

WOMEN SHAPING OUR COMMUNITIES



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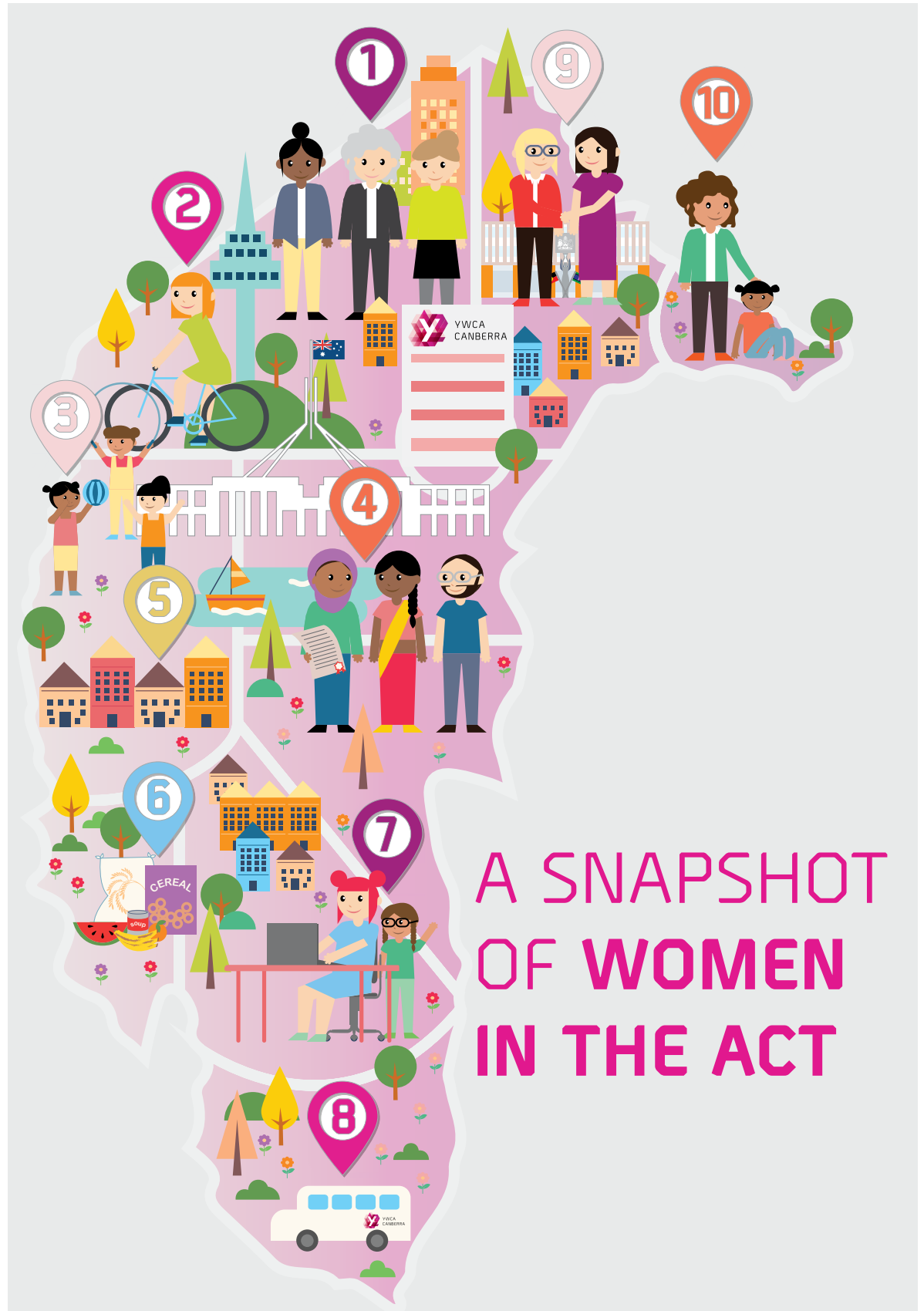
YWCA Canberra ABN 48 008 389 151

Acknowledgement

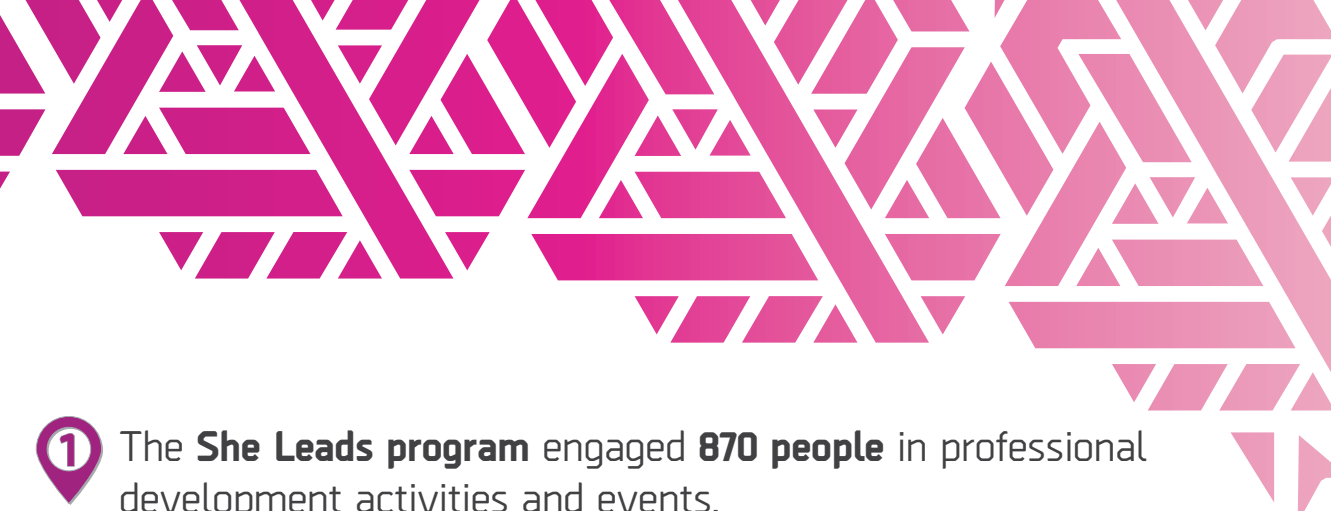
YWCA Canberra proudly recognises the rights of Aboriginal and Torres Strait Islander peoples, including the right to own and control their cultures, and pays respect around these rights. YWCA Canberra commits to respecting and actively supporting the diversity of Aboriginal and Torres Strait Islander cultures and world views.



**WOMEN SHAPING
OUR COMMUNITIES**



A SNAPSHOT OF WOMEN IN THE ACT

- 
- 1** The **She Leads program** engaged **870 people** in professional development activities and events.
 - 2** The **Great Ydeas program** provided **\$20,000 in funding to nine women and girls**, and received 31 applications.
 - 3** We provided **quality early childhood and school age care** services to **2733 children across 50 sites**.
 - 4** We **delivered training to 285 students, with 175 graduating** with a nationally recognised qualification.
 - 5** We **supported 188 people** through **our transitional housing program**.
 - 6** We provided **emergency food relief to 458 families**.
 - 7** Our **Youth Engagement program** supported **426 young people** living in Tuggeranong.
 - 8** Our **Mura Lanyon Youth and Community Centre** provided facilities and services to more than **48 community groups and organisations**.
 - 9** We met with all **25 members of the ACT Legislative Assembly** to progress our advocacy agenda.
 - 10** Our **Circles of Support** program provided **205 hours of counselling and therapeutic intervention to 32 people from 24 families**.



THE YWCA CANBERRA STORY

YWCA Canberra is a feminist, secular, not-for-profit organisation that has provided community services and represented women's issues in Canberra since 1929.

Through our national Member Association, YWCA Australia, we are part of the World YWCA network, which connects 125 countries across the globe.

Our rich history of supporting women and girls in Canberra through the Great Depression, the Second World War, and the rapid social and cultural changes Canberra has experienced in recent years, continues to inform and influence our work.

Today we provide quality, innovative services for women, including female-identifying and non-binary people, girls and families in the ACT and surrounding regions.

We work in the areas of children's services, community development, housing, youth services, personal and professional training, women's leadership and advocacy.

As a membership-based, non-religious organisation, we encourage the participation of people of all cultures, beliefs and ages in our movement. Strengthened by diversity, we welcome members who are committed to recognising and celebrating the value of every human being.

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JUDE BURGER
PRESIDENT



FRANCES CRIMMINS
EXECUTIVE DIRECTOR

PRESIDENT AND EXECUTIVE DIRECTOR'S REPORT

This year we would like to open our report with an acknowledgment of our staff, Board Directors, members, corporate partners, and friends. It is only with your skill, dedication and support that this organisation continues to meet the needs of our diverse community.

Our progress as an organisation is evident in our work right here in the local community, but also in our contribution to the national YWCA movement in Australia, connecting us to the work of the World YWCA.

One of the key areas our Board focused on this year was the National Merger Project (NMP). The NMP is exploring the possibility of developing a new, merged, national structure for YWCAs in Australia.

YWCA Canberra's clear commitment to the NMP was recorded in our signing the Statement of Intent last year. We've also made a large financial contribution to the NMP, and dedicated hundreds of hours of our senior staff and Board's time.

However, as a direct consequence of a range of critical issues identified by YWCA Canberra and its Board, the Board unanimously decided to withdraw from the NMP this year.

This decision was not made lightly, and much consideration was given to the overall advantages and disadvantages of this merger for YWCA Canberra over some time.

YWCA Canberra remains committed, as we have been since 1929, to support a powerful YWCA

movement in the ACT, Australia, and around the world.

As part of this work, we proudly joined YWCA Australia's delegation to the 61st UN Commission on the Status of Women (CSW) in New York. This experience galvanized our commitment to advocate for gender sensitive budgeting at the ACT level, strengthening our local advocacy efforts.

Another key advocacy moment this year was the launch of our four key policy priority areas which call for greater action on gender equality, early childhood education and care, safe and affordable housing for women, and better supporting young people.

We've since briefed all Members of the ACT Legislative Assembly on these issues, and engaged in a range of government consultations and decision-making processes. We are now working proactively with government, political leaders from all sides, community organisations, and private sector colleagues to realise a more equitable Canberra for all.

