence, connection, network creation and financial security.

Fitted for Work has integrated the learnings from Project Purple throughout the organisation and are committed to inclusive service provision and advocating for the Transgender Community.

- 100% of clients surveyed reported that their experience of services as helpful in their job search, with 58% reporting a significantly positive experience.
- 100% of clients surveyed reported an increase/improvement in confidence and self-esteem, with 43% reporting a significant increase.
- 100% of clients would recommend Fitted for Work services to other TGDNB individuals looking for work.

Image by Nura Sheidaee.



National Relocation

Demand for our services grew significantly over the last 18 months, especially in regional and rural Australia, as more women struggle to find employment with limited resources to support them. We outgrew our previous Melbourne CBD site, and on 6th February 2020 our national operations and Melbourne service relocated to larger premises at 513 Bridge Road, Richmond.

Our clients are at the heart of everything we do. We believe that our new home gives us the space to enhance and grow our service offering to help more women than ever on their journey to find work and achieve financial independence.

Fitted for Work's new National Site was made possible through the support and expertise provided by the Board and property consultant, Barry Novy.

Image by Fi Mims Photography.

Symbolic Cutting of the Ribbon

In early March we welcomed volunteers, partners, alumni, donors and supporters to the official opening of our new National Site, marked with a ceremonial ribbon cutting.

On the left-hand side, one of our co-founders, Renata Singer, held the ribbon to symbolise Fitted for Work's origins. On the right-hand side, two of our generous volunteers held the ribbon symbolising our future and the important role our volunteers play in supporting the organisation. Finally, we were honoured to have Jenny, one of our former clients and current mentors, ceremoniously cut the ribbon to represent the inspiring and resilient women, for whom we exist.

Our new National site provides:

- A bigger, brighter and more inclusive space to deliver client services, both face-to-face and virtually
- Room to deliver client programs onsite
- An easily accessible clothing donation drop off point
- Areas for volunteers to connect and debrief
- A building that we can make fully accessible to everyone
- Space to host events for our clients, volunteers and supporters

Our relocation would not have been possible without generous donations from the following organisations:

- **Saward Dawson**
Desks and partitions
- **Moet Hennessy**
Desks and cabinets
- **Directioneering**
Conference table and chairs
- **Melbourne Painting (Riza)**
Painting services
- **L&E White Electrical Contractors**
Electrical works
- **Enviroscope, Dyan**
Dulux Paint
- **Sustainable Living Fabrics, Liz**
Fabric
- **Bunnings**
Plants
- **Ikea**
Furniture
- **Design by Bow**
Lighting
- **Baresque, Ebony**
Wallpaper
- **Oz design**
Sofa
- **Place Settings**
Sofas and chairs
- **Adairs**
Discounted artwork
- **Officemovers - Brett, Leigh, Ash and the team**
Moving cartons
- **Forward Thing Design, Vanessa and Emma**
Design advice and supplier contacts

Thank you to the individual donors who contributed their time to set up the space as well as:

- Kitchen items
- Washing machine
- Plants/rugs
- Smart TV

Cherry Women

For some time, we have been collecting data and information on the challenges facing working women in the middle and later years of their lives. During the last financial year, Fitted for Work has helped spearhead an exciting new project funded by the Melbourne Lord Mayors Charitable Foundation, in partnership with Good Shepherd Australia New Zealand.

Systemic gender inequality drives financial vulnerability for women as they age; exacerbated by employment and domestic disruption and made acute when a 'crisis' occurs; for example, illness, divorce, or redundancy. We have identified an opportunity to empower women 15-20 years from retirement age, in a proactive and preventative way to build their financial resilience and wellbeing.

There is currently no integrated approach to address this issue before individual women find themselves in crisis. We know that significant barriers exist around money, housing and employment but we also believe that, if given the right tools and opportunities, women can make choices that will help to build sustainable futures. That is why we have helped to create Cherry Women, an innovative virtual experience designed to help women take a second bite of the cherry.

Image from Canva.

