



YWCA
CANBERRA



**WOMEN
SHAPING OUR
COMMUNITIES**

ANNUAL REPORT **2015/16**



WOMEN SHAPING OUR COMMUNITIES

Printed on 100% recycled paper

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 worldviews.

A SNAPSHOT OF WOMEN IN THE ACT

Women make up just over 50%
of the total ACT population.

Approximately 204,000 women live in the ACT.



Over the next 10 years the
number of women living in the
ACT is projected to increase by
17%.



There are approximately 35,000
young women in the ACT aged
between 12–25 years,



representing over 8.6%
of the ACT population.

Almost two-thirds of people
over the age of 85 in the ACT
are women.



Approximately **3,400 women** in the ACT
identify as Aboriginal and/or Torres Strait Islander.

This represents **1.7%** of the ACT
female population.

12% of women
in the ACT
were born
overseas.



In the ACT, approximately
41% of women
had at least
one parent
born overseas.



Nearly 1 in 5 women in
the ACT report having a
disability.

There are approximately 48,840 carers
in the ACT. Over two-thirds of primary
carers are women.

Safety

From July 2015 to June 2016,

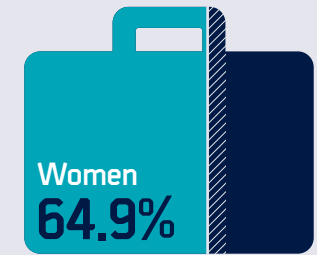
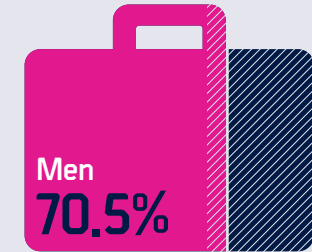
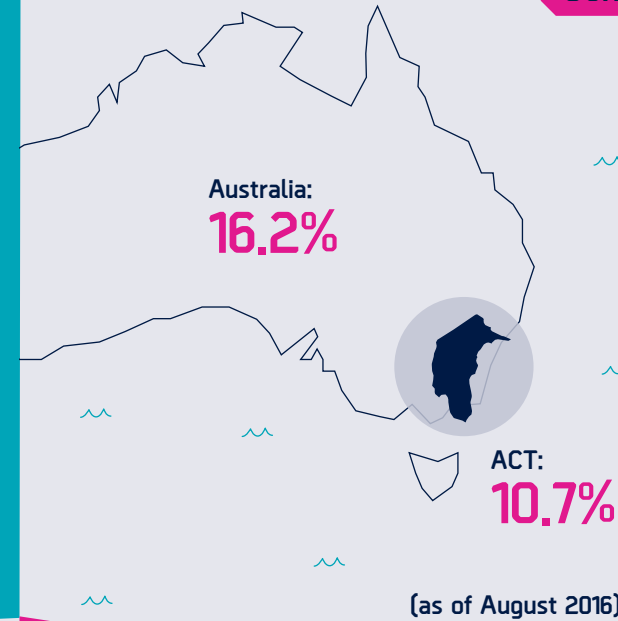
425 sexual assault incidences

were reported to ACT Police, constituting 0.98% of all reported crime types.



were received within the last six months to the Canberra Rape Crisis Centre Crisis and Counselling Support Line, compared to 17,314 calls received in all of 2015.

Gender pay gap



(Employment to population ratio April 2016)

Economic security

ACT adult, female, full-time average weekly earnings:

\$1596.40



ACT adult, male, full-time average weekly earnings:

\$1803.30

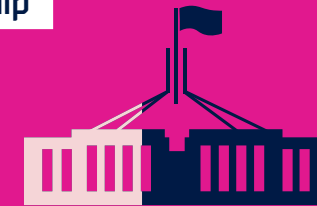
According to the ABS (2012) there are 7,494 single women of 45 years of age and older on low-median incomes, who do not own their own home in the ACT. This is 11% of the total women in this age category.



