



# YWCA OF CANBERRA

Annual Report  
2009 – 2010

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“Women  
achieving their  
potential”

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# YWCA of Canberra – at a glance

The YWCA of Canberra is a feminist, non-profit community organisation which has been providing community services and representing women's issues in the Canberra community since its establishment in 1929.

In Australia the YWCA is established in all states and territories and delivers services to more than a quarter of a million women, men and children through over 100 sites across rural, regional and metropolitan areas.

Globally the YWCA of Canberra is part of the World YWCA, one of the world's largest and oldest women's organisations. Represented in over 122 countries, the YWCA has a global reach of 25 million women and girls. As part of the international movement the YWCA of Canberra seeks to play its

part in working for a world where reconciliation, justice, peace, health, human dignity, freedom and care for the environment are promoted and sustained through women's leadership.

The philosophy and strategic directions of the Organisation enable us to use a strengths-based approach to empower and encourage our clients. We work with approximately 4,500 Canberrans through the delivery of 28 quality programs, across 20 locations, in children's services, community development, advocacy and training.

## A Values Based Organisation

Our vision is Women achieving their potential.

The YWCA of Canberra believes that everyone who is part of the community has the right to contribute to, and share equally in, the benefits of the community's social, cultural and economic development.



The values which guide and inspire our work are:

- Equity and fairness
- Diversity
- Self-determination and empowerment
- Women's leadership
- Reconciliation with Indigenous Australians
- Stewardship.

## Our Strategic Directions

The strategic directions of the Organisation are:

- Women influencing, leading and deciding
- Women achieve security and independence through their economic participation
- Women and their families have access to the conditions and resources they need to lead healthy lives: food, shelter, education, income, a sustainable environment, social justice and community cohesion
- Communities that are safe and connected
- Children and young people build the skills and attributes to create a better future
- The YWCA of Canberra is a leading, ethical and sustainable organisation.

## A Professional Corporate Structure

Our management structure consists of a Board of twelve company directors who govern and define strategic goals under best practice accountability, financial and compliance standards and processes. The Executive Director, as the sole employee of the Board, is accountable for the day-to-day management of the Organisation.

The YWCA of Canberra's Senior Management Team takes a whole of organisation perspective, making key decisions about strategic directions, accountability frameworks, organisational development, policy and quality assurance. The Senior Management Team is supported by Unit and Program Managers who have supervisory and service delivery responsibilities.

## Best Practice Workplace Policies

A well-articulated internal supervision model supports the organisational structure. This is based on a strengths-based approach, where staff are provided with an environment to explore practice issues and possible solutions, and reflect on



experience. This model ensures that all employees are supported to develop within the framework of the Organisation's values and philosophy. Staff and their immediate families are also able to access an external Employee Assistance Program, which provides confidential counselling and support for work and personal issues.

## Commitment to Quality Assurance

As a Registered Training Organisation, the YWCA of Canberra is required to be compliant with the Australian Quality Training Framework. While this framework has a training focus, many of the standards are generic and relevant for the Organisation as a whole. The Organisation also has a broad range of additional measures in place to assure high-level service delivery.

Women  
achieving  
their  
potential

# President and Executive Director's Report

## Building a better community for all through the leadership of women and girls

Our vision and purpose set a clear path of action for all who are committed to the YWCA of Canberra. It is an ambitious vision and calls on us all to work together to achieve this.

A notable theme of the past year has been creating connections – through our strategic planning, through membership, through corporate partnerships, within the Organisation and across the movement. Fostering connections has been a key strategy to ensure that we deliver on our strategic directions and ensuring that we engage others in this task.

The Board has diligently fulfilled its role as custodian of the Organisation and provided

strong governance. Board initiatives have included a review of the strategic directions, making strategic investments to enhance the work of the Organisation, developing new initiatives around membership, monitoring the performance of the Organisation and providing support to staff.

There has been great success around attracting new members, creating opportunities for members to become more involved in the Organisation, and strong engagement with the national and global movements. Some highlights include:

- the inaugural round of *Great Ideas*, a small grants program for members with a great idea that develops their potential and contributes to the community
- growth in the suite of activities which make up our *Women Out Front* program
- hosting the World YWCA President and General Secretary at the National YWCA Convention held in Canberra
- launching the history of the YWCA of Canberra
- supporting members' participation in the 54th Session of the Commission for the Status of Women at the United Nations in New York.

For a number of years the strong financial position and performance of the Organisation has enabled the Board to make strategic investments back into the Organisation. In the last year some significant initiatives were supported through this process, including:

- Initiation of a Corporate Partnership program. A number of fantastic partnerships have developed, sponsorships have been formed and Corporate Friends have supported the Organisation.
- Continued support for a research function within the Organisation. This has seen us develop relationships within the greater Canberra region, has contributed to a needs analysis of the Wagga Wagga region and has managed the development of the Older Women's Life Stages (OWLS) project.
- Funding to ensure that we are able to provide Encore – the gentle exercise program for women recovering from breast cancer surgery.

As well as celebrating the achievements of our history, we have also taken the opportunity to reflect on the reasons we continue to exist as a relevant and progressive organisation. A key reason for this has been our ability to continue

to evolve. The past year has once again seen us undertake a period of organisational renewal, with reviews into Integrated Service Delivery and Human Resource Management.

We have continued to add programs to our suite of services. We have continued to expand our advocacy work and to grow our events and activities. We have managed our resources effectively and made a real impact on the lives of the women, families and communities with whom we work.

This has been possible due to the hard work of our staff, our volunteers, our members, our supporters and friends. Working together, we have progressed our own potential, the potential of the Organisation and the potential of the whole community. Thank you for sharing the vision, and working to make it happen.

**Natasha Murphy**  
President

**Rebecca Vassarotti,**  
Executive Director





# 2009/10 Board Members

## **President Natasha Murphy\***

Tash was elected President in October 2008, and was first elected to the Board in 2006. Tash has a background in project and contract management in the areas of health, defence and trade in the Australian Public Service.

## **Vice President Jude Burger**

Jude has a range of experience in both public and private organisations with an emphasis on change and information management. A graduate of the Board Trainee program in 2006, Jude was elected as Vice President in October 2008.

## **Vice President Liz McAllister**

Liz commenced the Board Traineeship in early 2007, taking on the role of Vice President in October 2007 and continues the role today. Liz brings a wealth of experience to the role, with extensive experience in the Australian Public Service.

## **Treasurer Betty Ferguson**

Betty was co-opted to the Board in late 2007 after participating in the Finance Committee as a member of the Organisation. Betty's strong financial expertise is an asset to the Board, as is her continuing involvement in the Finance Committee.

## **Directors Jane Alver**

Jane has a long-term commitment to the YWCA and was elected to the YWCA of Canberra Board in October 2008. She is a government lawyer who has spent time in Kiribati in the central Pacific Ocean, working as the senior legal adviser to the Attorney General.

## **Luara Ferracioli\***

Luara was elected to the Board in October 2009. She holds a

Bachelors Degree in International Relations, a Masters in Applied Ethics and is currently doing a PhD at ANU. Luara previously worked for YWCA Australia.

## **Julie McKay\***

Julie was elected to the Board in October 2008. She is the Executive Director of UNIFEM Australia and has worked as the National Campaign Co-ordinator for the White Ribbon Campaign. She has a background in both the NGO and corporate sectors.

## **Wendy Prowse**

Wendy was co-opted to the Board in early 2009. She has 20 years experience in the healthcare sector, and a broad range of experience in human resources, marketing and business development.

## **Ruth Pitt\***

Ruth commenced the Board Traineeship in 2008 and was appointed to the Board as an alternate Director during 2008/09. She was elected to the Board in October 2009. Ruth works as a science writer and editor and has a particular interest in women's health.

## **Erica Lewis**

Erica has been active in the women's movement since the early 1990s. She has previously served six years on the Board, is an active life member of the Organisation and has expertise in strategic planning, finance and policy.

## **Executive Director Rebecca Vassarotti**

Rebecca joined the YWCA of Canberra as the Executive Director in October 2003. She has experience in both the community and public sectors, including a number of senior roles within specialist projects. The Executive Director also fulfils the role of Company Secretary.

## **National Board Representative Roslyn Dundas**

Roslyn served as President of the Board in 2006/07. As a previous member of the ACT Legislative Assembly, the current Director of ACTCOSS, and an active member of many community based organisations, Roslyn brings a wealth of experience to this representative role.

*\* Denotes young women (aged 30 years or under) at the time of appointment. The YWCA maintains a commitment to ensuring that 30 per cent of all YWCA leadership positions and decision-making bodies are held by women aged 30 or under.*

## **Board Trainees**

**Rachel Atkinson\***

**Samara Rahman\***

**Courtney Sloane\***

**Andrea Tokaji \***

## **Resignations**

**Cara Gleeson\***

Cara was elected to the Board in October 2008 and resigned during 2010.

**Melinda Mitchell\***

Melinda commenced the Board Traineeship in 2008 and was elected to the Board in October 2009. She resigned in August 2010.