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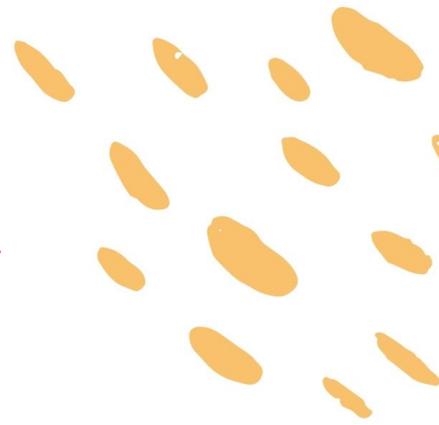
The Cherry Women Advisory Board is made up of expert women, including Donna de Zwart (Fitted for Work), Dr Zara Lasater (Good Shepherd), Jeanette Large (Women's Property Initiative), Amanda Barker (Aware Super), Alla Buinowicz (Taking Shape), Adjunct Professor Susan Feldman (Monash University) and Pauline Taylor (Financial Consultant and Author).

The Cherry Women pilot provided women with tools, tips and options for future proofing their housing, finance and employment, through a series of interactive workshops, the launch of our Cherry App and the creation of a vibrant and supportive community in our Cherry Circle Facebook Group. We know there is still so much work to be done.

We encourage you to join us on social media @cherrywomen to join our community and the fight to dismantle ageism.



Corporate Partners: Jetstar Airways



We would like to share with you the uplifting story of how in times of change, newfound connection and collaboration can create magic!

2020 brought us the unexpected opportunity to work with talented and generous professionals from across Australia and the globe in the form of a new corporate partnership. As we all know, the travel industry was deeply impacted by COVID-19. However, Jetstar Airways quickly mobilised their team to turn lemons into lemonade by approaching a range of charities and Not-for-Profits to offer their pro bono time and expertise to meaningful projects.

With the help of two teams of volunteers we brought to life two major and impactful projects for us, despite the challenges of lockdown.

Firstly, we were able to quickly mobilise to design and create a new program in response to COVID-19 and also complete an organisation rebrand. Our Emerge program is tailored specifically to helping women navigate adversity, build resilience, and achieve job readiness so they can emerge from COVID-19 ready to take their rightful place in the workforce.

Secondly, for us to service the changing needs of all Australian women we need to reach them and thanks to our rebrand project, we are able to do that better than ever before. With a fresh website and enhanced client communications, we can reach and support any woman who wants to be fitted for work.

We'd like to thank a few people for sharing their talent through some pro bono volunteering for Fitted For Work. Thank you to Nicole Teng, Carolyn Pierre, Lisa Miller and Kate Fairhurst for using their expertise, energy and resourcefulness to help us identify and respond effectively to the unique needs of our clients during this challenging time with our new Emerge Program. Thank you to Vanessa Loh, Kate Di Meo, Min Soe Zan and Gen Lyttle (from Nimble) for bringing their creativity and passion to create a new logo, brand and website that perfectly represents Fitted for Work.

We are incredibly grateful to the entire team at Jetstar Airways for this wonderful opportunity. This uplifting story was a reminder of the power of connection, even in the most challenging times.

She Works

She Works is meeting the needs of employers looking to build gender diverse workplaces.

Where traditional hiring practices often fail to adequately promote diversity or understand the barriers to employment for disadvantaged cohorts, She Works provides a unique approach to recruitment. We connect talented ready to work women, who may have otherwise slipped through the cracks with sustainable employment. The positions we have recruited reflect the diversity of skills held by job seeking women, with roles filled across multiple industries, such as Professional Services, Banking/finance, Community/Welfare and Transport, logistic/warehouse.

Response to COVID

We continue to support employers and job seeking women throughout the COVID-19 pandemic with all She Works operations going virtual. In May 2020, to adapt to the economic crisis and challenging times for Australian employers, we introduced a 3-month Placement fee waiver. In order to get more skilled women in the workforce, our recruitment services need to be accessible to every Australian business.

Extra support for Candidates

Recognising that our She Works candidates could benefit from extra support during the recruitment process, we introduced tailored short-term telephone mentoring. This 6-week mentor support, referred to as SWIM (She Works Interim Mentoring), has provided valuable help and guidance to women progressing through a She Works recruitment opportunity. SWIM ensures that both women successful in gaining employment and those who have not secured a role, receive timely encouragement and support. Newly employed women are supported to thrive in their new role and for those still on their job search journey, constructive feedback is given to improve their employability.

Upgrading our Candidate Database Management System

Through a grant received from the City of Melbourne, we were able to integrate candidate management software into Salesforce and fund extra staff support for She Works. The adoption of Click-Recruit software into Salesforce has enhanced candidate tracking and management and

quicken She Works' ability to find the perfect client for a role. This means faster securing of employment for clients and faster access to the value of their new employee for businesses.

