

fitted for wOrk

2023/2024 Annual Report



Our Vision

To be the recognised leader in providing job-readiness services to women throughout Australia.

About Us

Fitted for Work helps women and gender diverse jobseekers to become work ready, gain secure employment, and thrive in their careers.

Our job-readiness services provide our clients 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.

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.

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A Word from our Managing Director

I am pleased to present the Annual Report for Fitted for Work for the year 2023-2024. This year has been marked by significant achievements and impactful community engagement, reflecting our unwavering commitment to supporting women and gender-diverse individuals in their journey towards employment and financial independence.

This year has not been without its challenges. One of the primary difficulties we encountered was the increased demand for our services amidst a backdrop of economic uncertainty. Many individuals facing unemployment or career transitions required more intensive support, stretching our resources thin.

Additionally, the rising cost of living and inflation impacted both our clients and our operational costs. We had to navigate these financial pressures while ensuring that our services remained accessible and effective. Securing sufficient funding and donations was also a challenge, as many of our traditional fundraising events had to be adapted or scaled down due to budget constraints.

Despite these hurdles, our team's resilience and the unwavering support from our volunteers and partners enabled us to continue delivering high-quality services. We implemented cost-saving measures and sought innovative solutions to maintain our programs and support our clients effectively.

Our community engagement efforts have been robust and far-reaching. We participated in numerous events, including the Work Without Barriers Expo and the Pride in Employment Expo, which allowed us to connect with job seekers and promote diversity and inclusion. We also collaborated with various community organisations such as Western Health, and WIRE, providing job readiness workshops and referrals.

Our volunteers have been instrumental in our success. The WomenWalk program and The Conscious Closet store have thrived thanks to their dedication. Volunteer Week was a highlight, celebrating the hard work and commitment of our volunteers. Corporate volunteering also saw significant participation from organisations like CBA, ANZ, and RACV, enhancing our capacity to support our clients.

This year, our social enterprise, Supervention, expanded to include a new partner, Westpac, alongside our long-term partners of CBA and ANZ. Supervention is aimed at providing comprehensive support to individuals looking to change careers, re-enter the workforce or for those who are underemployed. Over the last 6 years the program has been a resounding success. Danya's story is a testament to the program's impact, highlighting how personalized support can lead to meaningful employment opportunities.

Our second social enterprise, The Conscious Closet has had a record-breaking year, rehoming nearly 25,000 clothing items and significantly increasing our profit margins. Our new pricing model and inventory management system have streamlined operations, enhancing customer experience and operational efficiency. Our designer sales and flash sales have been particularly successful, contributing significantly to our revenue.



We are thrilled to announce our new partnership with the Priceline Sisterhood Foundation, which has powered our business development and marketing arms of the organisation. Coles continues to be instrumental in supporting our purpose. This collaboration has provided additional resources and opportunities for our clients.

Coles' commitment to community engagement and corporate social responsibility aligns perfectly with our values, and we look forward to continuing this fruitful partnership to further empower women and gender-diverse individuals.

“We remain committed to expanding our reach and continuing to provide impactful support to women and gender-diverse individuals.”

Sadly, we bid farewell to our long-term Chair, Mary Crooks AO. We would like to extend our heartfelt gratitude for Mary’s exceptional contributions over the last 9 years. Her dedication and innovative approach have significantly enhanced our organisation, seeing it grow from strength to strength. When things have got tough over the years Mary’s unwavering passion and tenacity for Fitted for Work have provided an unending source of inspiration. Fitted for Work owes Mary a great deal and she has left a lasting impact on our community.

We are excited to announce our Parramatta site, which will allow us to extend our services to a broader community. This new location will enable us to support more women and gender-diverse individuals in their journey towards employment. We look forward to taking this model to rural and regional areas throughout Australia.

Finally, we are proud to share stories of the real heroines, our clients. We share inspiring stories like that of Danya, who transitioned from hospitality to a fulfilling role in caregiving, thanks to our support. Her journey exemplifies the resilience and determination of our clients and the positive impact of our services.

As we move forward, we remain committed to expanding our reach and continuing to provide impactful support to women and gender-diverse individuals. Our focus will be on strengthening community and corporate partnerships, enhancing volunteer engagement, and ensuring our services remain accessible and effective.

I extend my heartfelt gratitude to our dedicated staff, volunteers, partners, and supporters. Together, we are making a tangible difference in the lives of many, and I am excited about the opportunities that lie ahead as we enter our 20th year of operation.

Thank you for your continued support.



Donna de Zwart
Managing Director

A Note from our Chair

This is my first full financial year as Chair of Fitted for Work having taken the reigns in May 2023 and its been a very busy and exciting year for the organisation.

We continue to service women, non-binary and gender-diverse individuals from all around the country, both virtually and in person at our Richmond, Victoria headquarters or our Parramatta, NSW, Hub.

The demand for our services has continued to grow and as a result we have had to expand our ability to provide the same high level of service that we have done now for 19 years. We’ve also seen more and more individuals and organisations recognising the plight of women who need to get into the workforce, whether that be because they are unemployed or underemployed.

We are creating a future that is equal, positive and powerful for women in the workplace. We know we have a successful formula. Late in the financial year the Board and the senior executives got together to revise our strategy for the next three years. We restated our Purpose to “Empowering the economic independence of women in Australia through workforce participation”.

Our focus on employment stems from the understanding that work not only provides economic security, but also independence, purpose, connection and importantly dignity. Inclusion and empowerment are at the heart of all that we do. Underpinning our new Purpose are three strategic pillars.

“Work not only provides economic security, but also independence, purpose, connection and importantly dignity.”

The first pillar is Scaled Client Impact, which is all about expanding breadth, depth and reach of the services we offer to make an even bigger impact than what we have done thus far. Whilst we have traditionally operated heavily in Victoria and NSW, we are now in every state and see the need to expand that even more. We help women of all ages, from mid teens to their 70s, but we know if we can get to them earlier in their employment journey we can set them up for success. We also help women of all backgrounds, but in particular see growing cohorts of women over 55 who are facing ageism and unfortunately an increase in those who have experienced domestic violence and abuse. We won't turn any woman away, regardless of their need or circumstance.



The second pillar is Financial Sustainability, which is about achieving long term sustainability for our organisation through perpetual revenue streams. In the past year we've solidified a number of partnerships and started some new ones such as Coles, Westpac, Priceline Sisterhood Foundation, Elk, Dissh, Henne and many others. We are extremely grateful for the support we receive from all of these organisations and look forward to continuing our relationship in the years ahead. Their support ranges from campaigns to program support to pro bono help to donations (financial and clothing). Our two social enterprises, The Conscious Closet and Supervention, now make up 40% of our income and corporate partnerships is at 15% and growing. We also have some multi-year programs that we've defined and are now seeking support for and we've embarked on the establishment of an endowment fund (The Fitted for Work Future Fund) that we received some initial seed funding during the year and are also now seeking more to enable the investment proceeds to have a meaningful impact on funding our operations.

The third pillar is Brand Amplification, which is about amplifying our brand by telling our story and engaging more in community. There is no doubt over the past year that we have made a lot of inroads into this strategic objective. Our social media followers has increased and our recognition across multiple channels has increased. You only have to look at the queues around the block when we have our bi-annual Conscious Closet Designer Sale and see the increase in customers to know that we are becoming more and more known. We also welcome two ambassadors to Fitted for Work, with the first one, media personality Jo Stanley, being announced in early FY25. Stay tuned to hear about others coming on board in the next year. But despite all this, there is so much more we can do so that Fitted for Work is an established, well known brand across the country and at all levels of business and government.

The Board is excited by our strategy and the opportunity it gives Fitted for Work as we come up to our 20th year. The organisation has clear focus and with some more experienced leadership coming on board, we can see the opportunities that lay ahead and how we can get there. 2025 will be a year for celebration and reflection on the impact we have made to the many women we have helped and to society overall. It will continue to lay the foundations for many years to come.

I want to thank the Board for its commitment and dedication to supporting the organisation and so passionately being there when needed. I want to personally thank Mary Crooks, our previous Chair, for her nine years of dedication to Fitted for Work and our purpose. Without her early efforts to re-establish a board and refocus the organisation, working alongside Donna de Zwart, our Managing Director, and the leadership team, Fitted for Work would not be here today. I'd also like to thank David Bilston-McGillen for his years of service and welcome Launa Inman to the board.

Finally I'd like to thank the many staff and volunteers who undertake their job with so much commitment and drive. I had the chance to meet a number of times with staff and volunteers over the year and I always love how they turn up with a smile and an unwavering desire to make a difference to the lives of the many women we help and the families and communities they belong to.

The next year will be an exciting time for me and the Board. With the help of all our staff, volunteers, partners and supporters I know FY25 will be our best year ever, which will be very apt as we celebrate our 20th year in operation!