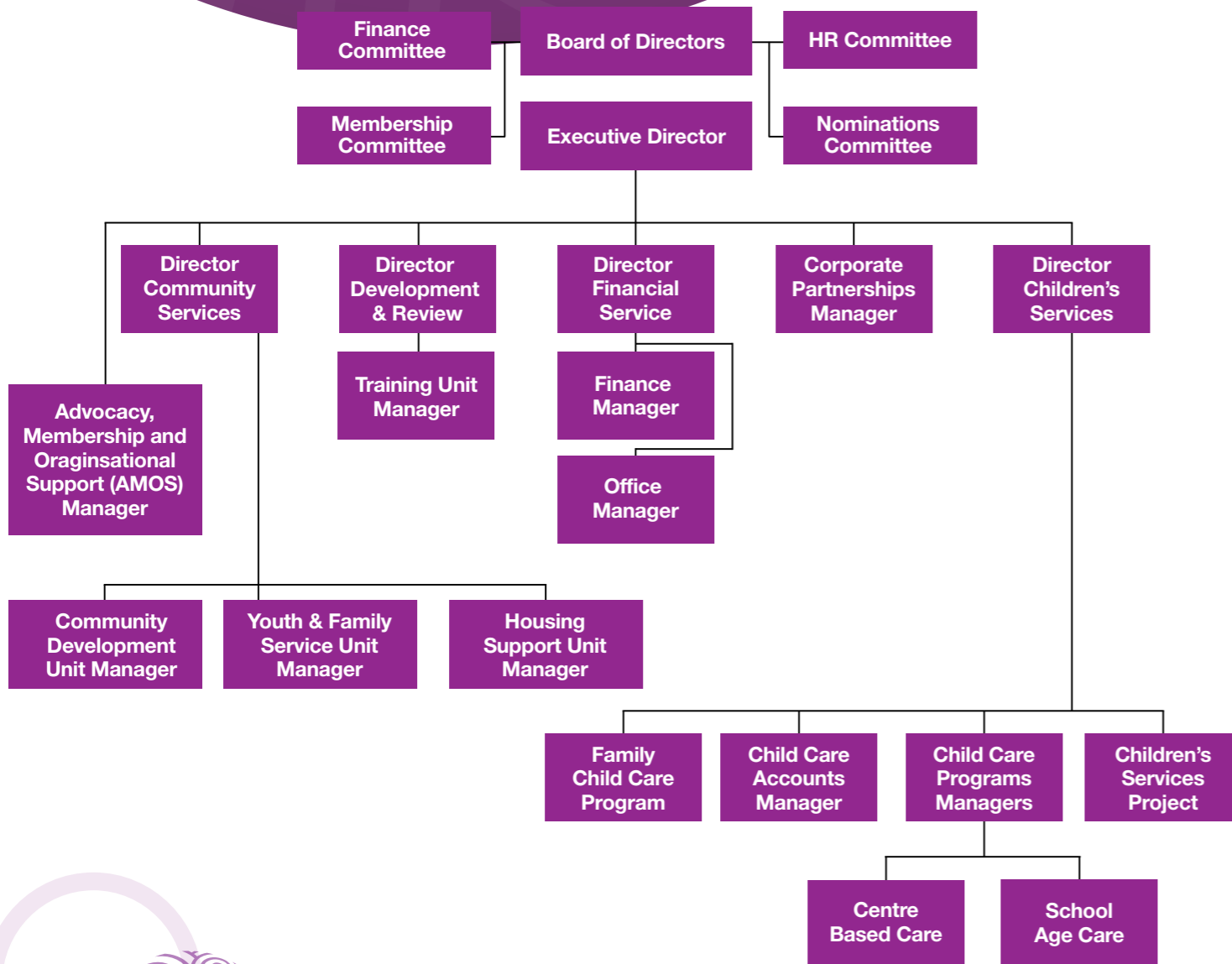
**Yvonne Solly**

Yvonne was elected to the Board in 2007, after participating in the Board Traineeship, and resigned in early 2010.

**Alison Bulbeck\***

Alison was elected to the Board in 2008, after participating in the Board Traineeship, and resigned in 2010.

# YWCA of Canberra Organisational Structure



## Our Work

	Women's Leadership	Advocacy	Children's and Community Services	Community Resources
Women influencing, leading and deciding	<i>Women Out Front Forum</i>	Representation World Y Day Policy work	Young Women's Workshops OWLS	<i>Great Ydeas</i> Online Mentoring Governance and Finance Workshops
Women achieving security and independence through their economic participation	Links with Y Australia and the Equality Rights Alliance	Australian Council of Social Services involvement	Childcare WEST STEPS	Bicultural Support Pool
Women and their families have access to conditions and resources to lead healthy lives	Participation in Women's Services Network	Anti Poverty Week Tenancy Week	Navigate Housing Support Unit ENCORE	Wagga Wagga Regional Needs Analysis WAM
Communities that are safe and connected	ACT Council of Social Services involvement	White Ribbon Campaign Reclaim the Night Week Without Violence Celebrate You	Lanyon Community Centre Ainslie Social Inclusion Tuggeranong Social Inclusion	<i>Relationship Things</i>
Children and young people build the skills to create a better future	Participation in Youth Coalition	Children's Week Youth Week	SCOPE Mura Lanyon Youth Centre Childcare	<i>Relationship Things</i>
The YWCA of Canberra is a leading, ethical and sustainable organisation	Financial sustainability, Organisational renewal, Reconciliation Action Plan, Environmental policy			





# Women's Leadership

“ The Workshop provided a unique opportunity to sit back and articulate our values and how we see the world. It also provided a unique opportunity for us as young women, some just starting their adult careers and others trying to balance school and their first job, to discuss the ways in which we could live by these values, and how these values could be expressed in leadership positions. ”

Participant of Young Women's Leadership Workshop

## Women Out Front

The *Women Out Front* series is designed to develop women's skills and confidence to take on leadership roles in their community, promoting our goal of *women influencing, leading and deciding*.

The Women in Transition Leadership Forum was held in June, sponsored by the Australian Institute of Management. The Leadership Forum is an opportunity to learn from women leaders and reflect on the challenges that women face in decision-making roles. Clare Martin, Chief Executive Officer of the Australian Council of Social Services, reflected on her leadership journey and her experiences with life and career transitions in the keynote address.

During 2009-10 we held two Young Women's Leadership workshops at University House. The workshops provide a valuable opportunity for participants to reflect on their values, listen to inspiring women leaders and clarify goals and

directions for their journey of leadership. Dianne Collins, Helen Keane, Caroline Lambert, Tu Pham, Rhonda Woodward and Erica Lewis all inspired the young women with the stories of their leadership journeys.

Our Women on Boards Governance and Finance workshops were held in August. These skills based workshops address the under-representation of women on boards by building the capacity and confidence of women who would like to contribute to community leadership through board and committee membership.

In 2009, as Australia tackled issues around an ageing population, the YWCA of Canberra conducted a research project into the needs of women as they age. In response to that research, the Older Women's Life Stages (OWLS) workshop was designed to complement *Women Out Front*. Targeted at older women this workshop enabled women to come together in a safe and supportive space. Together they explored the changing aspects of their lives; gained skills and built confidence to become leaders in their own lives and in their community; and learnt new



ways to respond to changes and challenges, and to take advantage of new opportunities and pathways.

## Board Trainees

As part of our commitment to fostering young women's leadership, the YWCA of Canberra offers Board Traineeships to young women interested in learning about board membership and director responsibilities, but who may not yet feel ready to take on a full board position.

The program, which began in 2002, has offered over 20 women the opportunity to sit in on Board discussions, participate in debate and understand more about governance processes.

In 2009-10 Rachel Atkinson, Samara Rahman, Courtney Sloane and Andrea Tokaji undertook the Board Traineeship and contributed to the governance of the Organisation with great energy and enthusiasm. Thank you to Rachel, Samara, Courtney and Andrea for their involvement.







## Working in the Pacific

In December 2009 the YWCA of Canberra delivered a skills-based session on Violence Against Women at the Asia Pacific Young Women's Leadership Training, *Our Bodies, Our Rights: Young Women Leading Change in Asia Pacific*. The session was drawn from the *Relationship Things* training and was an amazing opportunity to share our work with the global movement.

We have also connected with and contributed to the global movement through our participation on the Pacific Partnerships Committee –



a forum for strengthening working relationships between YWCAs in Australia and the Pacific, and the Timor Leste Working Group – a group dedicated to supporting women and children in Timor Leste (East Timor).

## Commission on the Status of Women

During March 2010 four women from the YWCA of Canberra joined 40 women from YWCAs across the world at the 54th session of the Commission on the Status of Women (CSW) at the United Nations in New York. Over two weeks the Y delegation attended many powerful sessions, listened to inspiring speakers and contributed to conversations about important issues such as violence against women; injustice; poverty reproductive and maternal health; illiteracy; location of women in the informal workforce; and trafficking.

## Celebrating 80 Years of Local Women's Leadership

2009 marked the celebration of the YWCA of Canberra's 80th Anniversary. Over these 80 years the YWCA of Canberra has been an organisation that has grown and responded to the needs of women, girls and the broader community.



