



**fitted  
for wOrk**

**2022  
2023  
Annual  
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

@fittedforwork

## Visit us

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## Donate

fittedforwork.org/donate

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# A Word From Our Managing Director

I am delighted to present the Managing Director's report for the fiscal year 2022-2023. This year has been marked by significant achievements and milestones for Fitted for Work, demonstrating our commitment to our strategic objectives and our mission to empower women.

One of the key highlights of the year was the launch of our new Parramatta site, the first of our HUB concept sites. This innovative concept attracted funding from a private donor for the fit-out and was attended by the Federal Member for Parramatta, Dr. Andrew Charleton. This initiative aligns with our strategic objective to grow our physical reach through place-based hubs over coming years, and we are excited about the potential of these hubs to make a meaningful impact in the community.

The Conscious Closet (TCC), our social enterprise, experienced its first full year of operation outside of lockdowns. It has been a year of experimentation, resulting in successes, notably with a Designer Sale, increasing both in income and new customers.

We continue to explore new ways to innovate and grow TCC's contribution to FFW. Our second social enterprise Supervention continues to grow from strength to strength with CBA and ANZ contracts. We also look forward to announcing a third major partner in the near future. Income generated from both our social enterprises is a vital part of our strategic aim to become financially sustainable.

Our partnership with Coles for International Women's Day 2023 was a resounding success, resulting in national media coverage and a \$250,000 donation to Fitted for Work. This partnership exemplifies an alignment of values and a commitment to collaboration to create positive change. This program is expected to expand in 2024 with several new initiatives planned.





We were also privileged to partner with the US-based band Bon Iver through their Charity, 2 A Billion. This partnership resulted in a significant donation and raised awareness for our cause.

With limited programs supporting transgender jobseekers, the Victorian Government has partnered with Fitted for Work to provide funding for Project Purple – a program for Transgender Women. This not only strengthens our relationship with government, expanding our reach but also ensures some of our community's most vulnerable members receive the help they need.

On a personal note, I was fortunate to participate in the Social Impact Leadership Australia (SILA) Program through a scholarship, which has enriched my leadership skills and perspective. SILA is a ground-breaking national capacity building and leadership program designed specifically for CEOs of Australian for-purpose organisations. The program is funded by the Sidney Myer Fund, The Myer Foundation, Vincent Fairfax Family Foundation, and the Paul Ramsay Foundation, and provides funding for professional development, particularly at a senior level. This is often difficult to source for NFPs due to cost and capacity issues.

I am incredibly grateful for this opportunity and the way in which it has encouraged me to grow both personally and professionally.

This professional growth has led us to a deeper understanding of the part we play in the larger ecosystem and our contribution has led us to look beyond ourselves. As a result, we have worked with the Chief Executive Women's Leadership Program around Leadership and Empathy and Deakin University's Multifaith Leadership Program, hosting several program cohorts onsite at our national office.

We recognize the enormous challenges Australia faces in its economic recovery, and we believe that recognizing the potential of Australia's female workforce is key to its success. There has been a flurry of activity following the May Federal Election, including the Jobs & Skills Summit, the National Plan to End Violence Against Women and Children 2022-2023, the Volunteering in Australia Report towards a National Strategy for Volunteering, the establishment of the Women's Economic Equality Taskforce (WEET), and the Gender Equity Insights 2022 report, all which centre around issues that directly impact women.

Women who come to Fitted for Work traditionally experience some form of disadvantage, regardless of their socio-economic and educational backgrounds. We often see women at their lowest when they reach out for our services, having exhausted what little savings they have and accessing their meagre superannuation balances.

Time is of the essence for these women, and our proven model, which focuses on tailored services and a human rights-based approach, has been enormously successful in helping them re-enter the workforce. The pandemic has highlighted the inequities faced by women in Australia, particularly concerning full economic participation.

In the last 6 months we have experienced a 100% growth in the demand for services. At Fitted for Work, we believe that economic security is tied to a whole ecosystem that ensures women's physical safety, health, and wellbeing. Every Australian woman is entitled to economic security, and we believe that employment is one of the best ways for her to achieve that.

We remain committed to our mission of empowering women through employment. We are continuously evolving to meet the changing needs of women in Australia, and we thank you for your continued support.



Donna de Zwart  
Managing Director







# A Note From Our Chair

Fitted for Work operates at the coalface, confronting the daily grind of women dealing with the impacts of Covid-19 lockdowns, struggling for some economic security, finding work, and keeping families together.

We see firsthand how women continue to shoulder a larger responsibility of caring responsibilities and make up a large portion of casual employees in this country, furthering the gender pay divide.

In the face of such uncertainty, and thanks to our financial partners and supporters, Fitted for Work has achieved remarkable results this year and continues to grow in its scope and services. Now, more than ever, women, non-binary individuals, and gender-diverse jobseekers across the country can access Fitted for Work's services.

This year, we consolidated major partnerships with our Supervention Program, an early intervention program supporting women before they get into financial crisis. This is a real testament to the commitment and dedication of our team in building Supervention, and it is hugely validating to have large financial institutions, including ANZ and the Commonwealth bank, recognise the worth and impact of our services and workshops.

2023 marked my final year as Board Chair. Looking back on my nine years with Fitted for Work, the standout feature is the consistently high-level teamwork across the organisation and the Board. Every significant accomplishment as an organisation has been the result of determination and collaboration in the face of challenging times. We have built a strong and capable Board, and I am proud of the range of skills, and the evident commitment that comes from this group.



One of my first actions as Chair was to appoint a new CEO, Donna de Zwart. We never looked back. It has been truly wonderful to stand with Donna de Zwart over this time. Her hard work and leadership over our decade working together has been remarkable. Donna has built a fine leadership team around her, and there is no doubt in my mind that the organisation would not have grown to the scale it has, nor been as successful in its commercial partnerships, without her.

I have enjoyed contributing to, and witnessing, the growth of Fitted for Work from its time in the basement of the Queen Victoria building, to establishing a National Office in Richmond.

I have taken great pleasure in watching firsthand, Online Outfitting Specialists deliver appointments via an iPad affixed to a wall, running through garment measurements and colour preferences, knowing that the client on the end of the call was going to receive a tailored and wonderful five-kilogram pack of work clothing. This adaptability and innovation have been significant achievements for the organisation. To know that Fitted for Work can offer its services to women everywhere around the country is very pleasing.

I'd also like to make a personal reflection on what it was like to work with Michael Cohn, who was an early member of the new Board we built from 2015 onwards. Michael passed away in 2021. He understood the need to network and bring donors to the table. He was an ethical and diligent Board member, making sure he was always across the Board briefs and meeting paperwork. He asked the right questions, was always in respectful as well as being hugely supportive of management. We named a room at Fitted for Work in his honour, as a gesture to ensure that his contribution resonates for many years to come.

I have immensely enjoyed giving my time and energy to Fitted for Work over the past nine years. It is an ambitious organisation with a noble goal and laudable service that has a tangible and meaningful impact on the lives of more than 40,000 FFW clients to date.

In my mind, Fitted for Work stands tall on the not-for-profit landscape – doing the hard yards so that others can thrive; meeting the challenges and the curve balls without panicking; applying skill and good judgment to the daily operations as well as mixing this serious endeavour with laughter, generosity, courage, and respect.