By comparison, there are 4,003 men living in the ACT in the same situation. This is 7% of the men in this age category.

Women's leadership

Members of the ACT Legislative Assembly



6 women: 36%
11 men: 64%

ASX200 Boards

Percentage of women on ASX200 Boards is 23.4%

There are still 20 Boards on the ASX200 that don't have any women.



YWCA Australia She Speaks Survey 2014

Safety

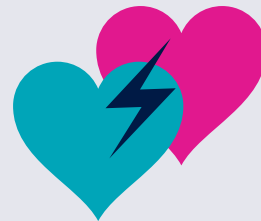


30% of young women felt unable to seek help

when experiencing violence in their relationship.

30% of participants feel they are unable to identify problematic behaviours

in relationships.

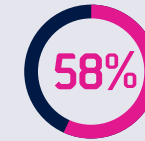
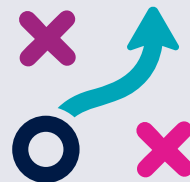


Economic security

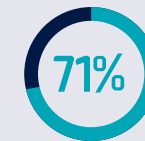


Almost 50% of participants believe that changing behaviours and cultures towards employed women and men is the most effective strategy to ending gender inequality in leadership,

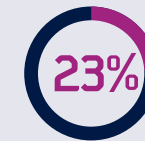
followed by 'changing the workplace to accommodate a family friendly policy', 40% and 'visible female role models', 37%.



58% of girls and young women consider themselves to be a leader in their family, school, community and/or workplace.



71% of girls and young women want to be leaders in the future.



23% of girls and young women believed they see effective leadership in public life.

Equality

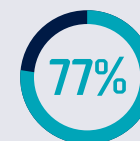


80% of participants do not believe that equality has been achieved yet.

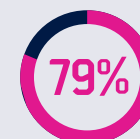
73% of participants do not perceive that men and women are valued equally in Australia.



90% of participants think that women experience discrimination.



77% of participants see themselves as someone who believes women and men should have political, economic and social equality.



79% of participants feel that gender-based stereotypes affected their day-to-day life.

THE YWCA CANBERRA STORY

YWCA Canberra is a feminist, 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. As one of the largest and oldest women's organisations, the World YWCA reaches more than 25 million women and girls.

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, girls and families in the Australian Capital Territory (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, secular 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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PRESIDENT AND EXECUTIVE DIRECTOR'S REPORT

We wish to commence our report this year by acknowledging and thanking our staff, Board Directors, members, corporate partners, and friends. This has been a significant year of change and exciting progress, and it would not have been possible without the dedication and backing of our passionate supporters.

This year YWCA Canberra implemented a range of strategies to innovate and evolve to better meet the needs of our community. Several large-scale projects were undertaken, including the relocation of our head office to 71 Northbourne Avenue, now appropriately named YWCA House.

This was a significant milestone for our organisation, as it brought together three staff teams in one central location, greatly enhancing our operational capacity and allowing us to grow into the future.

Following our office relocation, we launched YWCA Canberra's Education and Training Centre, which functions as both a professional training environment for our own Registered Training Organisation (RTO), and as a venue that can be utilised by other organisations, groups, and individuals. Our three new training

rooms have not only enhanced our training and education offerings, but also present an opportunity for a new line of business for our organisation.

We're pleased to report that our advocacy has been making waves this year, with our first campaign for the global 16 Days of Activism Against Gender Violence culminating in an event on the lawns of Parliament House.

We also launched our ACT election platform, Every woman, every child, every day, which outlines specific policy recommendations for the next ACT Government to create a more inclusive and equal Canberra.

This platform provides us with a great tool to engage in consistent advocacy in the lead-up to the ACT election in October 2016. This work has further embedded our reputation as a leading advocate for issues



KATE CHIPPERFIELD
PRESIDENT



FRANCES CRIMMINS
EXECUTIVE DIRECTOR

affecting women, girls, and young people in the community.