Thank you to all of you.

A handwritten signature in black ink that reads "Wendy Stops". The signature is fluid and cursive.

Wendy Stops
Board Chair



Thank You to Mary Crooks AO

In 2023, Mary Crooks AO stepped down as Chair of Fitted for Work's Board after nine years of exemplary service.

Mary's journey with Fitted for Work began in February 2014, during a critical period when the organization faced a \$30,000 cash flow deficit. Her strategic proposition to then-Chair Therese Ryan laid the foundation for Fitted for Work's recovery and growth.

This plan included maintaining the current CEO with a mandate to grow revenue, securing more philanthropic funds, scaling back operations temporarily, clarifying legal issues around the Fitted for Work brand, and forming a Transition Advisory Group to support the Board through this challenging period.

Under Mary's leadership, the Board was restructured, and new members, including Michael Cohn and Donna de Zwart as CEO, joined the team. Over the years, the Board evolved into a diverse and multi-talented group, each member bringing unique skills, experiences, and capabilities. This evolution has been crucial in ensuring that Fitted for Work remains adaptable and resilient in the face of changing circumstances.

Mary's unwavering passion for Fitted for Work's mission to help women and gender diverse jobseekers re-enter the workforce has been a constant source of inspiration. Her tireless efforts alongside Donna, the management team, and the Board have been instrumental in navigating strategic changes, organizational evolution, and tough decisions. Mary's calm and clear-headed leadership, combined with her openness to new ideas and innovative approaches, has been invaluable.

This acknowledgement adapted from a speech to the Board by Wendy Stops, September 2023.

Our Strategy

In early 2024 we revised our Strategy to provide a clear statement of why we exist, what we believe, what we strive for, what we value, and what we need to do to achieve greater outcomes for our clients and our organisation. Our resultant Strategy is represented here.

Our Belief

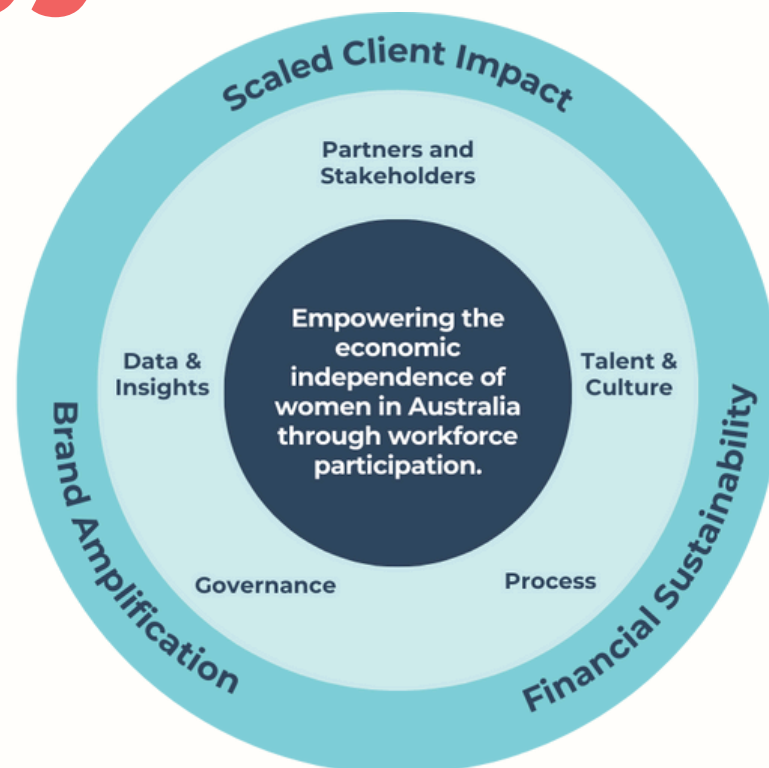
To be fitted for work is to be fitted for life.

Our Values

- Respect
- Courage
- Generosity
- Innovation

Our Vision

To be the recognised leader in providing work-readiness services to women throughout Australia.



Strategic Pillars

Scaled Client Impact

Expand delivery of meaningful, work-ready solutions, informed through lived experience.

Financial Sustainability

Ensure long-term stability through perpetual revenue streams.

Brand Amplification

Amplify the Fitted for Work brand. Tell the client story and our community impact.

Strategic Enablers

Partners and Stakeholders

Nurture and evolve relationships through stronger collaboration and stewardship.

Talent and Culture

Drive organisational success through the creation of a skilled, resilient, and adaptable workforce.

Process

Improve processes, technology, and ways of working.

Governance

Strengthen governance and financial practices, whilst managing risks effectively.

Data and Insights

Use data, analytics, and digital tools to measure effectiveness and impact, to make more informed choices.

Our Governance

Board

Board Committees

Governance Committee

Finance, Audit & Risk Subcommittee

Technology & Media Committee

External Relationships Committee

Executive Committees

Diversity, Equity & Inclusion Committee

Reconciliation Action Plan Committee



Sustainability

At Fitted for Work, sustainability is foundational to our operations. With the dedication of our volunteers and staff in The Conscious Closet, we successfully diverted 21,260 kg of textiles from landfill between July 2023 and June 2024. This equates to an average of 408 kg per week, carefully sorted to maximise reuse and minimise waste.

By thoughtfully managing donations, we ensure that quality items find new life through our programs, while surplus clothing is redirected to our valued on-give partners, The Epilepsy Foundation and St Kilda Gatehouse, accounting for 2% of all incoming donations.

Our commitment to sustainability not only reduces environmental impact but also supports community organisations in need. Through these efforts, we strive to create a circular fashion model that empowers women while promoting responsible consumption.

Our Corporate donors have been highly supportive of our cause. We have not only maintained but also expanded opportunities with the below donors for 2023/2024, some of whom are donating fortnightly or monthly to our organisation.

- Taking Shape
- Elk
- Witchery
- Jacqui – E
- Viktoria and Woods
- Henne
- Frankie4 Footwear
- Priceline
- DISSH
- Sage and Clare
- Jeans West
- The Ark
- Ambra



Diversity, Equity & Inclusion

The Diversity, Equity and Inclusion Committee (DE&IC) welcomed new members this year as the work of the committee gained traction and new staff expressed an interest in joining. We continued our important work towards reconciliation, guided by our REFLECT Reconciliation Action Plan.

This work included a Smoking Ceremony at our Richmond site and First Nations Cultural Awareness training for our entire workforce delivered by the Wurundjeri Council. Thank you to the City of Yarra Council for providing funding to support this important training. 100% of staff and volunteers who attended reported that they felt they had a better understanding of Aboriginal and Torres Strait Islander Nationality, Identity, Language & Culture as a result.

“I was deeply moved and connected to the land on which we work through the smoking ceremony”

— Fitted for Work staff member.

We implemented a public holiday substitute for our workforce so they could express and exercise their personal beliefs around certain holidays throughout the year.

Members of our DE&I Committee joined hundreds of other people at Melbourne’s Parliament House to Walk Against Family Violence during the 16 Days of Activism Against Gender-Based Violence. We participated in the Walk to urgently call for immediate and increased action to prevent family violence and violence against women, and to stand in solidarity with victim-survivors.

We formed a Rainbow Ready Roadmap Working Group. Staff with lived experience volunteered their time around their regular roles to begin formalising our commitment to becoming a Rainbow Ready organisation and to further strengthen our safe and welcoming messaging to the LGBTQIA+ community.



People & Culture

Melanie Browne

General Manager

At Fitted for Work, we believe that our success is driven by the passion, creativity, and dedication of our people. In FY24, we continued to invest in fostering an inclusive, empowering, and dynamic work environment that enables our workforce to thrive ensuring we remain an organisation where talent and passion come together to create lasting impact.

Employee Engagement and Well-Being

This year, we prioritised the well-being of our employees through various initiatives focused on mental health, work-life balance, and professional growth. Our benefits package was expanded to introduce Collaborate & Conquer days. These days, once a month encourage staff and volunteers to come together and engage on topics including wellbeing, strategy, and training.

We recognise that work-life harmony is critical for our people's success. We reviewed our flexible work policy to incorporate standard working from home guidelines which supported our engagement survey results. We saw an increase in employee satisfaction in this category.

Learning & Development

We are committed to the growth and development of our team members. This last year we focussed on leadership development for our existing leadership team and their direct reports. Topics included developing a high-performance culture, understanding self and included projects that supported this learning. We have also now invested in a HRIS system. Overall, an HRIS system streamlines HR functions, improves data accuracy, and enhances strategic decision-making, ultimately supporting better organisational growth and employee experience. This platform also includes online self-paced learning to continue to support growth for our workforce.