## 80th Anniversary Address

The Governor-General, Ms Quentin Bryce AC, delivered the 80th Anniversary Address at Old Parliament House on 12 October 2009.

Ms Bryce has a long history of contributing to the women's movement and it was an honour to have the first woman Governor-General with us to celebrate this milestone. She spoke affectionately of the YWCA of Canberra, and congratulated the Organisation for its work to support women and girls and their families over the past 80 years.

She also reflected on her own involvement with the YWCA movement including being a board member of the YWCA in Sydney, her involvement at a national level during the 70s and 80s, and more

“I am deeply conscious of how much this organisation has contributed to our society... You have been staunch advocates and defenders of the finest values: inclusivity, diversity, equality, empowerment, leadership, underpinned by a robust tradition and a proud and fascinating history.”

*Her Excellency Ms Quentin Bryce AC,  
Governor-General of the Commonwealth  
of Australia.*

recently with the Toowoomba Branch in Queensland. Ms Bryce shared with members and friends the deep impact that the YWCA movement has had on her journey, resulting in 'enriching, important and influential' friendships.

“Your 80th birthday is a jubilant celebration of all that you stand for and share. It offers a moment to reflect on your passage, on the place where you have arrived, and where you might go next.”

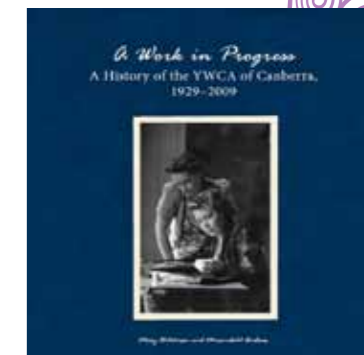
*At the time of printing, we were delighted to receive news that Her Excellency Ms Bryce has agreed to become Patron of the YWCA of Canberra.*

## A Work in Progress, A History of the YWCA of Canberra 1929-2009

As part of our 80th Anniversary celebrations, the Board provided funds to appoint a History Project Officer to research and write the history of the YWCA of Canberra.

*A Work in Progress*, by Mary Hutchison and Merrindah Andrew, documents the personalities and ideals that brought the YWCA to Canberra, and then kept it growing and changing through the Depression, the Second World War, and the upheavals of second wave feminism.

General Secretary of the World YWCA Nyaradzayi Gumbonzvanda said she felt like a midwife at the birth of the YWCA of Canberra's new history book. Launching it in November as part of the YWCA Australia Convention, Nyaradzayi praised the YWCA of Canberra for creating this record of the many inspiring women (and some men) who have fostered and shaped the Organisation, and through it the Canberra community.



## Training Unit

Throughout this year the Training Unit has delivered Certificate IV in Training and Assessment, Certificate IV in Out of School Care, Certificate III in Children's Services, Statement of Attainment in Children's Services, and Statement of Attainment in First Aid. Diploma in Children's Services was added to our scope of registration, building on the current programs offered.

A series of workshops on Cultural Awareness was also coordinated. The six hour training focused on awareness of kinship connections, traditional way of life, community interactions and service provision and integration.

The Training Unit received endorsement of quality service and training we deliver through a Registered Training Organisation (RTO) audit. The audit was based on the Australian Quality Training Framework quality improvement system for RTOs.





## YWCA Australia Local change, national and global connections

A highlight of the YWCA Australia year has been the strengthening of collaborative working practices. Member Associations have been active in joint funding applications and the YWCA Australia Board endorsed a framework for a new national young women's program which will work to strengthen the self-esteem of girls aged 8 to 14. Developed with Member Associations, *Every Girl* builds on our existing resilience and self-esteem programs and targets research showing girls' self esteem peaks at nine and diminishes from there.

YWCA Australia has also been focused on our global connections, beginning preparations for World Council 2011. World Council enables YWCAs around the world to learn from each other, maintain transparent and accountable leadership, and contribute to global advocacy through women's leadership. In 2009 four YWCA Australia members attended the regional precursor meeting to the World Council - the Asia and Pacific Regional Training Institute (RTI). The RTI enhanced the capacity of YWCAs to strengthen

their response to HIV and AIDS and sexual and reproductive health and rights, and violence against women in the Asia and Pacific region.

In November we welcomed World YWCA President, Susan Brennan (a resident of Melbourne), World YWCA General Secretary, Nyaradzayi Gumbonzvanda, World YWCA Asia and Pacific Director, Juli Dugdale, and World YWCA Intern, Moo Moo Hsoe on a visit to Australia. Our guests joined us at Convention, visited with Associations in Sydney, Canberra and Melbourne, and led an Asia and Pacific young women's sexual and reproductive health rights training session.

In addition to our focus on addressing the sustainability of YWCAs through program development, YWCA Australia has continued to focus on advocacy work to achieve change to the political and economic systems that affect the people we work with, and to build our profile in the community. During the past year we have focused on women's economic empowerment issues, including advocacy on paid parental leave, women's leadership on private and public sector boards, and an enrol and vote election campaign.



We have celebrated the work of YWCAs in the Pacific, building stronger links through volunteer placements and board governance training opportunities. Regional highlights include: the YWCA of Solomon Islands' young women's leadership program, *Rise Up*; the YWCA of Papua New Guinea presenting at the 9th International Congress on AIDS in Asia and the Pacific; and community consultations in Timor Leste to discuss establishing a YWCA in this developing nation.

YWCA Australia has continued to provide sector leadership, managing WomenSpeak and the Convention on the Elimination of all forms of Discrimination Against Women project. WomenSpeak had a strong year, including producing a DVD on the experiences of parents in accessing out of school hours care, developing a comprehensive election platform, advocating on the national women's health strategy,

Advocacy



supporting a gender analysis in the taxation review, participating in the community consultations on a Human Rights Act, development of Welcome to Country guide, and parliamentary visits with over 30 elected representatives.

During the course of the year YWCA also worked with the sector as the Government re-tendered the Alliances. Our two tenders, to manage the continuation of WomenSpeak (now known as the Equality Rights Alliance) and to auspice the National Aboriginal and Torres Strait Islander Women's Alliance, were both successful.

### World YWCA Day

The Round the World breakfast is celebrated each year by YWCAs globally to mark World YWCA Day (24 April). The breakfast is a fundraising initiative for the World YWCA Global *Power to Change* Fund, which supports a range of initiatives reaching women at all levels – local, regional, national and global.

Our 2010 breakfast featured Veronica Wensing,



2009 ACT Telstra Business Woman of the Year and Executive Officer of Canberra Rape Crisis Centre. Members and friends were inspired by Veronica as she shared the story of her personal experience of violence, healing and involvement in women's services. She urged women to support each other and stressed the importance of creating a safer world, by talking to our friends and family, speaking publicly and getting involved with women's organisations.

### Advocating for Gender Equality Violence Prevention

The YWCA of Canberra continues our strong focus on primary violence prevention work, delivering the *Relationship Things* training to youth and community workers outside the mainstream school system.

*Relationship Things* training was also provided to YWCA of Canberra program staff to build on the Organisation's understanding and practice around violence prevention. YWCA staff were given the opportunity to unpack concepts at the heart of violence prevention while developing their skills and expanding their tools

“ The training provided a safe environment to have very challenging discussions about power, gender, and the nature of gender based violence. The participants explored how to work within an ethical approach and how to navigate ethical dilemmas in their work with young people. ”



for working with young people to create possibilities for change and to develop respectful relationships.

The *Relationship Things* training was developed and delivered in partnership with Relationships Australia and was funded by the Sexual Assault Prevention Education (SAPE) Grants Program, administered by National

Association of Service Against Sexual Violence (NASASV). In 2009 the YWCA of Canberra participated in the consultation during the development of *Framing Best Practice: National standards for the primary prevention of sexual assault through education.*

### Celebrate You Week

During May 2010 the YWCA of Canberra ran an online campaign, *Celebrating Mothers as Leaders*, as part of our activities for Mother's Day and Celebrate You Week.

The campaign was designed to celebrate and recognise the significant leadership roles our mothers play in our communities.

“ We acknowledge the skills and strength our mothers have brought to their roles in public and community life. We honour the positive influence our mothers have had on our lives. We thank our mums for sharing their experience and wisdom, and helping us to learn and grow. ”

Rebecca Vassarotti on *Celebrating Mothers as Leaders*



Members and friends were invited to honour and celebrate the positive influence their mum has had on their life and community, and to thank them for sharing their experience and wisdom.

### Collaborative Campaigns

The YWCA of Canberra continues to contribute to local campaigns that aim to address high rates of physical and sexual abuse in our community.

White Ribbon Day is marked on 25 November, the International Day for the Elimination of Violence Against Women. It is an opportunity to build on our violence prevention work and support an initiative that empowers men to take the lead in ending violence against women. In 2009 we worked with our partners on the White Ribbon Canberra Region Committee to spread the message

that if we are going to end violence about women we need men to swear! That is, swear never to commit, never to excuse, and never to remain silent about violence against women.