The Social Enterprise Eco-System

She Works is creating a presence as a respected social enterprise, receiving a two-year Social Enterprise certification with Social Traders. Attending their Conference in August 2019, the She Works manager had the opportunity to pitch our enterprise to a panel of experts and receive feedback, generating more awareness for She Works. We also joined the growing Victorian Social Enterprise Network in Victoria – SENVIC and are expanding our network through the launching of She Works on LinkedIn.

Looking Forward

In early 2020 She Works received a Boost Your Business: Social Enterprise Capability

Voucher from the Victorian State Government to engage the expertise of Social Ventures Australia to review and redesign She Works' Business Model and pricing structure. This work included the development of a pricing tool and a focus on championing and enhancing client skills and building long-term partnerships with employers. She Works seeks out opportunities aligned with the existing skills and experience of our candidates and connects women with upskilling/re-skilling opportunities to strengthen their general employability or ability to pursue a new career.

Our Impact

- Employers are able to meet social procurement, gender and diversity targets.
- Women are given job opportunities and sustainable employment.
- Gender diversity and inclusion in Australian workforces is increased.
- Women achieve financial independence

She Works Candidate

I was always working as an engineer and then I moved to Australia and came to a deadlock. There was no bridge to connect to employers, to not have the local network or local networks was a challenge. (Through She Works) I got a job and was promoted to a permanent role in three months! I also got an award of 'Rookie of the year' for being such a fast learner and got new projects and clients. The work means confidence and for my son he wakes up and sees his whole family working hard."

The Conscious Closet

What an eventful and expanding year for The Conscious Closet it has been. After three and a half years of wonderful trade and community connection at the Queen Victoria Women's Centre, we packed down our retail space at the end of our lease in December 2019. While our plans to reopen in a busy retail strip in Melbourne's north in early 2020 were put on hold due to the global health pandemic, the move to sell our stock online has created a whole new platform and reach for the Conscious Closet!



The second half of 2019 saw us put on shopping events, VIP evenings and seasonal sales, with the most significant being our 'Queen Victoria Women's Centre Hallway Sale' that came right at the end of our tenure. Not only did this give us a great opportunity to clear excess shop stock at discounted prices, it created a space for our customers, colleagues, volunteers and shared tenants to farewell us from the building, share their details for future connection and grab a bargain! A real testament to the community and conscious consuming the Conscious Closet has advocated for and grown in that space.

The emphasis on recycling and sustainability continues for all iterations of the Conscious Closet, as several projects throughout the year have shown. Highlights include a fashion student project where donated jeans were repurposed into bags and resold through the Conscious Closet, and a donation collection bin that was installed in the store to create ease and convenience for donors. Both these projects created a great conversation starter for customers and the public to connect not only their own sustainability and purchasing choices, but the ability for those decisions and commitments to directly affect Fitted for Work and many women's lives. Through the sorting of many wonderful donations, we were able to on give 5,310kgs of excess clothing and accessories to our charitable on give partners, keeping those items out of landfill and supporting our fellow not for profits.





Our Team

Allie Pert

Client Referral Officer

Abigail Ross

Client Referral Officer

Alana Morgante

Client Referral Officer

Amanda Carlile

General Manager

Anna Macfarlane

Development Manager

Anita Mikedis

Melbourne Client Services
Coordinator (Acting)