Recognition and Rewards

Recognising our employees' hard work and dedication is key to maintaining a motivated and productive workforce. Benefits include reproductive leave of up to 12 days per year, designed to provide opportunities for an employee experiencing reproductive health issues to seek treatment and manage ill health. Recognition leave between Christmas and New Year encourages employees to take a well-earned break noting, that as a not-for-profit our workforce go above and beyond what is required of them and one day per year to celebrate your birthday.

Talent Acquisition & Retention

While our turnover was higher this last year, we did create additional roles to support our social enterprises specifically with the introduction of several new leadership team members. The recruitment processes and procedures have been revamped and our efforts have been designed to attract a diverse pool of talent to support continued growth at Fitted for Work.

Looking Ahead: A Vision for FY25

As we move into FY25, we remain focused on creating a workplace where everyone feels valued and empowered to reach their full potential.

We will continue to invest in our people and culture. Our goals include furthering our DE&I efforts, expanding our wellness initiatives, and enhancing leadership development programs to ensure we have the best talent driving us forward.

We are committed to creating a workplace where everyone is empowered to contribute their best work, and where our people are supported at every stage of their careers. We are confident that by continuing to invest in our people and culture, we will remain an organisation that attracts, develops, and retains exceptional talent.





A Year of Impact

In FY24, we supported a total of 2605 clients through 6502 services. This brings our overall figures since 2005 to 45,582 clients supported through 60,262 services.

Services Delivered	2023-2024	2022-2023
Initial Consultation	2323	2273
Journey Consultation	44	0
Online Personal Outfitting	644	770
Face-to-face Personal Outfitting	306	291
Online Job Readiness Hub	1100	770
Email Job Readiness Hub	952	640
Parramatta Job Readiness Hub	166	80
Parramatta Journey Consultation	115	0
Job Search Essentials (JSE) Workshop	701	588
LinkedIn Workshop	151	120
Total Services	6502	5643



Client Services

Louise Villanti

National Client Services Manager

Our client services continue to focus on building knowledge, skills and confidence to support clients to become job ready and find meaningful employment. For each client that connects with us, we provide an in-depth needs analysis to understand where they are at in their job search journey which allows us to book them for the services that will best meet their current needs. From Outfitting to our Job Readiness Hub, we provide a tailored experience designed to set our clients up for success.

We know that if a client feels comfortable and positive in what they are wearing, they will have a better sense of self-confidence as they navigate interviews or start a new role. In 23/24 our Outfitting team delivered 950 face-to-face and online appointments, where clients were provided with a personalised capsule wardrobe of items they had chosen with support from our experienced stylists.

Our Job Search Essentials online workshop has continued to help clients at the start of their job search journey to successfully navigate the current jobs market. After moving the workshop from once to twice a week, we have had 701 clients attend this year. 151 clients also accessed our LinkedIn workshop to help them to actively use the platform to find employment, connection and professional development opportunities.

Western Sydney Hub

Candice Graham

Sydney Operations Coordinator

Our highly experienced Job Hub Employment Specialists delivered 1100 1:1 online appointments, a significant increase compared to previous years. These appointments focused on a range of areas including developing a cover letter and resume, completing job applications and key selection criteria, and practicing preparing for job interviews.

Supported by the Victorian Department of Jobs, Skills, Industry and Regions, Fitted for Work is proud to deliver Project Purple, which is providing a holistic suite of job readiness services to support transgender, non-binary and gender diverse jobseekers into employment. Each service is tailored to the individual needs of every client and can support them no matter where they are in their job search journey.

Such a successful year wouldn't have been possible without the dedication and support of our staff, volunteers and partners, as well as our clients who inspire us every day. As we look to the future, we are excited to continue growing and adapting our services, and to work alongside our clients to create meaningful and long-lasting change.

The 23-24 financial year has been a very successful period for the Western Sydney Hub. We hit record-high appointment numbers in the Hub in its second year of operation, assisting 112 clients onsite with job readiness services and helping numerous others connect online for appointments. We were also able to adapt our services and introduce new ways to connect and support the clients living in Western Sydney.

We ran 26 online and face-to-face workshops for the community, talking to 195 individuals about Fitted for Work services and appointments. We also delivered our very first in-person Job Search Essentials workshop in Parramatta, running 5 sessions through the year to provide additional support for clients navigating the job search process.

We welcomed three new volunteers to the Hub, who are supporting us with our host role and service delivery support. We also welcomed our first Western Sydney Referral Officer, who is able to connect to our clients from onboarding to service delivery.

With so much excitement happening here, we look forward to what is in store for the Western Sydney Hub next year.

The Client Journey



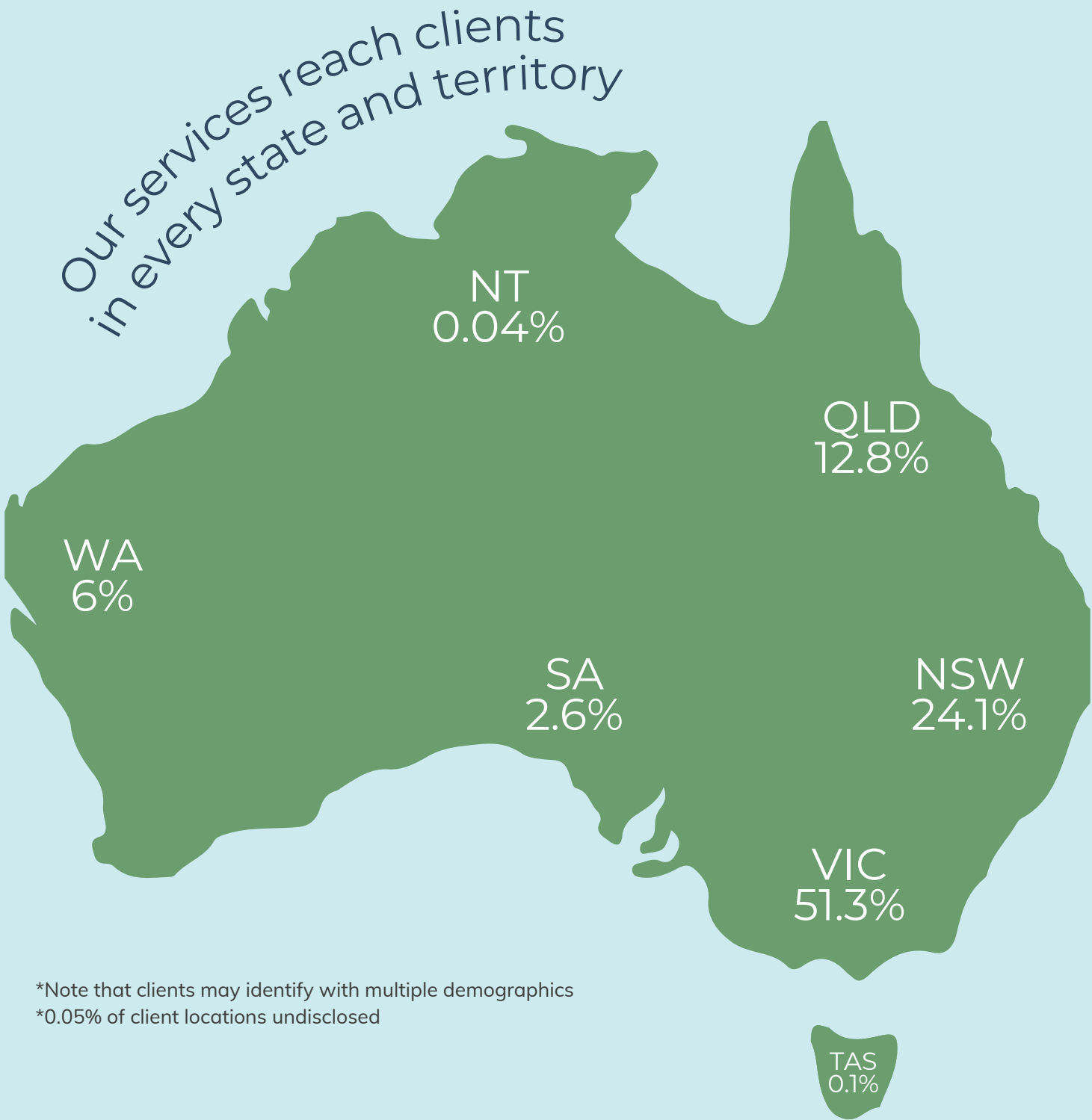
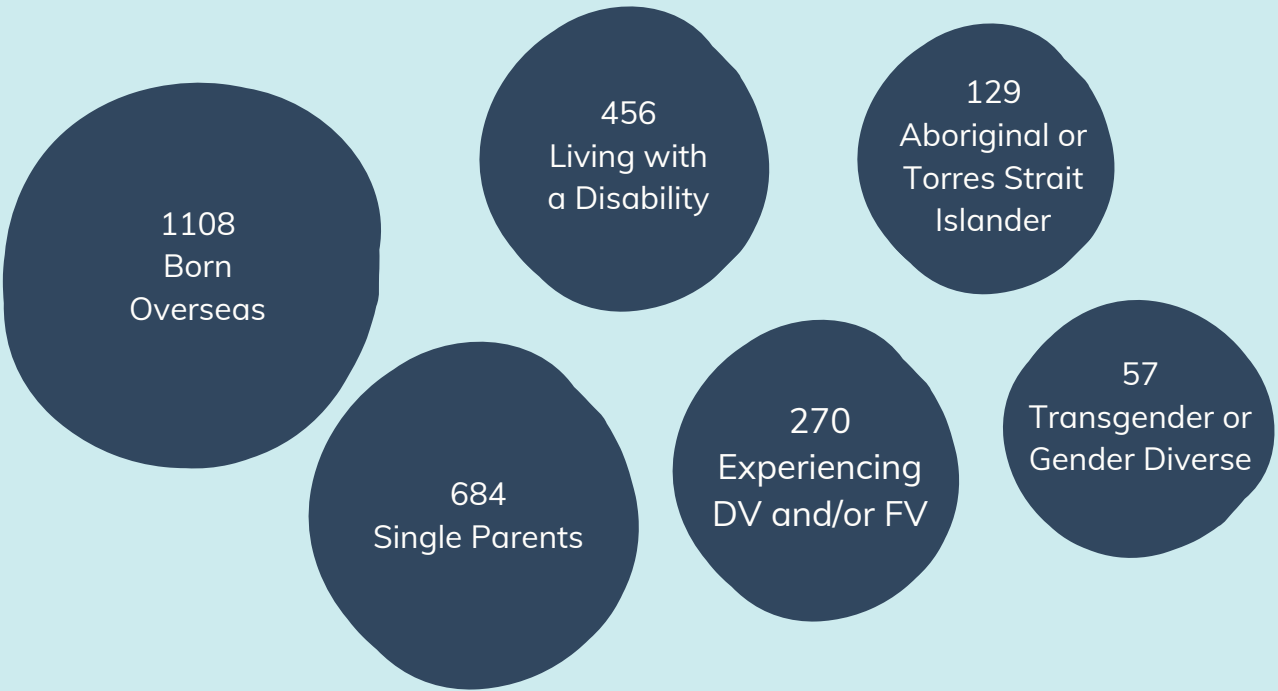
This graphic is representative of a typical client experience with Fitted for Work's services, but each client's journey is unique.