Early childhood education and care is our core business, and this year we proudly signed a



Memorandum of Understanding with United Voice, in support of their Every Child Counts Promise campaign.

Our participation in this campaign signals our commitment to provide equal and adequate pay to our early childhood educators, and recognises the important contribution they make in our community.

The Workplace Gender Equality Agency (WGEA) awarded us our third Employer of Choice for Gender Equality citation this year, for our ongoing commitment to proactively pursuing gender equality in our workplace. We are thrilled to receive this accolade, and remain one of only two ACT based organisations to achieve this status.

This year YWCA Canberra continued to grow and strengthen its fee-for-service work, primarily in children's services and training and education. This year our turnover has increased by a further \$1 million, and the investment in our operating infrastructure has primed us for further growth in the 2017-2018 financial year.

With the support of the University of Canberra, we expanded our She Leads program this year with the introduction of the quarterly In-Conversation series. These events have proven to be very popular with both men and women, and have featured diverse women leaders from a broad cross-section of society.

We look forward to holding our fifth She Leads Conference next year, and designing an annual leadership event for girls in years 9 and 10 later this year.

Through our annual Great Ydeas small grants program, we were able to offer a pool of \$20,000 in funding to a record nine Canberra women and girls. We are immensely proud to be able to support local women and girls to realise their goals through seed funding, and support from our partners. This program demonstrates the collective social impact we can make when corporate, philanthropic and community organisations work together.

We are also building collaborative relationships to support the YWCA Canberra Clubhouse (the Clubhouse). This year, with the support of our partners and friends, we raised more than \$10,000 in financial and in-kind donations for our Clubhouse, which will allow us to revitalise the space with industry standard equipment, and create new project opportunities for our enthusiastic Clubhouse Members.

We are excited to share more about these and other areas of impact and achievement with you in this year's Annual Report.

WHAT DRIVES US

OUR MOTIVATION

As a feminist organisation, YWCA Canberra believes that everyone has the right to contribute to and share equally in the benefits of the community's social, cultural and economic development.

We will work towards a world where reconciliation, justice, peace, health, human dignity, freedom and care for the environment are promoted and sustained through women's leadership.

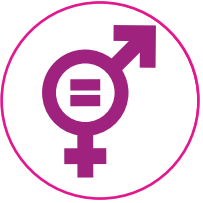
We apply a human rights-based approach in all our work, by realising women's rights and the rights of vulnerable people in the Canberra community.



OUR VALUES



Leadership: We develop the leadership of women, young women and girls.



Equality: We ensure equality of opportunity, rights and access to social, cultural, and economic wellbeing are promoted in all the work we do.



Advocacy: We are a feminist organisation. We advocate to improve the quality of life of women, families, and communities across the ACT.



Diversity: We value the diversity of people in our community and respect differences in culture, race, religion, sexuality, abilities and lifestyles.



Empowerment: We support women's self-determination through the provision of information, skills and resources.



Reconciliation: We work with Aboriginal and Torres Strait Islander peoples to improve the wellbeing of the whole community.



Stewardship: We manage our financial and environmental resources to bring about maximum benefit to the Canberra community.

OUR STRATEGIC DIRECTIONS

1

Women, young women and girls are influencing, leading and deciding

Women, young women and girls are leaders in their communities, and participate in decision-making processes on a local, national and international level.

2

Women are secure, independent and are participating economically

Women are safe both in their homes and the broader community, and are able to participate freely and fully in the workforce to lead valued and economically independent lives.

3

Women and their families have access to the conditions and resources they need to lead healthy lives

Women and their families are able to access safe and affordable housing, education, therapeutic services and affordable childcare.

4

Communities are safe, inclusive and connected

All members of our community live lives free from violence, whether it is physical or emotional, and are connected to vibrant, well-resourced and professional support networks.

5

Children and young people have the skills and attributes to create a better future

Children and young people are supported to develop their skills and knowledge, and are able to contribute positively to their communities.

6

YWCA Canberra is a leading, ethical and sustainable organisation

YWCA Canberra continues to promote and enact ethical and sustainable practices in all areas of work, and lead the way for the community sector in best practice and strengths-based approaches. We will continue to partner with and support the national and world YWCA movements.



OUR STRATEGIC PRIORITIES 2015-18

Strategic Priority 1: Investment management

Leverage our investments to ensure the sustainability of the organisation.

Strategic Priority 2: Be an employer of choice

Invest in the organisation's most important assets – its people.

Strategic Priority 3: Corporate infrastructure

Invest in the organisation's corporate infrastructure to ensure best practice governance, management, quality service delivery and continuous improvement.

Strategic Priority 4: High quality service delivery

Identify opportunities for growth and innovation in our community services, children's services, and training and education services.

Strategic Priority 5: Diversify income streams

Develop independent income streams to enhance our role as a leading not-for-profit organisation.



STRATEGIC DIRECTION ONE

WOMEN, YOUNG WOMEN AND GIRLS ARE INFLUENCING, LEADING AND DECIDING

Women, young women and girls are leaders in their communities, and participate in decision-making processes on a local, national and international level.

She Leads – Women’s Leadership Pathway

She Leads is YWCA Canberra’s flagship leadership program for women, including female-identifying and non-binary people. The goal of the program is to equip the next generation of women leaders, from all sectors and industries, with the skills and confidence they need to reach their leadership potential.

She Leads Diploma

The She Leads Diploma is a nationally recognised qualification delivered through YWCA Canberra’s Registered Training Organisation (RTO Number: 1373). The She Leads Diploma of Leadership and Management was launched by former Sex Discrimination Minister, Elizabeth Broderick, and World YWCA Vice President, Susan Brennan, in 2013. The course offers a gendered analysis of leadership and management, and provides a customised curriculum addressing the specific needs of women in the early stages of their career.

This year 39 students graduated with a She Leads Diploma of Leadership and Management, with 80 per cent reporting that they would recommend the program to other women who want to accelerate their leadership journey.



This year, She Leads engaged **870 people** in professional development activities and events.





She Leads Conference

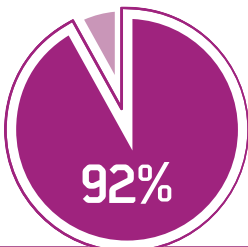
Held annually in Canberra, the She Leads Conference provides emerging and established women leaders with the opportunity to develop the practical skills, knowledge and networks to accelerate their leadership journey.

The fourth annual She Leads Conference brought 205 women from a range of sectors together at QT Canberra to explore the theme 'Challenge', and gain a deeper understanding of how gender affects women's experience of leadership. The conference was emceed by journalist and media personality, Tracey Spicer, and keynote speakers included feminist writer Clementine Ford, Aboriginal scholar and activist, Michelle Deshong, writer and actor, Nakkiah Lui, and advocate for the Deaf community, Drisana Levitzke-Gray.

91 per cent of respondents indicated that **they would recommend the Conference** to other women.

Attendees also enjoyed two in-depth panels which explored the topics 'Challenging the System' and 'The Challenge of Changing Gears'. Panelists included Shen Narayanasamy, Elise Burgess, Christine Castley, Alex Sloan, Captain Stephanie Steel, Myfanwy Galloway, and Summer Edwards, as well as facilitators Caterina Giorgi and Angela Priestley.

The cocktail and networking event prior to the Conference was attended by more than 70 people, a key networking opportunity for attendees, speakers, and event partners.



92 per cent of evaluation respondents rated the Conference as **'Excellent'** or **'Good'**.





“It’s great to see that no matter what journey a woman wants to embark upon, there are Conferences like this and support mechanisms in place to help any woman achieve greatness, no matter what.” - 2017 Attendee

YWCA Canberra would like to thank this year’s Conference Partners for their support:

- **Principal Partner:** Defence Force Recruiting
- **She Leads Champion:** Hays
- **Online Partner:** Women’s Agenda
- **She Leads Friends:** Capital Chemist, National Australia Day Council, CBR Innovation Network
- **Scholarship Partners:** National Council of Women Australia and Westpac
- **Healthy Snack Partner:** thankyou



She Leads College Conference

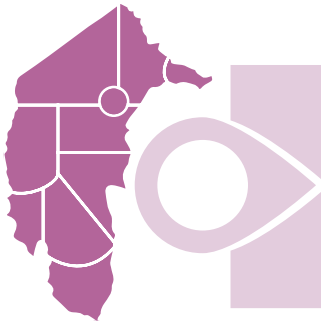
The She Leads College Conference provides year 11 and 12 girls with a unique out-of-school opportunity to explore and hone their leadership identity and values, and reflect on their experiences, strengths, values, and goals.

Hosted at the University of Canberra and featuring young, dynamic presenters and interactive workshops, the College Conference provides a safe space for attendees to be inspired by young women leaders, and gain the confidence and practical skills to kick-start their leadership journeys.

The third annual She Leads College Conference saw 80 young women attend from 14 colleges across the ACT and Queanbeyan region. Themed 'Dare to Lead', the event featured a keynote presentation by Girl Geek Academy CEO, Sarah Moran, two skills based workshops, and a networking session with emerging and diverse women leaders.



98 per cent of respondents rated the She Leads College Conference as 'Excellent' or 'Good'.



The 2017 She Leads College Conference brought together **80 young women from 14 colleges** from across the ACT and Queanbeyan region.



She Leads In-Conversation series

Launched in February 2017 and hosted by the University of Canberra, the She Leads In-Conversation series features quarterly evening events where women leaders and status-quo disruptors are interviewed in a conversational format, followed by a live Q&A session and networking.

The series provides a platform for a range of diverse women leaders to share their often unconventional experiences and pathways to leadership, and explore topics such as gender equality, leadership, feminism, and social change.

This year we hosted Yasmin Abdel-Magied with Dr Alice Williamson, and Dr Anne Summers with Dr Skye Saunders. We look forward to hosting Celeste Liddle with Sarah Burr, and Virginia Haussegger with Jane Alver later this year.

100 per cent of attendees rated both sessions as excellent overall, and 100 per cent of attendees also strongly agreed that both the sessions discussed pertinent issues women face in leadership.



