2021 - 2022 A N N U A L **REPORT**





Our vision

Independence and transformation for women.

About us

Fitted for Work helps women in Australia experiencing disadvantage to become work ready, gain secure employment, and experience success in their careers!

At Fitted for Work, we believe in a future that is equal, positive and powerful for women in the workplace.

Our job-readiness services provide women with practical skills, knowledge, self-esteem, and know-how so that they can move forward with confidence in their careers.

Inclusion and empowerment are at the heart of all we do. We are committed to providing a safe space for all women, gender diverse and non-binary job-seekers. We welcome clients of all ages, cultures, ethnicities, bodies and abilities. Our national services are available in-person and online, so that no matter where you live, we can help!

At Fitted for Work, we focus specifically on employment because work provides economic security, independence, purpose, and connection. We believe when you are fitted for work, you are fitted for life.

Follow us

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Donate

www.fittedforwork.org/donate

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On the surface, you might think that we are an organisation that simply finds women work, but that is not the big problem we are trying to solve.

The Global Gender Gap Index was first introduced by the World Economic Forum in 2006 as a framework for capturing the magnitude of gender-based disparities and tracking their progress over time. It began in 2006 with 115 countries and by 2022 it has expanded to 156 countries. In 2006, Australia's overall ranking was 15th, and this has plummeted to 43rd in 2022.

According to the 2022 Report, another generation of women will have to wait for gender parity. As the impact of the pandemic continues to be felt, closing the global gender gap has increased by a generation from 99.5 years to 134 years. That means that it is highly likely that a girl born today, even if she lives to be over 100, will not see gender parity in her lifetime.

Why is this important to all Australians? Tough times lie ahead, and it has been widely acknowledged that women need to be at the very centre of our economic recovery.

When we politically empower women, when we have equal representation in our political system, we hear from 51% of the population, and we benefit from their creativity, intelligence, and perspective. As a result, we have a gender lens on laws, policy, and public spending.



A WORD FROM OUR Managing Director

FITTED FOR WORK

To get women to this level, we need women to receive a good, well-rounded education. The proportion of women among skilled professionals continues to increase, however, there is a persistent lack of women in leadership positions, with women representing just 27% of all management roles.

If we want our leaders of tomorrow to be more representative, then we need to provide them with the opportunity to participate so they have the same opportunities to rise through the ranks to become captains of industry and provide them with a logical pathway into the political sphere.

But where we come undone is the economic participation of women and the opportunities that arise as a result. According to the 2022 Global Gender Gap Index, we estimate that it will take another 267.6 years to close this measure.

Employment provides a clear pathway to economic participation and is a way out of disadvantage. However, there are many barriers to women obtaining sustainable employment.

That's where Fitted for Work comes in. We believe that every woman in Australia is entitled to economic security, and we believe that one of the best ways for her to achieve this is through employment. That's why we exist. We are at a critical time in our history and journey towards true equality. The current problem we have is that many Australian women have not just stopped working, they're no longer looking for work. These women are not counted in the current unemployment figures. They are a valuable untapped resource.

This tells us that these women are left feeling overwhelmed, scared, and hopeless when it comes to employment.

We can all acknowledge that how we work has changed forever, and so too how we seek employment. We know that women who made the difficult decision to step away from work during the Pandemic are now finding it increasingly difficult to step back in.

Founded, led, delivered, and used by women, FFW's employment support programs are tailored to the specific challenges, opportunities, behaviours, and inequalities experienced by women.

When you lift the economic status of women, it's good for all of us. That's why when you make an investment in Fitted for Work, you're investing in Australia's future.

Donna de Zwart Managing Director

ANNUAL REPORT 2021/2022





There is no doubt the economic climate, exposed by the Covid-19 pandemic in particular, has become tougher for women.

Women have experienced lockdowns, juggled primary carer roles, and been at the forefront of health and community service industries, which have been massively under pressure and borne the brunt of workforce casualisation. These hardships and the historic lack of pay parity have compounded to make a once in a 100 year pandemic responsible for revealing the deep gender inequities in our workforce.

This is the context that makes Fitted for Work's mission and delivery critically important.

We have known from its inception that Fitted for Work would play a significant role in getting women into employment and helping them build economic security. But if ever there was a need for reliable services, now is the time.

I am immensely proud of how Fitted for Work has grown over the past few years to become a national organisation with a genuine national reach. The creative use of technology has enabled the Fitted for Work team to expand remote delivery and put services into the hands of any woman facing geographical or physical barriers to support.

A LETTER FROM OUR Board Chair

If I ever want a reminder of the social purpose of Fitted for Work as an organisation for women, it is to know that a woman in Toowoomba, Kalgoorlie or Alice Springs, can seamlessly access practical avenues to get work and keep work.

We are proud to have continued and strengthened our important Supervention partnership between Fitted for Work as an agency for women and two of the major banks in Australia, the Commonwealth Bank and ANZ Bank.

It is great to see the spirit in which the major banks have partnered with Fitted for Work, out of a genuine desire to ease financial hardship. CBA and ANZ have demonstrated compassion for people doing it tough and preparedness to provide resources from bank portfolios to assist women into work.

Significantly, both personally and for our Board, has been the decision by Fitted for Work to dedicate part of the headquarters to the memory of Michael Cohn, who passed prematurely. Michael had been a board member for 7 years, and from the moment he joined, Michael was a combination of diligence, fun, seriousness, support, critical thinking and generosity.

He was much loved by board members and staff; he was generous in his support for the organisation and it is only appropriate that we now have a permanent memory of Michael at the national site.

The board of Fitted for Work deserves commendation. I continue to marvel at the women and men around the Fitted for Work board table, who are diligent, respectful hardworking and of management and staff. They operate by high standards of governance, and most significantly hold the interests of the organisation in their hearts and front of mind.

The pandemic has tested everyone in the community, and I commend the staff and leadership of Fitted for Work in how they have navigated the tough situation with resilience and focus.

It has not been easy, but the shared social purpose of staff, volunteers, board members and supporters alike has kept the organisation going, confident in the knowledge that when women are fitted for work, they are fitted for life.