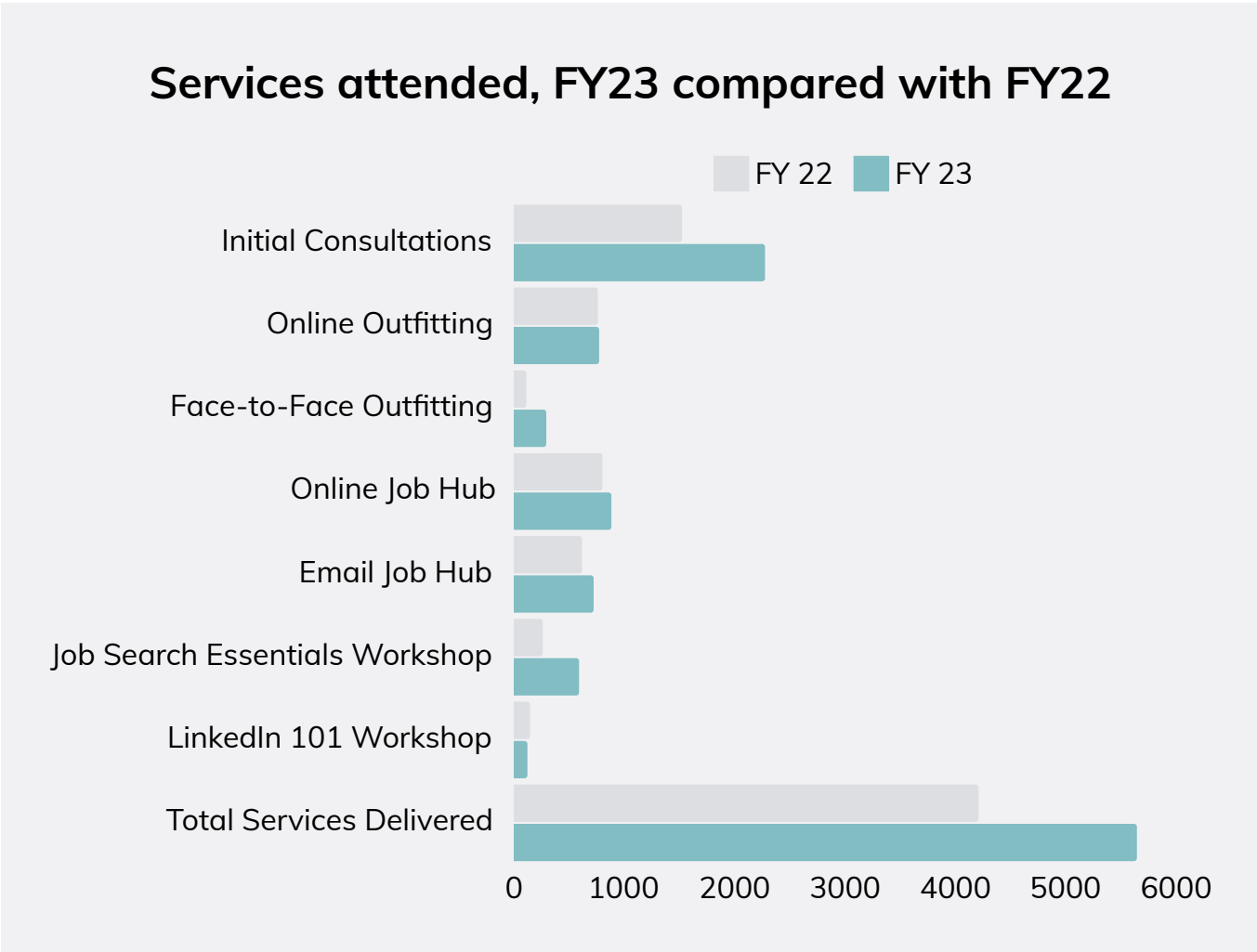
Mary Cooks AO  
Board Director



# A Year of Impact

2502 clients

5634 appointments



# Our Clients

708 Single parents

385 Living with a disability

145 Aboriginal and Torres Strait Islander

1167 Born Overseas

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.



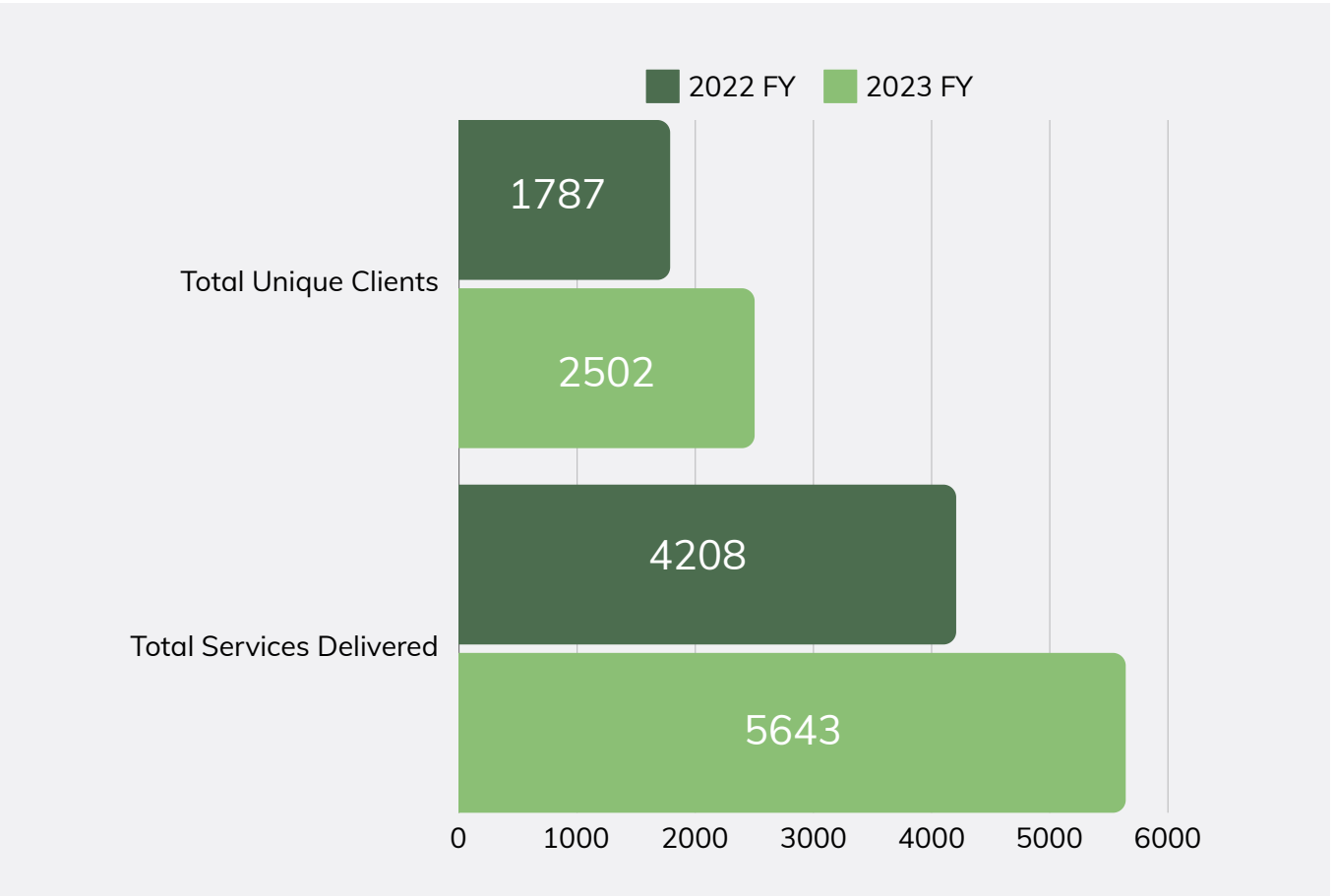


# Our Clients

In 2022-2023 Fitted for Work has supported 2502 clients, who have accessed a total of 5643 services, with an average of 2.3 services per client.

Over the past year we have seen a 71% increase in the number of clients supported by Fitted for Work and a 75% increase on the number of services delivered compared to the previous year.

This increase was likely due to a range of factors including the post-pandemic bounce back where women looked to return to work after caring responsibilities, as well as cost of living pressures leading to women seeking new or additional work.





# Client Services

**Susie Pavey**

National Client Services Manager

Our core services continue to focus on job preparedness, and skill and confidence building to support clients to become job ready and find meaningful employment.

Our Referral Officers onboarded 2273 women this financial year, a 69% increase to the previous year. An in-depth needs analysis ensures the client is triaged into the most suitable appointments for her job readiness needs.

Our Outfitting team delivered 1061 face-to-face and online appointments, where clients were provided with a personalised capsule wardrobe suitable for interviews or starting a new job. This offering consistently provides self-confidence to clients who may not have the funds to purchase work appropriate clothing.

Our Job Search Essentials workshop has continued to help clients build their knowledge and confidence to navigate the current jobs market. This workshop is delivered weekly and had 588 clients attend this year, a 44% increase from the previous year. Clients can also access our LinkedIn workshop to help them learn how to grow their personal brand, connect with like-minded online communities, and actively use the platform to find employment opportunities.

Our Job Hub Employment Specialists delivered 1601 appointments, a 12% increase from the previous year. These appointments focused on developing a cover letter and resume, completing applications and key selection criteria, and practicing for job interviews. Of a sample group of clients who found work within 12 months, 76% of those clients did so within 12 weeks.