She Leads Workshops

She Leads Workshops are designed to develop women's practical skills, confidence, and professional networks. Held bi-monthly, these interactive, hands-on workshops build the capacity and confidence of emerging and established women leaders.

This year's workshops covered topics such as Developing a Social Enterprise, Board Finance, Board Governance, Driving Social Change, Project Creation, and Mindful Leadership.

95 per cent of our workshop attendees said their expectations were met, and 80 per cent said that they strongly agreed or agreed with the statement,

“as a result of attending today's session, I feel more motivated to pursue my leadership goals.”

Great Ydeas

YWCA Canberra's Great Ydeas Small Grants program provides funds to local women and girls, to pursue a professional development opportunity, pilot a project, kick-start a business idea, or address a need in the community. This year's recipients were announced at our Great Ydeas Innovation Breakfast in April by YWCA Canberra President Jude Burger.

With the support of our corporate and philanthropic partnerships, we offered a pool of \$20,000 in funding to a record nine Canberra women and girls. We are proud to have demonstrated the collective social impact we can make when corporate, philanthropic and community organisations work together.

Grant recipients were supported to pursue a range of projects in the categories of small business, community development, the arts, diversity and inclusion, social enterprise, and professional development.

YWCA Canberra would like to thank this year's Great Ydeas partners for their generous support:

- Microsoft
- NAB
- Australian Catholic Superannuation
- EY
- Soroptimist International ACT & Monaro
- CBR Innovation Network.

Sophie Fisher: Girls on Bikes

Through her project, Sophie aims to empower young women in the community by teaching them how to ride a bike. She came up with the idea after having a conversation with a student she tutors at the Migrant and Refugee Resource Centre who confessed that she had never owned a bike and never been taught how to ride. Girls on Bikes has two parts: the first the restoration and donation of a second-hand bike to each woman in the program, followed by five weekly training sessions that promote independence, mobility, fitness and strength, as part of a supportive and cooperative community.

Sarah Lovelady: Aid Memoir

Sarah intends to develop an Aid Memoir for School Age Care Educators to use as a resource to support them to work with children with additional needs. Her motivation for the project is the recent changes to inclusion support funding, which has caused an inability to roster additional support workers at programs, and results in families being turned away.

Sarah hopes the project could overcome this issue by empowering educators with specific strategies and information that will give them the confidence to be able to provide quality support for children with additional needs.

Sarah Lovelady: Social and Emotional Learning Program

Sarah plans to design a Social and Emotional Learning Program to be delivered in School Age Care Programs across Canberra. The program will aim to help children between 6-12 years of age develop the necessary skills to promote a positive sense of self, establish respectful relationships with peers, make responsible decisions and build students understanding of how to manage their emotions.

Hannah Gissane: Young Women Speak Out

Through her project, Young Women Speak Out, Hannah aims to provide support directly to young women leading change in our local community. The project provides training for young women to plan and develop a campaign, and take the lead on issues that are directly about them.

Through a series of workshops, Young Women Speak Out will create a space for 16 and 17 year old girls to strategise, and plan advocacy and campaigning on an issue that would drive the political participation and engagement of many more young Canberrans.

Francesca Maclean: Fifty50's Big Ideas Breakfast: Gender Equity in STEM by 2025

Fifty50 is a student-led movement dedicated to promoting gender equity in STEM. Through the Fifty50's Big Ideas Breakfast event, Francesca hopes to create a meaningful discussion and catalyse real action in Canberra, ultimately leading to a more timely achievement of gender equality, especially in STEM, given the current estimation for reaching this target isn't until 2186. The breakfast will bring together industry professionals, academics, government representatives (ACT and Federal), and current ANU students, and aims to engage all parties in the development of tangible strategies to achieve gender equity in STEM by 2025.

Kavinya Welikala: Dry Electrode Heart Monitor (Microsoft Great Ydeas STEAM Start-up grant)

Kavinya aims to create a heart monitoring app that can detect irregular heart activity, and can instantly provide a notification to emergency services, along with the person's location in the event of a heart event. Through her project, Kavinya aims to eliminate the need for human intervention, and provide a cheap, fast and reliable response in emergency situations.

Hayley Teasdale: Buzz Balance Ball (The NAB Great Ydeas Innovate Grant)

Hayley is a PhD candidate at the University of Canberra, working to improve balance for people with severe balance impairments. Her Buzz Balance Ball is a new medical technology that will rapidly improve balance and reduce the risk of falls for people with neurological conditions, as well as the elderly.

Elise Kellett: the London International Youth Science Forum (LIYSF) (The Australian Catholic Super Great Ydeas Enrichment Grant)

Elise will use her grant to help her fund her attendance at the London International Youth Science Forum later this year. The forum will attract around 500 young scientists between the ages of 17 to 21 from over 60 countries, and bring together a diverse range of the world's leading scientists, who will conduct presentations and discussion forums about the latest advancements and potential career opportunities.

Deborah Evans: The Jarjum Project (Sorooptimist International ACT & Monaro Great Ydeas Diversity and Inclusion Grant)

Deborah is an Aboriginal Elder (Gija/Djaru), and works part time in the criminal justice system, and has established a program to support the children and families of offenders. Deborah intends to use her grant to introduce a cultural program at the Alexander McConochie Correctional Centre.

Lucy Nelson: Girls Write Up: Canberra (The EY Great Ydeas Creativity Grant)

Girls Write Up (GWU) is a day long festival for teenagers that teaches empowerment through writing and sharing stories; explores the relationship between language, gender and power; and examines the effects of unconscious bias on our sense of self. The program is administered by the Stella Prize and has already run in Melbourne and Sydney. Lucy plans to assist Noted Writers Festival to bring GWU to Canberra for the first time in 2017.

CBR Innovation Network: Lean Startup Workshop Series and mentorship

Kavinya Welikala was selected to participate in the CBR Innovation Network's Lean Startup Workshop series, and was also offered three mentoring sessions with experienced entrepreneurs, in order to support her through the various stages of her project. The Lean Startup Workshop series covers business concepts such as product development, business model generation and customer validation.

Board Traineeships

YWCA Canberra's Board Traineeship Program launched in 2002, and is an integral part of our commitment to building leadership pathways for young women. The program provides members with the opportunity to actively participate on our Board, without the financial or legal responsibilities of being directors.

Since inception 58 women have participated in the program, many of whom have subsequently served on the YWCA Canberra Board as directors. This year four women participated: Caitlin Figueiredo, Sophie Fisher, Georgina Horsburgh, and Tara Willoughby.

The program is an innovative approach to addressing the lack of women on boards. We hope to inspire other organisations to view this challenge as an opportunity to foster a diverse pool of board candidates, and make a positive contribution to gender equality.

“My experience as a Board Trainee has been life changing. I have been introduced to a Board environment and have developed the critical skills I need to become an invaluable Board Director.” Caitlin Figueiredo

50% OF OUR BOARD POSITIONS ARE HELD BY
YOUNG WOMEN **30** YEARS OR UNDER.
AGE



“Both personally and professionally, I’ve valued the opportunity to participate in the Board’s work. I’ve learnt about governance, finance and conflict resolution, which I hope to apply and develop in my career.” Georgia Horsburgh





Commission on the Status of Women

In March our Executive Director, Frances Crimmins, and members Roslyn Dundas, Hannah Gissane, Sarah Burr, and Alyssa Shaw joined YWCA Australia's delegation to the 61st UN Commission on the Status of Women (CSW) in New York. The CSW is the principal global intergovernmental body exclusively dedicated to the promotion of gender equality and the empowerment of women.

The CSW is instrumental in promoting women's rights, documenting the reality of women's lives throughout the world, and shaping global standards on gender equality and women's empowerment. This year's priority theme was 'Women's economic empowerment in the changing world of work', as well as an emerging theme, 'the empowerment of Indigenous women'.

The Agreed Conclusions are one of the major outcomes of the CSW process. After 107 hours of negotiations, advocates from around the world were able to ensure the inclusion of a call to governments to adopt gender sensitive budgeting, as well as addressing occupational segregation.



Another key outcome of the negotiation process was the inclusion of text that specifically recognises the multiple and intersecting forms of discrimination and barriers that Indigenous women face, calling on governments to address this. This outcome is testament to the formidable indigenous women that fought for a seat at the table as well as their organising efforts on the ground.

Ultimately, the power of the Agreed Conclusions relies on how well they are leveraged as an advocacy tool in each country. That's why YWCA Canberra continues to advocate for gender sensitive budgeting at the ACT level, reminding our Government of these global commitments.



STRATEGIC DIRECTION TWO

WOMEN ARE SECURE, INDEPENDENT AND PARTICIPATING ECONOMICALLY

Women are safe both in their homes and the broader community, and are able to participate freely and fully in the workforce to lead valued and economically independent lives.

Early Childhood Services

YWCA Canberra has a proud history of providing high quality Early Childhood Education and Care. This year, we celebrated the official opening of our fourth service, the Fairley Early Childhood Service, at the Fairley Estate in Murrumbateman, NSW.

This state-of-the-art, purpose built facility will service 115 children ranging from six weeks of age, through to primary school age, and is the first of its kind in Murrumbateman and Yass Valley region.

This year we developed an Early Childhood Services strategic plan, which strengthens the connection between YWCA Canberra's vision, and the specific services that we provide to children and families.

Some of the notable outcomes of this plan include:

- raising our advocacy profile within the sector, working collaboratively with the ACT Government, and the Children's Education and Care Assurance to further key issues for the sector
- growing our team of educators to over 70 staff, offering more flexible work arrangements for Canberra based early childhood educators
- supporting more vulnerable families and children to access flexible, funded, early childhood education in times of need
- developing more collaborative partnerships with Child Protection, Child and Family Centres, community housing support services, and Migrant and Refugee Settlement Services



YWCA Canberra's **Early Childhood team** has worked with **317 families** and **447 individual children** across Canberra this year.

In October, we were proud to see our Winyu Early Childhood Service acknowledged as a finalist in the National HESTA Early Childhood Australia Award, in the Excellence in Building Inclusion category.

We were also pleased to be acknowledged as part of the 2016 ACT Children's Week Awards for our work in child development. These awards celebrate individuals and groups who have made extraordinary contributions to children and young people, and significantly improved their opportunities to learn and grow.