Mary Cooks AO **Board Director**





- 8 Job Search Essentials Workshops delivered to 259 women
- 12 LinkedIn 101 Workshops delivered to 144 women
- 20 Western Sydney Hub Information Sessions delivered to 157 women
- 44 Microsoft Digital Upskilling Programs delivered to 170 women
- 4 Prison Program sessions delivered to 37 women (2 sessions at Tarrengower Prison and 2 sessions at Dame Phyllis Frost Centre)
- 640 Emerge Workshop sessions delivered to 376 women



Inclusion and empowerment are at the heart of all we do here at Fitted for Work. We are committed to providing a safe space for all women and gender-diverse jobseekers. We welcome clients of all ages, cultures, ethnicities, bodies, and abilities.

Client Services

Susie Pavey

National Client Services Manager The new financial year started off strong but was soon disrupted by further COVID restrictions. Although the restrictions impacted our face-to-face services, we still delivered 111 appointments. Lockdowns also highlighted the continued importance of delivering services online, and of our success in doing so. We delivered 758 Online Personal Outfitting appointments which meant we were able to reach more women across Australia who needed workwear.

This online consultation provides clients with an opportunity to choose a capsule of clothing suitable to mix and match with their existing wardrobe to feel confident in a job interview or in their new job. We also supported 800 women with Online Job Readiness Hub services, including resume support, interview practice, cover letter preparation and key selection criteria development. Supporting our clients with up-to-date documentation and suitable workwear boosts clients' confidence to become work ready.

The second iteration of the Job Search Essential (JSE) Workshop is now delivered by HR professionals who understand the ever-changing jobs market to help clients be more successful in their job search. Through this service, we have supported 259 women with the foundational skills needed to get their documentation at a level that made them job ready. Our clients experienced increased confidence, motivation and commitment which resulted in women being more successful in their job search. Our LinkedIn Workshop supported 144 women who learnt the benefits of setting up a profile to grow their online connections. The ever-popular Microsoft Digital Up-Skilling Workshop made possible by our Microsoft partnership upskilled 244 women with technical skills across the Microsoft Office suite.

Online program delivery maintained its popularity during 2021/22. The Emerge Program saw 376 women participate in 8-weeks of confidence building, financial literacy, change management and connecting with women experiencing similar challenges when looking for work. We continued to support women in correctional centres and delivered our Know Your Worth Program at Tarrengower Prison and the Dame Phyllis Frost Centre. Through this program, we supported 37 women with job preparation strategies, self-esteem and workwear styling building, suggestions before their release. A huge thank you to our corporate partner, Clayton Utz, who continues to support this important program which positively impacts the women who participate.



Fitted for Work continues to support women across diverse communities including CALD women, single parents, as well as those with lower education levels, those living with a disability, living in rural/regional locations, transgender and nonbinary clients, women over 45, and Aboriginal and Torres Strait Islander women.

The biggest growth in our client base this year has been amongst supporting women from CALD communities (44%) and women living in rural/regional areas (32%).

In summary, our Client Services team has delivered 2697 appointments to 1784 women (an average of 1.5 services per client). Looking ahead, we will focus on expanding our services across Australia with a focus on regional locations to ensure we support any woman, anywhere, anytime. FITTED FOR WORK





Above: Grand Opening of Fitted for Work's Western Sydney Hub.

Western Sydney Hub

Candice Graham Sydney Operations Coordinator

One of the learnings from the last 2 years is how women in rural and regional communities across Australia have been deeply affected by severe drought, unprecedented bushfires, and floods. With the ongoing economic impact of COVID-19 and limited support services available they are increasingly vulnerable to disadvantage and poverty.

This has led us to create a new service model through a network of Regional Hubs, with the first in Western Sydney. Over the next five years, we plan to open additional Hubs across Australia. The Hub network connects women in rural and regional areas affected by disadvantage and economic insecurity. This model reaches into the heart of communities, employing local teams to connect women with Fitted for Work's full suite of online job readiness services.

As well as our online support we will provide onsite training courses, workshops, styling sessions, and one on one services on resume writing, interview preparation, and job search. We can also provide a safe space for women who have difficulty accessing services from home.

The key to this model is a collaboration with community organisations and referral partners, and we hope by coming together we can provide holistic wraparound services that will meet the needs of women in the area to thrive.

We are excited and keen to see the start of this important network which will help us realise our vision of helping any woman, anywhere.

Community Partners

Amanda Carlile

Chief Operating Officer

"Cooperation is the thorough conviction that nobody can get there unless everybody gets there."

- Virginia Burden

In challenging times, when there is still much work to do, it is strong partnerships that enable that work to be achieved. This year we have solidified essential relationships across government, community, and corporate to deliver services and create impact.

Jobs Victoria: Connecting Locally

This year has been significant in our work with Jobs Victoria funding across two key program areas.

Fitted for Work is partnering with Jobs Victoria to deliver the Jobs Victoria Employment Service Mentoring Program to assist women, gender diverse and non-binary individuals in Inner Metro Melbourne (covering Melbourne, Port Phillip, and Yarra local government areas) with their employment goals. Since the beginning of the partnership, women have been placed into employment in Retail, HR, Finance, Fashion, Education, and Concreting.

Together with dozens of community organisations across Victoria, we are working to deliver the Jobs Victoria Advocate program. By hosting our own Jobs Victoria Advocate we can help local job seekers in the inner metro area to find employment support, training, and education; access information and tips about getting a job; apply for jobs on the Jobs Victoria online hub and connect to other services such as housing support or counselling. Since commencing 14 months ago, we have engaged in over 750 interactions with local job seekers.

Good Shepherd: Financial Coaching for Older Women

In June 2021, we secured funding from the Jack Brockhoff Foundation to engage with Good Shepherd to continue the successful Know Your Worth program pilot for a further 12 months. This program assists women over the age of forty, a group who are increasingly at risk of falling into poverty, to understand their financial vulnerability and undertake effective financial goal setting to achieve their long-term life goals.