In April we held our annual Round the World Breakfast at QT Canberra to celebrate World YWCA Day. The theme of the event was supporting women in science, technology, engineering, arts, and mathematics. We're delighted that this was our most successful fundraising event to date, with all proceeds allocated to supporting the YWCA Canberra Clubhouse. We're grateful for the support of our corporate partners and friends who attended the event, and donated so generously.

We were also pleased to run the pilot of Teaching Respect Ed, a program that pursues our objective of ending violence against women through primary prevention. The program upskills teachers in the delivery of our primary prevention programs, and provides a license arrangement for the use of our resources. This is another exciting area of potential growth that addresses a clear professional development need for teachers and educators.

Another 'first' this year was the expansion of our Great Ydeas Small Grants Program. With the support of corporate partners, we were able

to offer three additional specialised grants to young women, which saw the program supporting more women than ever before.

Our participation in the National Merger Project has also been a major focus. We have been working collaboratively with all YWCA Member Associations in Australia to review our federated structure, and identify whether an alternative business model could enhance our collective impact.

Throughout this process of investigation, the YWCA Canberra Board will ensure due diligence is met, and that any proposed change in business structure would secure our long-term viability and growth here in Canberra, as well as at a national level.

We look forward to keeping our staff, members, partners and friends engaged in this important work over the coming months.

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 its 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.

OUR STRATEGIC PRIORITIES 2015-17

Strategic Priority 1: Investment management

Leverage our investments to ensure the sustainability of the organisation.

- › Implement, monitor and report on the Strategic Investment Policy
- › Seek innovative opportunities for expansion of affordable housing properties
- › Maintain our property assets

Strategic Priority 2: Be an employer of choice

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

- › Build our reputation as an employer of choice for gender equality
- › Create easy-to-use resources and processes that support best practice people management
- › Use data to inform key human resources decisions and processes
- › Develop a proactive work health safety culture
- › Focus on organisational growth and succession planning

Strategic Priority 3: Corporate infrastructure

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

- › Make significant improvements to the organisation's ICT infrastructure, processes and procedures
- › Instigate a maintenance and investment program for childcare facilities
- › Ensure all external and internal communications are conducted in line with the 12-month strategic communication plan
- › Ensure robust and accountable governance structures are in place
- › Implement business management software to support efficient and robust systems

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.

- › Continue to invest in measurement and evaluation
- › Maintain external quality frameworks compliance
- › Implement an accredited risk management system
- › Raise our advocacy, policy and research profile
- › Deploy cloud-based accounting and payroll ICT systems

Strategic Priority 5:
Diversify income streams

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

- › Grow and strengthen our membership and donor base
- › Enhance our success rate with large grant and tender applications from both government and philanthropic sources
- › Raise our profile as a sustainable, innovative, leading NFP in Canberra
- › Expand Registered Training Organisation services to other YWCA's in Australia



MEASURING OUR IMPACT

YWCA Canberra has long been committed to making a positive impact on our community. To help measure the difference we are making, we are utilising the evaluation and reporting framework, Results Based Accountability™ (RBA).

We have a diverse range of quality assurance requirements, reporting methodologies, and continuous improvement processes, and the implementation of RBA has provided a consistent overarching framework.

This year, a dedicated business strategist has been brought onboard to develop our RBA reporting frameworks and strengthen our reporting methodology. A key part of this work has been to correlate data sets for prior years, which will result in a strong evidence-base for future progress and goal-setting. A focus for RBA this year has also been on staff induction and training in data collection and RBA.

Throughout this Annual Report, we have used our RBA data to articulate our program outcomes, showcase our performance, as well as illustrate how we are contributing to better outcomes across the ACT through population statistics.

Our next steps with the RBA project involves trialing software for functionality and compatibility with our business processes.