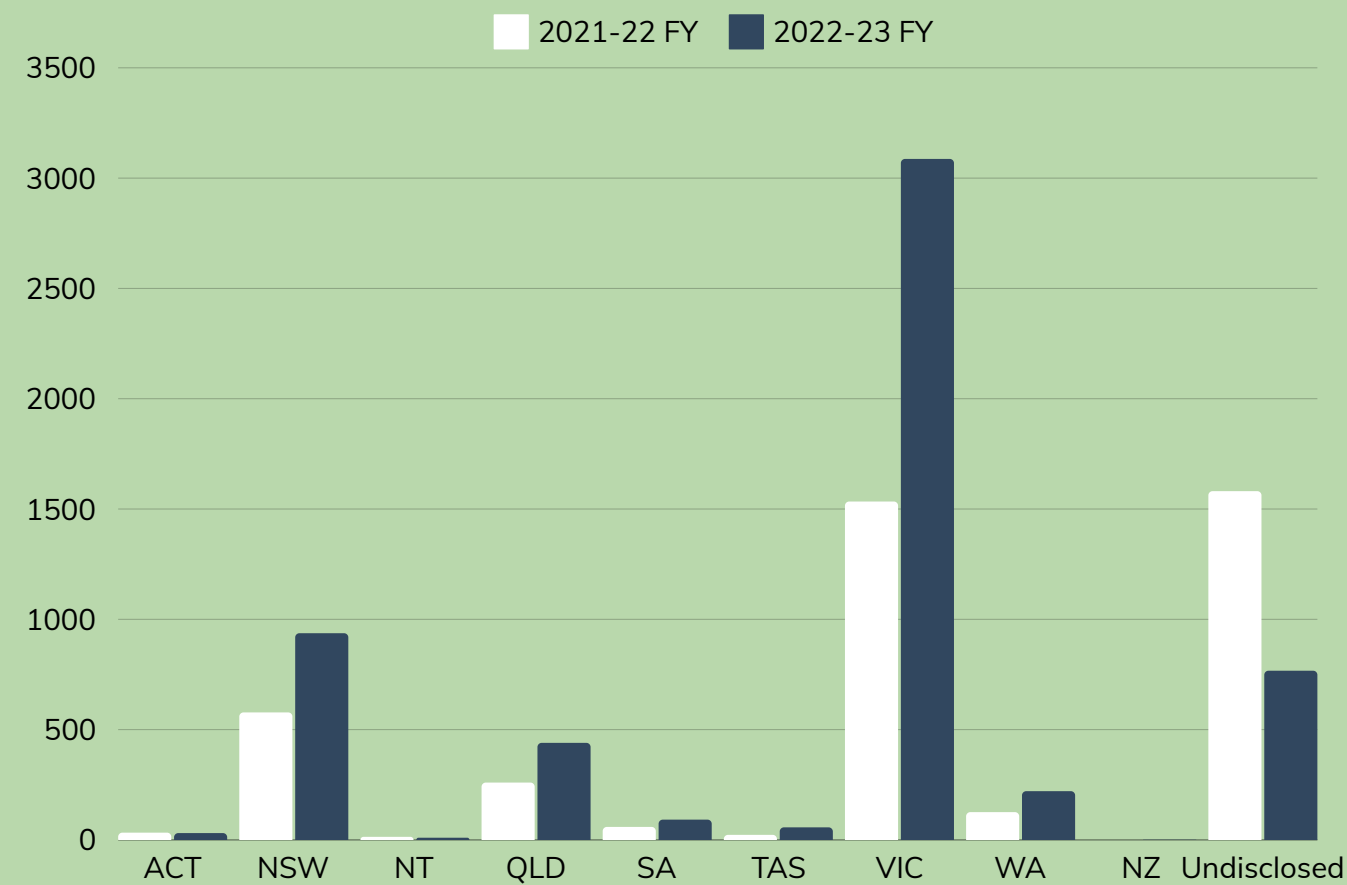
Thank you immensely for the exceptional coaching session. Thanks to your insightful interview guidance and valuable tips, I feel much more prepared to secure this job, ideally with favourable contract terms. I genuinely appreciate the consistent time and effort you have invested in me. I will keep you updated on the outcome of the interview.

Job Readiness Hub client feedback

I had no idea of what to expect as being a larger lady I hate going clothes shopping as it is hard finding my size and style. Mirrin listened and understood my anxiety and assisted me in a calm and helpful manner. I had such a lovely day and couldn't believe how many beautiful pieces of clothing I was given. Now I have multiple outfits to feel not only beautiful but confident to be dressed in appropriate clothing for work in an office. I appreciate their help. I felt blessed to have had this experience.

Personal Outfitting client feedback

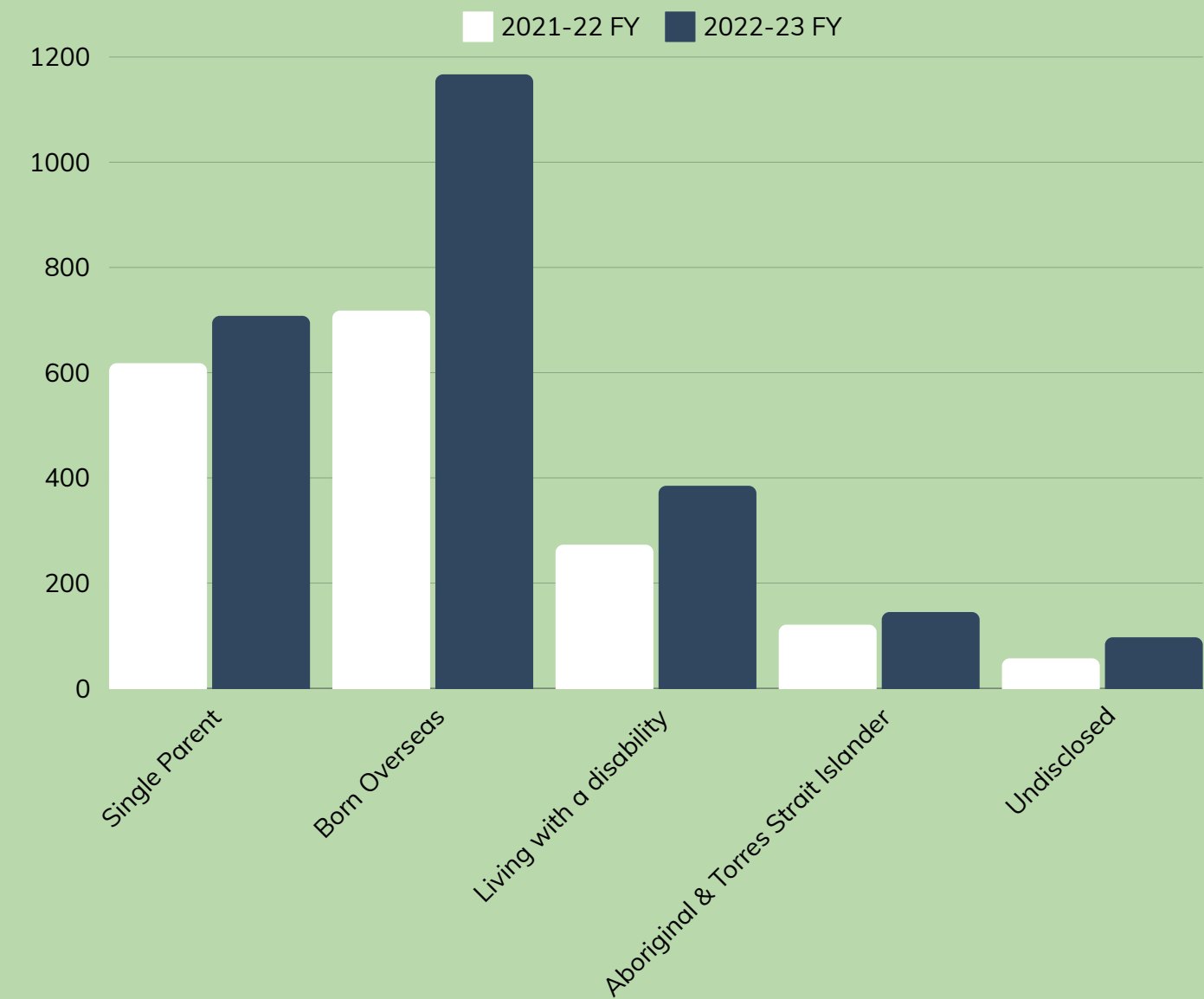
### Clients Accessing Services by State



The states with the most significant increases in clients accessing Fitted for Work services compared to the previous year were Victoria (48%), Western Australia (43%), Queensland (41%) and New South Wales (38%).

It is no surprise Victoria and New South Wales had the biggest increases due to having a physical site in both states, as well as longstanding relationships with referral partners. However, it is promising to see the increase in Western Australia and Queensland which confirms the effectiveness in using technology to deliver appointments to women across all states and territories.