Know Your Worth offered 121 group and one-on-one coaching services to 39 women impacted by COVID-19. Topics covered focus on participants' selfidentified needs, and content ranged from provision of information about budget planning and financial hardship support options, referral to local nointerest loans programs, and information about starting a new business.



James and his team at Smaart Recruitment are always innovative when it comes to helping us help our clients. For over 9 years they have consistently offered time, resources, knowledge, and guidance in all things job-related.

This year Smaart provided access to their new online Candidate Coach program, a portal where women can find all that they need to land the job such as coaching videos, resume templates, interview questions, checklists, practice tests, and live workshops. Created in collaboration with the Fitted for Work team, the portal is tailored to our clients' needs and easily accessible for all. This comprehensive bank of resources has taken our offering to a whole new level, and we can't wait to see what comes next.



Grant Partners

Amanda Carlile Chief Operating Officer

The challenge for so many for-purpose organisations is that of long-term funding for projects that have longterm impacts. That's why funders who see the value of multi-year funding are fundamentally important to Fitted for Work and our clients.

ISPT Super Property

ISPT has been a valued partner of Fitted for Work for over 10 years, providing funding that has enabled us to increase the scale and diversity of our programs while maintaining our commitment to quality service provision. ISPT has also further supported Fitted for Work by providing free access to venue spaces and donating much-needed clothing.

One of the major issues facing our clients is the lack of superannuation or retirement funds. Women are retiring with little or no super and older women are finding they are needing to continue to work to support themselves. Given that ISPT invests the retirement savings of more than 50% of Australian workers in property, it is extremely well positioned to assist us in advocating to address this problem.

The Jack Brockhoff Foundation

We have been fortunate to receive 3 years of funding from The Jack Brockhoff Foundation, to develop and deliver one of our newest programs, RED Reimagine Retail, as well as funding the collaborative Know Your Worth program delivered in partnership with Good Shepherd.

The RED Program supports women in a career in retail and kicks off with Reimagine Retail Webinar, a one-hour online event with Fitted for Work retail partners to learn about choosing a career in retail. Participants then have the option to go on to a work experience and learning placement, with retail partners Elk and Taking Shape.

All participants receive our full suite of job readiness services and registration into She Works to support them in paid retail work. This is an exciting new program for us, and we have worked closely with the foundation to keep this program on track through the last two years. We are very grateful for their support and flexibility.

Bank of America Charitable Foundation

Bank of America Charitable Foundation has been funding Fitted for Work's programs and services for over nine years and have been flexible as we change and adapt services to meet the needs of clients. Working with teams across Melbourne and Sydney we have engaged Bank of America teams to assist clients with resume reviews, mock interviews, and career days. Through their consistent funding of our core services, we have been able to support thousands of women to build confidence, networks, and knowledge and ultimately to get work.



Volunteers

Merredith Murphy Volunteer Manager

Despite another year of unpredictability and many challenges, the volunteer space has been incredibly busy with over 150 volunteers continuing to support Fitted for Work. We have automated onboarding processes, provided more online training, and updated our onsite training to support our volunteers.

The Outfitting area remains a popular activity where the talent and creativity of volunteers is evident in the beautiful and stylish space they help create, as well as on the smiles of our clients when they leave. The Donations Hub is the busy and cheerful engine room in which volunteers sort, store, steam, hang, package and bring order to an incredible volume and variety of donated items.







Volunteers also play a vital role in The Conscious Closet, utilising retail, customer service and merchandising skills that support this important social enterprise activity.

Just over 100 active Mentors provide individualised support to clients through regular meetings, typically over 6-12 months. Mentors support Mentees to find work and to keep work. We use Mentorloop, an online platform, which enables Mentors to meet online regardless of pandemic restrictions. There are seven Lead Mentors who provide important and consistent peer led support to small groups of mentors.

Over this period Mentors have continued to provide employment readiness support to women exiting prison. 12 dedicated Mentors meet their Mentees via Zoom prior to each woman's release and continue with online support in the community. This small band of Mentors have individually supported aproximately 15 women into work so far.

She Works has utilised the skills of volunteer Coaches who provide specific and targeted help as clients navigate their way through all stages of recruitment. This provides important practical assistance and encouragement at a crucial time. Volunteers have also assisted in the co-facilitation and administration functions throughout the delivery of the Emerge program.

Our Western Sydney volunteers have also stayed the course, from their usual tasks to chipping in to help run sales, pack up and clean out the old site in preparation for our new premises. Exciting times ahead.

We've had limited opportunities to thank our volunteers in person, but we have shared some online events reflecting on the successes of our clients and enjoyed an informative look at Australian Designers presented by Fashion Historian Nicole Jenkins. But the overwhelming message remains: we couldn't do what we do without the help of our incredible volunteers. Thank you all!

Our Volunteers: Mary Grech

It all started back in 2009 when Mary Grech saw a Fitted for Work promotional postcard at her workplace. She liked the sound of the organisation and sent in her resume highlighting her background in Career Development, and so began Mary's volunteer journey.

Initially Mary assisted with the creation of a program to assist women to prepare for employment, build confidence and be matched with a mentor for individual support in their job search. For the next 10 years Mary went on to co-facilitate the delivery of Transition to Work, and iterations: WomanKind its and WomanKind Essential Series. until Emerge (grounded in much of this content) was developed for online delivery during the pandemic. Over those years Mary has contributed to the growth, development, and confidence of hundreds of women.

Throughout this time Mary also assisted with the development of the Mentor training content and has co-facilitated approximately 90% of all Mentor trainings since it began in 2010. This means Mary has contributed to the personal development and training of more than 500 Mentors who have participated in this program. Since the pandemic Mary has continued to co-facilitate online training in the Mentor program, the new Mentoring Women in Prison Program, monthly debrief sessions, induction and information sessions for new volunteers and various other support functions.

There would scarcely be a volunteer that has not met Mary in some capacity, not to mention staff who will have heard of Mary and the wonderful support she gives to Fitted for Work. Mary is an outstanding volunteer, not just for the gift of thousands of hours of time, but for her wisdom, compassion, knowledge, generosity, and wonderful sense of humour that has enriched the lives of so many people. Thank you, Mary, you are a true gem.





