

2019-2020

# Chair Report

**In a year of change and challenge, it's heartening to see SYC adapt and remain focused on delivering great client outcomes. The organisation has continued to deliver services, supporting tens of thousands of people into housing, education, employment and independent living. Our teams have retained their passion for seeing people access the support they need to succeed in life.**

In a year of change and challenge, it's heartening to see SYC adapt and remain focused on delivering great client outcomes. The organisation has continued to deliver services, supporting tens of thousands of people into housing, education, employment and independent living. Our teams have retained their passion for seeing people access the support they need to succeed in life.

SYC has often shown itself to be a place that doesn't shy away from difficult times. Australians are facing such uncertainty and the work of SYC is more important than ever. I'm proud of how the organisation has worked through the health crisis, constantly keeping staff and clients updated and safe.

The continual improvement of the organisation over the last few years has meant SYC is in a strong position to meet the challenges of a changing environment.

The improved performance of SYC is the culmination of a reform project started in 2016 and overseen by the board. We are very pleased with the choices these reforms now allow SYC to make. For the first time in SYC's history we were able to purchase our own Head Office which will also provide opportunities into the future to deliver services.

The value of our data and insights continues to grow. We submitted a range of reports and insights to government to help inform future service delivery and priorities. The respect that SYC has cultivated in these fields is a testament to many years of experience and strong results.

I would personally like to congratulate our Executive team, led so well by CEO Paul Edginton, on their relentless efforts to adapt and continue their important work throughout another year.

It is a great honour to work with my fellow Board members who each offer support, wisdom and counsel in their individual areas of expertise and collectively.

This year we were very fortunate to welcome Lisa Apthorpe to the SYC Board. Lisa is the Director of People and Head of Franchising at McDonalds Australia. She brings a wealth of knowledge and experience gained in over 20 years of working at McDonald's.

Thank you to everyone who has contributed to achieving our vision. It's a worthy ambition which I am pleased is shared by so many.

**David Hallett**  
Chair