### Clients Accessing Services by Demographic

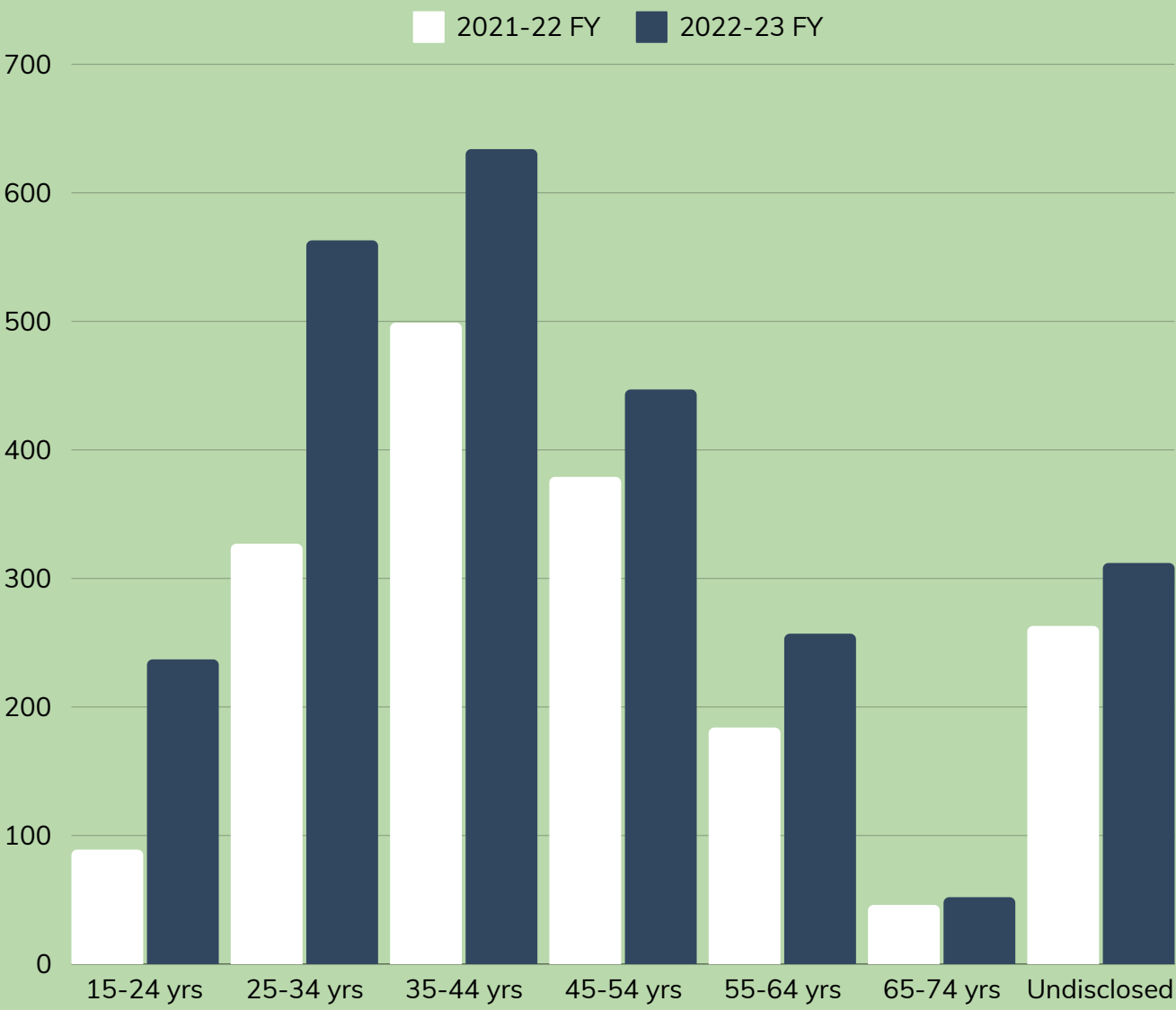


In 2023, Fitted for Work supported 1167 women who were born overseas, a 38% increase from the previous year. This was likely due to increased engagement with culturally and linguistically diverse communities, organisations and events, particularly through the Jobs Victoria advocacy program.

We also saw a 16% increase in supporting Aboriginal and Torres Strait Islander clients.



Clients Accessing Services by Age



In 2023, the age range that experienced the biggest growth in needing our support were clients between 15-24yrs (62%), 25-34yrs (42%) and 55-64yrs (28%).

This data is consistent with national data trends that indicate young women and women over 55 years continue to face employment barriers which impact their ability to achieve economic security.





# Western Sydney Hub

**Candice Graham**

Sydney Operations Coordinator



Pictured: Parramatta Hub Mural and Adele Koulouris, artist.

We relocated to our new Parramatta Hub in August 2022. Dr Andrew Charlton, Federal Member for Parramatta and Donna de Zwart, Fitted for Work CEO, officially opened the site. We were joined by corporate sponsors including the Commonwealth Bank, Coles, Benefit Cosmetics, Love & Glory, and Fitted for Work volunteers to celebrate the opening. We engaged local artist Adele Koulouris to design and paint the mural to welcome clients to the space. The mural signifies women, community, diversity, and strength.

Our Parramatta Hub will focus on community outreach activities engaging local jobseekers to attend appointments onsite. This year we delivered 20 information sessions to 174 participants who went on to engage with our services. We continue to exhibit at expos, conferences and community events to ensure our presence is known across Western Sydney. In 2023, we participated in 14 events and interacted with approximately 1100 participants.



# Diversity, Equity & Inclusion

**Elizabeth Trehella**  
National Philanthropy Manager

This year we established our inaugural Diversity, Equity and Inclusion Committee. Chaired by the Managing Director, Donna de Zwart, the committee consists of six staff members with representation from every level of the organisation, diverse in age, culture and lived experience.

The committee established a Reconciliation Action Plan Working Group to develop and drive our first Reconciliation Action Plan (RAP) – REFLECT, in consultation with Reconciliation Australia. This RAP formalises Fitted for Work's commitment to reconciliation and provides a framework for our entire team, including staff, volunteers, Board members, and external Committee members, to actively participate in advancing reconciliation efforts in Australia.

We collaborated with First Nations artist, Nikeeta Haverfield, from Western Sydney to create a beautiful piece of art for our RAP Cover page.

During National Reconciliation Week 2023 Fitted for Work staff participated in an activity to discuss and make individual commitments to reconciliation, writing these on a leaf then placing these on a paper tree that sits in our communal lounge area for all our visitors to see.

Our team have also been encouraged to develop their own personalised Acknowledgment of Country and were given opportunities to share these during staff meetings.



In December 2022, Fitted for Work partnered with Project Respect for a 16 Days of Activism event. The goal was to raise awareness among our team (Staff, Volunteers, Board, and Committee members) and foster discussions against violence, breaking barriers within our community.

The event was made possible by Safe and Equal, on behalf of Respect Victoria, who generously funded it. Special thanks to The Drink Swap for providing us with a wonderful assortment of non-alcoholic beverages. We're truly grateful for your support.

During the event, we encouraged conversations about respect by having attendees write down their commitments to 'Call It Out' and promote Respect on cards. These cards were displayed in Fitted for Work's central lounge area, sparking ongoing conversations among staff, volunteers, and visitors beyond the 16-day period.

Through our social media channels Fitted for Work has publicly and proudly supported:

- Wear it Purple Day, showing the LGBTIQ+ community that they can be proud about who they are and that we care and support them for who they are.
- Pride Month
- IDAHOBIT - International Day Against Homophobia, Biphobia and Transphobia
- Inclusion at Work Week
- International Day for the Elimination of Racial Discrimination
- Change the Date Campaign (26th Jan)
- The YES campaign.



# Programs & Events

# Emergence Program

This year the Emerge program was updated to align with current recruitment needs post pandemic. This iteration provides practical recruitment tools and covers topics such as identifying strengths and skills, navigating the job search process and communication for success.

The new program is delivered online over four consecutive weeks and clients can opt in at any stage of their job preparedness journey.