Becky Giles

Virtual Outfitting Officer

Bek Pasqualini

Executive Assistant &
Governance Officer

Caitlin Mountford

Client Referral Officer

Camilla McKewan

Donations Coordinator

Candice Graham

Sydney Operations
Coordinator

Donna de Zwart

Chief Executive Officer

Eileen Martin

Job Ready Support
Specialist

Elizabeth Trewhella

She Works Manager

Emma De Latour

Client Referral Officer

Image by Fi Mims Photography

Erin Anderson Scott
Melbourne Operations
Coordinator

Esther Shackleton
Virtual Outfitting Officer

Freya Findlay
Client Referral Officer

Honor Cass
Virtual Outfitting Officer

Imogen Moore
Client Referral Officer

Isabel Owe Young
Communications Officer

Jackie Roberts
Client Referral Coordinator

Jessica Naylor
Executive Assistant to the
CEO

Jessie Li
Client Referral Officer

Julia Karlsson
Client Referral Officer

Julia Oscarzi
Client Referral Officer

Kellie Hill
Job Ready Support
Specialist

Leah Nischler
Programs Coordinator

Lisa Le
Sydney Operations
Assistant

Merredith Murphy
National Volunteer
Manager

Michelle Sheppard
Transgender Community
Liaison Officer

Nicole Johnson
Job Ready Support
Specialist

Olivia Pusey
Client Referral Officer

Rashmi Baijnath
Finance Manager

Rebecca Dunn
Virtual Services
Coordinator

**Rebecca Sather
Jenkins**
Client Referral Officer

Ryn Hopgood
National Client Services
Manager

Sabina Lunja
Virtual Outfitting Officer

Sarah Ricardo
Online Retail Coordinator
(Acting)

Sarah Feagan
Client Referral Officer

Sharon Ross
She Works Assistant

**Shirley Graves-
Mortimer**
Volunteer Administration
Support Officer

Tamaduer Ali
Finance and
Administration Assistant

Therese Bizas
Client Referral Officer

Vinisha Kumar
Client Referral Officer



Our Board

Anne Randall

24 October 2018 – present.

Anne is an experienced leader who has held senior management positions in a number of organisations most recently as Executive Director of the Royal Children’s Hospital Good Friday Appeal. Prior to that, Anne worked in senior marketing and communications roles at Melbourne Water, Metlink, WorkSafe. Sydney 2000, Telstra and the TAC. Anne has experience in developing ground breaking public education campaigns designed to change behaviour. Anne is interested in working for organisations which make a positive contribution to the community.

Special Responsibilities:

Governance Committee.

David Bilston-McGillen

29 August 2018 – present.

David is a Chartered Accountant with over 30 years experience. He is the founding Director of Oxygen Private Clients, a firm specialising in helping private clients and families with taxation and personal financial management strategies. David has current and previous experience in Board roles in the not for profit sector and is passionate about helping Fitted for Work deliver on its vision and purpose.

Special Responsibilities:

Finance, Audit & Risk Committee.

Jo Scard

4 January 2020 – Present.

Jo Scard is the Founder and CEO of communications and engagement agency, Fifty Acres. With over 20 years' experience in communications, political advisory roles and journalism, Jo is one of Australia's foremost strategic advisers to corporates, government and Not-For-Profits. A respected former journalist in the UK and Australia, Jo has worked with ITV, Associated Press, Seven Network, SBS, ABC and Fairfax and co-authored the best-selling book *The Working Mother's Survival Guide*. A trained lawyer, Jo is a Member of the NSW Council of the Public Relations Institute of Australia and on the board of Hockey ACT. Jo has received a number of awards including the Mumbrella PR Leader of the Year award in 2018 and B&T Magazine Women in Media PR Leader 2018.

Maree Davidson AM

17 March 2014 - 14 August 2019.

Maree Davidson runs a social change, communications and strategic planning consultancy. Building on a background in education, community development, advocacy and social policy she has contributed to many well-known health, social and behaviour change initiatives. Maree works throughout Australia and internationally with governments, NGOs and community based organisations assisting them to plan, implement and review their campaigns, programs and policies. She also works in the corporate sector providing advice around strategic direction, marketing, issues management and increasingly around how to build effective public private partnerships. Maree is a Founding Member and Chair of the

Advisory Committee for the Fellowship for Indigenous Leadership, Member of the National Coalition Against Bullying (NCAB) and Director of the Board for the Consumer Policy Research Centre.

Mary Crooks AO - Chair

21 February 2014 – present.

After an extensive public policy career, Mary became the Executive Director of the Victorian Women's Trust in 1996. She has designed and led ground-breaking community engagement initiatives, such as the Purple Sage Project and Our Watermark Australia. In June 2012, Mary was appointed an Officer of the Order of Australia, for her distinguished services to public policy and advocacy for the advancement of women. In 2016, Mary won the Public Policy category as part of the AFR/Westpac's 100 Women of Influence for her years of work in shaping public policy in Australia.

Special Responsibilities:

Chair, Governance Committee

Michael Cohn

17 March 2014 – present.

Michael has more than 40 year's experience operating an importing and distribution business Australia wide as the Founding Director. He has been a Board member of Liberty Victoria for 7 years.

Special Responsibilities:

Finance, Audit & Risk Committee.