Client Story

Fitted for Work were amazing! Helping me with resume writing, rebuilding my confidence to dressing me for work.

I have so much praise for this organisation and what they are doing for women in the community.

I will be forever grateful to the ladies that helped me through this period of my life. Thank you, Fitted for Work.

Nasrin, Fitted for Work client

*name changed for privacy

Nasrin** was referred to Fitted for Work by ANZ in December of 2021. At this stage, she had been searching for work for almost a year. Nasrin** was, at the time of her referral, struggling with her mental health after workplace bullying in her prior role. She shared that she needed interview-appropriate clothing as all her shoes were worn down with holes, so she was grateful to be connected with Fitted for Work. Nasrin** is a single parent with two children in high school.

During her first conversation with our Client Referral team, Nasrin** let us know that she was looking for work in the project management or the operations sector. She had not been working in formal operations roles in several years but had managed projects in various roles since then.

Across the first half of this year, Nasrin** attended several appointments with the Fitted for Work team. First, she joined our Job Search Essentials: Resume and Cover Letter Workshop, a live group session delivered by our Job Readiness Hub. This online session covers the fundamentals of building and refining resumes and cover letters. After the session, Nasrin** received resources including document guides and templates so she could continue advancing her resume and cover letter writing skills. From here, we were able to support her with tailored feedback as she continued refining her documents.

Nasrin** also attended an Online Personal Outfitting appointment, where we worked with her to select a workappropriate and comfortable capsule wardrobe, including her favourite colours, green and blue. We also prioritized sending Nasrin** several pairs of shoes as this was something she identified as a critical need.

This month, Nasrin** got in touch with our team to share the wonderful news that she has found full-time work as an Operations Manager, her dream job! She also sent the following feedback:

I was introduced to Fitted for Work through my bank when I was going through a very difficult time. Fitted for Work were amazing! Helping me with resume writing, rebuilding my confidence to dressing me for work. I have so much praise for this organisation and what they are doing for women in the community. I will be forever grateful to the ladies that helped me through this period of my life. Thank you, Fitted for Work.

We are over the moon for Nasrin** and so thrilled to have been able to support her in securing this role.

Clothing Donations

Camilla McKewen

Clothing Donations Coordinator

K

It has been another fantastic year of growth, change and learning for the Donations Hub donations as continuously flow, volunteers both reenter and start their journey with Fitted for Work, corporate relationships expand, and we continue to focus on environmental sustainability and our responsible reuse of donated clothing and accessories. Prioritising our clients, we have expanded our capability to support The Conscious Closet with continued weekly product sorting and preparation, as well as training and onthe-job learning opportunities for our volunteers.

Staff and volunteers of the Donations Hub have processed over 20,000 kgs of material donations in 21/22. While physical donations received onsite at Richmond from our generous public and corporate donors outweighs this number, our staff and volunteer team in the Donations Hub handled, processed and prepared over 20 tonnes of goods, equal to 5,500 shopping trolleys. This is an enormous achievement, whilst navigating changing circumstances and resource availability, we continue to look for opportunities for consistency and routine, to support our clients and the greater vision of Fitted for Work.

A little box of joy

anart.

We witness a pattern of donor engagement occurring for Fitted for Work and the Donations Hub around International Women's Day in March each year. Despite lockdowns and many supporters working outside their office, this still occurred in 2022. We booked over 30 corporate group donors with planned clothing drives, with many more generous donations flowing in over the following months. This annual increase in donor activity allows us to engage our group supporters remotely, whilst providing donations for our clients, including items from our priority list and personal care items such as mascara and deodorant.

To support our sustainable vision and ethos, we continued to share our excess donations with our charitable on-give partners. With consistent communication and pickups, we achieved our goal of no clothing going to landfill, and this is because of the diligent work of staff and volunteers.

Another sustainability highlight was partaking in Fashion Revolution Week with volunteers in the Donations Hub, highlighting the need for a global fashion industry that conserves and restores the environment and values people and planet over growth and profit. Engaging our volunteers, staff, stakeholders and customers in our sustainability vision is extremely important to Fitted for Work, and we continue to prioritise and grow this message and our work in the sustainability space.

Retail Partnerships

Camilla McKewen

Clothing Donations Coordinator For the past twelve months, Fitted for Work has focused on growing and formalising corporate retail partnerships for donated stock. These relationships allow our clients access to brand new goods in high quantities, including makeup, workwear, handbags and underwear. These items also support our sales at The Conscious Closet.

In the last financial year, we have reached a value of \$500,000 worth of donated corporate stock, as a result of a significant amount of focus and relationship building through donations and The Conscious Closet. These are incredibly beneficial relationships for Fitted for Work, especially as an area of growth post-Covid, as businesses seek a sustainable and streamlined way to share excess stock. We have seen brands return to donate to us regularly throughout the year, building rapport and a feedback loop for needed stock and a deeper understanding of our work and how brands can assist.

We have had several successful corporate campaigns during the year with Nine West and Hugo Boss, where we receive a portion of sales and/or stock from an assigned retail period. This resulted in over 200 pairs of brand-new shoes for our clients from Nine West, and a financial donation from sales by Hugo Boss. With resource support, there is more opportunity for crossover campaign opportunities around as International occasions such Women's Day, and mutual brand awareness throughout the year.

A highlight this year has been the formalisation of a partnership between Fitted for Work and Witchery, whereby we receive aged stock donations from all their Australian stores at a twice- yearly frequency. This is a promising trial for similar partnerships in the future, to build learning and process around logistics, communications. We are always striving to work with a sense of ease and warmth with our clothing partnerships, while practising transparency and sustainability with our incoming stock, building mutually beneficial relationships as our key outcome.