Case Study: working with vulnerable children and their families

A family came to YWCA Canberra in November 2015, after they were referred by a domestic violence service. The mother had just moved from interstate with her four children, and needed access to care for her two youngest children so she could attend court hearings and counselling. Initially, her two children attended the service through a funded program that provided short term access to free education and care.

At this point, the family demonstrated several indicators of vulnerability which suggested they were exposed to violence. For the two young children, these indicators included poor language and cognitive skills, social competence, and emotional maturity.

Over the next six months the children attended 15 days each, maintaining regular contact with the service. Significant improvements in both children's development were observed by our early childhood teachers and educators, such as a notable increase in attachments to educators, improvements in language and communication skills, and a decrease in social anxiety.

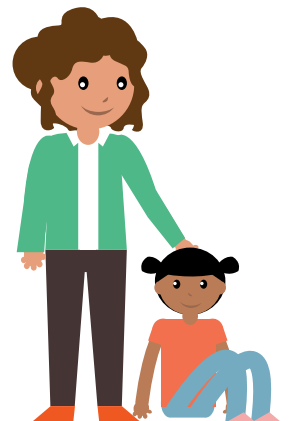
We were able to provide 12 further sessions for both children between July and December 2016. These sessions supported the mother to stabilise the family unit and search for

appropriate housing, while her two children continued to demonstrate remarkable growth and development, most notably self-care concepts and strategies, a sense of belonging to the service, and the development of a positive disposition to learning.

Perhaps the most significant milestone for this family came in late 2016, when the mother had become economically stable enough to continue her booking at the service for her two children, independently of the funded program.

Through our targeted and flexible response, we were able to meet the needs of this family, building the children's learning and development, and increasing their capacity for resilience.

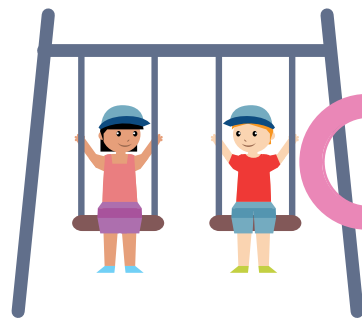
IN
2016-17,
36 FAMILIES AND **47** CHILDREN WHO WERE VULNERABLE
 WE RESPONDED TO
 AND NEEDED SUPPORT, AND PROVIDED STABILITY, EDUCATION AND CARE.



School Age Care

Our School Age Care (SAC) programs provide high quality care to 2155 children age 4-12 years at 15 individual programs, and five school holiday programs.

Through programmed and spontaneous experiences, we support and encourage each child's development, foster creativity, imagination and identity. This year, we opened three new programs; the Department of Agriculture and Water Resources Holiday Program, and School Age Care Programs at Gilmore and Richardson Primary Schools. Each of these new programs is thriving and numbers are increasing.



Our SAC programs provide high quality care to 2155 children age 4-12 at 15 programs each day.

Children have participated in a variety of educational activities such as structural science, music, experimental art, expressive dance, and physical activity. Some of this year's highlights included embracing the themes of wellbeing, social justice, and reconciliation. All programs have continued to develop meaningful ways to embed cultural practices into their curriculums and have enjoyed celebrating events such as Harmony Day, Sorry Day, NAIDOC Week and Diwali with children and families.

Our largest programs at Turner, Majura and Lyneham care for an average of 122, 99 and 89 children per day respectively.





Family Day Care

YWCA Canberra's Family Day Care scheme (FDC) provides flexible, home-based, quality education and care for children from six weeks to 12 years of age. This year, we provided care for 122 children from 110 families across the ACT. We continue to be a leading provider of FDC, running one of the largest employer based schemes in Australia.

We currently have 28 enthusiastic and motivated educators who plan play-based experiences to align with the Early Years Learning Framework to support children's development. Educators have been working to support children's language development

and include Aboriginal and Torres Strait Island cultures into practice.

We celebrated many educator milestones this year, with Premini Ganeshanatham and Severina Sledge celebrating 21 years of work with YWCA Canberra. Children's Services Operations Manager, Jackie Green and Playgroup Leader Anne Ostini-Horan also celebrated 17 and 15 years of work with us respectively. We are proud to have such passionate and skilled long-term employees in our FDC team.



This year, we provided care for **122 children** from **110 families**, from **56 different cultural backgrounds**.



Education and training

YWCA Canberra is a Registered Training Organisation (RTO Number: 1373) that nurtures a culture of learning within the organisation and the broader community.

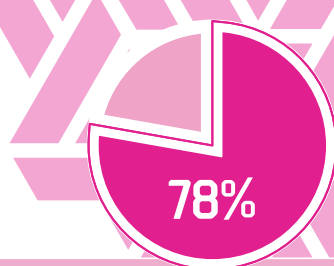
We offer courses in Leadership and Management, Training and Assessment, Early Childhood Education and Care (ECEC), Business Administration, and First Aid.

Our courses are offered through fee-for-service, work-based traineeships, and programs such as the ACT and Federal Government's Skilled Capital funded training initiative, which encourages learners to pursue qualifications in specific areas of need.

This year, we were pleased to offer fully funded places to 65 students studying qualifications in ECEC, and we have seen more than 70 per cent of these students go on to gain employment in the sector.

More broadly, our courses have remained popular with adult learners this year, with training delivered to 285 students, 175 students graduating with a national recognised qualification, and 110 students receiving a Certificate of Attainment in First Aid.

“My trainer is caring and loving, she has full command in her field. She is kind and devoted to her students, our training was very good and successful.”



In our early childhood courses **over 78 per cent** of students **gained funded places via either ACT Skilled Capital or through Australian apprenticeships or traineeships.**

Our trainers use an individualised learning support approach, which includes one-on-one mentoring sessions and online support. As a result, we are proud to achieve high rates of learner satisfaction, and many graduated students refer us to others. This year, more than 70 per cent of our students identified as coming from a culturally and/or linguistically diverse background.



STRATEGIC DIRECTION THREE

WOMEN AND THEIR FAMILIES HAVE ACCESS TO THE CONDITIONS AND RESOURCES THEY NEED TO LEAD HEALTHY LIVES

Women and their families are able to access safe and affordable housing, education, therapeutic services and affordable childcare.

Housing Support Unit

YWCA Canberra's Housing Support Unit (HSU) assists people in the ACT to access housing, provides practical information to help them get back on track, and links them with social support services to avoid becoming homeless. We provide comprehensive case management, outreach, transitional accommodation and post-accommodation support to women and families who are homeless or at risk of homelessness in the ACT.

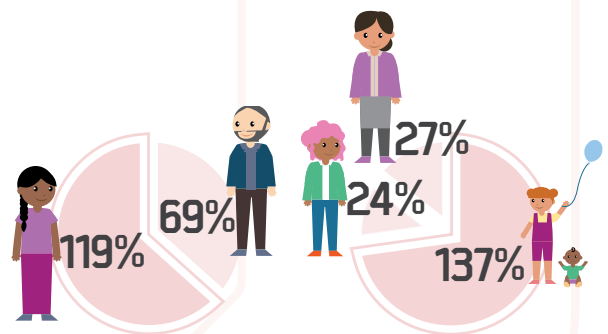
Through Transitional Housing, we have supported a total of 188 clients this year; 119 were women, 24 were young people age 16-25 years, and 137 were children age 0-15 years. We have also supported 14 older women age 43-90 through our affordable housing properties.

We are proud to have been able to help eight families secure long term housing options, which means we can now support a further eight families who are in housing crisis.

Through the 2016 Holiday Hampers fundraising appeal, we sought financial and in-kind donations to provide Canberra families with essential items and gifts. We were overwhelmed by the generosity that was shown by the community, raising more than \$10,000 in feminine products, school supplies, household items, and financial contributions.

In December 2016, we hosted an event for families to receive a customised 'Holiday Hamper', which had been put together by YWCA Canberra staff and volunteers from EY Canberra. The celebration was a great opportunity for everybody to come together to share a festive meal, and children enjoyed a

jumping castle, face painting, and receiving gifts from Sammi the Christmas Elf (one of our staff members).



In the past year we have supported 188 clients, 69 men and 119 women, 137 of these clients were children age 0-15, while 24 were young people age 16-25.



Case Study: working with women in crisis

A 39 year old woman and her two daughters age three and five were referred to us for outreach support after escaping domestic violence and leaving the family home. The woman was deeply concerned about the safety and welfare of her two young children, and was concerned that she would be unable to afford private rental.

We assisted the woman and her daughters to move into one of our short term accommodation properties, maintaining safety and confidentiality. Our team also worked with a number of other community services to implement a safety plan and provide ongoing support. These services included:

- The Women's Legal Centre
- Domestic Violence Crisis Service
- Child and Youth Protection Services
- Victims Support ACT
- Housing ACT
- Wesnet
- Centrelink
- Magistrates Court/ Family Courts

- Canberra Community Law
- ACT Police
- Zonta
- St Vincent De Paul

These interventions increased the woman's capacity to address her identified support needs. She was able to establish a secure and long-term home independently for her and her children, and build up a support network in their new area. The family has since been assisted to furnish their new property, the eldest daughter has been enrolled into a new school, and the youngest daughter has been attending a play group in their new area.



Affordable housing

Through our Lady Heydon and Betty Searle Houses, we provide quality, affordable housing for 13 older women. These women are all on low incomes that exclude them from the competitive private rental market in Canberra. Through the affordable housing model, our tenants pay 74.9 per cent of market rent, and are entitled to Commonwealth Rent Assistance. Each of these women participate in and contribute to their community in some way, through either volunteering or paid work. They each have their own private bedroom and ensuite, as well as the opportunity to enjoy one another's company in a number of shared living areas and community gardens.

We also provide two affordable housing properties at the Eclipse Apartments in Bruce, for women who meet income eligibility criteria under the National Rental Affordability Scheme. This model allows women on low to medium incomes to access safe, secure and self-contained housing.

Overall, our shared affordable housing model not only provides lower rental rates for high quality accommodation, but also a safety



We have **accommodated 14 older women to live in our affordable housing properties.**

net for these women when life and income becomes unpredictable. We are pleased to be able to provide independence, autonomy, security, and a renewed sense of wellbeing to all of the women we support through our Affordable Housing program.