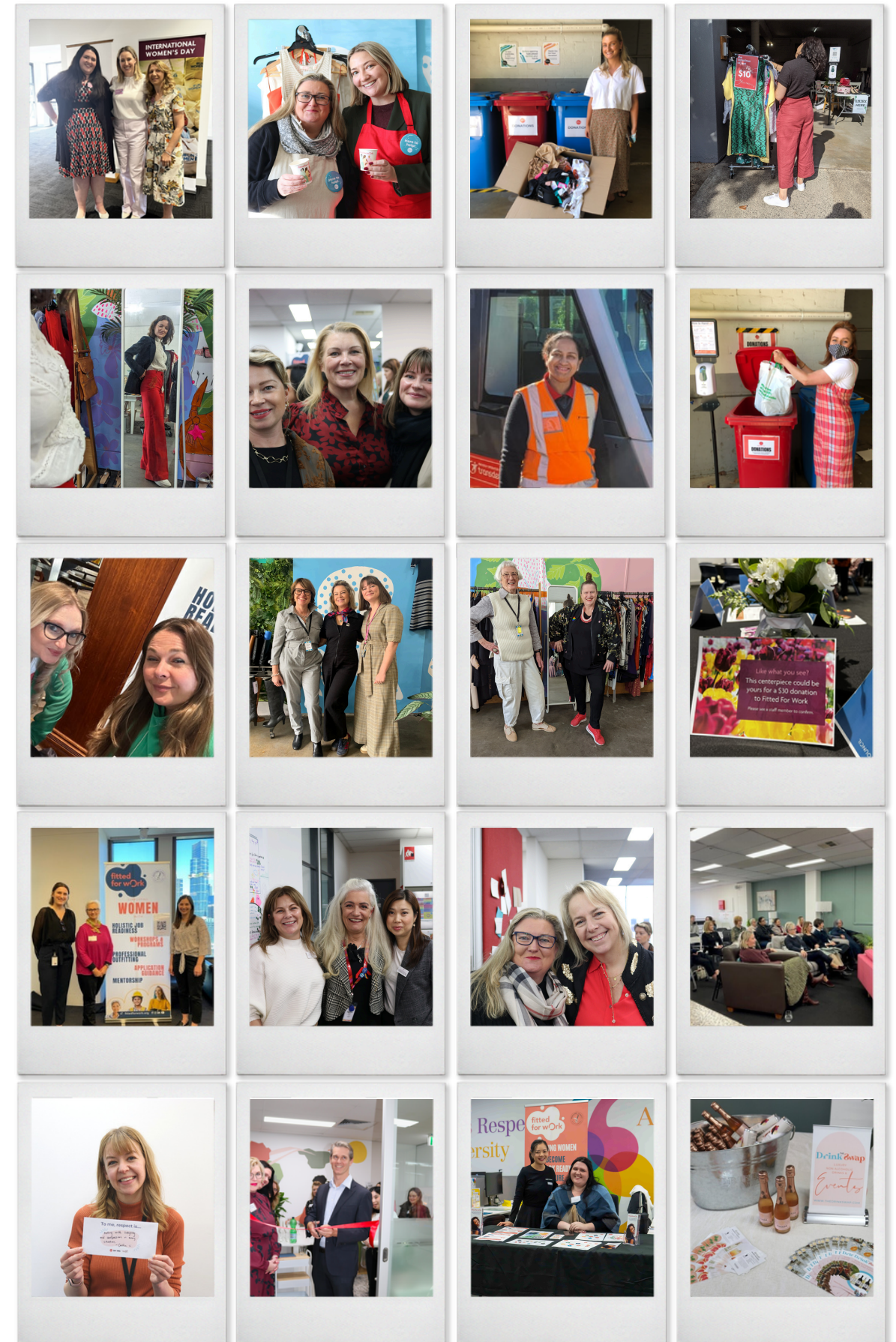
We supported 40 women with confidence building, improved self-worth, and recruitment strategies to be able to put their best foot forward for their job search.

# International Women's Day

During International Women's Day (IWD) we presented to groups at Deloitte, Bank of America, Strathfield Council, ISS Facility Services to name a few.

We were also supported by Wellineux who organised a clothing drive across several locations where employees dropped clothing donations into collection bins during IWD week.

The clothing was then couriered to our National Office ready for sorting to give to clients needing work appropriate clothing.





# Volunteers

**Merredith Murphy**  
National Volunteer Manager

Throughout this year our fabulous volunteers have contributed more than 7,000 hours to help deliver our services. This support has been onsite and online across Client Services, Donations and Retail.

The volume of donations is a constant challenge and our regular and corporate volunteers in both the Donations Hub and TCC have worked tirelessly to manage this massive task. The Outfitting team continue to provide personalised appointments for clients who receive a beautifully curated capsule of clothing.

Mentors provide important and much needed 1:1 support to help their mentees achieve their goals, while the Mentoring Women in Prison volunteers continue to see successful job outcomes and positive life changes for many of their participants.

Volunteers have contributed to the online delivery of Emerge to reach women nationally, as well as cofacilitating Mentor training, client information and Mentor debrief sessions and provide much needed support in the Job Readiness Hub.

The delivery of our Transition to Work program at both the Dame Phyllis Frost Centre and Tarrengower prisons continues to receive positive feedback, and particularly the final day Expo Day where our corporate volunteers bring expertise in interview tips, resume writing and understanding the complexities of seeking employment with a criminal record.



We are grateful for the increased corporate volunteer support we have received from Elk, CBA, and ANZ who fill regular positions on our roster. We are also grateful to Witchery and Henne for their generous donations and corporate volunteers. This commitment enables us to power through more donations and associated tasks to ensure there is always a fabulous selection of clothing for clients and an enticing retail environment in the Conscious Closet.

It was a delight to gather in person to celebrate Volunteer Week in May. It was wonderful to have fun, learn and enjoy lunch together, but most importantly to recognise and thank our volunteers for their time, skill and expertise that enables us to help women experience success.

Thank you to all our volunteers, we are so grateful for everything you do to contribute to Fitted for Work's success.



# Volunteer Story

## Louise Fitted for Work Volunteer

Prior to 2018 Louise suffered an injury and was unable to work, but she wanted to engage meaningfully in the community, so she joined our Mentor program, where she supported her mentee for a year. Over that time Louise reflected on women's experiences of physical and mental health challenges, isolation, loss of confidence and connection when out of work, and wanted to help. Despite her injury, she could still walk and with a love of the outdoors, Louise developed the idea of a walking group.



The concept was simple; offer Fitted for Work clients the opportunity to meet monthly for a 2 hour walk around parks and gardens in the CBD, to meet new people and enjoy some exercise in beautiful surroundings. Louise mobilised a group of likeminded volunteers and after much discussion and planning WomenWalk commenced in April 2019.

The group enjoyed 8 months of walks until the pandemic caused disruptions in 2020 and much of 2021. Since 2022 the group has meet monthly with growing numbers. The regulars love WomenWalk because they feel connected, supported, have made friends, visit parts of Melbourne they haven't seen, and feel safe.

Louise sought out supporters\* who donated shoes, woollen socks, and waterproof jackets so the women could participate in all weathers, as well as hospitality owners where she negotiated discounted prices so the women could share morning tea together. The group has settled into a routine where they walk, enjoy a coffee and time to connect with each other.

Louise had the vision and courage to make WomenWalk come to life and she has made a massive difference to the lives of the women who turn up each month and we thank her for her ongoing contribution.

\*the Wilderness Shop, KereKere Green, Pullmans Hotel, Terrace Café



# Client Story: Maggie

A portrait of Maggie, a woman with long brown hair, smiling. She is wearing a white top and pearl earrings. The background is a blurred green foliage.

We are pleased to share with you the remarkable story of Maggie, a testament to Fitted For Work's commitment to empowering individuals, especially older women, who have been out of the workforce for an extended period. Maggie's journey embodies the resilience and determination of individuals seeking to re-enter the workforce and achieve financial independence.

Maggie's engagement with Fitted For Work began in October 2022, following a self-referral. As an older woman who had been out of the workforce for an extensive period, Maggie faced unique challenges in her job search. However, she approached the opportunity with determination and an eagerness to rebuild her career.

Throughout her journey, Maggie actively participated in Fitted For Work's programs, including resume writing and cover letter workshops, as well as a personalized 1-on-1 virtual job preparation session. These programs not only equipped her with the necessary skills but also boosted her confidence and self-belief, essential elements for success.

Despite initial setbacks, including challenges in assessments and interviews, Maggie's perseverance saw her inevitably succeed. Her efforts were rewarded when she received job offers after applying for several positions.

She ultimately secured a position that not only matched her career aspirations but also offered the flexibility she desired, allowing her to transition to a hybrid work-from-home and office arrangement.

In a heartfelt email expressing her gratitude, Maggie credited Fitted For Work's programs, particularly the Resume Writing, Emerge Program, and Mentor Program, for helping her identify her skills, build her confidence, and secure meaningful employment. She emphasized the invaluable support of her mentor, whose guidance was instrumental in her success.

Maggie's journey serves as a poignant reminder of the impact of Fitted For Work's programs in empowering older women to overcome barriers to employment and achieve financial independence. Her story is a testament to the resilience and determination of women seeking to re-enter the workforce after an extended absence with Fitted for Work's support.

As we celebrate Maggie's success, let us reaffirm our commitment to empowering women like her to achieve their full potential. Through our collective efforts, we can continue to make a meaningful difference in the lives of those we serve.