Our Clients

In 2023-2024, Fitted for Work has provided 2605 clients across Australia with job readiness support. These clients accessed a total of 6502 services, with an average of approximately 2 services per client. Over the past year we have seen a 4% increase in the number of clients supported by Fitted for Work, and a 15% increase in the number of services delivered compared to the previous financial year.

This continual growth in both client referral numbers and services accessed is likely due to a range of factors, including cost-of-living pressures leading more women to re-enter the workforce or seek additional work.

We continue to see our highest demand for services from women aged between 25 and 54 years old. However, we have seen a steady increase in clients over 55, many of whom are re-entering the paid workforce after an extended period of absence. These clients often report facing additional barriers to finding employment, particularly relating to self-confidence and technology skills.



*Note that clients may identify with multiple demographics
*0.05% of client locations undisclosed



Martha's Journey

Martha's story begins in Colombia, where she was born and raised. Studying a degree in industrial engineering, she dreamed of higher education, but the cost of an MBA in Colombia was exorbitant. Determined to overcome this obstacle, she made the life-changing decision to move to Argentina, where education was more affordable.

Once completing her studies in Argentina, Martha met the love of her life, who was ready to move to Australia. Reluctant at first, she eventually adapted to the Australian culture and English language. Martha found a job with a startup company that tackled real-life problems using mathematical solutions and had ambitions to do business with Latin America.

She thrived in this role for nearly three years until a devastating diagnosis of metastatic breast cancer. "My life was upside down with treatment, a baby and a toddler to care for, then my mum, who came to help us, was also diagnosed with bowel cancer. And if that was not enough COVID hit the world." compounding the family's difficulties.

Despite facing what seemed like insurmountable odds, Martha discovered a renewed sense of purpose. She pursued sustainable living studies online at the University of Tasmania, securing a scholarship.

Determined to make a difference Martha's studies became a therapeutic outlet, helping her focus on climate change solutions and community engagement, providing a mental oasis from her tumultuous life. This transformative period gave Martha a new perspective. When medical exams surprisingly indicated she was in good health, she felt she'd been given a second chance at life.

Martha felt a profound responsibility to make a meaningful impact. However, after being out of the workforce for over two years, she lacked confidence and her self-esteem was very low. This was when she discovered Fitted for Work.

"I felt as if [Fitted for Work] gave me a warm hug and told me - I will hold your hand until you are fine again."

Martha recalls her first interaction with Fitted for Work as an emotional one. "I was overwhelmed with gratitude; I couldn't believe an organisation like this exists. I felt as if it was my best friend who gave me a warm hug and told me – I will hold your hand until you are fine again". Fitted for Work assisted her with her resume and provided training to rebuild her confidence. Sharing experiences with other women facing similar struggles made her feel less alone, helping her regain her self-worth and recognize the strength in her career break.

The tangible support from Fitted for Work, including clothes and makeup, was crucial. After her treatments, Martha's appearance had changed, and she no longer felt like herself. Fitted for Work helped her feel beautiful, smart, and confident again.

Inspired by her experiences, Martha founded her consulting company, Circular Growth, combining her expertise in industrial engineering, sales, and marketing with her sustainability knowledge. She began assisting her neighborhood and startups with sustainable products. This year, she was recognized in her community as one of the "Extraordinary Women of Glenroy" for her environmental efforts.

Martha's involvement with Glenroy Hub was a pivotal moment. While there to finalize her business paperwork, she noticed the neglected indoor plants and proposed a maintenance plan, which led to securing a contract. This success, supported by her mentor Jo from Fitted for Work, boosted her confidence and deepened her community involvement.

Today, Martha is actively pursuing various goals, including becoming a certified B Corp consultant and developing software for counting carbon emissions. She is also creating a hands-on sustainability program for secondary schools in Merri-Bek and serves on the Client Advisory Committee of Fitted for Work.

Martha's journey from Colombia to Argentina, and finally to Australia, is a testament to her resilience and the power of community support. Her story is a reminder that we can achieve remarkable things when we lean on others for help and stay true to our passions. Through her work with Circular Growth and Fitted for Work, Martha continues to make a significant impact on her community and the environment.

Fitted for Work has been instrumental in Martha's journey, providing the support she needed to rebuild her confidence and pursue her dreams. The organisation's holistic approach to empowering women—through career coaching, training, and personal styling—has helped countless women like Martha regain their footing and thrive in their professional lives.

Client Programs

Therese Bizas

Programs Coordinator

WomenWalk Program

This year the WomenWalk Program ran 10 successful walks in Melbourne CBD with 96 members of the Fitted for Work community promoting a healthy lifestyle and supportive social connection and shared experiences.

Prison Program

The prison program was updated with two expo days and a Transition to Work program. It helps women leaving the prison system gain knowledge and confidence for workforce reentry. The program includes mentorship and a comprehensive approach to job seeking with a criminal record.