Supportive Tenancy Service

The Supportive Tenancy Service (STS) supports individuals and families living in public housing, private rentals, and those who have a mortgage to sustain their tenancies. The service is a consortium between Woden Community Service, Belconnen Community Service, and YWCA Canberra, and is funded under the National Affordable Housing Agreement, and the National Partnership Agreement on Homelessness, which are jointly funded by the ACT and Australian Governments.

This year, the STS assisted 365 individuals; 56 from private rental, and 82 from public housing. Clients were provided with information, assistance, and were supported to attend

tribunal hearings and negotiations with landlords.

Supportive Tenancy Officers also assisted clients who are experiencing issues with hoarding and squalor. Each year our team undertakes training with the Canberra Living Condition Network, to better support clients and enable them to enjoy a higher quality of living.

From January – June 2017, 21 clients were referred for support with hoarding and/or squalor issues.



This year, the STS has assisted 365 individuals; 56 from private rental, and 82 from public housing.

Lanyon Food Hub

Our Lanyon Food Hub provides vulnerable Canberrans with access to affordable food, financial supports, and material aid. With funding from the Department of Social Services, we have been able to provide emergency food relief on more than 2230 occasions this year, supporting 458 families, 212 of whom were new to the service.

The Lanyon Food Hub completes a weekly order of up to three pallets from Food Bank NSW and the ACT, including non-perishable pantry items, fruit and vegetables, refrigerated and frozen items, and household and hygiene products.

OzHarvest is another valuable source of fresh fruit and vegetables that has been rescued from across the ACT, and they provide a weekly donation to the Lanyon Food Hub. Baker's Delight Lanyon also donates bread on a fortnightly basis.

We are grateful for the support of a dedicated team of eight volunteers who support this service, many of whom have been with us since establishment in 2012.

This year the **Lanyon Food Hub** has been accessed **2237** times and supported **458** families.



407 were women, and **212** were new to the service.





STRATEGIC DIRECTION FOUR

COMMUNITIES ARE SAFE, INCLUSIVE AND CONNECTED

All members of our community live lives free from violence, whether it is physical or emotional, and are connected to vibrant, well-resourced and professional support networks.

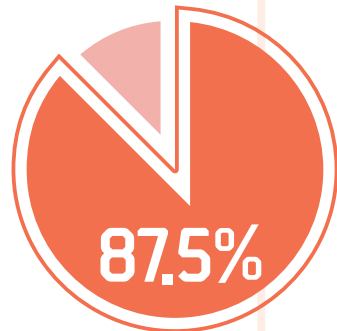
Respect Ed

We know that one of the fundamental ways we can end all forms of violence against women is to provide best practice primary prevention education to young people.

In September 2016, we were pleased to deliver our two-day training course, Teaching Respect Ed to nine teachers and community educators, up-skilling them in the delivery of our suite of high quality, best practice, respectful relationships programs.

These programs include Respect, Communicate, Choose (RCC) for 9-12 year olds, Relationship Things (RT) for 14-18 year olds, and Relationship Things Online, which is an online resource for young people age 14-18, that explores topics around respect, communication, gender equality, diversity, safe sex, and consent. At the end of the course, participants were provided with a license to deliver one of the programs themselves.

Following this course, material for the training program was reviewed and revised. The review of material and recruitment of a new Coordinator have put us in a strong position to continue this important training in 2017-2018.



87.5 per cent of respondents on both days found the content of Teaching Respect Ed to be 'excellent' or 'good'.



Advocacy

Advocacy is core to YWCA Canberra's vision of women shaping our communities. We believe that the ACT is well positioned to be a leading jurisdiction on gender equality. If we are to achieve this, we need strong political leadership and a whole of government approach, which considers gender in all of its decisions and policies.

This year we took a proactive approach in strengthening and scaling up our engagement with key decision makers across all sectors and sides of politics. We marked International Women's Day with a morning tea, celebrating the fact that over 50 per cent of the ACT Legislative Assembly membership is now women.

Drawing together the Canberra community in the halls of parliament, we called on women MLA's to seize this unique moment to progress gender equality.

We also met with MLA's across the political spectrum to launch our four policy priorities for the next two years that include gender equality, early childhood education and care, affordable housing, and young people. These priorities illustrate our vision of a more inclusive, equitable Canberra, and outline evidence-based policy measures that can be adopted.

This year we contributed to a number of key parliamentary processes to progress our advocacy agenda. As part of the ACT Budget

process, we held the Government to account on its priorities in the Parliamentary Agreement, and called for action on the housing crises currently faced by older women.

In collaboration with ACTCOSS, we undertook research into older women in the ACT,

articulating the particular vulnerabilities with this demographic. In doing so, we helped to ensure that older women's experiences and voices will be featured in the new ACT Housing Strategy at the end of 2018.

Contributing our voice to women's

struggles globally is part of our membership and connection with the World YWCA. As the gains made by the women's movement are increasingly threatened, our members stood in solidarity when they joined thousands of Canberrans for the global Women's March.

As we continue our advocacy journey, we will mobilise our members and the wider community to help achieve our ambitious goal of the ACT leading the way in gender equality.

“As part of the ACT Budget process, we held the Government to account on its priorities in the Parliamentary Agreement, and called for action on the housing crises currently faced by older women.”



Mura Lanyon Youth and Community Centre

The YWCA Canberra Mura Lanyon Youth and Community Centre (MLYCC) enables members of the local community to engage in social, cultural, recreational and educational activities.

The MLYCC team promotes community self-determination, ownership, and empowerment through different community development opportunities. Some of the facilities and spaces on offer include the community hall, community café, meeting room, youth space, and the Lanyon Food Hub.

The MLYCC also provides office space and meeting rooms for other community organisations to deliver services, such as Care Inc. Financial Counselling, the No Interest Loan Scheme, Circles of Support, Youth Engagement, the Supportive Tenancy Service, and the Tuggeranong Network Coordinator.

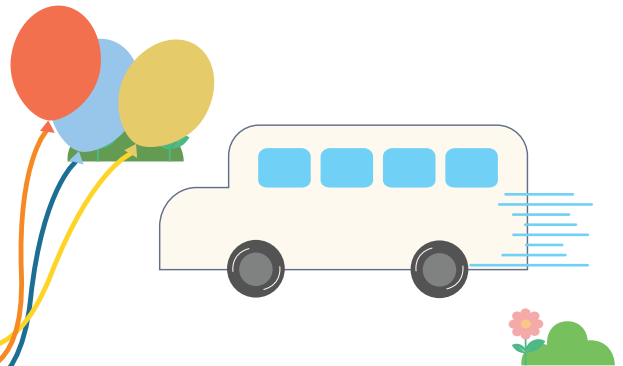
This year, the MLYCC facilities were used more than 800 times by community groups and YWCA Canberra supported programs such as the Lanyon Valley Scouts, Canberra Academy of Dramatic Arts, Gugan Gulwan Mums and Bubs Group, Headspace Canberra and Queanbeyan, and the ACT Aboriginal Elders Nannies Group.

We were also pleased to hire the Community Hall to individuals who used the space for celebrations including children's birthday parties, christenings, and Ramadan celebrations.



The MLYCC also has custodianship of the Snow Foundation Community Bus, which provides access to safe, secure and cost-effective transport for people living in the Tuggeranong region. The bus was hired on 241 days of the year by YWCA Canberra programs, and a variety of community, church and school groups, and used to travel across the ACT, as well as into NSW and Queensland.

The Snow Foundation Community Bus was also used to facilitate a range of our youth engagement programs, such as the Lanyon Literacy Program, the Young Aboriginal and Torres Strait Islander Women's Leadership Program, National Gallery of Australia Program, Tech Time, Y-Aspire Koori, the 360 Initiative, as well as excursions as part of school holiday programs.



The bus was hired on 241 days of the year by YWCA Canberra programs and a variety of community, church and school groups.

IN **2016-17,** THE MLYCC FACILITIES WERE UTILISED MORE THAN **800** TIMES



Mural Project

This year, we facilitated the Mural Project at the MLYCC, which aimed to make the Lanyon Skate Park and youth space a safer, cleaner and more welcoming environment. More than 15 local young people helped remove graffiti and litter from areas around the centre and adjacent skate park, and created a series of spray painted murals, under the guidance



of street artist Geoff Filmer from Graffik Paint.

The project was made possible with generous donations from Gordon Neighbourhood Watch, and Transport Canberra and City Services.

The MLYCC continues to work with young people, the ACT Property Group, and Transport Canberra and City Services to ensure the skate park remains a safe and secure place.

“More than 15 local young people helped remove graffiti and litter from areas around the centre”



Tuggeranong Network Coordination

The Tuggeranong Network Coordination program maps services and identifies areas of need in the Tuggeranong community.

Through the program, we develop and promote collaborative partnerships across services funded by the Child, Youth and Family Services Program, as well as with government and community service providers.

This year we continued to facilitate the Tuggeranong Child and Family Network (TC&FN) Steering Group. The purpose of the group is to:

- promote collaborations and partnerships between service providers
- develop strategies to support vulnerable people to form stronger connections with the community
- increase the accessibility of services
- improve service delivery pathways and outcomes for children, young people and their families within the Tuggeranong region. Membership of the TC&FN includes services operating within the Tuggeranong region and those delivering ACT-wide services.





STRATEGIC DIRECTION FIVE

CHILDREN AND YOUNG PEOPLE HAVE THE SKILLS AND ATTRIBUTES TO CREATE A BETTER FUTURE

Children and young people are supported to develop their skills and knowledge, and are able to contribute positively to their communities.

YWCA Canberra Clubhouse

Open to all young people in the Tuggeranong region between the ages of 10 and 18, the YWCA Canberra Clubhouse (the Clubhouse) provides a creative and collaborative out-of-school learning environment.

Once signed up as Clubhouse Member, young people have free access to cutting edge technology, as well as professional mentors who guide and support young people to pursue their passions.

The Clubhouse is located next to Richardson Primary School in Tuggeranong. We provide a space where young people can embark on new projects, and learn valuable new skills in a safe, friendly and innovative environment.