Sarah Wrigley

27 July 2016 – present.

Sarah joined the Fitted for Work board in August 2016. She is a past director of the Royal Botanic Gardens in Melbourne (including chairing the Finance and Audit Committee), past director of ARCUE (Australian Centre for Urban Ecology) and the past chairman of the Warrandyte Community Bank. Sarah brings to Fitted for Work and excellent knowledge of the

philanthropic sector and fundraising in general, finance and risk, marketing, as well as strategy development and implementation. Sarah also runs her own market research consultancy and has won two Business to Business Research Effectiveness Awards and is on the Board of Trustees for the Warrandyte Arts and Education Trust. Sarah is a Graduate of the Australian Institute of Company Directors, a Qualified Professional Market Researcher and holds a Bachelor of Management Studies.

Special Responsibilities:

Chair-Finance, Audit & Risk Committee; Company Secretary.

Wendy Stops

9 September 2015 – present.

Wendy is a Non-executive Director of the Commonwealth Bank of Australia, Coles Group Ltd and Fitted for Work, and a Council Member of The University of Melbourne. In addition, Wendy is the Chair of the Industry Advisory Board for the Centre for Business Analytics at the Melbourne Business School, a member of the AICD's Innovation & Technology Advisory panel and a member of the Digital Experts Advisory Committee for the Digital Taskforce in the Department of Prime Minister and Cabinet. Wendy was previously a non-executive director of Altium Ltd. Prior to taking up her Director career, Wendy was an information technology and management consultant, spending her 32+ year career with global leader Accenture. Wendy is also a member of Chief Executive Women and a Graduate of the Australian Institute of Company Directors (GAICD).

Special Responsibilities:

Chair of Governance Committee.

Thank You

Individual Major Donors

- Alison Maynard
- Andrea Bezzina
- Andrew Miller
- Anna Foley
- Anne Griffin
- Anne Jaumees
- Barbara Durmanic
- Beth Thyer
- Catherin Easton
- Cheryl Di Florio
- Frank & Ruth Hargrave
- Genevieve Arch
- Geri Lazarus
- Helen Vorrath
- Hilary Irwin
- Jacqueline Middleton
- Jane Kunstler
- Janet McMenamin
- Jennifer Wraight
- Jenny Macdonald
- Jenny Sward
- Jodie Ricardo
- Joy Lobo
- Joy Selby-Smith
- Judy Hogg
- Julian Gooi
- Karen Hill
- Katherine Hinton
- Kerri Thompson
- Leigh Powell
- Lesley Griffin
- Liz Reen
- Malcolm Broomhead
- Meaghan Francis
- Merran Kelsall
- Mew-Leng Mouy
- Michael & Ann Cohn
- Michael Renouf
- Nadia Truninger
- Paul Westcott
- Pauline Wilkinson
- Peter Corben
- Renata Singer
- Roseanne Amarant
- Ruth Young
- Shirley Polack
- Stanton Sharman
- Steven Young
- The Gemsonic Foundation

Trusts, Foundations and Corporate Donations

- City of Boroondara
- City of Melbourne
- Women in Focus
- Fowler Paine Foundation
- GainingEdge
- Hamilton Morello
- House of the Gentle Bunyip
- HR Gurus
- Kathleen Townsend Executive Solutions
- Keri Le Page
- Philip & Vivien Brass Charitable Foundation
- Powerfamily at the APS Foundation
- Sayonarra Pty Ltd
- Shebah Pty Ltd
- The Edison Agency
- The Goodman Family Foundation
- The Lazarus Foundation
- The local drop
- The Seary Lynch Foundation
- The Wood Foundation
- Vasudhara Foundation

Abridged Audited Financials

As at 30 June 2020

Fitted for Work LTD
Statement of Income and Expenditure

For Period ended 30 June 2020

	2019 (\$)	2020 (\$)
Total Income	2,081,499	2,623,197
Total Expenses	2,002,312	2,832,700
Operating Surplus/ (Deficit)	79,187	209,533