Notable brands who have supported Fitted for Work in 2021/2022:

- Bonds
- Henne
- Nobody Denim
- Taking Shape
- SUK Workwear
- Mecca Cosmetica
- Elk
- Nine West
- Target
- Kmart
- Cinch Skincare
- Brava Lingerie
- Hugo Boss
- Viktoria + Woods
- Benefit Cosmetics
- Fella Hamilton
- Jacqui E

The Conscious Closet

Sarah Ricardo

Retail Coordinator

We remain dedicated to utilising our donations in the most effective, sustainable way, and believe that offering great quality recycled clothing at affordable prices not only supports Fitted for Work's services and programs but promotes a planet friendly shopping alternative. We praise the efforts of our team, customers, and volunteers, as together we pave the way for a more sustainable and environmentally friendly way to shop, keeping fashion circular and garments out of landfill. At the beginning of the year, we opened The Conscious Closet for trade three days per week, operating Thursday to Saturday from 10:00am to 3:00pm. We have had a brilliant response as we have re-established our retail shop. It has been so heart-warming, welcoming back our loyal customers and welcoming in so many new supporters of The Conscious Closet. Our main objective this year was to expand brand awareness, educate on sustainability and become a key player in Melbourne's sustainable second-hand economy. We achieved this through our collaborations with like-minded organisations and individuals. celebrating events that reflected our values and hosting sales, and getting to know our customers and followers on a personal level. Additionally, our newly painted mural brought so much energy into the retail space. Local artist Rebecca Wetzler's well curated mural is a feminine and lively addition and a great backdrop for The Conscious Closet.



Our social media strategy this year has focused on expanding our online presence. We saw our Instagram following increase by a massive 51%, now with a following of 3,184. Facebook followers currently number 3,176.

The Conscious Closet was so excited to be a part of the Leaps and Bounds + Beyond Music Festival in collaboration with Yarra City Council. During the month of July, we hosted a series of piano composed sessions in the shop and welcomed our customers to be treated to some beautiful music whilst they shopped. The atmosphere was golden and all in attendance had a brilliant time.

Supervention Program

Ryn Hopgood

National Operations Manager

Supervention is all about early intervention. When something unexpected happens, such as a marriage breaking down or an illness, it can destabilise a person's finances. Getting support right away can make the difference between regaining financial independence and slipping into crisis, which is much harder to overcome. Financial institutions are often the first point of contact for someone when they experiencing hardship. are Our partnerships with CBA and ANZ have connected us directly to clients at the point when they are most vulnerable.

The Financial Hardship and Community Wellbeing teams have customers who say the key to getting back on track is employment. These women may be unemployed, underemployed, or wanting to increase their income in any way as part of the solution to their current situation. If the customer would like to be referred, they are immediately put through a dedicated phone line to speak to a Fitted for Work team member.

The first call with clients is to identify where to start and map out their journey with us to make it less overwhelming. They can access as many services as they would like, and we follow up with them along the way. A year after running the program, 30% of clients referred by ANZ found work, and the vast majority of these did so within the first four months of accessing our services. The feedback from clients is that they are so surprised that services of this quality are free for them and make them feel more confident. Our partnership with CBA started in 2017 and over 6,000 women have been referred in that time. ANZ began referring In June 2021 and we are growing the program though additional partnerships with banks and other industries that have customers who may benefit from our services.



The bank staff know that referring their clients to Fitted for Work will make a real difference in their situation. They feel connected to Fitted for Work and can use their volunteer day at Fitted for Work in the clothing donations hub and The Conscious Closet. Currently, we have 5 CBA staff a month coming to help and will have ANZ volunteers coming soon. FITTED FOR WORK

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Partner Profile:

Yarra Trams





Donate a week's tram fare at fittedforwork.org



Caitlin Mountford

National Marketing and Communications Manager In 2022, Fitted for Work was one of six community organisations selected to promote their work on one of Melbourne's iconic trams. Yarra Trams Community Partnerships Program provides in-kind advertising to community organisations to help promote the good work they do in the community.

2



The theme for the 2022 program was 'Building a Resilient and Sustainable Melbourne', with participants supporting Victoria's natural environment, and working to improve employment security for disadvantaged and at-risk communities. Victorian Minister for Public Transport Ben Carroll said the program provided valuable exposure to the important work being done in the community.

"Our public transport network reaches thousands of people every day and we are proud to continue partnering with local organisations to promote the efforts of the community to improve sustainability and help disadvantaged people find meaningful employment," he said.

Get on board with helping women find work!

Our campaign was designed with the generous pro bono support of Marmalade Advertising Agency and Fi Mims Photography.

Our campaign asked Melbournians to donate a week's tram fare to help women get their working life back on track!

We are incredibly grateful to Yarra Trams for the unique and valuable opportunity to be featured on their iconic network. The brand awareness and donations we raised will help empower women to gain employment and build financial independence.

Wendy's Story

Wendy is one of the resilient and inspiring women who featured on our tram design.

Wendy is an Australian woman based in Bendigo who found her employment affected by the COVID-19 pandemic and lockdowns. She was actively looking for work but struggling to get interviews, and her confidence had taken a hit.

"I had lost direction, mostly faith in myself. I couldn't navigate what each employer was searching for and how to tailor my skills and experience."

Wendy was referred to Fitted for Work's virtual job readiness program, Emerge. This six-week program supported Wendy with holistic guidance on all the interconnected topics of being work ready, such as time management, financial literacy, self-care, and goal setting. Wendy found the peer support within the program particularly beneficial in helping her "overcome feelings of isolation" while she could not work because of the COVID-19 pandemic.

"Once engaged with Fitted for Work, I discovered how much they had to offer. My eyes opened to many possibilities." After completing the Emerge program, Wendy "enrolled in [Fitted for Work's] Digital Upskilling Program, partnering with LinkedIn and Microsoft. The resume and interview services they provide are supportive and inspirational."

Wendy found the holistic services helped her to create a "better picture" of herself. Finally, Wendy took part in a Personal Outfitting Service, where she received a capsule wardrobe of beautiful, highquality workwear, makeup, and accessories.

Wendy appreciated the "tailored" experience where she received the "best clothes to suit [her] body, personality, and circumstances."



During the appointment, the Outfitting Consultant's encouraging and informative approach helped Wendy to look and feel her absolute best.