This year we worked closely with local high schools to provide students with the opportunity to experience new technologies and to participate in STEAM activities. We worked closely with the Erindale College IT faculty to deliver a games programming course to their year 11 and 12 students.

We also collaborated with Caroline Chisolm Senior School and the ANU Robogals to deliver the Tech Time Workshops, which provided six young women with the opportunity to explore the design, construction and programming phases of robotics.

We were pleased to welcome eight students on work experience placements at the Clubhouse in mentorship roles, as part of their involvement in a broader work experience program with the MLYCC.



This year our membership increased by **17.7 per cent** to **212 members**. **32.6 per cent** of Clubhouse members are female, **66.9 per cent** are male, members age **10-12** make up **43 per cent**, and **67 per cent** are teens. **14 per cent** of Clubhouse members identify as being of **Aboriginal and/or Torres Strait Islander heritage**.

In a recent survey, **47 per cent of Clubhouse members didn't have a computer at home.**



These students came from a variety of tertiary institutions, and were working towards completing qualifications in Certificate IV in Youth Work, Certificate IV in Community Development, and Diploma of Youth Work and Community Services.

The sustainability and success of the Clubhouse is determined by the support of corporate, government and philanthropic partnerships. Partnerships include software and hardware contributions, professional mentoring for clubhouse members, and financial contributions to cover operating costs.

This year we were delighted to welcome on board a number of new partners, including Canberra Data Centres and Inspiring Australia, who have enabled us to refresh key hardware and software in the Clubhouse space.

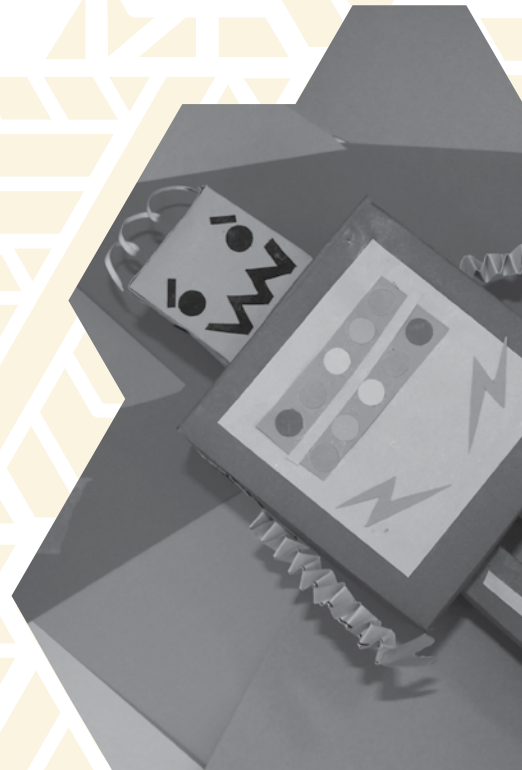
We would like to particularly acknowledge our amazing Clubhouse Ambassador, Hala Batainah, for her unwavering support for our program, and determination to bridge the digital divide in Canberra.

The impact of the Clubhouse

Alex is 13 years old, and he has been a member of the Clubhouse since it opened in 2014. He has a keen interest in 3D design and printing. Over many months, Alex worked with Clubhouse staff to learn to draw 3D models using an introductory 3D modelling software program called SketchUp, and enthusiastically learned to use the Clubhouse MakerBot Replicator Mini, a compact 3D printer. During this time, Alex's design skills improved dramatically, and he produced increasingly complex and imaginative designs.

Through experimentation and perseverance, Alex then went on to teach himself to use Blender, a more intricate and complex 3D design program, before sharing his knowledge and skills with his peers and Clubhouse staff, and teaching other young Clubhouse members how to use the software.

Alex has demonstrated a comprehensive understanding of the concepts involved in 3D modelling, and he has been able to apply the knowledge and attributes gained through his participation at the Clubhouse to his regular school curriculum. It has been a pleasure to watch his confidence, critical thinking, and interpersonal skills grow considerably over the last few years.



Youth Engagement

Our Youth Engagement team provides psychosocial and personal development programs, outreach, and casework for young people age 12-25 years in Tuggeranong. Through this work we strive to increase young people's resilience and skills so that they can actively engage in their lives and their communities.

Some of the activities and programs that we ran included:

- 360 Initiative
- A-Z (sexuality and gender diverse social group)
- Case work and outreach
- CIT Senior Certificate Supported Model
- Cyber Safety
- Lanyon Literacy Program
- Lanyon Youth Centre drop in
- LGBTIQIA+ & Allies Prom
- Messengers Drumming Program
- National Gallery of Australia Program
- Road Ready
- School Holiday Program
- Y-Aspire
- Young Aboriginal and Torres Strait Islander Women's Leadership Program

One of our key focuses this year was to increase our collaborative practices with other services, to ensure that the young people are supported in a holistic way. Partnerships were forged with the Tuggeranong Child and Family Centre, Mental Health Community Coalition, Anglicare Club 12/25, Street Law, Canberra Institute of Technology, Youth Emergency Accommodation Network, CatholicCare Canberra and Goulburn, and the Youth Coalition of the ACT.

OUR YOUTH ENGAGEMENT TEAM PROVIDED SUPPORT TO
426 YOUNG PEOPLE, ON **3182** OCCASIONS THIS YEAR

The LGBTIQIA+ & Allies Prom

This year we held the inaugural LGBTIQIA+ & Allies Prom with the support of a Mental Health Week Grant and in collaboration with a number of local organisations including AIDS Action Council of the ACT, A Gender Agenda, Belconnen Community Service, Headspace, Sexual Health and Family Planning ACT, and Woden Community Service.

The event provided an inclusive, supportive and non-judgmental environment for young people who identify as sexuality and gender diverse, and their allies to celebrate the end of their school year. More than 75 young people age

12-25 came together to meet new friends, and enjoy a catered dinner, a professional DJ, photo booth, and a lolly bar. A number of staff from supporting organisations also attended the event, and provided information about the range of mental health services available for young people in the ACT.

In December, the LGBTIQIA+ & Allies Prom received a Certificate of Commendation in Innovation in Service Delivery, as part of the Youth Coalition of the ACT's YOGIE awards. This accolade recognises and rewards

outstanding practice in working with young people.



The 360 Initiative

This year, members of the A-Z group developed the 360 Initiative - Non-Binary Clothing line, after identifying that there is limited gender neutral clothing available for young people who are gender queer, gender fluid, transqueer, or transgender. The 360 Initiative was made possible through a grant from the Aids Action Council of the ACT, for projects that support young LGBTIQ+ people to develop leadership skills, become champions of the community, and take control of their own sexual health.

The 360 Initiative presented an opportunity for young people to promote the awareness of, and advocate for issues facing the LGBTIQ+ community. They developed four t-shirt designs that focus on specific issues such as, mental health, sexual health, the promotion of safe sex and support services that are available to LGBTIQ+ young people. The project provided participants with the opportunity to learn about the clothing industry, small business, collaborative practices, interpersonal skills, financial management, marketing and design.

By wearing the t-shirts, and having conversations with others about the meaning of the t-shirts, these young people felt empowered, and were proud to have taken on a leadership role in promoting awareness on issues for LGBTIQ+ youth within the community.

THIS YEAR, THE Y-ASPIRE PROGRAM WAS DELIVERED TO



YOUNG WOMEN IN YEARS SEVEN AND EIGHT

Y-Aspire

Y-Aspire is an innovative leadership program for young women in years seven and eight, and encourages participants to identify their strengths and aspirations, while fostering an environment that prompts them to consider the social norms and expectations that may conflict with their goals.

The program addresses issues such as identity, body confidence, relationships, mental health, and career pathways, and participants are supported to take part in activities designed to identify and achieve goals, build positive self-esteem and encourage self-exploration.

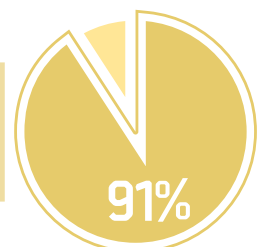
This year, three Y-Aspire programs were delivered to 45 young women in schools in the Tuggeranong region, as well as a pilot Y-Aspire Koori program, which was delivered at the Mura Lanyon Youth and Community Centre, in partnership with the Tuggeranong Child and Family Centre and The Smith Family.

“I have learnt that my feelings are valid and can be talked about”

The pilot Y-Aspire Koori program engaged nine young Aboriginal women and explored the concepts of cyber safety, cultural resilience, and leadership. This program was adapted in consultation with The Smith Family's Growing Healthy Families team. 76 per cent of participants surveyed reported an increase in self-esteem, 91 per cent said they had developed a stronger sense of identity, and 100 per cent said they thought the program was a worthwhile opportunity.

The Y-Aspire program continues to be a popular program, with four more schools in the Tuggeranong region requesting to run the program in 2017, including another Y-Aspire Koori program.

91 per cent of Y-Aspire Koori participants developed a stronger sense of identity.



Lanyon Literacy Program

In collaboration with Lanyon High School, the Lanyon Literacy Program supports students to improve their skills in reading and writing. Through the program, students are supported to increase their confidence, and barriers to regular classroom participation are addressed.

The program is delivered over 20 weeks throughout the school year, with participants attending two sessions a week. Seven young people have been supported through the program this year, working intensively one-on-one with designated trained tutors and successfully completing a total of 80 hours.

As a result of the program, many tutors and classroom teachers reported a marked increase in students' self-esteem, confidence and pride in their work. The majority of participants said that they have since improved and built confidence in their skills, made new friends, and more easily participated in their regular classroom and activities.



FELT INCLUDED AND SUPPORTED

The Lanyon Literacy program started as an unfunded pilot program in 2012 in conjunction with the University of Canberra and Lanyon High School. The program has been delivered over the last five years through several different non-concurrent grants, but unfortunately due to funding, the Lanyon Literacy Program finished up this year.

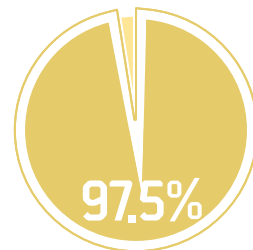
Circles of Support

Through our Circles of Support program, we aim to deliver a high-quality, in-depth therapeutic service for children, young people, and their families. The program is unique in that it provides long-term support for managing complex issues such as underlying and prior trauma, attachment issues, violence, isolation, and separation. To address this, we focus on building emotional resilience, improving relationships, and emotional parenting.