Fitted for Work LTD
Balance Sheet

As at 30 June 2020

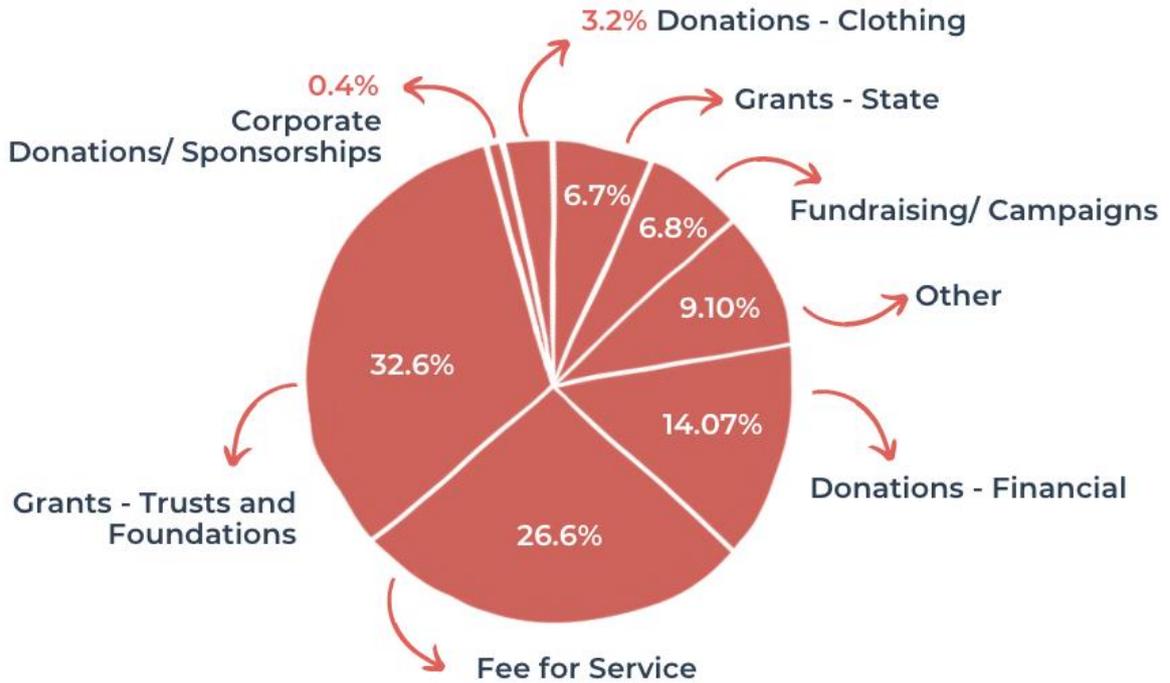
	2019 (\$)	2020 (\$)
Total Assets	985,442	3,805,848
Total Liabilities	551,140	3,581,079
Retained Profits & Total Equity	434,302	224,769

Audit and Accounts

Fitted for Work complies with all applicable Australia Accounting Standards and Guidelines, and is in compliance with the Corporations Act 2001 and Australian Charities and Not-for-profits Commission Act 2012. Banks Group audits the financial statements. These statements are available upon request from Fitted for Work.

Income Breakdown

2019-20



- Corporate Donations/ Sponsorship 0.4%
- Fundraising/ Campaigns 6.3%
- Donations – Clothing 3.2%
- Donations – Financial 14.7%
- Fee for Service 26.6%
- Grants – State 6.7%
- Grants – Trusts and Foundations 32.6 %
- Other 9.1%

Ways to Get Involved



Shop with Us

Say hello to your new wardrobe and goodbye to fast fashion. Shop with us today and help a woman better herself and her career.



Share your Time

We believe the best partnerships are based on shared values. Connect with us today and find out how you and your business can empower women through employment!



Donate Clothing

Donate your **gently worn and fiercely loved clothing** and help our clients put their best foot forward in their next interview!



Make a Donation

Your generosity enables us to reach out and support women experiencing disadvantage across Australia. Thank you



fitted for work

Locations

National Office

513 Bridge Road

Richmond, 3121

03 9662 4289

info@fittedforwork.org

Western Sydney

37 & 38a, 70 Phillip Street

Parramatta

02 9635 9909

sydney@fittedforwork.org

Websites

Fitted for Work

www.fittedforwork.org

The Conscious Closet

www.theconsciouscloset.org

She Works

www.sheworks.org.au

Socials

Fitted for Work

Facebook.com/fittedforwork

Instagram.com/fittedforwork

Twitter.com/fittedforwork

LinkedIn.com/fitted-for-work

The Conscious Closet

Facebook/theconsciousclosetsale

Instagram.com/theconsciouscloset

She Works

LinkedIn.com/She-Works-Australia

This Annual Report was edited and designed by Isabel Owe Young and Caitlin Mountford, Marketing and Communications Team.

fitted for wOrk



www.fittedforwork.org

www.sheworks.org

www.theconsciouscloset.org.au