"It's safe to say I learnt how to be confident again, to present my best self." Wendy is now working in the hospitality industry, helping to run large-scale events, where she is putting her new skills and confidence into practice.

Since beginning her journey with Fitted for Work, Wendy's confidence has blossomed, and she now feels like a different person.

"Once you learn how to wake each day with a smile, there is nothing you can't overcome."

She Works

Liz Trewhella

She Works Manager

Our recruitment social enterprise, She Works, built momentum this year as Australia emerged from the impacts of the pandemic and industries re-opened. We continue to support employers to increase their gender diversity and uncover hidden talent by connecting them to our skilled candidate pool of clients.

We recruited for 44 vacancies across Transport, IT, Retail, Administration and Government. We promoted opportunities to over 450 candidates on our database, shortlisting over 80 candidates for roles. 54 women secured employment across our She Works placements, Microsoft Digital Upskilling Partnership, Deloitte and Salesforce Training Program and our Jobs Victoria Mentoring.

Microsoft Partnership

In our second year of this significant partnership 170 women enrolled in the Digital Upskilling Program and we received 158 Certificates of Completion.

We also introduced opportunities for staff engagement with Microsoft staff volunteering their time as Digital Learning Guides (DLGs) to support participants 1:1 to create learning plans and achieve learning goals.

The DLG Program is designed to provide additional guidance, support and encouragement to women as they work through the self-paced learning. We currently have 11 Guides in our Pilot.

Deloitte and Salesforce

As a key community partner of the Deloitte/Salesforce Digital Careers Compass Program we recruited 13 Fitted for Work clients to participate and upskill as a Salesforce Administrator or Developer.

The program, which ended in May this year has secured employment for 7 participants and continues to work with graduates to complete their certification and gain paid work.



She Works Volunteers

This year was all about increasing the level of support to our candidate pool and setting them up for success.

Our volunteer She Works Coaches provided invaluable support to our candidates as they navigated recruitment processes and the important first month of work, handing over to our She Works mentors to provide longerterm support to all placed candidates.

In addition to our Coaches and Mentors, we also introduced a volunteer Cheerleader role as we recognised that the impact of the pandemic had left some candidates feeling hopeless and unmotivated. At promotion and targeting for applications stage of the She Works recruitment process, our Cheerleaders provide encouragement, reassurance and confidence to candidates to apply for opportunities where their skills and experience align.

Through the Cheerleader calls to candidates, those who had self-selected out of applying for roles were able to talk through their perceived barriers to applying and could be then fast-tracked to interview if they then decided to apply. This increased applications and their quality and allowed us to set candidates up for success and a positive experience no matter the outcome.

Nida's Story

Leaving all her family and friends behind, Nida arrived in Australia in early 2021 with the dream of spending a happy life here with her husband.

Two months after arriving, her life changed forever.

Nida realised the relationship with her husband wasn't right. He was controlling and verbally and physically abusive towards her. She was living in fear.

When the violence escalated to an attempt on her life, she finally reached out to her family overseas, who encouraged her to leave immediately.

She did so, with only \$40 in the bank and what possessions she could carry. Nida's family were trying to find her a plane ticket back home but with the COVID-19 pandemic affecting travel, they couldn't find anything for at least a week, so they instructed her to go to her country's embassy and tell them her story.

The embassy listened and connected Nida to crisis accommodation and the police, where she told her story again.

She thought she may have to return to her home country, as she had no money and nothing here in Australia. However, after a few days, she realised she didn't want to rely on others and that no matter what country she was in, she would still need to look after herself. She was stressed and overwhelmed. She was still trying to complete her thesis for University as well as navigate this challenging situation.

She felt hurt and down and decided to go to the doctor, who gave her confidence and encouragement. The doctor told her she was smart; she had a PhD and she would get a great job here in Australia. This was completely different to what her husband had been telling her. He had constantly criticized her and put her down and she realised she had started to believe him.

The crisis accommodation referred her to a women's refuge with temporary but stable accommodation.

She wasn't receiving Centrelink, only surviving on vouchers, so she went into a Commonwealth Bank to check her bank balance as she hadn't been able to access it after leaving her husband.

When she was at the bank, she asked them if they had any jobs going and also explained she had experienced family violence. Hearing this, the bank staff member explained they could refer her to an organisation called Fitted for Work.

She agreed to the referral and immediately felt like she had joined a family when she came to Fitted for Work, like everyone cared. She took part in our Online Emerge Program, which covered how to manage stress, how to behave in the workplace and other things she enjoyed. She booked in to get help with her resume and even though she only had educational and intern experience to include, Fitted for Work made her resume impressive and stand out.

She attended a Personal Outfitting appointment where she was styled with a capsule wardrobe of clothing, shoes, a handbag, and accessories that she could wear for job interviews. She received styling and grooming tips and, again, had her confidence boosted.

She felt confident sending off her resumes to employers and received an interview for a role She Works was recruiting for.

Fitted for Work matched her with a mentor who helped her overcome her fear of the interview by practicing.

Although she wasn't successful in gaining the first role through She Works, the employer spoke highly of her and she qualified in their top two shortlist. Nida worried she wouldn't get work as

she didn't have any work experience in Australia, so she decided she should look for volunteer work. At the same time she started thinking about volunteering, the She Works Manager called her offering an opportunity to volunteer, assisting with some She Works administrative tasks. This would provide her with some onthe-job experience.

Nida immediately took up this opportunity and through this was fortunate enough to meet a supporter of Fitted for Work who was looking to recruit someone to join her growing team. Within a couple of weeks of being interviewed for this new role, Nida started paid work.

Working has given her confidence, and she has slowly reqained belief that she is capable and valued.

Nida feels very different from who she was last year. She is now happy and confident and refers other women to Fitted for Work.

Having paid work has not only provided her with confidence and happiness, she feels she has value and is doing something for herself. When she got her first salary, it was her first professional salary in her life.

Having money in the bank means she can pay her rent and feels proud, respected, stable, secure and protected. She says she now has control of her choices to buy whatever she wants or needs.