In order to support clients to achieve lasting positive change, we take a holistic, flexible and relationships-based approach, working with individuals or several family members on a long-term basis. The program gives young clients an opportunity to address the emotional impact of issues such as bullying, anxiety, development delays, violence and abuse, through a mix of play, art, movement, and talking.

In 2016-17, Circles of Support provided 205 hours of face-to-face counselling and therapeutic intervention for 32 people from 24 families.

In a recent client survey, 100 per cent of respondents reported having improved on several indicators relevant to our program. We were also pleased to find that respondents' feedback about their counsellors was overwhelmingly positive. 97.5 per cent said their ability to cope, knowledge about parenting, and their relationship with their children had improved, compared to when they first engaged with the service.



97.5 per cent of Circle of Support respondents **said their ability to cope, their knowledge about parenting, and their relationship with their children had improved.**





STRATEGIC DIRECTION SIX

YWCA CANBERRA IS A LEADING, ETHICAL AND SUSTAINABLE ORGANISATION

YWCA Canberra continues to promote and enact ethical and sustainable practices in all areas of work, and leads the way for the community sector in best practice and strengths-based approaches. We will continue to partner with and support the national and world YWCA movements.

Governance and corporate structure

YWCA Canberra operates under a strong governance model, and is guided by a board of 12 company directors who define the strategic goals of the organisation.

Our Board of Directors operates according to a Code of Ethics and Proper Practice. A governance manual guides the work of the Directors and establishes the relationship between the Board and the Executive Director.

Our Constitution sets out the fundamental principles under which our organisation is governed. It was last amended at the Annual General Meeting on 20 October 2014.

YWCA Canberra's Executive Management Team takes a whole-of-organisation perspective, making key decisions about operational

matters, accountability frameworks, organisational development, policy and quality assurance. The team comprises the Executive Director, Director of Community Services, Director of Children's Services, Director of Finance and Corporate Services, and Director of Communication, Advocacy and Fundraising. The Executive Director, as the sole employee of the Board, is accountable for the day-to-day management of the organisation.



2016-17 Board Directors



President
Jude Burger



Vice President
Sarah Burr

Vice President
Caitlin Sandercock



Treasurer
Betty Ferguson



Executive Director
Frances Crimmins



Julia Burns

Kate Chipperfield*



Alisa Draskovic*



Marni Pilgrim*



Hannah Wandel*

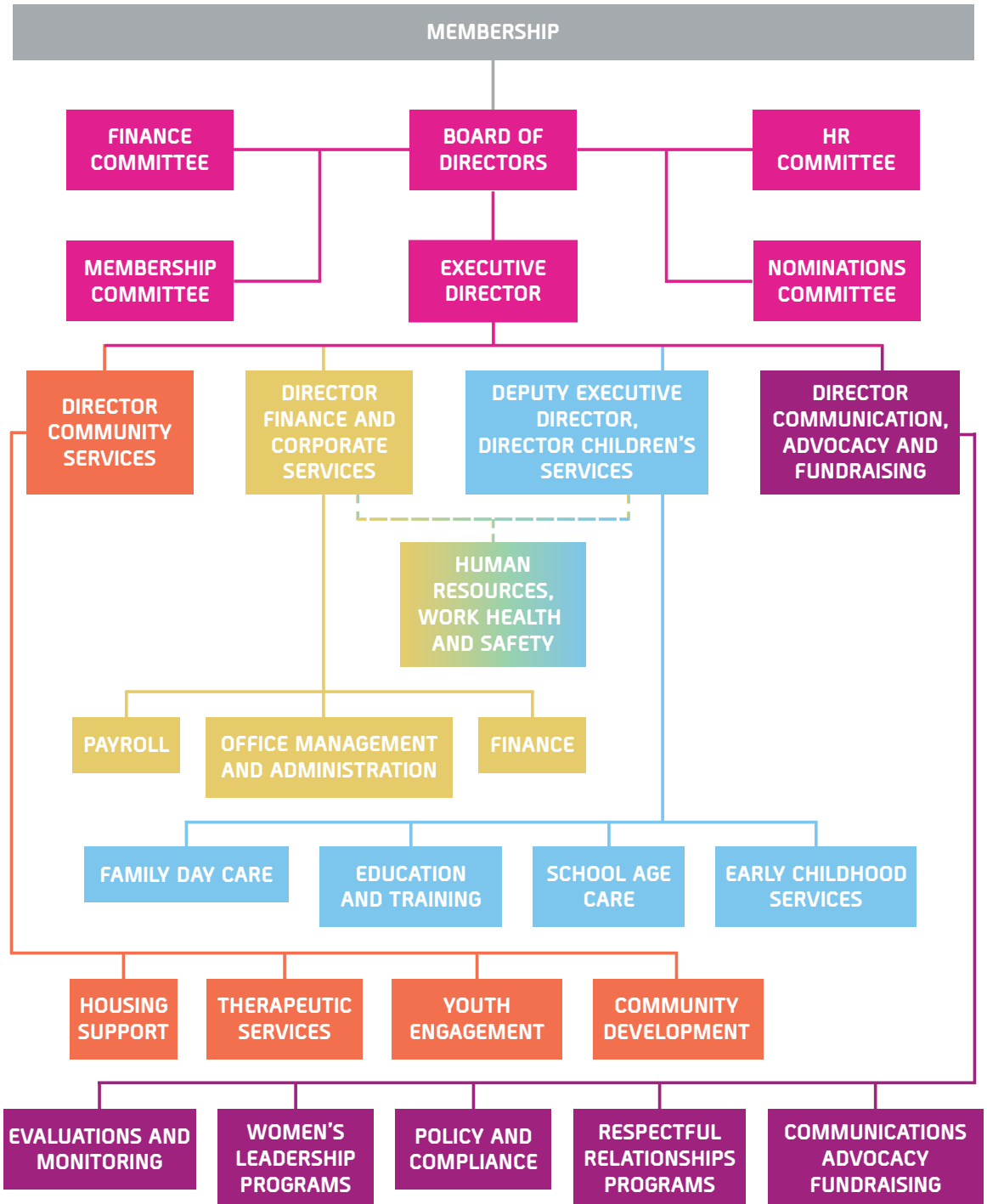
Janine Yokom



Carina Zeccola*



Organisational structure



RECONCILIATION ACTION PLAN

Reconciliation

This year we proudly launched our fourth Reconciliation Action Plan (RAP). Having piloted and built some sound knowledge around what actions make a difference in our community, our new 'Stretch RAP' focuses on expanding and embedding these tested and proven strategies.

Our RAP outlines a number of meaningful and measurable targets across our organisation. This includes a target of 10 per cent procurement with Aboriginal and Torres Strait Islander businesses, and reviewing recruitment and retention strategies to attract and retain Aboriginal and Torres Strait Islander employees.

We are committed to building an organisational culture that strives for reconciliation, and we do this by providing staff with opportunities to engage with and build their understanding of Aboriginal and Torres Strait Islander histories, cultures and contemporary issues.

Close the Gap Day provided a poignant moment to reflect on the history, achievements and the work that needs to be done to progress reconciliation. Several staff participated in interactive and reflective activities aimed at building awareness on the health and life expectancy gaps between Aboriginal and Torres Strait Islander peoples and the wider community.

One of our significant achievements this year has been to further explore the concept of reconciliation in our work with children and young people.



Our children's services programs have embedded dreamtime storytelling and arts and crafts into their curriculum. We have also developed an Aboriginal and Torres Strait Islander resource booklet that is used by our School Age Care programs across the region.

We successfully ran our first Y-Aspire with young Aboriginal women in collaboration with The Smith Family and Tuggeranong Child and Family Centre.

One of the most important aspects of our reconciliation work is the continued strengthening of our relationships with the Aboriginal and Torres Strait Islander Community.

Each year we partner with a range of community organisations to celebrate NAIDOC Week. The theme this year was Our Languages Matter, aiming to emphasise the unique and essential role language plays in cultural identity. The community celebration was officially opened by Minister for Aboriginal and Torres Strait Islander Affairs, Rachel Stephen-Smith, and featured musical and dance performances, sampling platters of bush tucker, reading circles for children, and an Aboriginal art workshop.

Workplace gender equality

This year, we were proud to receive our third consecutive citation from the Workplace Gender Equity Agency (WGEA) as an Employer of Choice for Gender Equity.

Each year citation criteria are strengthened in areas of leadership, flexible working arrangements, prevention of sex-based harassment and discrimination, gender remuneration gap analysis, and initiatives to support family responsibilities. We are pleased to receive continuous recognition of our best practice work in gender equality policy and initiatives.

As part of her role as a WGEA Pay Equity Ambassador, Executive Director Frances Crimmins works to promote gender equality within the organisation and throughout the community.

Environmental sustainability

This year we continued our commitment to environmental sustainability across the organisation.

Our central office has embedded practices of recycling and organic waste collection. This year central office collected over 380kg of organic waste for a commercial worm farm operation.

Our Children's Services have exceptional environmental sustainability practices. In addition to information posted in centres about waste programs, use of electricity and water, they also:

- have worm farms
- use food scraps for chickens
- re-purpose furniture
- use recycled items for craft activities
- knit with Plarn (plastic bags cut into strips)
- participate in Earth Hour
- using natural items from the environment for craft instead of purchasing resources
- use refillable drink bottles.

In the forthcoming year we will look to implement strategies to minimise our paper use across the organisation.



Financial sustainability

YWCA Canberra continues to enjoy significant financial security, a result of conservative and careful resource management over many years.

These cash reserves have been maintained despite the necessary investment required to meet our growth in activities.

Expansion of our Children's Services portfolio has resulted in additional income generated of approximately \$1 million.

Total accumulated funds (net assets) as at 30 June 2017 is \$7,653,571 (2015: \$7,661,061).

Our audited financial statements for the 2016-17 financial year are available online at

www.ywca-canberra.org.au

OUR SECURITY AS AT 30 JUNE

	2013	2014	2015	2016	2017
Cash Reserves	\$3.674m	\$6.642m	\$3.535m	\$2.970m	\$2.889m
Property, plant and equipment	\$5.331m	\$2.191m	\$3.993m	\$3.863m	*\$3.739m

*Revaluation of property takes place every three years and was last conducted in June 2017.