# Clothing Donations

**Eve Walton-Healey**

Donations Hub Coordinator



The past year in the Donation Hub has once again proven extraordinary, marked by growth, transformation, and insightful lessons. Donations have continued to pour in, reflecting the ongoing support we receive from the community, corporates, and the fashion industry. Notably, this financial year has witnessed some of the most substantial contributions ever received in the history of Fitted for Work's Donation Hub.

With a growing team of Volunteers and an increase in donations capacity, we continually strive for improving our sustainable and environmental impacts and our mindful approach to repurposing donated clothing and accessories responsibly. Prioritizing our clients, we have enhanced our capacity to support the Conscious Closet, with weekly sorting and preparation of products, alongside providing training and on-the-job skills for our dedicated team of volunteers.

Donations Hub staff and volunteers have handled over 25,000 kgs of material donations in 22/23. This is the equivalent of 25 tons and the mass weight of 25 average-sized cars. A genuinely remarkable achievement. As we navigate through an ever-evolving environment and varying resource availability, the Donations team is constantly advancing and devising new, fresh strategies to establish more uniform and accessible systems and processes, all whilst effectively managing the growing workload.

A recurring trend of donor involvement and corporate clothing drives emerges annually around International Women's Day in March. We scheduled more than 30 corporate group donors for clothing drives, and numerous additional generous contributions flowed in during the subsequent months.



Collaborations with corporate donors such as the ANZ May makeup drive and Elk's Mother's Day clothing drive were a huge success.

In alignment with our sustainable vision, we remained committed to distributing our surplus donations to our charitable partners, recognizing the importance of nurturing these relationships. Through continuous communication and prompt pickups, we effectively fulfilled our goal by preventing clothing from being discarded into landfill.

This accomplishment directly reflects the unwavering dedication of our staff and volunteers. By conducting site visits and promoting cross-collaboration initiatives, these endeavors have positively impacted the communities we serve.

Another significant sustainability achievement was the establishment of a mending program in collaboration with Elk, underscoring the value of rescuing garments from landfill through actions like patching holes, fixing zippers, and mending buttons. Involving our volunteers, staff, stakeholders, and customers in our sustainability practice holds immense significance for Fitted for Work. We persist in elevating and expanding this message and our efforts within sustainability.

Some of the notable brands that have supported Fitted for Work in 2022/2023 include:

- Witchery
- Henne
- Taking Shape
- Viktoria and Woods
- Twoobs
- Elk
- Sage and Clare
- Jeans West
- The Ark
- She Lion
- Mecca
- Kikki K
- Eye of Horus
- Ambra





# The Conscious Closet

**Sarah Ricardo**  
Retail Coordinator

Emphasising sustainability and a circular approach to fashion, we remained dedicated to the environment. We achieved zero fabric waste by carefully managing our resources, and more than 6000 clothing items, shoes, bags, and accessories found new homes through customer sales.

Additionally, our recycling program, in collaboration with Reground, effectively diverted coloured and soft plastics from ending up in landfills. Our commitment to eco-conscious practices continues to drive us forward.

We surpassed our financial goal this year by 119%, thanks to a combination of regular sales, eBay online platform sales, corporate events, and the successful FFW Designer Sale. The Designer Sale event generated an impressive \$18,000 in revenue over two days.

The Conscious Closet's social media presence has also shown growth, with an increase in overall followers from 3143 on July 1, 2022, to 3235 on June 30, 2023. Specifically, the Instagram account saw a rise in followers from 3086 to 3578 during the same period. A viral TikTok video created by one of our loyal customers significantly impacted our social media presence, accumulating 116.4K views and 11.5K likes. As a result, our online following grew by approx. 75% in just two weeks.

Through support from the board, corporate organisations have been actively backing FFW through monthly evening shopping events. These collaborations have contributed to increased sales, customer growth, and enhanced volunteer involvement. In fact, volunteer numbers have been steadily rising each month, with a plan to double the volunteer count by the end of the year.





# Supervention Program

**Ryn Hopgood**

National Transformation Manager



Supervention is a ground-breaking, early intervention program that supports vulnerable customers facing financial stress. Supervention recognizes the pivotal role of employment in stabilizing women's long-term financial well-being and places a strong emphasis on identifying and assisting vulnerable customers early in their financial challenges. By identifying customers at risk early and addressing the root causes of financial stress, this can make the difference between regaining financial independence and slipping into crisis.

Current partnerships with the Commonwealth Bank and ANZ have helped to shape the evolution of this program. Their Financial Hardship or Community Wellbeing teams can immediately transfer their customers through a dedicated phone line to speak with a Fitted for Work team member. Together with the client, we develop a personalized plan of service to help her into employment, support her through our services and follow up with her along the way.

With cost of living pressures on the rise, we have seen numbers of referrals to the Supervention program double since January 2023 and we forecast that upward trend to continue. We are working closely with the bank partners to understand the trends and be prepared for what we expect will be more women looking for support, often for the first time in their lives.

We hold monthly volunteer days for bank staff to donate their time to Fitted for Work which further strengthens the partnership. Being onsite, teams can see firsthand the meaningful difference that is made.

Over the past five years, Supervention has driven the transformation of Fitted for Work to becoming a national organisation supporting women in every state and territory through a technology-driven, and partnership-oriented approach. In July 2022, we were invited to speak at the Financial Counsellors of Queensland State Conference and have continued to attend each state conference since. These conferences are a unique opportunity for connection and collaboration between community organisations and hardship teams and customer advocacy groups from across the industry.

Looking ahead, we will continue responding to the changing needs of women by expanding how we connect to women all across the country. By focusing on early intervention for vulnerable customers reliant on employment for economic stability, these initiatives are not only preventing financial crises but also contributing to lasting empowerment and financial resilience.



# Partner Profile: Coles

**Rebecca Sather Jenkins**  
National Marketing and  
Communications Coordinator

Our ongoing partnership with Coles Group soared to new heights in March 2023, when we collaborated on a nationwide International Women's Day campaign, resulting in a \$250,000 donation to Fitted for Work.

The campaign saw Coles donating 10c from every sale of women's items purchased from the Health and Beauty aisle instore, or online, a range that included skincare, haircare, and makeup. Thanks to the generosity of Coles, its suppliers, and customers, we reached our financial target.

As part of the campaign, Fitted for Work undertook a nationwide survey of 258 clients to develop insights into the current obstacles facing women, non-binary, and gender-diverse jobseekers in Australia. This data was shared with Coles and subsequently featured in the fundraising campaign and associated media.

Key findings included:

- 37% of clients had other responsibilities that restricted them from working
- 62% of clients struggled with their mental and/or physical health
- 46% of clients were returning to work after a gap in employment
- 63% of clients did not feel financially stable
- 72% of clients felt anxious about their job search

The campaign was a great success, and we are grateful to Coles for their support of our mission and services.

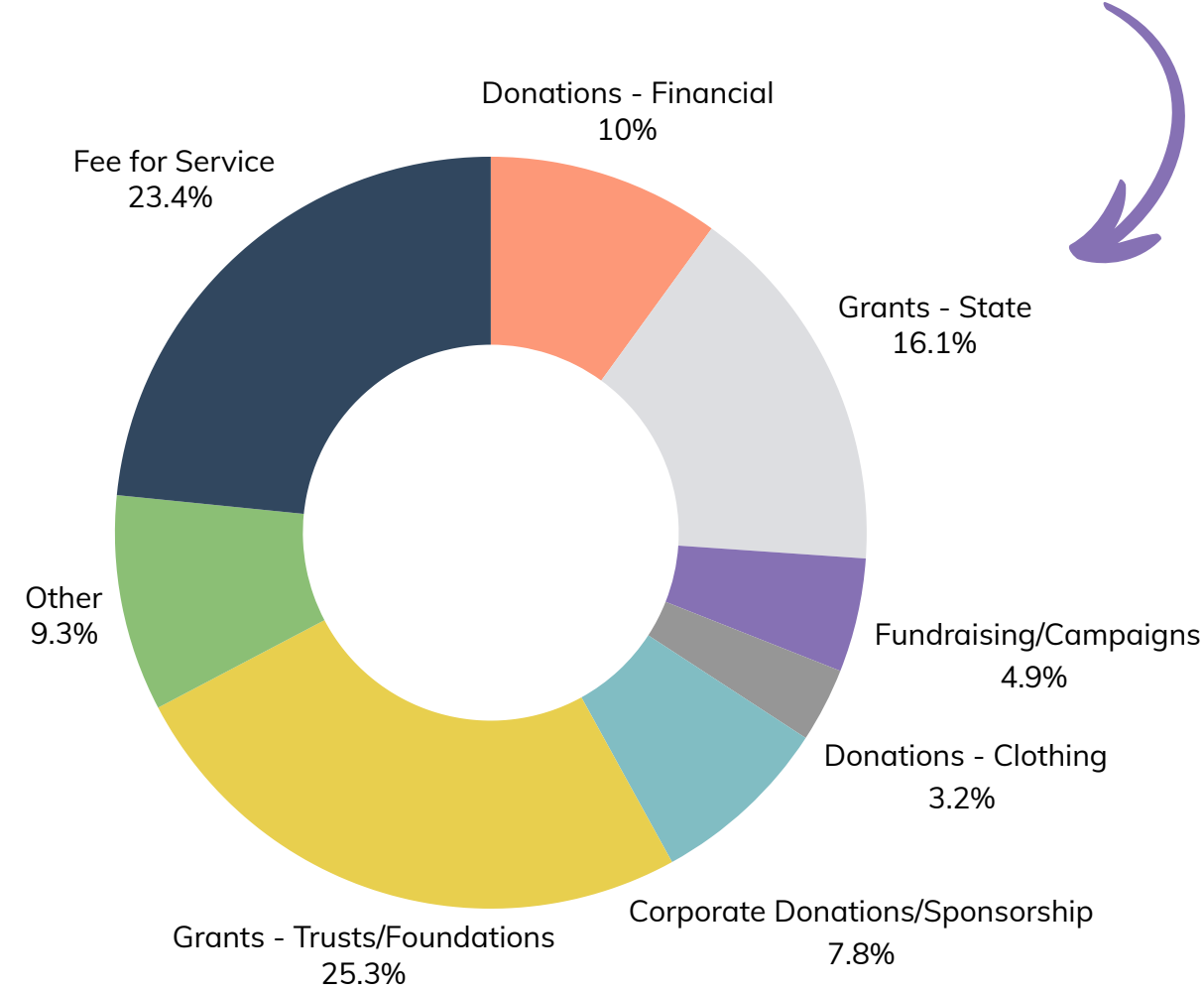
Pictured: Fitted for Work Managing Director, Donna de Zwart, and Coles Group GM Supermarkets, Claire Lauber.