"Financial independence is necessary for women, and I have felt its importance when I got my job and started enjoying financial independence."

She describes herself as a massive foodie so loves to try different foods and having money means she can buy whatever she likes. She says she is rediscovering herself and enjoying her own company, enjoying having dinner or a coffee with herself.

Nida's dream for the future is to become part of the community that helps other women. Having been through pain, she has compassion and empathy. She knows how beautiful it is to find someone that can support you. She would like to visit women's refuges and share her story with others who may be in a similar situation and show them it is possible to achieve and succeed.

Nida's advice to other women out there is to keep trying, even if you don't have confidence.

"Fitted for Work is the best place for all those women (from a disadvantaged background) who are struggling to achieve their career goals.

If you try something, you get something. Where there is a will, there is a way. Fitted for Work is the full package, professional and expert in what they do. Fitted for Work will grab your hand and walk step by step with you to reach your destination."



Financials

Fitted for Work Limited Statement of Income and Expenditure For period ended 30 June 2022



(\$)	2021 (\$)
182	3,027,369
627	3,191,388
45)	(164,019)
79	(61,472)

(\$)	2021 (\$)
855	4,587,335
550	4,526,5
05	60,750
530	163,297

Our Board



Anne Randall









David Bilston-McGillen



Donna de Zwart



Navanisha Samrakoon



Sarah Wrigley



Dr. Ty Wiggins



Nabil Alizai

Wendy Stops

Anne Randall

Chair. External Relationships Committee Member. Governance Committee

Anne is an experienced leader who has held senior management, marketing and communications roles most recently as Executive Director of the Royal Children's Hospital, Good Friday Appeal, and previously at Melbourne Water, Metlink, WorkSafe, Sydney 2000, Telstra and the Transport Accident Commission. Anne has experience in developing ground-breaking public education campaigns designed to change behaviour.

Anne is interested in working for organisations that make a positive contribution to the community and is a current Non-executive Director of the Vietnamese Museum Australia.

Claire Adams

Member. External Relationships Committee

Claire is a Partner at Deloitte Australia, within the creative consultancy team of Deloitte Digital. Her focus is helping financial institutions design and deliver digital services that are easy to use and help people, and businesses, thrive financially.

With a background in marketing, research and design, Claire has over 15 years' experience working in Australia and the United Kingdom translating real world products and services into successful digital experiences, always applying the lens of Human Centred Design and championing technology innovation. Claire is a Graduate of the Australian Institute of Company Directors (GAICD).

David Bilston-McGillen

Member, Finance, Audit and Risk Subcommittee Member. External Relationships Committee

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.

Donna de Zwart

Member, Finance, Audit and Risk Subcommittee Member, External Relationships Committee Standing Invitation, Governance Committee, Technology and Media Committee

Donna believes every woman has the right to employment and a sustainable future. In her previous leadership roles in the commercial, VET and Higher Education sectors, Donna worked on empowering disadvantaged people with diversity and inclusion strategies.

She understood from a personal perspective how important it is for a woman to experience the dignity that work brings, but upon joining Fitted for Work, Donna found there was more to learn. Donna joined Fitted for Work as CEO in 2015 and in 2021 was invited to join the Board as Managing Director.

Donna is inspired every day by the difference Fitted for Work makes to women's lives, their families' lives, and their community. She sees time and time again that with the right support and skills, women can transform their lives, and the world. Donna wants to make sure Fitted for Work can reach every woman in Australia. Because when a woman is fitted for work, she is fitted for life.

Jo Scard

Member, External Relationships Committee

Jo 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-forprofits.

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 bestselling book The Working Mother's Survival Guide. 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.

Mary Crooks AO

Chair, Fitted for Work Board Member. Governance Committee Member, External Relationships Committee Standing Invitation, Finance, Audit and Risk Subcommittee

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, an exceptional example of a nationwide, community engagement project based around issues of water sustainability.

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. That same year, Mary authored A Switch in Time – Restoring Respect to Australian Politics which has been distributed widely across Australia. 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. She specialises in environment and sustainability; philanthropy; social justice and human rights; and women's safety public policy.

Nabil Alizai

Member, Technology and Media Committee

With a decade of experience in technology, business strategy and large-scale program delivery, Nabil is currently the Senior Manager for Strategy at Qantas Loyalty. Prior to this, he built his career at global professional services company, Accenture. Nabil's consulting career has spanned many industries including retail, travel, alcobev, consumer goods, electronics, retail banking and wealth management.

Across industries, Nabil's primary focus has been the design and implementation of customer focussed operating models and technologies, including Salesforce, Qualtrics and Adobe. Nabil has previously held board director positions at student unions in the United Kingdom.

Nayanisha Samarakoon

Member, Governance Committee Member, Finance, Audit and Risk Subcommittee

Nayanisha is a Senior Manager at the Australian Securities and Investments Commission, in an area focused on corporate transactions and governance and is Chair of the genderfocused diversity committee, Women in ASIC. She is a board member and Secretary of a Victorian not-for-profit organisation, Juno, focused on supporting and advocating for women and non-binary people facing family violence and homelessness.

Nayanisha has a keen interest in good governance and regulation as well as experience in overseeing complex policy projects.

Sarah Wrigley

Chair, Finance, Audit and Risk Subcommittee Company Secretary Member, Technology and Media Committee

Sarah brings to Fitted for Work an excellent knowledge of the philanthropic sector, finance and risk, marketing, as well as strategy development and implementation. Sarah runs her own market research consultancy (Gundabluey Research) working with large corporates in the business-to-business area and has won two Business to Business Research Effectiveness Awards.

Sarah is a Graduate of the Australian Institute of Company Directors, a Qualified Professional Market Researcher and holds a Bachelor of Management Studies. Sarah is a former 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 former Chair of the Warrandyte Community Bank. Sarah also sits on her industry association board (ADIA).