Emerge Program

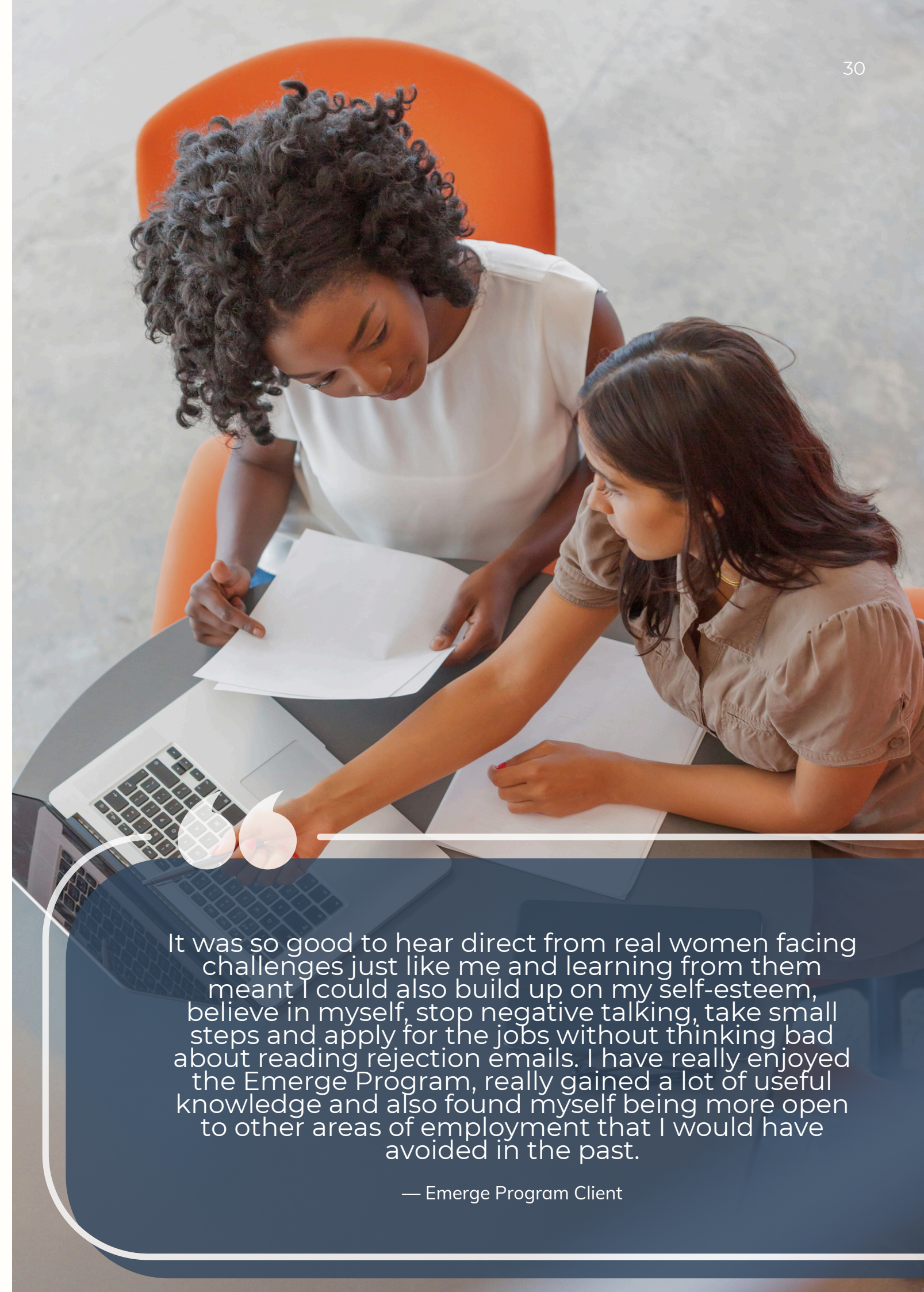
This online program provides practical support with pre-employment confidence building covering topics, identifying your strengths and skills, navigating your job search, and communicating for success goal setting. The program ran for 5 rounds providing resources to 534 women and live sessions to 204 clients.

Mentor Program

The program is designed for a period of between 6 to 12 months of one-to-one support from professionals and the objective is simple – provide support to women from a positive role model and empower mentees to develop, succeed and grow in the workplace. During this year we have successfully matched an additional 40 mentors to our clients.

She Works Program

The She Works program has been transitioned from a Social Enterprise into a partnership program offering greater flexibility for employers to connect with women to employment opportunities. She Works connected with over 40 organisations securing 5 new partnerships and successful placement of 5 candidates. The program offers supportive recruitment for both the employee and candidate.



It was so good to hear direct from real women facing challenges just like me and learning from them meant I could also build up on my self-esteem, believe in myself, stop negative talking, take small steps and apply for the jobs without thinking bad about reading rejection emails. I have really enjoyed the EmERGE Program, really gained a lot of useful knowledge and also found myself being more open to other areas of employment that I would have avoided in the past.

— EmERGE Program Client

Community Engagement

Toni Masini-Barry

Client Services Operations Assistant

Community engagement is an important part of what we do at Fitted for Work. We have attended a range of events this year, strengthening our ties within the community, and learning more about other services that may be able to support our clients.

We attended a range of Job Expos where we connected with women and gender diverse job seekers, including the Work Without Barriers Expo, hosted by Fitzroy Legal Service, focused on supporting individuals looking to build careers using their lived or living experience.

We were also proud to be a part of the Pride in Employment Expo, hosted by the Victorian Pride Centre, aimed to connect LGBTIQ+ job seekers with employment opportunities and employers who champion diversity. These events are a vital part of our commitment to celebrate inclusion and diversity.

We have also had the opportunity to connect with a range of community organisations to support their clients with job readiness workshops and referrals into our services. This year have worked with Aboriginal Housing Victoria, Western Health, and WIRE to name a few. We were also invited to speak with students from Academy of Mary Immaculate about the world of looking for work after schooling.

Following this we were lucky to have two year ten students come and complete a week of “community action” with us at Fitted for Work, learning about what it’s like to work in a not-for-profit organisation.

As we look forward, we are excited to continue our work to engage with diverse clients and communities in the year to come!



Fitted for Work's Involvement with the CommBank Community Council

Our collaboration with CommBank is more than just a partnership; it is a shared commitment to early identification of risks and issues that affect those we serve. In 2023, Fitted for Work joined the Commonwealth Bank's Community Council.

As members of the Council, we have engaged in roundtable meetings, offering our unique insights into the challenges faced by our clients. The Council's role in providing thought leadership to foster a greater understanding of the community's needs aligns seamlessly with our goals.

Volunteers

Gina Roggmann

National Volunteer Coordinator

With over 10,200 volunteer hours recorded this year across various roles and locations including Fitted for Work board members, our dedicated volunteers continue to make an incredible impact on our organisation and the lives of our clients.

Our client-facing volunteers have done an outstanding job addressing the increased urgency and strain our clients have faced this year. From being a part of their support network as Mentors, helping learn valuable job-ready skills through our Emerge workshops, to boosting clients' confidence with an outfitting appointment - our volunteers have been there every step of the way.

In our Western Sydney Hub, we've seen the volunteer team grow, and volunteers play an essential role in our daily service delivery.

WomenWalk has seen many regular participants throughout the year, and our team of volunteer leaders continues to grow. It has been inspiring to witness the positive impact this group has had on clients by fostering a sense of community and appreciation.

Our volunteers have also been key to the success of The Conscious Closet store, including our Designer Sales and Flash Sales. It was wonderful to see staff and volunteers come together, demonstrating the power of teamwork, and always having a smile on their faces for each other and our customers.

We welcomed a group of 18 new mentors into the organisation, thanks to the efforts of our volunteer Mentors Gwyneth Graham and Jessica Manton in redeveloping and facilitating our Mentor training. Mentors continue to be supported by our dedicated group of Lead Mentors, who are also volunteers.

Our Collaborate & Conquer Days have become a popular opportunity for volunteers to connect with other workforce members. In these monthly meetings, staff and volunteers engaged in Aboriginal cultural awareness and transgender training sessions, explored exciting new initiatives and projects at Fitted for Work, and stayed updated on our strategy and day-to-day operations.



Another highlight was Volunteer Week which we celebrated in May. It was a fantastic opportunity to acknowledge the hard work and dedication of our volunteers, bringing our workforce together onsite in Richmond and in a "Virtual Mocktail Mixer" online.

Corporate volunteering continues to be very popular, with monthly groups from CBA, ANZ, and ELK, as well as regular participation from Bank of America and Accenture. Staff members from RACV have been trained as Mentors, which has helped grow our volunteer workforce and provide one-on-one support to our clients.

We are incredibly grateful for our volunteers' unwavering dedication and generosity of their time. We couldn't support the growing number of clients coming through our doors without you. Thank you again for being a part of Fitted for Work and helping us make a difference in so many lives.

Volunteer Story: Shirley

After retiring from a long career as a primary school teacher, as a safari guide and in the sponsorship department at Zoos Victoria, Shirley read an article about Fitted for Work and felt inspired to get involved. In 2010, she began her journey with us by donating clothing, which soon led to volunteering in the Boutique at Flinders Lane, assisting clients with professional attire.

Not long after joining Fitted for Work, Shirley began training to become even more involved in other areas of the organisation. She took on the role of Mentor and eventually became a Lead Mentor, supporting a group of Mentors in their relationships with clients. Shirley also joined the Job Readiness Hub, where she helped with resume and cover letter development, practice interviews, preparing clients for their recruitment tests with Yarra Trams.

During her 14 years of volunteering with us, the most memorable experiences have involved the feeling of connection. "I think I got more than I gave," she says. The encounters Shirley had with her Mentees frequently highlighted her own life choices, and made Shirley reflect on her experiences.

Shirley emphasises the collective strength of Fitted for Work, where each volunteer and staff member's contribution is part of "a larger mosaic of support", as well as the safe space the organisation creates. She says, "We do it all together. We celebrate, laugh, and sometimes cry together."

Shirley attributes Fitted for Work's success to its essence of "Women Power" and the dedication to doing things properly and thoughtfully. She is not surprised that Fitted for Work has become a national organisation and envisions expanding our reach even further and continuing to provide considered and impactful support to women."