The YWCA of Canberra also enjoyed being a part the coalition of women's organisations that each year brings Reclaim the Night to the streets of Civic. Women took to the streets blowing their whistles, waving their banners, raising awareness about sexual violence against women and demanding their right to live without fear and reality of rape and male violence.





### SCOPE

SCOPE is a Youth Service which aims to provide opportunities for all young people to reach their potential within a community that embraces social justice and recognises and respects diversity, strength and value in each individual.

SCOPE has implemented the *Family Harmony* program across five schools in the ACT, working with young people and their parents to achieve harmony in the family home. The program has received very good feedback from participants about the improvements to their family dynamics after attending the program.

SCOPE participated in the Youth Homelessness Matters Day event with a Cardboard Castle building competition, highlighting the importance of supporting young people who are sleeping rough and couch surfing.

The program has also provided case management support for the YWCA of Canberra STEPS program, and attending the weekly sessions with the young mothers.

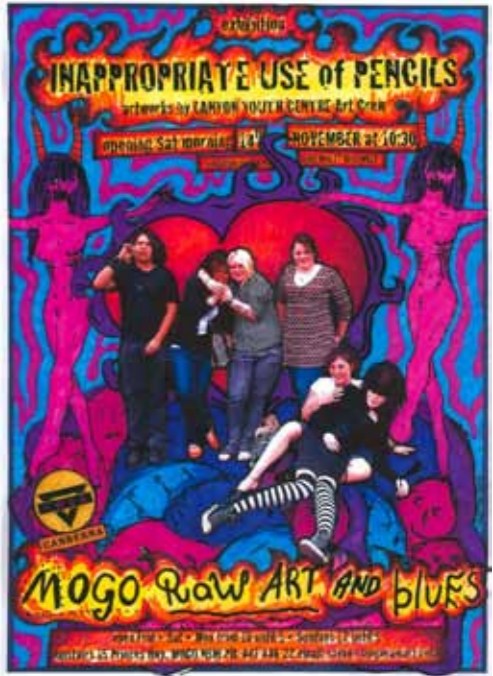
### Mura Lanyon Youth Centre

The Mura Lanyon Youth Centre provides services to young people, including information, advocacy, individual support and referrals, and school holiday programs.

A recent highlight has been the *Horizons* program, providing 15 young people with the opportunity to complete construction activities in the area around the skate park in Lanyon Valley. It aimed to create a greater sense of belonging and ownership for young people in their community and provide a potential pathway for apprenticeships or employment.

Centre staff also supported local young artists to bring together *Inappropriate Use of Pencils*, an exhibition of the work of the Lanyon Youth Centre Art Crew. The exhibition was held at Mogo Raw Arts and Blues and was an opportunity for young people to display their art their way and gain confidence in their own ability.

The *Youth Connections* program was also delivered, providing a safety net for young people at risk of disengaging from, or who are re-engaging with, education. It also focused on helping young people successfully transition into training and work.







### Navigate

Navigate is a free and confidential counseling and case management service for vulnerable young people aged 12-18 and their families.

The *Navigating Adolescence* group parenting programs have been a great success this year providing two courses and 30 parents participating, with excellent positive feedback and an ongoing demand for further courses.

An emerging issue has been the increasing number of parents reporting their teenager's use of violence against them. Navigate staff researched information on teenage use of violence towards their parents and received training to incorporate it in future parenting programs.

Navigate piloted a short term counseling service in collaboration with Mura Lanyon Youth Centre,

providing young people and their families the opportunity to see a counselor within a week of contacting Navigate for short term solution focused counseling.

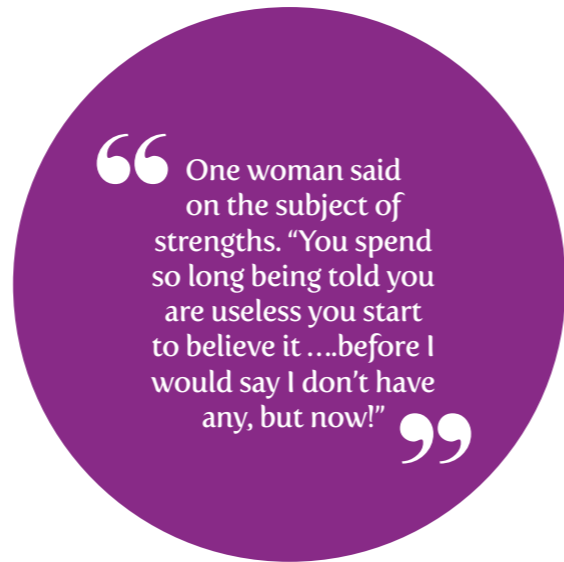
### Housing Support Unit

The YWCA of Canberra Housing Support Unit (HSU) works with families to achieve long term sustainable housing outcomes.

The service offers supported accommodation, information, advocacy and referral to families who are homeless or at risk of homelessness.

The HSU was involved in a group for mothers who have experienced domestic violence and who are struggling to stay connected to their children. Called *Making Safe Connections*, this was a collaborative project between the YWCA of Canberra HSU, Beryl Women's Refuge, and the Women's Centre for Health Matters.

The *Making Safe Connections* project coordinator observed one participant, who was shy and lacking in confidence at the beginning of the group. This woman had only just left a violent relationship and the group leaders thought it might be too soon for her to be involved. The woman attended



“ One woman said on the subject of strengths. “You spend so long being told you are useless you start to believe it ....before I would say I don't have any, but now!” ”

every session however, and her confidence and participation increased markedly as the group progressed. She returned to work during the course of the program, but would not take Friday shifts as she was determined not to miss her group. Her comment was “This is the best part of the week and I will not be missing it.”

### Ainslie Precinct Social Inclusion Activities

Ainslie Precinct Social Inclusion Activities links residents of public and community housing in Ainslie Precinct to a range of social inclusion activities and life skills training. The program creates opportunities for residents to interact with the wider community, generating a greater sense of belonging and decreasing social isolation.



A highlight has been the establishment of the monthly Information Hub. This hub allows tenants in the Ainslie Avenue area to get information from a variety of services and make informed decisions about issues affecting their lives. The hubs have offered Computer Classes, CIT opportunities, creative writing, and numeracy and literacy classes leading to a number of tenants obtaining employment.

A Multicultural Women's English class was held in the Boomerang Centre, with women meeting to learn and improve their English and build their knowledge and confidence to participate in the wider community. It was identified

that many wanted a pathway to learning that would lead to paid employment. Some of the women have registered in the Bicultural Support Pool as support workers and have expressed interest in obtaining their Certificate III in Children's Services.

The Art and Drama Group has continued to encourage women to enhance their artistic skills. This group has shown their work in a number of exhibitions and some of the women have sold their paintings and craft work, generating extra income.

### Mura Lanyon Community Centre

The Mura Lanyon Community Centre continues to promote linkages between people, organisations and community groups.

The Senior Citizens Out and About program has seen the participation of many local seniors in exciting and varied excursions. It promotes lifelong learning, and provides pathways towards further academic study, employment, or leisure.

The Mura Interactive Learning Centre (MILC) has provided computer training for residents of the Lanyon Valley, focusing in particular on potentially isolated groups such as seniors who might have missed out on learning computer skills in the formal education system.

Tax Help has been extremely popular, gaining many more clients this year through word of mouth. It is a program designed to provide assistance to people in genuine need, helping them comply with their tax obligations. The Australian Taxation Office provided the Centre with an accredited volunteer to assist low income clients with straightforward income tax returns.

### Tuggeranong Social Inclusion Activities

The Tuggeranong Social Inclusion Activities (SIA) provide activities for public and community housing tenants in Tuggeranong within a community capacity building and strengths based framework.

The Families Interacting with Toddlers (FIT) program has focused mainly on mothers returning to the workforce or entering further education and

“I have been a part of STEPS for a long time now, and see the long term benefits to the women and children. The other day I saw a young woman who came to STEPS who, at the time was in a very distressed state and in an unsafe relationship. Two years on, post STEPS she is working fulltime and buying her own home and successfully parenting a little girl with special needs. She attributes her success to her time at STEPS” *Facilitator*

“The group is so supportive and it helps just to get out and talk to people in the same situation and it makes you feel involved and in control” *STEPS Participant*

“I’ve gained a lot more self confidence and self esteem, not to mention life skills” *STEPS Participant*

training, with a childcare worker providing activities for the children. The group combined with the Mura Interactive Learning Centre and the women had the opportunity to learn computer and typing skills, as well as completing

a first aid course. Through support from the Vulnerable Women with Children grant program, six women from this group went on to enrol in CIT to further their studies. The Tuggeranong SIA program responded to growing youth homelessness in the area by advocating for these young people to qualify for entry on the housing priority list. The program also continued to assist with the Tenants Initiated Grants program, supporting local tenants to apply for and manage their grants.

### STEPS

The STEPS program aims to educate and support young pregnant and parenting women (aged 13-25) to enhance their health and well-being and to become great parents.