IN MEMORY OF JACQUELINE (JACQ) BURRIDGE

20.04.1927-16.12.2015

Jacq began her involvement with the YWCA at the age of six, taking ballet lessons. As a young woman, she attended dances and other YWCA events, like many long-term Canberra residents.

Jacq was YWCA Canberra President from 1984-1987 and 1993-1995. In the 1980s she led the organisation

through one of the most difficult periods in our history. Jacq gave thousands of hours of voluntary time to improve the lives of women in Canberra and Australia, and was a Life Member of both YWCA Canberra and YWCA Australia.

Her vision for YWCA Canberra and empowerment of young women helped make us a strong and prominent women's organisation in Canberra and in the YWCA movement. She will be remembered as an inspiration to many Canberra women.



STRATEGIC DIRECTION ONE

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

SHE LEADS – WOMEN'S LEADERSHIP PATHWAY

She Leads is YWCA Canberra's flagship leadership program, equipping women, young women and girls with the skills to develop their leadership potential.

SHE LEADS DIPLOMA

The She Leads Diploma of Leadership and Management is a 10-month nationally recognised qualification for emerging women leaders. At the cutting edge of leadership development, the program provides students with the opportunity to explore and refine their leadership identity, and reflect on their experiences, strengths, values, and vision for the future.

Of 17 members of the ACT
Legislative Assembly,
only 6 are women.



Since 2013 there has been a steady drop in the number of women on Australian Government boards.

In 2013 the percentage of female board members was **41.7%** As of 2015 the percentage dropped to **39.1%**

The number of female directors on ASX company boards has increased from





In 2015-16, 14 students graduated from the program, and as at 30 June 2016, 45 students are enrolled across three classes, expected to graduate in 2016-17.

As part of the in-class components of the program, esteemed women leaders from a range of sectors and industries participated in panel discussions, sharing their leadership stories and lessons learnt. During these sessions, students had the opportunity to ask questions of the panelists, and discuss their own leadership aspirations and challenges.



The expert knowledge of facilitators and panel members was fantastic.



[The most beneficial aspect of the She Leads Diploma program for me was that it] connected me to a group of like-minded women who were all open, insightful and interesting.



SHE LEADS CONFERENCE

Our annual She Leads Conference brought together 250 women for an energising day of leadership development. Held at QT Canberra, the Conference was MC-ed by Jane Caro, and featured keynote addresses from Marita Cheng, Indira Naidoo, Captain Jenny Daetz, and Lucy Perry.

Delegates were able to attend practical workshop sessions and in-depth panel discussions during the day, building on the Masterclasses held the evening before.

YWCA Canberra would like to thank our fabulous Conference Partners for their support:

- > **Principal Partner:** Defence Force Recruiting
- > **Creative Partner:** Rowdy Digital
- > **Online Partner:** Women's Agenda
- > **She Leads Friends:**
 - >> CBR Innovation Network
 - >> Aspen Medical
 - >> HESTA
 - >> Capital Chemist
 - >> Microsoft



Fabulous line up – something for everyone. Lots of care taken for the little things, which are actually big things.



Thank you for a great opportunity – a wonderful, empowering day. A great reminder that we are all leaders.



of Conference delegates rated the event as 'excellent' or 'good' overall.



SHE LEADS COLLEGE CONFERENCE

The annual She Leads College Conference is a one-day leadership experience for young women in years 11 and 12. We launched the inaugural She Leads College Conference in 2015, with 100 young women attending a day of inspiring talks and practical workshops to develop their leadership potential.

In 2016, the event will be held on July 26, at the Ann Harding Conference Centre at the University of Canberra. We look forward to sharing the outcomes of the event in our next annual report.

SHE LEADS WORKSHOPS

Our monthly She Leads Workshops are practical, skills-building sessions that develop women's confidence to take on leadership roles within their community. This year we hosted six workshops on topics including Board Governance and Board Finances, Mindful Leadership, Managing Difficult Conversations, and Driving Social Change.