# Financials

Rashmi Baijnath  
Chief Financial Officer

Income Breakdown  
As at 30th June 2023



**Audit and Accounts**

Fitted for Work complies with all applicable Australian 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 Assurance Pty Ltd audits the financial statements. These statements are available upon request from Fitted for Work.

| Fitted For Work Limited<br>Statement of Income and Expenditure | 2023 (\$) | 2022 (\$) |
|--|-----------|-----------|
| Total Income   | 4,081,571 | 3,433,182 |
| Total Expenses   | 3,925,846 | 3,468,628 |
| Operating surplus (deficit)<br>incl AASB16 Adj                 | 155,725   | (35,445)  |
| Operating surplus (deficit)<br>excl AASB16 Adj                 | 243,582   | (40,879)  |

| Fitted For Work Limited<br>Balance Sheet           | 2023 (\$) | 2022 (\$) |
|--|-----------|-----------|
| Total Assets                                       | 4,899,705 | 4,823,855 |
| Total Liabilities                                  | 4,718,675 | 4,798,550 |
| Retained Profits & Total Equity<br>incl AASB16 Adj | 181,030   | 25,305    |
| Retained Profits & Total Equity<br>excl AASB16 Adj | 268,887   | 101,630   |

# Our Board



Andrew Young

Ann Burns

Anne Randall

Claire Adams



David Bilston-McGillen

Donna de Zwart

Mary Crooks AO

Michael Wilson



Nabil Alizai

Nayanisha Samarakoon

Sarah Wrigley

Wendy Stops

## Andrew Young

### Member, Finance, Audit & Risk Subcommittee

Andy is a Chartered Accountant and Graduate of the Australian Institute of Company Directors. Currently the Chief Financial Officer (Australia and New Zealand) at Reece Group, Andy brings more than 20 years of corporate experience to the Fitted for Work board spanning the financial services, retail and trade distribution sectors.

With a background in corporate reporting, governance and strategy development, Andy is passionate about inclusion and diversity in the workplace and supporting Fitted for Work in delivering on its mission.

## Ann Burns

### Member, External Relationships Committee

With almost 30 years working experience with over 25 years as a senior executive, Ann is renowned for her ability to think strategically, navigate through disruptive industry changes and develop compelling narratives that inspire and drive transformational change. She is a mentor, strategist and an ‘imagineer’ bringing great ideas and contagious energy to all that she does. She was at Accenture for over 25 years and was on the ANZ Executive team and the Global Leadership Council. Her life as a corporate executive of a NYSE listed global entity provided a wealth of unique perspectives on guiding organisations through complex market dynamics, seismic changes in digital technology and the need for fundamental reinvention. Her advice is always simple, straight forward and fearless. She has worked extensively across Asia Pacific and is often asked to coach executives (here and overseas) as they navigate through complex transformation programs.

Ann is a passionate advocate for sustainability, learning and true inclusion. She is widely published on her views on the energy transition and specifically ‘Triple Zero’ (Zero Loss, Zero Harm and Zero Waste) in Mining and Energy industries. Ann’s passion is for leadership development, especially in the evolution of the next generation of women leaders. She is the Chair of Chief Executive Women’s Leadership Development Committee and an active Facilitator in their Executive and Leaders Programs. She was an Architect, has an MBA, GAICD and is a qualified GALLUP Coach.



## 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**

**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.

Donna is inspired every day by the difference Fitted for Work makes to women's lives, their families' lives, and their community. She 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.

## 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.

## Michael Wilson

### Member, Governance Committee

Michael is a consultant with Egon Zehnder, one of the world's most respected leadership and talent advisory firms, and leads the firm's Industrial Practice Group in ANZ.

He advises CEOs, board members and executive teams on leadership development with specialties in CEO and Board succession. Prior to Egon Zehnder, Michael led global commercial innovation programs at General Electric.

## 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

### 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 gender focused 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

### Company Secretary

### Chair, Finance, Audit and Risk Subcommittee

### 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).

## 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).



# Our Team

With thanks to our incredible team of staff who work to support our clients every day.



**Abigail Ross**  
National Marketing and Communications Officer

**Amanda Carlile**  
Chief Operating Officer

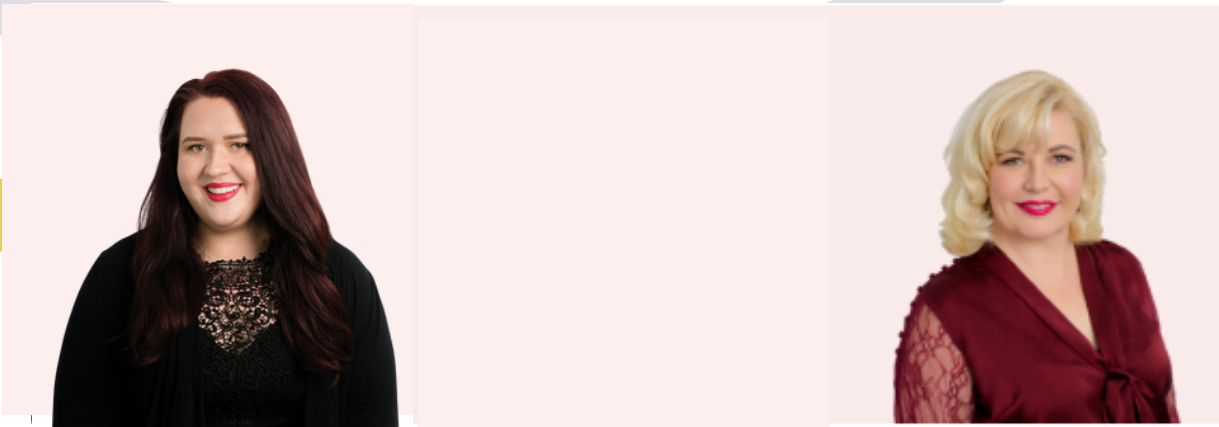
**Anita Mikedis**  
Melbourne Client Services Coordinator