The program uses an early intervention approach to address issues experienced by young mothers. It provided flexible weekly

workshops involving practical activities and information sessions to empower the group to achieve long-term healthy-living benefits. This was achieved by focusing strongly on the four main areas of positive parenting, healthy relationships, health and well-being, and community and social connections.

### WEST (Water and Energy Savings in the Territory)

The WEST program offers energy efficiency assistance to low income households that have large energy and water consumption bills and high levels of utility bill debt.

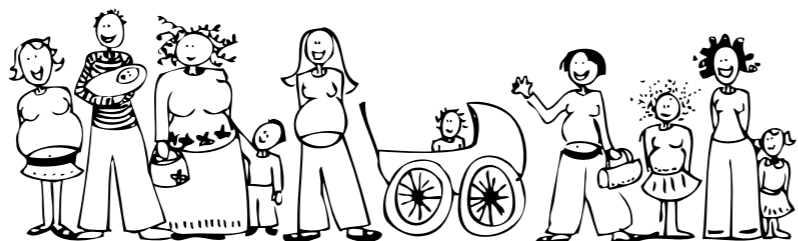
Participant households undertook an energy audit of their home; engaged in an education process to improve their understanding of energy use and how changes in behaviour could reduce consumption; and had energy efficiency/saving devices installed through a modest retrofit program. This program continues to receive positive feedback from a group of disadvantaged and vulnerable Canberrans.

We wish to thank our project partners including the ACT Civil and Administration Tribunal and SustainAbility Advice Team

### Encore

YWCA Encore is a program for women who have experienced breast cancer at any time of their lives. It involves slow movement floor and warm pool exercise and relaxation techniques, and is safe, fun and therapeutic. YWCA Encore can play a vital role in a womans recovery process. The gentle exercises improve mobility and flexibility, increase lymphatic flow and stamina, and relieve discomfort as a result of surgery. Participation helps renew self esteem and an optimistic outlook.

This year we were able to run one program through the support of the Board.







# Children's Services

## Campbell Cottage Child Care Centre

Campbell Cottage Child Care Centre has successfully worked through the National Childcare Accreditation Council's validation process, achieving good to high quality ratings in all areas, reflecting the high standard of care delivered at the centre.

The Centre has been selected as a pilot site for *KidsMatter* - an Australian Early Childhood Mental Health Initiative. This initiative aims to increase awareness and improve outcomes for children and families experiencing mental illness in the early years.

The Organisation's continued commitment to lowering child-to-staff ratios and improving conditions for staff and children has had the most significant impact over the last year. The Centre now has above industry ratios in all three rooms, improving relationships, safety and the overall standard of care.

## Conder Child Care Centre

Conder Child Care Centre is responsive to the needs of children and families, has a positive outlook to the future and continues to provide a valued service to the local community.

Relationships with families have been fostered through special events such as Christmas and Easter parties. Families were invited to attend additional special events the Centre held and accompany children on excursions. Daily conversations and feedback from parents is positive and newsletters have also strengthened the communication between the Centre and the families.

The Centre's educators are beginning to explore the new Early Years Learning Framework and how it will be implemented in the centre, encouraging reflective practice and ongoing professional learning. The Centre's environment has been revitalised with a new paint job, additional security systems, and the installation of solar panels to allow the Centre to minimise its environmental impact.

## Y's Family Child Care

Y's Family Child Care has successfully commenced operation and is being managed in conjunction with the YWCA of Canberra Family Day Care (FDC) Scheme, located in Spence. The Centre complements Family Day Care by providing a small program where siblings are able to engage with each other in a home like environment.



The program was set up by FDC staff, who established the play room, recruited staff and ensured licensing standards were met. The Centre caters for 13 children per day, and five staff members work various shifts to ensure the correct child-to-staff ratios are adhered to. The new families in care are providing very positive feedback and the staff are working on further developing their programming and child observation methods, and preparing for accreditation.

## Family Day Care

The Family Day Care (FDC) scheme is a community based quality child care service that offers care for children up to twelve years of age in the private homes of approved FDC workers. FDC provides children with the opportunity to learn through



play and exploration in a home environment, with small groups of children of mixed ages and diverse cultural backgrounds.

FDC has been working towards ensuring all FDC workers obtain a minimum qualification of Certificate III in Children's Services. This is in line with new regulations that will be introduced in 2014. FDC has had an overwhelmingly positive response from child care workers, with the majority of them undertaking traineeships through the YWCA of Canberra Training Unit. This uptake of studying will further enhance the high quality programs being provided for children by our dedicated childcare workers.

The FDC Coordination Unit has been working on the continual improvement plan and self study as required by the National Childcare Accreditation Council. The playgroup leader has been providing playgroups on site, as well as providing roving playgroups.

These sessions provide an invaluable opportunity for childcare workers to network, and for children in care to experience larger group activities.



### School Age Care

School Age Care has grown with the addition of Kingsford Smith, and now offers care in twelve locations across Canberra. Vacation care has also been operating successfully, and has seen an increase in attendance.

School Age Care has been involved in a pilot project which allows pre-school children to attend Turner and Hawker School Age Care programs. The project, operating until the end of 2010, involves evaluations and is working closely with the Children's Policy and Regulation Unit. The success of the pilot will determine its expansion into additional schools in the future.

There has been a focus on staff qualifications this year with a large increase in staff studying for a qualification in children's services. All permanent School

Age Care staff were supported to sign up for a traineeship to ensure programs meet changes to operating requirements, in addition to providing professional development opportunities for staff.

Active After School Care has provided a great guide to staff and children, and encouraged the children to become active and involved in physical activity and sport. This opportunity has also seen some children become involved in sporting groups offered outside School Age Care.

### Walking School Bus

The Walking School Bus (WSB) program is an active, safe and free way for groups of primary school children walk to and from school along an agreed route. Supported by volunteers, the aim of the program is to build healthier, more sustainable and safer communities by reducing car congestion at schools, increasing physical activity and teaching children valuable road safety skills.

It also assists women and their families to manage work/life balance by walking their children to school. Through their involvement in the program women forge connections in their school

communities and develop a sense of belonging while also increasing their physical activity.

The WSB has been an active participant in the Healthy Schools Network (HSN), a collaborative partnership established in 2010 between local government and non-government organisations who share a common goal of promoting good health in ACT schools.



“Feedback to the WSB program consistently shows that many parents start walking for their children's benefit but soon experience advantages for themselves. 'I have made new friends through the WSB who I chat with at our school. Now I feel like I belong to the school community, along with my children.

”





# Community Resources



## Great Ydeas

The YWCA of Canberra celebrated International Women's Day with the launch of an exciting new grants program for members: the *Great Ydeas* Small Grants Program, helping women in the Canberra region to achieve their potential. Through the grants program we were able to assist a diverse range of projects which will:

- create an oral history of East Timorese women who worked for the Resistance against Indonesian occupation
- develop and publish a range of cross cultural educational resource books for pre school to year six children
- provide a young woman with professional development opportunities
- run Nurturing Yoga Retreats for mothers
- produce and perform a creative stage production exploring the journey of cultural identity and belonging.

## Online Mentoring for Women

*Building women's capacity to support each other as they contribute and lead in their community.*

*Online Mentoring for Women* is an innovative program designed to provide women in the ACT with an opportunity to experience and gain the benefits from mentoring relationships. Phases One and Two of the program have been supported with funds from the ACT Office for Women.

Phase Two was completed in June 2010. It saw development of website content, a comprehensive procedure manual, and forms and tools to be used by mentors and mentees when the program goes live in its pilot phase after Phase Three is complete.

Once complete, *Online Mentoring for Women* aims to nurture women's leadership, increase the participation of women in mentoring, and offer support to women, by women, to achieve their potential.

## Exploring the Needs of our Regional Community

Driven by a desire to learn more about local communities surrounding the ACT and to increase our engagement with these communities, the YWCA of Canberra undertook a research project to identify unmet needs in Yass, Murrumbateman,

Bungendore and Queanbeyan. The research indicated that the biggest gaps in services and the most significant unmet needs were for young people. A number of project ideas have been generated by this research and we are working with local stakeholders to respond to these needs.

## Wagga Needs Assessment

The YWCA of Canberra has also been working with YWCA NSW on an exciting research project in Wagga Wagga. The YWCA Australia has been holding money in trust from the sale of assets by the YWCA in Wagga Wagga in the 1970s. We undertook research to explore community needs and identify opportunities to re-invest the money in a way that benefits the community. The research findings and a list of possible opportunities for the YWCA to re-establish work in Wagga Wagga is currently being reviewed by YWCA Australia.



## Bicultural Support Pool

The Bicultural Support Pool (BSP) provides support to children and families with English as a second language who attend Children's Services in Canberra, assisting children to feel comfortable in their new surroundings and helping staff and other children learn about the child's culture.

The BSP program attracted new workers by promoting this opportunity through the YWCA of Canberra's Boomerang Centre. The BSP coordinator successfully recruited new workers at short notice after receiving requests for workers from cultural backgrounds that were not represented on the register. BSP workers were offered opportunities to attend training workshops to enhance their basic skills and knowledge in childcare, and encourage and build their confidence to further their careers.