GREAT YDEAS

YWCA Canberra's Great Ydeas Small Grants Program provides funds of up to \$2000 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.

Each year in April, grant recipients are announced at our Round the World Breakfast event, in celebration of World YWCA Day.

This year, with support from our corporate partners we were pleased to offer three additional grants, with a special focus on young women.

YWCA Canberra would like to thank our Great Ydeas Innovation Partners:

- > NAB
- > EY Canberra
- > Australian Catholic Superannuation and Retirement Fund

The 2016 recipients were:

Ritu Clementi

Ritu is committed to helping girls to shape their own future through leadership. She plans to establish a Leadership Academy to provide monthly seminars for college aged girls, creating a supportive, empowering cohort of young women.

Sarah Collett

Sarah is passionate about keeping children and young people safe. Along with her two business partners, Sarah plans to establish a local training and consulting business to deliver high-quality, affordable and flexible workshops on child and family safety to early childhood staff, as well as other community organisations.

Gemma Killen

Gemma is a PhD candidate at the Australian National University. Gemma has been invited to present at the 7th Appearance Matters Conference in London on her research, which explores how young, queer women use the Internet to understand and speak about their bodies. The grant will support Gemma to travel to London.

Approximately



100 women attended a She Leads Workshop over the past 12 months.





Erin-Claire Barrow

Erin-Claire is a talented local artist. Her project is to write, illustrate and exhibit feminist fairytales, to contribute to how we think about gender and increase the visibility of traditionally under-represented characters in these well-loved stories. After holding a local exhibition, Erin-Claire aims to publish a book of the stories and illustrations and hopes to run workshops with young Canberrans on storytelling and illustration in the future.

Elyse Lenehan – The Australian Catholic Superannuation Great Ydeas Enrichment Grant

Elyse is a young dancer with a big dream. A Canberra local, Elyse was one of 17 young people across Australia selected last year to attend the National Aboriginal and Islander Dance Academy in Gosford. The grant will help to support Elyse with the practical expenses of homestay and other living costs, and hopefully to purchase a laptop.

Emily Warburton – The EY Great Ydeas Impact Grant

Emily is passionate about promoting health and wellbeing, and wants to establish a yoga and meditation program at her high school. The grant will help Emily to facilitate regular classes, as well as providing yoga mats and water bottles. She hopes to be able to replicate this course at other high schools after a successful pilot program.

Kate Butler – The NAB Great Ydeas Innovate Grant

Kate has founded Enrol 4 Change, an advocacy body designed to promote democracy and encourage young Canberrans to enrol to vote. She plans to roll out the 'Enrol a Mate' campaign, engaging with university colleges and community organisations, and using social media to target young Canberrans. The grant will help Kate to establish a professional website for Enrol 4 Change.



of our board positions are held by young women age 30 years or under.

BOARD TRAINEESHIPS

YWCA Canberra's Board Traineeship Program is an integral part of our commitment to building leadership pathways for young women. The program provides our members under the age of 30 with the opportunity to actively participate on our Board, without the financial or legal responsibilities of being directors.

The program is underpinned by our commitment to quotas, with 30 percent of our board positions being held by young women age 30 years or under. This ensures that we maintain a culture of diversity on our board, and foster an intergenerational dialogue, which guides the work we do.

This year seven young women participated in the program: Marni Pilgrim, Gina Zheng, Lisa Stiebel, Hannah Wandel, Imogen Jacobs, Alexia Fuller and Jillian Kempton.

As well as increasing the knowledge and experience of participants, the Traineeships had tangible outcomes, with Hannah Wandel going on to be elected as a Board Director at our 2015 Annual General Meeting.

The Board Traineeship Program is a valuable professional development opportunity, and an innovative approach to fostering the next generation of women leaders in Canberra.