Whilst Shirley has stepped away from her most recent role as a Lead Mentor this year, she still feels connected to our organisation.

Fitted for Work comes up in conversations with strangers when Shirley complements their outfits in the supermarket, or when her friends ask her when she is visiting Fitted for Work again so she can donate their clothing.

Reflecting on her time with Fitted for Work, Shirley cherishes the memories and connections she has made. "It's been a very special time, and I can't believe it's been so many years! I have some beautiful memories, and I've met so many wonderful people."

We can't thank Shirley enough for her incredibly generous and heartfelt contributions over the past 14 years.

"We do it all together. We celebrate, laugh, and sometimes cry together."

Supervention

Ryn Hopgood

National Operations Manager

Supervention is Fitted for Work's innovative, early intervention social enterprise. The program supports women facing financial stress where employment is the key to securing a path to economic security and independence. Commonwealth Bank began the program with us in 2017, ANZ partnered with us in 2021 and Westpac joined in 2024. In FY24, more than 1,900 clients were referred through the Supervention Program.

We work directly with our partners' hardship and customer vulnerability teams to identify at-risk customers and address the root causes of their financial stress. This early intervention can make the difference between regaining financial independence and slipping into crisis.

With rising cost-of-living pressures, referrals to Supervention have seen an increase in those who have never had to access services before and those who are impacted by domestic and family violence; we expect these trends to continue. Some referrals are women having to return to work for the family to make ends meet. Others can't afford their mortgages but have no option to sell because there is nowhere to rent. Others tell us they cannot even afford food.

Our collaboration with bank partners extends beyond the referrals to strengthen our impact, such as hosting monthly volunteer days onsite at our offices and being on the CommBank Community Council.

Supervention Volunteer Days

Once a month, our Supervention partners send up to five of their team members to volunteer their time to support Fitted for Work. They usually spend their time helping us process clothing donations and restocking the racks in our other social enterprise, The Conscious Closet.

Volunteers often say their favourite part is the interaction with our team, which increased their understanding of the services we provide. They found that experiencing the work we do day to day showed how we genuinely care for people.

Over the past six years, Supervention has transformed Fitted for Work into a national organisation, leveraging technology and partnerships to support women across Australia. Looking ahead, we will continue to adapt and expand our reach, focusing on early intervention to prevent financial crises and foster lasting empowerment and financial well-being.

Danya's Story

Danya was referred to Fitted for Work through our Supervention program in early 2024. Her story is an inspiring one that we are excited to share with our community. Danya's journey illustrates the resilience and passion of our clients, and the impact that Fitted for Work's dedication to supporting them has.

At 51 years old, Danya was wanting to change careers. She hoped to transition from hospitality, into something that involved helping and caring for others. She was open to a range of things like disability, or support work. She just wanted to give back and help others. While she was unemployed, Danya had volunteered with a variety of overseas organisations, mostly supporting women in a range of important initiatives.

This is exemplary of so many of our clients at Fitted for Work. Many are facing some level of disadvantage when they come through our services, but have at other times in their lives, been the ones supporting and championing others.

Changing careers was challenging. Danya is a single mum with responsibilities. She also felt that while her friends and family were supportive of her, some employers were not willing to give her a chance. This is where Fitted for Work came in.

Danya attended our resume and cover letter writing workshop, sent in her documents for feedback, and participated in a mock interview with our team, to improve her chances of landing a new role. She also attended a virtual outfitting appointment, to receive a capsule wardrobe of interview and work wear.

Following these sessions, she sent us a lovely email sharing the impact they had had. After working with us on her documents she found she was getting lots of responses from applications and was feeling so much more prepared to attend interviews keeping her nerves in check.

Danya's efforts and determination paid off. She's now working for two great families, as a nanny, a personal chef, and household organizer. She's loving her roles caring for others, and her employers are appreciative of all that she does.

Danya says her mindset has changed since connecting with Fitted for Work, the support she received while job searching was invaluable. Having someone objective, to be in her corner providing encouragement made so much of a difference. If she could say something to other women looking for work, it would be: if you have a dream follow it, if you like to give back, do it, and if you want to change careers, you can. Danya has even referred a friend of hers to Fitted for Work after engaging with our services!

We are thrilled to have been a part of Danya's journey, which exemplifies the determination, capability and generosity, of so many women who are searching for work.



"If you have a dream, follow it, if you like to give back, do it, and if you want to change careers, you can."

The Conscious Closet

Eve Walton-Healey

Retail Team Leader

Staying true to our commitment to sustainability and raising conscious awareness, The Conscious Closet has achieved a record-breaking year. We rehomed a total of 24,819 clothing items and accessories through sales and quadrupled our profit compared to the last financial year, increasing profit margins by 279%.

We developed a new pricing model and layout effective from October 2023. This has led to the implementation of several systems to manage the increased demand for second-hand fashion, resulting in a better customer experience.

Our new stock inventory management system has been up and running since March 2024 and has been particularly effective for tracking sales, reporting purposes, and data analytics. Each week, we set out 6-8 racks of stock, approximately 1,000 garments, to keep our customers engaged and satisfied.

Our two designer sales, held in November 2023 and May 2024, were tremendously successful with record-breaking total sales across both events, supported by 20 combined staff and volunteers over the four days of trade.

Additionally, we held our first-ever flash sale which featured a big delivery from one of our new retail partners, Dissh.

We have maintained strong relationships with notable partners, including Henne, Viktoria & Woods, Elk, and Sage & Clare, all of whom generously donated stock for our twice-annual Designer Sale.

Our volunteering program is stronger than ever with 30-40 volunteers across the retail sector and weekly trade. A few of the many opportunities that have presented themselves with our expansion include stock management, facilitating stocktake, and helping with preparation and during sales.

Our social media platforms, Instagram and TikTok, have experienced significant growth, surpassing last year's total by 9,757 followers on Instagram alone. We continue to see these platforms thrive as attention on the space increases.



Marketing & Communications

Rebecca Sather Jenkins
National Marketing and Communications Coordinator

Our marketing and communications efforts this year have been instrumental in enhancing our brand identity and engaging with various stakeholders. Highlights include:

Coles Campaign

To tie in with our International Women's Day fundraising campaign with Coles Group, we developed a new client survey which provided fresh insights into our clients' experiences in the job market and with rising costs of living. This data informed marketing materials for the wider campaign, both in-store and in digital communications.

Channel 9 News

Fitted for Work was featured on Channel 9 News in March 2024, in a segment with Jo Hall. The piece profiled several past clients, and highlighted the impact of our holistic and tailored services.

Our social media presence has seen significant growth over the past year. We've focused on engaging content, fundraising, and expanding the digital presence of The Conscious Closet.

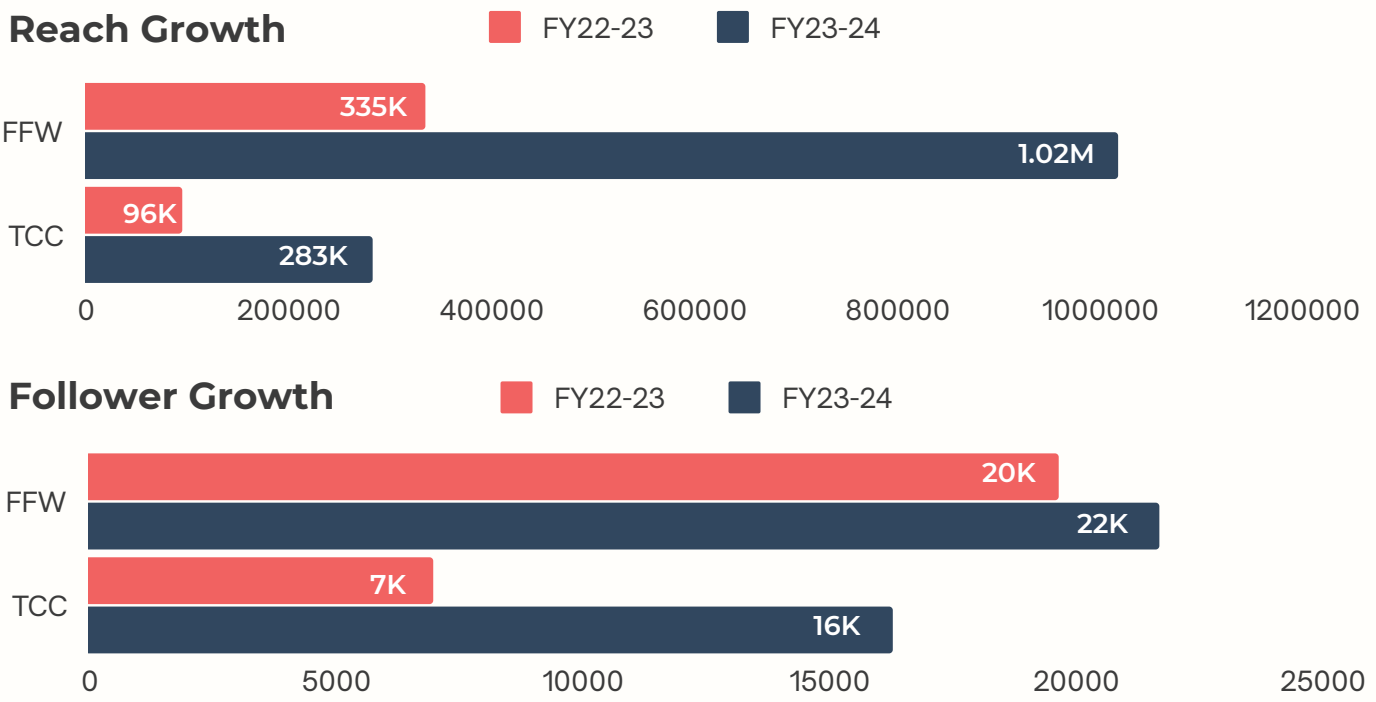
Our total follower base has expanded by 30%, and total reach has increased by an incredible 67% (as seen in the graph to the right). Our most successful content featured photographs of our team, indicating a strong relationship between our digital presence and our mission and impact.