## Well, Able and Mobile

Well, Able and Mobile (WAM) is a physical activity support program designed for women with a disability, limited mobility and/or mental health issues, supporting them to take part in fitness activities of their choice.

The program organised 'Have a Go Day', which offered opportunities for WAM participants to try out a diverse range of physical and recreation activities. The aim of the day was for the women to develop an ongoing involvement in mainstream sport and recreation.

The program also completed an audit of approximately 30 sport and recreation organisations in the ACT to assess their suitability for the WAM participants.





# The YWCA of Canberra is a Leading, Ethical and Sustainable Organisation



## Organisational Support and Renewal

The YWCA of Canberra is committed to a process of continuous improvement. As such during the last year we undertook a number of reviews to explore the experience of clients and staff interacting with the YWCA of Canberra.

The YWCA of Canberra sought the expertise of external consultants to lead a project exploring the concept of Integrated Service Delivery (ISD) and what this may mean for the Organisation into the future. In doing so, we are keen to improve the integration of our services, and identify common processes, practices

and understandings will better equip us to offer wrap-around service responses to service users with complex and multiple needs. At the conclusion of this project we were provided with a range of options and opportunities to pursue within the context of ISD. We have now moved into a process of reflecting on these opportunities and determining the way forward.

External consultants were also engaged to support the Organisation to undertake a review of YWCA of Canberra Human Resources. Consultants examined policy, procedure and practice to ensure that it reflects good practice and is

consistent with new industrial framework. Recommendations for improvement were presented, including the appointment of a Director of Development and Review, and an upgrade of HR management systems, and orientation and induction practices. We have now moved into the implementation phase of this project.



## Governance

The YWCA of Canberra maintained its commitment to leadership in the area of governance, modelling best practice principles throughout the year.

The Board of Directors took responsibility for the strategic direction of the Organisation, and met on a monthly basis to consider strategic decisions, ensure our legal responsibilities were fulfilled and monitor the operations of the Organisation. They were supported by the Finance, Human Resource, Membership and Nominations sub-committees. The Board also reviewed the strategic plan during 2010 and endorsed a new strategic plan for 2010-2013.

At the 2010 Board planning day, the Board reviewed strategic investments committed to in the previous year. Funds were allocated to priority work, such as the appointment of a Cultural Advisor.

Recognising our strong governance framework and experience, the Organisation is committed to sharing this knowledge and growing women leaders within the community. As such, the Organisation continued to support women's contribution to community leadership through the Board traineeship program and delivering the *Women Out Front* Women on Boards Workshops.

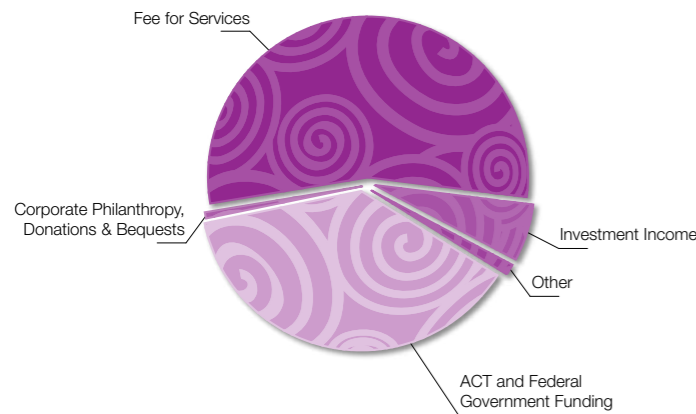
## Financial Sustainability

The YWCA of Canberra continues to enjoy significant financial security due to being a conservative manager of its resources over the years. Despite experiencing the global financial crisis over the past two years, the cash reserves and property have grown or been maintained during the past five years.

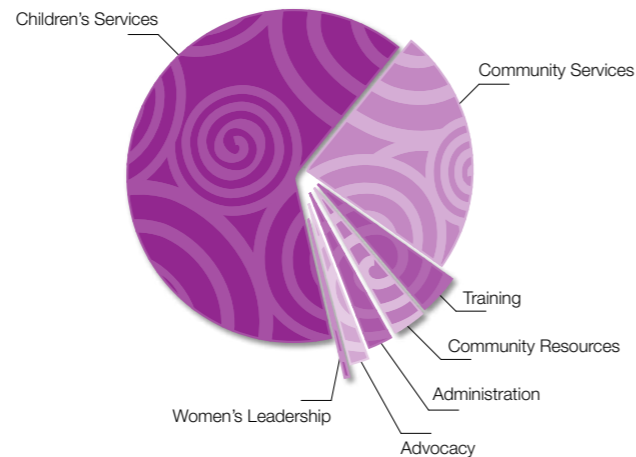
The majority of these annual surpluses are derived from accumulated investments and property income over the past years. The total accumulated funds (Net Assets) at 30 June 2010 is \$6,638,466 (2009 \$6,474,701).

Copies of the Board Report and Audited Financial Statements for the year ended 30 June 2010 are available from The Secretary, YWCA of Canberra, GPO Box 767, CANBERRA ACT 2601 or may be accessed from the website [www.ywca-canberra.org.au](http://www.ywca-canberra.org.au).

### Where our money comes from:



### How we spend our money:



## Our Security as at 30 June

	\$'000	2006	2007	2008	2009	2010
Cash Reserves		\$2,813	\$2,695	\$3,079	\$3,277	\$3,719
Property*		\$2,945	\$2,945	\$3,685	\$3,685	\$3,685

\*Revaluation of property takes place every three years; the next revaluation is due in June 2011.

These cash reserves have been maintained despite the necessary investment required to meet the growth in activities of the Organisation as follows:

### Where did our income come from?

	\$'000	2005/06	2006/07	2007/08	2008/09	2009/10
Community Services		\$2,911	\$2,924	\$2,738	\$2,850	\$2,497
Children's Services		\$3,205	\$3,458	\$3,766	\$4,698	\$5,650
Other Services		141	126	196	151	256
Investment & Property		466	477	610	517	492
Total		\$6,723	\$6,985	\$7,310	\$8,216	\$8,895

### During the past five years the operational results (surplus) have been as follows:

In recent years, the Board has made a series of investments in a range of strategic programs outside the operational budget. This is reflected in the table below.

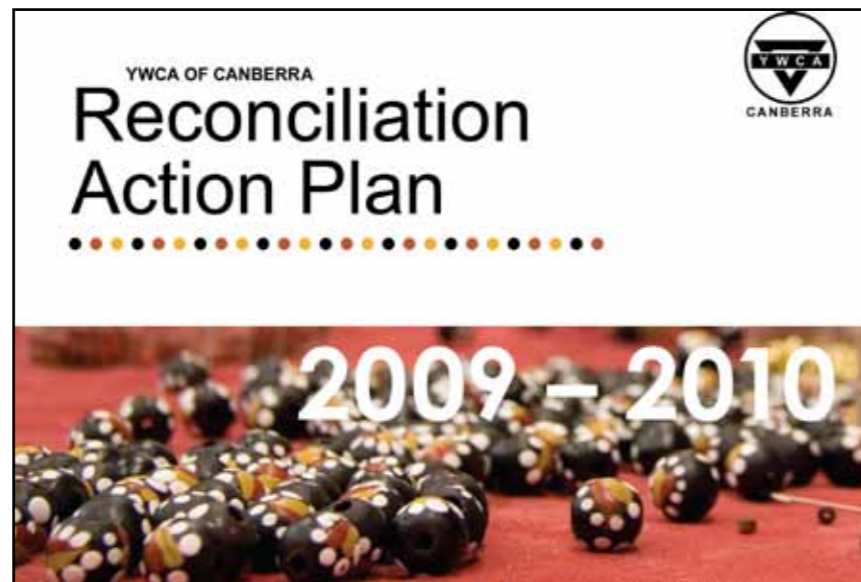
	\$'000	2005/06	2006/07	2007/08	2008/09	2009/10
Operational Results - Surpluses		\$323	\$187	\$369	\$567	\$339
Board Strategic Allocations		—	—	—	\$145	\$187
Reportable Bottom Line		\$323	\$187	\$369	\$422	\$152



## Reconciliation Action Plan

The YWCA of Canberra RAP was launched at the 80th Anniversary celebrations in October 2009. With engagement embedded across the whole Organisation, from Board level through to program staff, the year has proven to be a very busy one for reconciliation at the YWCA. Some of the highlights include:

- RAP is now a standing agenda item for Board, Senior managers and Y Managers meetings.
- Cultural Awareness training has been rolled out across the whole Organisation. We will continue to provide this training to staff.
- The Acknowledgment of Country policy has been reviewed and updated.



- White Privilege forum was held in partnership with ACTCOSS.
- Comprehensive review of YWCA Policies and procedures was completed using the ACTCOSS Cultural Awareness toolkit as a framework.
  - Great Ydeas grants program supported a number of projects put forward by Aboriginal and Torres Strait Islander women.
  - Young Aboriginal and Torres Strait Islander Women's Leadership Project has commenced.
  - Increased services to Aboriginal and Torres Strait

Islander clients across YWCA Children's Community and Training Unit programs.