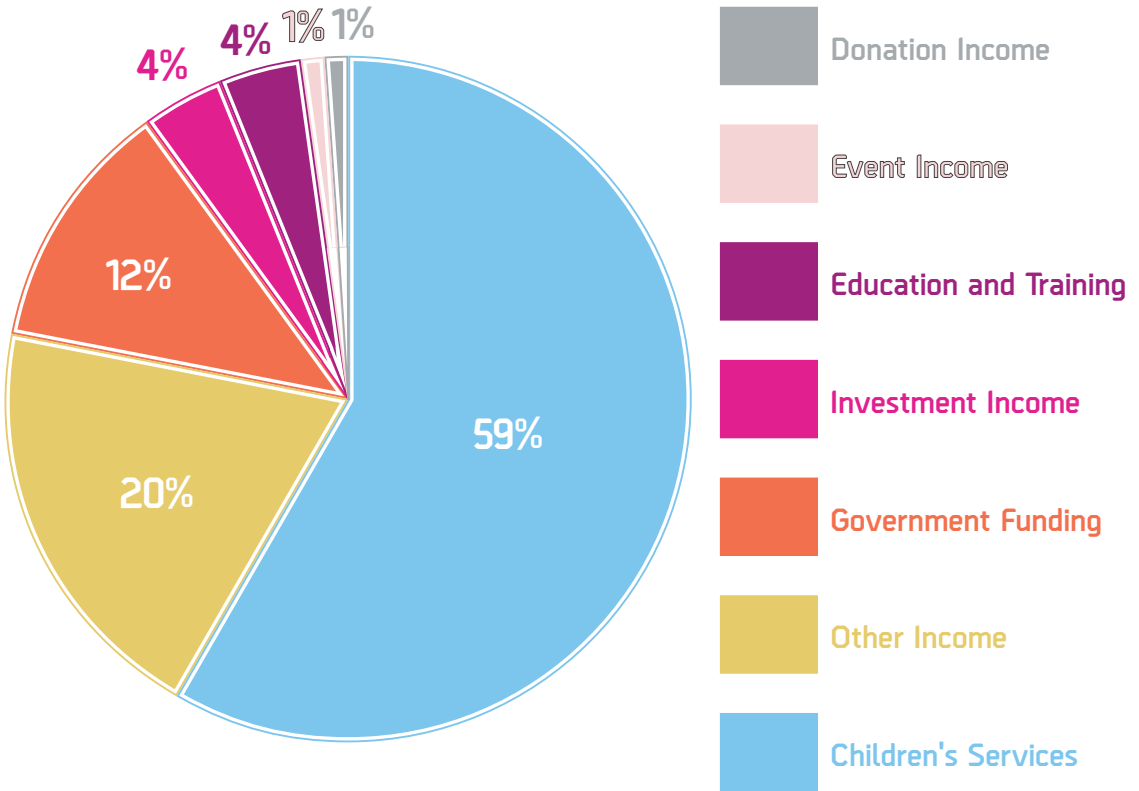
WHERE DID OUR INCOME COME FROM?

	2012/13	2013/14	2014/15	2015/16	2016/17
Community Services	\$3.085m	\$2.721m	\$2.529m	\$2.191m	\$2.200m
Children's Services	\$7.071m	\$7.338m	\$7.576m	\$9.327m	\$10.289m
Other Services	\$0.564m	\$0.550m	\$0.566m	\$0.516m	\$0.414m
Investment and Property Income	\$0.501m	\$0.430m	\$0.438m	\$0.464m	\$0.560m
Training and Education Services	\$0.362m	\$0.397m	\$0.571m	\$0.627m	\$0.670m
Total	\$11.583m	\$11.436m	\$11.680m	\$13.125m	\$14.133m

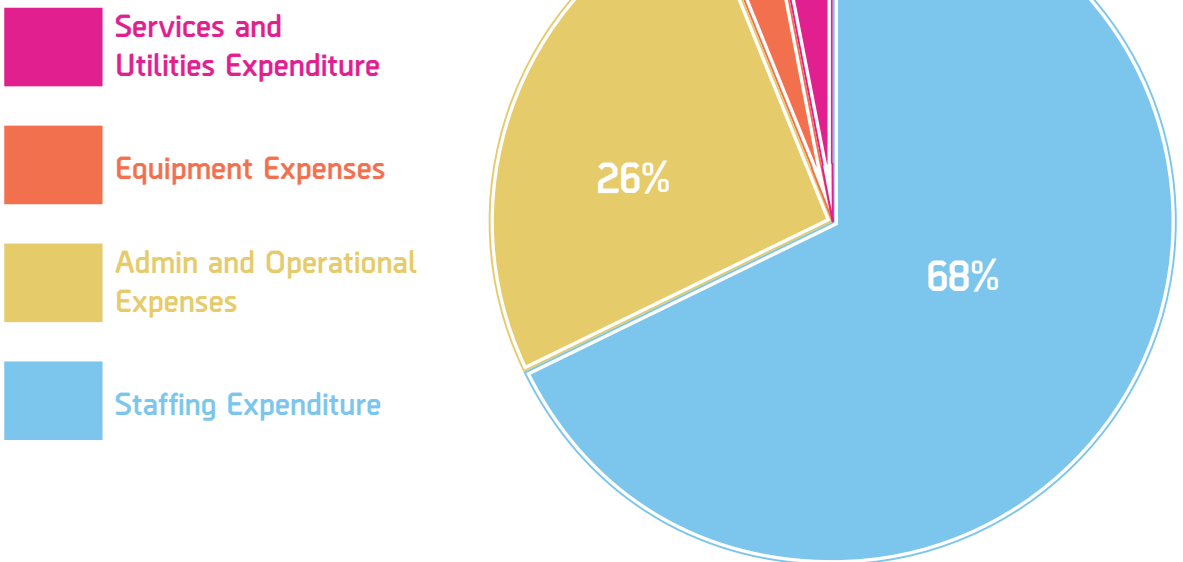
PAST FIVE YEARS OPERATIONAL RESULTS

	2012/13	2013/14	2014/15	2015/16	2016/17
Surplus/(Deficit) for the Year	\$99,316	\$237,257	(\$51,751)	(\$55,169)	(\$119,867)
Non Operational Income	\$77,640	(\$123,261)	(\$ 4,240)	(\$57,194)	\$2,066
Operational Surplus/(Deficit)	\$176,956	\$113,996	(\$55,991)	(\$112,363)	(\$117,801)

**YWCA CANBERRA INCOME SOURCES
YE 30 JUNE 2017**



**YWCA CANBERRA EXPENDITURE
YE 30 JUNE 2017**



Great Ydeas Innovation Breakfast

On Thursday 27 April we welcomed more than 170 partners, members and friends to QT Canberra for our Great Ydeas Innovation Breakfast (formerly known as the Round the World Breakfast), in recognition of World YWCA Day.

World YWCA Day is celebrated in 120 countries, and provides a wonderful opportunity for us to celebrate our connection to 25 million women and girls through the global YWCA movement.

This year's event highlighted the importance of programs that ensure that vulnerable young people are equipped for jobs of the future, particularly in science, technology, engineering, arts and mathematics (STEAM).

Executive Director Frances Crimmins drew attention to the digital poverty that exists in Canberra, and called for a whole of community response to the inequality that lies below the surface of Canberra's affluent façade.

We were pleased to welcome keynote speaker, Australian Small Business and Family Enterprise Ombudsman, Kate Carnell, who spoke about the positive impact that business, innovation and entrepreneurship can have on communities.

On entrepreneurial and business ventures, Ms Carnell said "it's so important that we support young people to have a go", adding "it's never

the right time to start (a new venture), so sometimes you just have to take a leap".

Following the keynote address, we had the pleasure of hearing from four former Great Ydeas grant recipients, who have since launched some innovative and community focused programs. The panel discussion featured Caterina Giorgi, Heidi Zajac, Hannah Wandel and Hannah Massingham who discussed their ongoing success through their respective projects For Purpose, Cooking Circles, Country to Canberra and womenCANplay.

The event raised more than \$3,200 for the YWCA Canberra Clubhouse, which will support our equipment and operational upgrade. We would like to once again thank everyone for their generous donations to our raffle, as well as the businesses who donated some terrific prizes.







Acknowledgements

Partners and supporters

We work collaboratively with like-minded organisations, schools, businesses, all levels of government, and leaders in the community to ensure that our collective resources make the biggest possible impact. We would like to thank the following organisations for contributing to our work, be it via financial contributions, skilled volunteering, or in-kind donations.

- | | | |
|------------------------------------|----------------------------------|---|
| AARNet & ACTDE | Griffin Legal | Richardson Primary School |
| Accelerate PT | Hardwicks | Simon Le Coaching |
| Adobe | Hays Recruiting | Skate Nation |
| ANU Robogals | HESTA | Snow Foundation |
| Atlassian Foundation | Inspiring Australia | Soroptimist International ACT and Monaro Inc. |
| Australian Catholic Superannuation | JB Were | The Steele Mill |
| Belconnen Fresh Food Markets | Julia Burns Consulting | University of Canberra |
| Canberra Data Centres | Kate Luke Photography | Westpac |
| Canberra Deakin Football Club | Microsoft | Women's Agenda |
| Capital Chemist | NAB | Woolworths Lanyon |
| CBR Innovation Network | NCWA | 180 Degrees Consulting, ANU branch |
| Defence Force Recruiting | Newcast | |
| Dimension Data | Paperchain Bookstore | |
| EY | Questacon Volunteers Association | |



Individual donors

We are grateful for all the donations we received, big and small, from members and supporters throughout the year. We would like to acknowledge the following donors for their financial contributions:

Amy Birchall
 Anna John
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 Bryce Gray
 Carol Kennedy
 Caroline Le Couteur
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YWCA CANBERRA

Level 2, 71 Northbourne Ave
Canberra ACT 2601

Ph 02 6175 9900 **Fax** 02 6175 9991

E canberra@ywca-canberra.org.au



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