The Conscious Closet's social media presence has skyrocketed due to several viral TikToks in advance of our Designer Sales, and through new and existing relationships with local social media influencers supporting our work.

We look forward to continuing to grow our digital presence and following in the next year.



The below graphs demonstrate the growth in Fitted for Work’s social media reach (total accounts seeing our content) and followers.






Thank you for donating to the Priceline Sisterhood Foundation. Your donation will help enable our charity partners, such as **Fitter for Work**, to achieve their mission.

"Fitted for Work provides end-to-end job-readiness services, that help women develop the necessary skills to find meaningful employment. Our suite of tailored services includes resume feedback, practice interviews, personal outfitting, mentoring, workshops, and more. We thank you for helping this work continue."

Donna

Managing Director
Fitted for Work



fitted for wOrk

raise

sisterworks

Motherless Daughters AUSTRALIA

Priceline Sisterhood Foundation
HELP US HELP WOMEN

Partnerships

Susie Pavey

National Partnerships Manager

Fitted for Work continues to forge new partnerships while nurturing existing ones through a range of engagement activities. Key partnerships align with our core values, they help amplify our brand and provide much needed funding to support more women into our services, across Australia.

Coles

An example of this is the highly successful Coles International Women's Day (IWD) campaign. Now in its third year, Coles committed to donating 10 cents from women's essential items purchased across the Health, Beauty and Floral categories. The campaign ran for two weeks prior to IWD which resulted in a total \$533,227 donation. This translates to 1000 women being able to access Fitted for Work services.

Receiving these funds means we don't need to introduce an eligibility criteria for women to access our service and we don't need to turn women away. Our clients can use our services for as long as they need, and it means we can continue to offer an inclusive service for women across Australia.

Finally, we acknowledge the many partners who have fundraised, donated clothing, participated in corporate volunteer days or attended a shopping tour event as a way of connecting with us to support women experiencing disadvantage to become job ready and gain financial independence through employment.

Priceline Sisterhood Foundation

In its first year, the Priceline Sisterhood Foundation partnership focuses on building our internal capabilities to provide longer term sustainability. This multi-year funding arrangement has provided the opportunity to recruit a Business Development Manager who brings the expertise needed to attract partnerships and commercial contracts that align with our core services and our social enterprise model.

As part of the Priceline partnership commitment, we also worked on a campaign to create content across video and print media to be used for promotional purposes. Activities such as this and attending the Priceline Conference has further amplified our brand to a broader audience.

Philanthropy

Liz Trehwella

National Philanthropy Manager

Corporates, Family Foundations, Trusts, Individuals and financial intermediaries made up our community of philanthropic donors in FY24 and we could not of achieved the level of impact we did without them!

Multi-year grant funding was integral to supporting Fitted for Work's vision and growth, activating a number of key initiatives aligned with our strategy.

Initiatives included a two-year professional development project, funded by the Erdi Foundation which supported the talent, growth and success of our Fitted for Work team. The funded activities equipped our workforce with new resources and skills to thrive in their positions and prepared them as future leaders of the organisation.

We were also able to continue community engagement work for the second year with the support of the Collie Foundation. Their three-year funding commitment is supporting the foundational work to establish additional Fitted for Work Hubs in regional Victoria.

We make special mention of our funding partner ISPT, whose ongoing support spans more than a decade and has impacted the lives of over 5,500 women by financially enabling Fitted for Work to support these women through our services.

This year we launched Fitted for Work's Gifts In Wills Program with the pro bono support of the ANZ Social Impact team and Hall and Wilcox who helped refine the program. For donors and supporters wanting to leave a bequest, they can access a comprehensive Information Pack through our website that guides individuals on how to include a gift in their Will for Fitted for Work.

Through a partnership with Gathered Here there is also the option to write a Will for free via their online platform Gathered Here. Since the program launch Fitted for Work has received two pledges in Wills from donors.

Throughout the year the Philanthropy Team attended a number of events, highlights included the Philanthropy Australia Summit - Philanthropy Meets Parliament and being guests of our funding partner DECJUBA.



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.

- Accenture Australia Pty Ltd
- Australian Communities Foundation
- Bank Australia
- Bank of America Merrill Lynch Foundation
- BUPA
- City of Parramatta
- City of Yarra
- Clayton Utz Foundation
- Decjuba Foundation Pty Ltd - Find Your Amazing Grant
- Equity Trustees Limited - The Collie Foundation
- ERDI Foundation
- Federal Parliament Press Gallery
- Give2Asia - Myriad Alliance Australia
- Glen Eira City Council
- Hall & Wilcox Community Fund
- Heliotropia Foundation
- ISPT Operations Pty Ltd
- J&M Wright
- Junola Foundation
- Merrylands RSL Club Ltd (Club Grant)
- Perpetual's 2024 IMPACT Philanthropy (Percy Baxeter Charitable Trust)
- Priceline Sisterhood Foundation
- Scanlon Foundation
- Silicon Valley Community Foundation
- State Street Foundation
- Street Smart Australia
- The Collie Foundation
- The Cowen Foundation
- The Gailey Lazarus Charitable Foundation
- The Hansen Little Foundation
- The Miller Foundation
- The Wood Foundation
- Westpac Foundation
- Yarra City Council - City of Yarra Wurundjeri Woi-wurrung Indigenous Cultural Awareness Training project

Financials

Janelle Keane

Finance Manager

FY24 resulted in a net surplus position that has been reinvested back into the organisation to service our clients. This year, operating costs made up only 26% of our total costs the remaining costs are the direct costs in running our services and programs.

Of note is the reduction in income and operating surplus from FY23. During 2024, we focused on the transition to new, sustainable income sources, as well as cost improvement and operational efficiencies to ensure a stronger financial foundation for future growth.

The focus since Covid has been to improve our financial sustainability by building our reserves and increasing our profitability. This has been achieved in the last two financial years and is forecast to continue with a significant increase in income from our two social enterprises and the development of a Fitted for Work Future Fund.