- YWCA of Canberra involvement in the delivery of the Diploma in Counselling and Groupwork through the Australian Institute for relationships Studies.

We have also identified a number of key learnings which will inform the development of targets in the coming year, including:

- Being committed to the long haul – the gap between Aboriginal and Torres Strait Islander people and the wider Australian community has developed over

the last 222 years and wont be bridged in the course of a year. We still have a long way to go!

- Maintaining a grassroots approach could be further developed by identifying, and offering targeted training to champions from each YWCA of Canberra portfolio area.
- Relationships could be strengthened by increasing our involvement in celebrating Aboriginal and Torres Strait Islander achievements and creating forums for people to interact positively, such as in a reconciliation community choir.

The YWCA of Canberra affirms our commitment to building strong and respectful relationships with Aboriginal and Torres Strait Islander people, families and communities, acknowledging that in doing so, the whole Australian community benefits.

## Environmental Sustainability

The YWCA of Canberra recognises the importance of operating sustainably and we are committed to integrating environmentally responsible practices into our work. Our daily practice is guided by our environmental policy, which sits within the Policy and

Procedures Manual. We currently have two specific programs that have environmental sustainability at their core:

- **WEST:** This program is targeted at low income families with high energy consumption, and provides a free energy audit, education and retrofit to the value of \$500.
- **Walking School Bus:** Environmental sustainability is a key element of this program, which aims to minimise traffic congestion and promote alternatives to taking the car.

A number of other programs deal with environmental considerations, including:

- **Housing Support Unit:** Advice on environmental sustainability is provided to residents in properties managed by the Unit. A small booklet has been developed for residents, covering topics such as energy usage and even what to plant in the garden.
- **Older Women's Life Stages Workshop:** A specific issue emerging from the research was supporting women to retrofit their properties as they move towards retirement, making them more energy efficient prior to a reduction in income.

- **Children's Services:** Children in our programs participate in activities such as recycling and planting vegetable gardens as part of curriculum that raises awareness of environmental issues.

In early 2010, the YWCA of Canberra accessed funding under the Community Organisation Energy Grants Program to re-wire the lights in Central Office and to put solar panels on the Mura Youth and Community Centre. Both these projects have been completed and we are expecting significant energy and cost savings to flow.

“ A young Wiradjiri woman joined the SCOPE team, bringing a wealth of information, knowledge and energy for active reconciliation by being in the office and working with other team members. She's made valuable links with the local Aboriginal and Torres Strait Islander community which strengthens SCOPE's ability to work with this community. ”

SCOPE Manager

# Acknowledgements

For valued support in the provision of services, the YWCA of Canberra would like to thank...

## Funding Bodies

ACT Department of Disability, Housing and Community Services (DHCS)  
 ACT Department of Education and Training  
 ACT Department of the Environment, Climate Change, Energy and Water  
 ACT Department of Territory and Municipal Services  
 ACT Health  
 ACT Housing  
 ACT Office for Ageing (DHCS)  
 ACT Office for Children, Youth and Family Support (DHCS)  
 ACT Office for Women (DHCS)  
 Australian Government Department of Education, Employment and Workplace Relations  
 Australian Government Department of Family, Housing, Community Services and Indigenous Affairs  
 Social Housing and Homelessness Services (DHCS)  
 The Snow Foundation

## Our Patron

Her Excellency Ms Quentin Bryce AC, Governor-General of the Commonwealth of Australia

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 University of Canberra  
 Voodoo Creative  
 Westpac Social Sector Banking  
 Yellow Edge

## Community Partners, Supporters and Volunteers

1st Murrumbateman Scout Group  
 1st Yass Scout Group  
 2nd Queanbeyan Scout Group  
 ACT Civil and Administration Tribunal  
 ACT Chamber of Commerce  
 ACT Inclusion Support Agency  
 ACT Mental Health Consumer Network  
 ACT Professional Support Coordinators  
 Aisha Yunusa  
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 Angela Daniele

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 Belconnen Community Service  
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 Canberra Mothercraft Society  
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 Clare Martin  
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 Dorothy Parsons  
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Greater Southern Area Health Service Yass Community Health Centre  
 Gugan Gulwan Aboriginal Corporation  
 Hawker Primary School  
 Headspace ACT  
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 Hepatitis Resource Centre  
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 John Fallace  
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 Kate Valentine  
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 Louise Sailer  
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 Lynne Trunzo  
 Lynne Sheffield  
 Macquarie Primary School  
 Maiy Azize  
 Margaret Mahoney  
 Margaret Vile  
 Marion Reilly  
 Mary Broughton  
 Megan Leahy  
 Megan Skillicorn  
 Melba High  
 Melrose High School  
 Merici College  
 Michael Daniele  
 Michelle Livanos  
 Mick Smith  
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 Murrumbateman Progress Association  
 Murrumbateman Warrambui Retreat - Russell Veerhuis

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 Natalie Galea  
 Nathan Carter  
 Nicole Townsend  
 Northside Community Services  
 NSW Department of Community Services - Mary Day  
 O'Connor Cooperative School  
 Olive Cross  
 Olivia Thompson  
 Onerwal Local Aboriginal Lands Council - Violet Sheridan  
 Palarang Council  
 PSC Professional Support Coordinator  
 QEII Family Centre  
 Queanbeyan Community Drug Action Team  
 Queanbeyan City Council  
 Queanbeyan Community Health  
 Queanbeyan Youth Interagency Networking Group  
 Reconciliation Australia  
 Relationships Australia  
 Reverend Caroline Campbell  
 Rhonda Woodward  
 Roads ACT  
 Rosary Primary School  
 Rose Nairn  
 Salvation Army  
 Sarah Jewell  
 Schools as Communities  
 Senior Constable Bob Monkley  
 Sexual Health and Family Planning ACT  
 St Bede's Primary School  
 St Benedicts's Primary School  
 St Peter and Paul Primary School  
 St Thomas More's Primary School  
 St Vincent de Paul  
 Street Law  
 Stromlo High School  
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 Tracey Whetnall

Traci Harris  
 Tracy Collier  
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 Tuggeranong College  
 Tuggeranong Valley Rugby Union and Amateur Sports Club  
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 Vince Ball  
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 Winnunga Nimmityjah Aboriginal Health Service  
 Woden Community Service  
 Women with Disabilities ACT  
 Women's Centre for Health Matters  
 Women's Information and Referral Centre  
 Yarralumla Primary School  
 Yass High School - Rosy Jovanovic  
 Yass Valley Community Drug Action Team  
 Yass Valley Council  
 Yass Youth Association - Wyatt Walker  
 YMCA of Canberra  
 Youth Coalition of the ACT  
 YWCA Australia



Thank you

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 Amanda Hoppitt  
 Amanda Young  
 Amelia Thiedeman  
 Amna Suri  
 Amy Taylor  
 Amy Kennedy  
 Amy Diggelmann  
 Anastasia Hanson  
 Andrew Ainger  
 Andrew Johnston  
 Andrew Miller  
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 Anna Matthews  
 Anna Spinks  
 Annabel McCabe  
 Anna-May Connell  
 Anne Ostini-Horan  
 Anneke Porter-Heubeck  
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 Ashleigh Brook  
 Ashleigh Webb  
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 Beena Saji

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 Belinda Chan  
 Belinda Locke  
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 Blair Robinson  
 Brendan Roweth  
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 Emma Anderson-Lingo  
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 Erin Cooper  
 Erum Nadeem  
 Euan Peterkin  
 Eun Lim  
 Fahmida Quadir  
 Fairlie Pearce  
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Fiona Little  
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Jamie Crosby  
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 Julie Jones  
 Julie Lugton  
 Julie Watson  
 Ka Lok Chan  
 Kalina Slaska-Sapala  
 Kanaha Ponnampalam  
 Kara Lazell  
 Karen Yaldren  
 Kate Stephenson  
 Katelyn Goodwin  
 Katelyn Willett

Katey Brown  
 Kathleen Foot  
 Kathlyn Onstenk  
 Katrina Jones  
 Keiron Blackburn  
 Kelda Knipe  
 Kellee Knox  
 Kelly Mcgrath  
 Kenneth Garcia  
 Kerri Paloni  
 Kevin Lu  
 Kiea Stoddart  
 Kimberlee Vaughan  
 Kimberley Whiting  
 Kirby Martin  
 Kirralea Green  
 Krisana Gilbert  
 Kristen Pesby  
 Kristine Carey  
 Krystal Craig  
 Kyal Green  
 Lachlan Pierce  
 Lakshmi Nadimpalli  
 Lalit Kumar  
 Laura Patch  
 LaurenWebb  
 Lauren Weston  
 Lay Boon Tan  
 Leanne Andrews  
 Li Sleigh  
 Lily Dempster  
 Linda Ann Butcher  
 Lisa Chesher  
 Lisa Da Silva-Wilson  
 Liza Peschler  
 Luanne Lowe  
 Lucinda Mitchell  
 Lucinda Munro  
 Lucy Duncan  
 Lucy May Hanrahan  
 Luke Dawson  
 Madeleine Priebee  
 Maggie Riggs  
 Mahesh Singh  
 Majella-Rose Shanahan  
 Mansura Rahman  
 Manu Aholelei  
 Mara Cohen