**Anne Scott**  
Job Ready Support Specialist

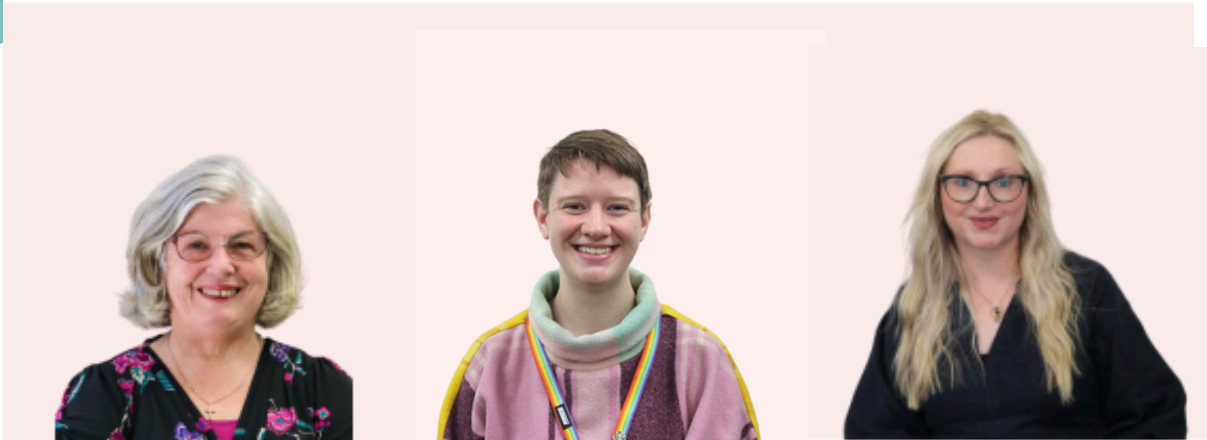
**Caitlin Mountford**  
National Marketing and Communications Manager

**Camilla McKewen**  
Donations Coordinator



**Candice Graham**  
Sydney Operations Coordinator

**Donna de Zwart**  
Managing Director



**Eileen Martin**  
Job Ready Support Specialist

**Elizabeth Anderson**  
Client Referral Officer

**Elizabeth Trehwella**  
National Philanthropy Manager



**Eve Walton-Healey**  
Donations Coordinator

**Florence Cuming**  
Client Referral Officer

**Freya Findlay**  
Learning Management System Administrator



**Gina Roggman**  
Volunteer Administration  
Support



**Mali Lin**  
Client Referral Officer



**Imogen Moore**  
Client Referral Officer



**Katherine Hesline**  
Jobs Victoria Advocate  
Assistant



**Ryn Hopgood**  
National Transformation  
Manager



**Leah Nischler**  
National Programs  
Coordinator



**Jacqueline Lane**  
Governance Coordinator



**Jane Gellert**  
Outfitting Specialist



**Lisa Le**  
Sydney Operations Assistant



**Louise Villanti**  
Client Services Manager



**Marcia Scott**  
Jobs Victoria Advocate



**Jennifer Taranto**  
Client Referral Officer



**Jessica Naylor**  
Client Referral Officer



**Julia Karlsson**  
Client Referral Coordinator



**Melanie Browne**  
General Manager



**Melanie Thies**  
Online Outfitting Specialist



**Meredith Murphy**  
National Volunteer  
Manager





**Mirin Pedro**  
Outfitting Coordinator



**Monique Daiga**  
Online Outfitting Specialist



**Flirt Lee**  
Retail and Donations Stock Assistant



**Rebecca Pasqualini**  
Executive Assistant and Governance Officer



**Rebecca Sather Jenkins**  
National Marketing and Communications Coordinator



**Sabina Lunja**  
Online Outfitting Specialist



**Natasha Kernahan**  
Office Coordinator



**Nicole Johnson**  
Job Ready Support Specialist



**Rashmi Baijnath**  
Chief Financial Officer



**Sally Nelson**  
Job Hub Employment Specialist



**Sanjhna Shetty**  
Client Referral Officer



**Sarah Ricardo**  
Retail Coordinator



**Rebecca Brooks**  
Client Referral Officer



**Rebecca Dunn**  
Client Services Coordinator



**Rebecca Giles**  
Online Outfitting Specialist

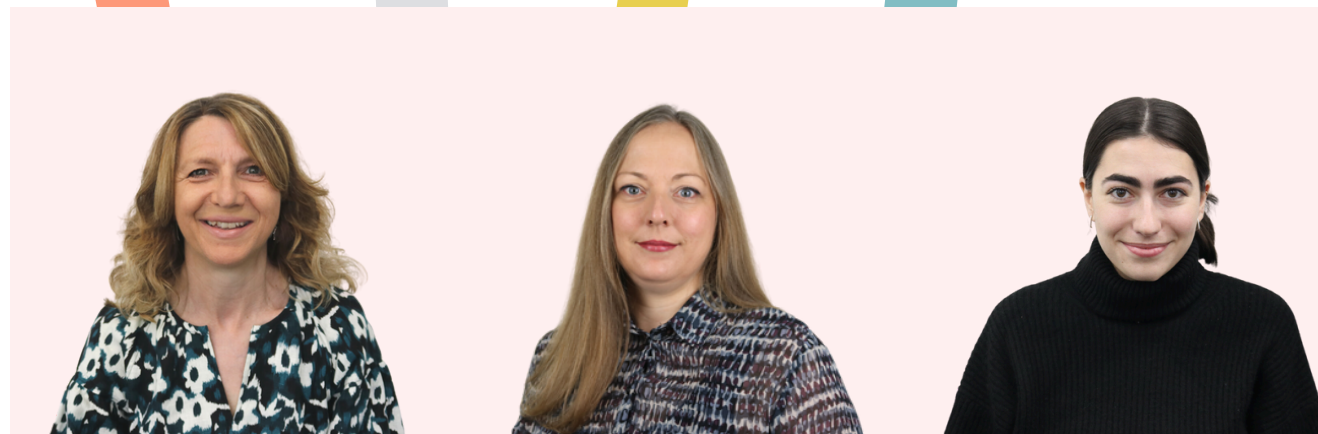


**Sharon Hallett**  
Job Hub Coordinator



**Sharon Ross**  
National Philanthropy Coordinator





**Susie Pavey**  
National Client Services  
Manager

**Therese Bizas**  
Client Referral Officer

**Toni Massini-Barry**  
Client Referral Officer





# Thank you

With heartfelt thanks to our supporters and funders this year, your generosity enables us to continue our mission and reach even more women across Australia.



## Corporate Donors

- Benefit Cosmetics Australia
- Bullhorn Impact
- Burjen Pty Ltd
- CLIK Collective
- Coles Group Limited
- Deakin University
- Express Insurance
- First Contact
- Harvey Norman
- Haven Home Safe
- Karma Currency Foundation
- Knox City Orthodontics
- Love and Glory
- MQ Health
- Nature Pty Ltd
- Online Education Services
- Paypal Giving Fund
- PMS Charitable Giving
- Studio Pilates Richmond
- Taking Shape
- The Australasian Institute of Mining and Metallurgy
- Victorian Building Authority

## Trusts and Foundations

- The Gailey Lazarus Charitable Foundation
- Seary Lynch Foundation
- The Wood Foundation
- Weily Tribe Foundation

## Grant Partners

- ANZ Community Partnerships (Rural and Regional Project)
- Australian Communities Foundation - Paul Ramsey Foundation (Operating Costs Victoria)
- Bank of America Merrill Lynch Foundation (Core Services)
- Bendigo Bank - Lendlease Foundation Grant (Women's Works Future Programs)
- Clayton Utz Foundation (Women Exiting Prison)
- Cumberland Council (Job Search Essentials Workshop Series)
- Department of Families, Fairness & Housing - Office for Women (Women's Work Future Programs)
- Department of Jobs, Precincts & Regions (Project Purple/Transgender Program)
- Department of Premier & Cabinet - Office for Women (Core Services)
- Domestic Violence Victoria - Safe and Equal Steps (16 Days of Activism)
- Dooleys Lidcombe (Women's Economic Empowerment Program and Paramatta Hub - Connecting Women to Work)
- Equity Trustees Limited - The Collie Foundation (Community Engagement Regional Project)
- Erdi Foundation (Talent Growth Success Program)
- Freemasons Foundation (Women's Economic Empowerment Program)
- Glen Eira City Council (Core Services)
- Harris Family Foundation (Western Sydney operating expenses and office relocation)
- Heliotropia (Core Services)
- Inner North Community Foundation (Core Services)
- ISPT (General Manager Position)
- Jack Brockhoff Foundation (Developing Retail Work Experience Through Social Enterprise)
- James N Kirby Foundation (Women's Economic Empowerment Program)
- Jobs Victoria (Advocate Position)
- Lendlease (Community Foundation Grant)
- Lord Mayor's Charitable Foundation - Melbourne Women's Fund (Women's Economic Development Program)
- Microsoft (Upskilling Women for a Digital Economy)
- Silicon Valley Foundation
- State Street - Give2Asia (Core Services)
- StreetSmart Australia (Core Services)
- The William Buckland Foundation (Fast Tracking Women in Employment)
- This is for That Foundation (Core Services)
- Victorian Women's Benevolent Trust - Supriya Singh Sub Fund (Fast Tracking Women into Employment)
- WestPac Foundation (Community Grants - SheWorks)
- Yarra City Council (Red Program)



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