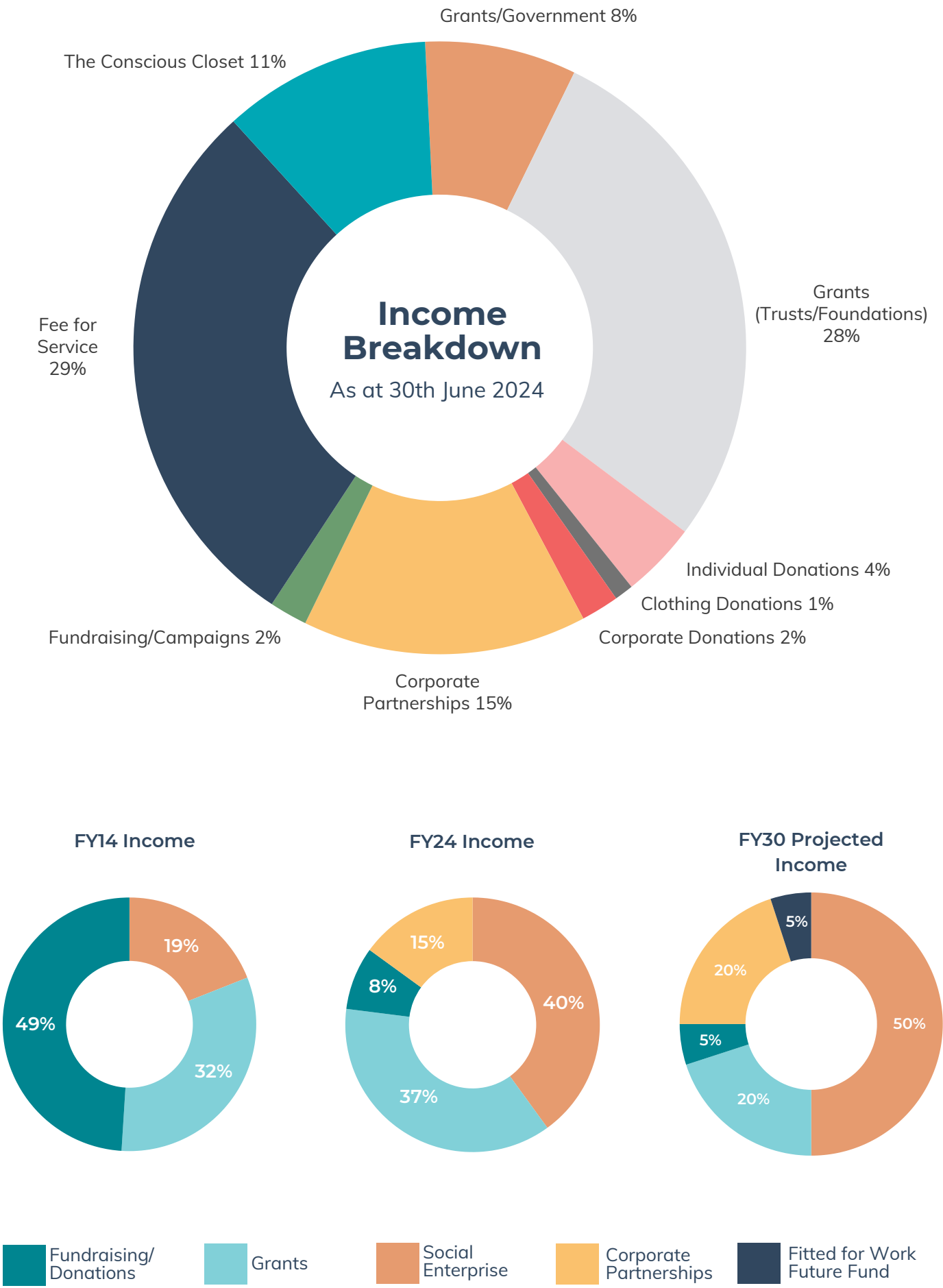
The move to a focus on our social enterprises as our main source of income is highlighted in the diagrams on the right. Our social enterprise income as a percentage of total income has moved from 19% in FY14 to 40% in FY24 and is projected to be at 50% by FY30. This shift in our income sources reinforces our financial sustainability to ensure long term growth and the ability to consistently provide our services into the future.

Our two social enterprises Supervention and The Conscious Closet had a 43% increase in revenue from prior year, with Supervention at a 17% increase and The Conscious Closet at a 222% increase.

The investment in our two social enterprises is providing sustainable income sources for our business rather than relying on grant or other funding. Strong cost control resulted in a decrease in expenditure of 6% on FY23.

With the growth in our social enterprises and actively pursuing investment in the Fitted for Work Future Fund, the financial sustainability of Fitted for Work will continue to strengthen year on year.

The Conscious Closet had a very strong year in FY24 with a 222% increase on FY23 and a 124% favourable variance against budget. The two designer sales held in November 23 and May 24 were a tremendous success generating over \$160,000 in income. The success of the designer sales not only provided a significant contribution to enable Fitted for Work to service our clients but also provided an increase in our brand recognition and an understanding of our services with the number of people that visited The Conscious Closet over the two sales at over 2,000 people.



Fitted for Work Limited Statement of Income and Expenditure	2024 (\$)	2023 (\$)
Total Income	3,800,425	4,081,571
Total Expenses	3,666,954	3,925,846
Operating surplus (deficit) incl AASB16 Adj	133,471	155,725
Operating surplus (deficit) excl AASB16 Adj	186,756	243,582

Fitted for Work Limited Balance Sheet	2024 (\$)	2023 (\$)
Total Assets	4,063,694	4,899,705
Total Liabilities	3,749,193	4,718,675
Retained Profits & Total Equity incl AASB16 Adj	314,501	181,030

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.



Our Board



Wendy Stops
Chair of the Board (Incoming)
Governance Committee
Technology & Media Committee



Claire Adams
External Relationships
Committee



Nabil Alizai
Chair, Technology & Media
Committee



Donna de Zwart
Managing Director
Finance, Audit & Risk Committee
External Relationships Committee
Governance Committee
Technology & Media Committee



Anne Randall
External Relationships
Committee
Governance Committee



Nayanisha Samarakoon
Chair, Governance Committee
Finance, Audit & Risk
Committee



Michael Wilson
External Relationships
Committee
Governance Committee



David Bilston-McGillen
Finance, Audit & Risk Committee
External Relationships Committee



Ann Burns
External Relationships
Committee



Mary Crooks
Chair of the Board (Outgoing)
Governance Committee
External Relationships
Committee



Launa Inman
External Relationships
Committee



Sarah Wrigley
Company Secretary
Finance, Audit & Risk
Committee
Technology & Media
Committee



Andrew Young
Chair, Finance, Audit & Risk
Committee

Our Team



Beth Anderson
Client Referral Officer



Rashmi Bajinath
Chief Finance Officer
(Outgoing)



Therese Bizas
Programs Coordinator



Teresa Brandau-Stranks
Philanthropy Coordinator (Incoming)



Melanie Browne
General Manager (Incoming)



Amanda Carlile
General Manager (Outgoing)



Nayoung Choi
Client Referral Officer



Florence Cuming
Client Referral Officer



Claudia de Zwart
Operations Assistant



Donna de Zwart
Managing Director



Dominica Digby
Client Referral Officer



Phoebe Erickson
Client Referral Officer



Jane Erwin
Client Referral Officer



Monique Daiga
Online Outfitting Specialist



Jane Gellert
Outfitting Coordinator



Becky Giles
Online Outfitting Specialist



Satvir Gill
Client Referral Officer



Sharon Hallett
Job Hub Coordinator (Outgoing)



Candice Graham
Sydney Operations
Coordinator



Katherine Hesline
Job Advocate Administration
Assistant



Evie Hopgood
Retail and Stock Assistant



Ryn Hopgood
National Operations Manager



Nicole Johnson
Job Hub Employment Specialist



Julia Karlsson
Client Referral Coordinator



Janelle Keane
Finance Manager (Incoming)



Tash Kernahan
Office Coordinator



Jacqueline Lane
Governance Coordinator



Lisa Le
Sydney Operations Assistant

**Flirt Lee**

Retail and Stock Assistant

**Jenny Lindsay**

Job Hub Employment Specialist

**Deb Liubinas**

Retail and Stock Assistant

**Aimee Lobban**

Job Hub Coordinator (Incoming)

**Anne Scott**

Job Hub Employment Specialist

**Sanjhna Shetty**

Client Referral Officer

**Layla Stanton**National Business
Development Manager**Jennifer Taranto**

Client Referral Officer

**Sabina Lunja**

Online Outfitting Specialist

**Eileen Martin**

Job Hub Employment Specialist

**Toni Masini-Barry**Client Services Operations
Assistant**Caitlin Mountford**National Marketing and
Communications Manager**Melanie Thies**

Online Outfitting Specialist

**Liz Trehwella**

National Philanthropy Manager

**Louise Villanti**National Client Services
Manager**Eve Walton-Healey**

Retail Team Leader (Incoming)

**Merredith Murphy**

National Volunteer Manager

**Sally Nelson**

Job Hub Employment Specialist

**Hezal Patel**

Client Referral Officer

**Susie Pavey**

National Partnerships Manager

**Sarah Ricardo**

Retail Coordinator (Outgoing)

**Gina Roggmann**National Volunteer
Coordinator**Sharon Ross**National Philanthropy
Coordinator (Outgoing)**Rebecca Sather
Jenkins**National Marketing and
Communications Coordinator

Thank You

As we reflect on another remarkable year, we are filled with immense gratitude for each of you—our clients, team, supporters, and donors. Your unwavering commitment and generosity have been the cornerstone of our success, enabling us to empower women and gender diverse jobseekers to achieve economic independence and transform their lives.

To our clients, thank you for trusting us with your journeys. Your resilience and determination inspire us every day. To our dedicated team of staff and volunteers, your passion and hard work are the driving forces behind our purpose. Your efforts make a tangible difference in the lives of so many.

To our supporters and donors, your contributions are invaluable. Your belief in our cause and your generous support have allowed us to expand our programs and reach more women in need. Together, we have created a community that fosters growth, confidence, and opportunity.

We look forward to continuing this journey with you, making even more progress in the year ahead. Thank you for being an integral part of the Fitted for Work community.



fitted for wOrk



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