Dr. Ty Wiggins

Member, Governance Committee

Ty is a core member of Russell Reynolds Associates' Leadership & Succession practice, where he leads global Executive Transition and Development initiatives. He specialises in leadership transition, coaching and advising clients on successful executive onboarding to ensure more expedient paths to effectiveness. Ty leverages a deep academic and consulting background to provide CEOs, boards, and senior leadership with skills and advice to enact transformational change in key areas of their business. He is based in Sydney.

Ty holds a BS in social sciences from the University of South Wales, a Master of Business Coaching, MBA, with honors, and a PhD in leadership transitions from Sydney Business School at the University of Wollongong. He has worked as a sessional lecturer within the Master of Business Coaching program at the University of Wollongong and is currently a sessional lecturer for the Sydney Business School Master of Business and MBA programs.

Wendy Stops

Chair, Governance Committee Chair, Technology and Media Committee

Wendy is a Non-executive Director of Coles Group Ltd, Blackmores Group, and a University of Melbourne Council Member. 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 Governance of Innovation & Technology Advisory Panel and a member of the Digital Experts Advisory Committee for the Digital Taskforce in the Department of Industry, Science and Resources.

Wendy was previously a non-executive director of the Commonwealth Bank of Australia and 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. She is a member of Chief Executive Women, currently serving on the Leaders Program Committee and previously part of their Scholarships Committee. Wendy is also a Graduate of the Australian Institute of Company Directors (GAICD).





Camilla McKewen **Donations Coordinator**



Candice Graham Sydney Operations Coordinator



Abigail Ross National Marketing and **Communications Officer**



Amanda Carlile Chief Operating Officer



Anita Mikedis **Melbourne Client** Services Coordinator





Eileen Martin Job Ready Support Specialist



Elizabeth Trewhella She Works Manager



Anne Scott Job Ready Support Specialist



Bek Pasqualini Executive Assistant and Governance Officer



Caitlin Mountford National Marketing and **Communications Manager**



Freya Findlay Learning Management System Administrator



Imogen Moore **Client Referral Officer**



Donna de Zwart Managing Director



Florence Cuming **Client Referral Officer**



Jane Gellert **Online Outfitting Specialist**

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Jessica Naylor **Client Referral Officer**



Julia Karlsson **Client Referral** Coordinator



Leah Nischler National Programs Coordinator



Natasha Kernahan Office Coordinator



Nicole Johnson Job Ready Support Specialist



Lisa Le Sydney Operations Assistant



Mali Lin **Client Referral Officer**



Marcia Scott Jobs Victoria Advocate



Rebecca Brooks **Client Referral Officer**



Rebecca Dunn **Client Services** Coordinator



Melanie Thies Online Outfitting Specialist



Merredith Murphy Volunteer Manager



Monique Daiga **Online Outfitting Specialist**



Rebecca Sather Jenkins **Client Services** Administrator



Ryn Hopgood National Operations Manager



Rashmi Baijnath National Finance Manager



Rebecca Giles Online Outfitting Specialist



Sabina Lunja **Online Outfitting Specialist**

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Sally Nelson Job Ready Support Specialist



Sarah Ricardo Online Retail Coordinator



Sharon Hallett Job Readiness Hub Team Leader



Sharon Ross She Works & Volunteer Assistant



Susie Pavey National Client Services Manager



Therese Bizas **Client Referral Officer**



Thank you

Corporate Donors

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- Cinch Skin
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- National Association of Woman in Operations
- SOM Blinds
- The Como Crew
- The Social Research Centre
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- Click Super
- Online Education Services
- Founders First
- GHD Pty Ltd
- Nick and Nora's Melbourne
- Hugo Boss Australia
- Franklin Templeton Australia
- Iris Investments
- The Comms Department
- Love and Glory

Trusts and Foundations

- The Wood Foundation
- Sharman Foundation
- Rose Anne Amarant Charitable Trust
- Vasudharah Foundation
- Richard Lawrence
- The Gemsonic Foundation

Grant Partners

- Good Shepherd Australia New Zealand (Financial Coaching)
- Telematics Trust Telematics Course Development Fund (Women's Employment Recovery Program Emerge)
- State Street Give2Asia (Core Services)
- Bank of Melbourne Foundation (Emerge)
- Department of Jobs Precincts and Regions (Jobs Victoria Advocate and Assistant role)
- City of Yarra (SheWorks)
- Besen Family Foundation Grant (Core Services)
- Perpetual (Core Services)
- Department of Industry Innovation and Science
- Adam Bandt Australian Greens Stronger Communities Grant (Bridge Road Fitout)
- Dooleys Catholic Club ClubGrants (Core Services)
- Westpac Foundation Community Grants (SheWorks)

Grant Partners (cont.)

- Edward Wilson Estate (Emerge)
- Uber (Driving Change)
- Domestic Violence Victoria (16 Days of Activism)
- Street Smart Australia (Core Services)
- The William Buckland Foundation (Women's Employment Services)
- Victorian Women's Benevolent Trust (Fast Tracking Women into Employment)
- Clayton Utz (Women Exiting Prison)
- OSPT (General Manager Role)
- Yarra City Council (Red Program)
 Jack Brockhoff Foundation (Ageing Well Grant)
- Jack Brockhoff Foundation (Developing Retail Work Experience through Social Enterprise)
- Harris Family Foundation (Western Sydney operating expenses and office relocation)
- Lord Mayor's Charitable Foundation

 Collier Charitable Fund (Women's Employment Recovery)
- Lord Mayor's Charitable Foundation

 Melbourne Women's Fund
 (Women's Economic Development Program)
- Bank of America Merrill Lynch Foundation (EMERGE Program)
- Bank of America Merrill Lynch Foundation (Core Services)
- Microsoft (Upskilling Women for a Digital Economy)
- Department of Premier & Cabinet Office for Women (Core Services)

- Freemason Foundation (Core Services)
- Australian Communities Foundation
 Paul Ramsey Foundation (Operating Costs Victoria)
- Collie Foundation
- Silicon Valley Foundation
- Bendigo Bank Lendlease
 Foundation Grant (Women's Works
 Future Programs)
- Junola Foundation (Core Services)
- Synchrony Foundation (Professional Development)
- Wood Foundation



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