Maree Lehmann  
 Margaret Lippmeier  
 Margot Chauncy  
 Maria Visschedijk  
 Mariama Tonkombah  
 Mariana Von Brasch  
 Marianne Swientek  
 Marina Jorritsma  
 Marlina Manurung  
 Mary Hutchison  
 Maryanne Mckay  
 Matthew Summers  
 Matthew Fox  
 Melanie Exposito  
 Melanie Howlett  
 Melinda Smith  
 Melissa Bennett  
 Melissa O'keefe  
 Melissa Jordan  
 Merlin Baker  
 Merrindahl Andrew  
 Merry Pepper  
 Michael Jakeman  
 Michael Shanahan  
 Michael Forrest  
 Michelle Davidson  
 Michelle Deponte  
 Michelle Little  
 Michelle Neil  
 Michelle Webb  
 Mini Soim  
 Miranda Barty-Taylor  
 Mitchell Mcgee  
 Mohanjeet Kaur  
 Monica Mills  
 Monique Darragh  
 Monique Inzitari  
 Monzila Akter  
 Morgyn Benstead  
 Nabeela Rais  
 Nadine Shooks  
 Nadira Hoque  
 Najma Rathur  
 Nanise Lapi  
 Naomi Harris  
 Nasrin Lucas  
 Nasrina Habib  
 Natalie Dicker

Natalie Walker  
 Nathen Hammond  
 Nazmun Nahar  
 Nicholas Barlow  
 Nicola Sneddon  
 Nicole Linsell  
 Nikki Chopra  
 Nilmini Manimendra  
 Nina Janssen  
 Nirmala Randhawa  
 Nooshin Guitoo  
 Nouha Nikro  
 Nurgul Sawut  
 Nurun Sobhan  
 Olivia Kalogiannidis  
 Olivia Thompson  
 Owen Mcnamara  
 Pam Zielke  
 Pamela Thorne  
 Paramjit Kaur  
 Patricia Mcdonald  
 Patrick Gard  
 Penelope Mullenger  
 Peter Way  
 Philippa White  
 Poonam Maheshwari  
 Premini Ganeshanatham  
 Priscilla Lawlor  
 Priscilla Lim  
 Qurat Ul-Ain  
 Rachael Aranda  
 Rachael Mcredmond  
 Rachael Miles  
 Rachael Millsom  
 Rachael Ansdel  
 Rachel Page  
 Raelee Barrett  
 Rebecca Bergman  
 Rebecca James  
 Rebecca Vassarotti  
 Rebecca Butcher  
 Rebecca Telek  
 Rebekah Forbes  
 Rhys Langley  
 Richel Malouf  
 Ritu Singh  
 Robert Howden  
 Robert Jones

Robert Williams  
 Robyn Darlow  
 Rolf Bachmann  
 Roophtaw Paraw  
 Rory Thomas  
 Rosina Mansson-Passeggi  
 Roslyn Denniss  
 Rowan Forbes Shepherd  
 Rowena Mcbride  
 Ruojin Yan  
 Rupinder Kaur  
 Ruplekha Biswas  
 Ryan Johnson  
 Sadia Kashif  
 Sally Coen  
 Sally-Ann Walsh  
 Samantha Keough  
 Samara Plunkett  
 Sandra Guillemin  
 Sandra Mcgowan  
 Sandra Peska  
 Sandy Smith  
 Sarah Costello  
 Sarah Nicholson  
 Sarah Palmer  
 Sebastian Trew  
 Severina Sledge  
 Shabana Amur  
 Shafiqa Payanda  
 Shahzad Bajwa  
 Shailla Rathur  
 Shaista Arif  
 Shannon Smith  
 Shanshan Xiao  
 Sharon Lopez  
 Sharyn Hunter  
 Shay Lenz  
 Shernael Teaurima  
 Shinyi Kee  
 Shirley Chow  
 Shoma Parvin  
 Shuaib Shumaila  
 Simon Howard  
 Siobhan Slocombe  
 Sophie Hope  
 Sophie Cummins  
 Stacey Giucci  
 Stacey Tindall

Stephanie Norman  
 Stephen Forrest  
 Steven Pennington  
 Steven Spinks  
 Su Kyung Kim  
 Sunbul Mahmood  
 Susan Bradey  
 Susan Foley  
 Susan Galea  
 Susan Holloway  
 Susan Klammer  
 Susan Wilkins  
 Susannah Seaholme-Rolan  
 Swarna Kish  
 Syeda Fattah  
 Sylvia Hughes  
 Tahlia Tassell  
 Talavaoi Scarth-Johnson  
 Tamara Cummings  
 Tammy Brown  
 Tania Ladyzhynsky  
 Tanya Niquet  
 Taryn Hocking  
 Tav Fox  
 Teresa White  
 Tessa Walsh  
 Tin Tun  
 Tonia Morison  
 Tove Guttormsen  
 Tracy Bailey  
 Tristan Price  
 Ty Lehmann  
 Vanessa Forsyth  
 Verity Blackman  
 Veronica Harris  
 Vesna Sutic  
 Vicki Green  
 Vicki May Bourke  
 Vivien Gee  
 Warren Auld  
 Wen Sheng Zhu  
 Wenying Wu  
 Xiang Yi Keng  
 Yvette Cazabon  
 Zeenat Burdick  
 Zenum Shenwun  
 Zoe Boal

2390

Number of people we fed at Wednesday lunches at the Boomerang Centre

3511

Number of young people who are part of our Youth Services

374

Number of people we supported to access training and other education and employment opportunities

185

Number of women who attended our women's leadership events

1241

Number of young people and families being individually supported to work through issues

200

Number of people travelling to school on a Walking School Bus each week

7165

Number of nights accommodation we have housed people

2441

Number of children we have cared for in Children's Services

MEMBER DETAILS

Name

Postal address

Postcode

Date of birth

Phone (h) (m) (w)

Email

Occupation

New Member Renewing Member

Would you prefer all possible communications from the YWCA of Canberra to be via email?

Yes No

Gift Membership

Is this a gift membership?

Yes No

If yes, please provide your contact details

Name

Postal address

Postcode

Contact Number

Email

Are you a member of the YWCA of Canberra?

Yes No

A receipt of payment will be sent to the membership donor and a new membership package and all future communication will be forwarded to the gifted member.

Join or Donate

DIVERSITY

The YWCA of Canberra is committed to ensuring the diversity of our membership and responding to the specific needs of our members. If you identify as a member of one or more of the following groups we invite you to share your identity with us.

- Aboriginal and/or Torres Strait Islander person
Culturally and linguistically diverse person
Person with a disability

DECLARATION\*

I apply for membership of the YWCA of Canberra. I accept the aims and objectives of the association and agree to be bound by the terms of its Constitution, which is available upon request.

Signed Date

\* If you are gifting membership no signature required.



## PAYMENT

### Full voting member (per year)

- |  |      |
|--|------|
| <input type="checkbox"/> Women 18 and over | \$25 |
| <input type="checkbox"/> Concession*       | \$20 |
| <input type="checkbox"/> Women under 18    | \$10 |

### Affiliate members (per year - precludes the right to vote\*\*)

- |   |      |
|---|------|
| <input type="checkbox"/> Men              | \$20 |
| <input type="checkbox"/> Male Concession* | \$10 |
| <input type="checkbox"/> Girls under 12   | \$10 |
| <input type="checkbox"/> Other            | \$20 |

\* Concessions are available to health care card holders, students, pensioners and seniors.

\*\* Members who are eligible to vote can opt to be affiliate members

### Duration

- 1 year  
 2 years  
 Automatic renewal: *I authorise the YWCA of Canberra to process my annual membership fee on 1 July each year using the membership information and credit card details provided.*

Membership payment \$\_\_\_\_\_

## DONATIONS

Your tax deductible donation (\$2) or more will assist in the work of the YWCA.

YWCA of Canberra \$\_\_\_\_\_  
YWCA Australia \$\_\_\_\_\_  
World YWCA \$\_\_\_\_\_

## PAYMENT DETAILS

- Cheque / money order made payable to: YWCA of Canberra  
 In person at the YWCA of Canberra Central Office  
 Credit Card  Mastercard  
 Visa

Name of Cardholder \_\_\_\_\_

Card Number \_\_\_\_\_

Expiry Date \_\_\_\_\_

**Signed**

**Date**

The YWCA of Canberra's membership is renewable on 1 July each year. Applications received after 1 April each year will be applied to forthcoming financial year.

All amounts GST inclusive.  
YWCA of Canberra ABN: 48 008 389 151

Please send me more information about:

- Workplace Giving  
 Corporate Friends Program  
 Including the Y in my will

## MAIL TO

YWCA of Canberra Central Office  
GPO Box 767  
Canberra ACT 2601  
02 6175 9900



CANBERRA