I was eager to undertake the Board Traineeship Program to gain insight into the good governance and best-practice procedures of a reputable not-for-profit, advocacy organisation. I was eager to be challenged professionally and personally, and grow as an advocate of women’s rights through the conversations and interactions with the many amazing women who dedicate their time to the Y. Participation on the Board has given me an incredibly practical understanding of good-governance procedures and facilitating strategic thought and conversations. Going through the Board papers in depth during meetings has heightened my attention to detail, and thoroughly deepened my understanding of the importance (and veracity required!) of a Director’s fiduciary duty and responsibility. / **GINA ZHENG, BOARD TRAINEE, 2016**



I was (and still am, in fact now even more so!) in awe of YWCA Canberra’s Board members. Both individually and collectively they are incredible leaders, role models and change makers in our community. Sitting alongside them, listening to the way they communicate, reason and evaluate, and learning from them has definitely been the highlight of the program so far. / **MARNI PILGRIM, BOARD TRAINEE, 2016**



WORLD YWCA COUNCIL

YWCA Canberra is part of a global movement of YWCAs, which exist in 125 countries across the world, and are represented by the peak body, World YWCA. Every four years, we come together to share, collaborate and vote for the World Board, and major decisions affecting the strategic directions of the movement.

In October 2015, we took a delegation of members and staff to the 28th World YWCA Council, held in Bangkok, Thailand. Over five days, our team joined the national Australian delegation to attend meetings, workshops, advocate for issues of relevance to Australian women, and to network and engage with our YWCA sisters from across the world.

A key focus of the World Council was to vote for the movement to adopt *Envisioning 2035 – Bold and Transformative Leadership*, a strategic document that outlines a vision for the global movement for the next 20 years. *Envisioning 2035* was adopted at the Council, and will see the movement working towards the following goal:

‘By 2035, 100 million young women and girls transform power structures to create justice, gender equality and a world without violence and war; leading a sustainable YWCA movement, inclusive of all women.’

The World Council was an amazing opportunity for our members to engage with the global YWCA movement. The friendships and connections made through this momentous event will continue to be developed in the lead up to the next World Council in 2019.

‘By 2035, 100 million young women and girls transform power structures to create justice, gender equality and a world without violence and war; leading a sustainable YWCA movement, inclusive of all women.’

STRATEGIC DIRECTION TWO

WOMEN ARE SECURE, INDEPENDENT AND PARTICIPATING ECONOMICALLY

EARLY CHILDHOOD SERVICES

YWCA Canberra has continued to provide high quality, innovative early childhood education through our three early childhood services – Winyu, Conder and Campbell Cottage.

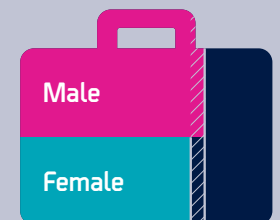
The focus for our team this year has been to embed our values and vision into our services. Our priority has been to ensure that the positive impact of early years education is accessible to all Canberrans, particularly those in need.

Labour force participation rates have been trending slowly toward equality

since 1978.



In 2016, the average number of **men participating in the workforce was 73%** of the ACT population, and **women was 67.6%**.



The average weekly earnings in the ACT have risen since 1994. **Male weekly earnings have increased 118%**, while **female weekly earnings have increased 144%**.



In order to achieve this, our team undertook targeted training throughout the year. We also invested in developing partnerships with service providers to help connect their clients to early childhood education, and we ensured that diversity is a core value that is demonstrated through both our team representation, and our practices.

We have also focused on developing the evidence-base for our approach to early childhood education. This has included research into best-practice approaches to inclusive education, and challenging practices that create barriers for families and children to access appropriate care. Through this work, we have implemented a unique model of early childhood education and care that is child-centred, addresses the needs of individual children, and provides a positive environment for learning and growth.



CASE STUDY

We had the opportunity to support a local family who were experiencing significant barriers to early childhood education for two of their children, aged 3 and 15 months old.

The family had a total of five children, and was a single parent household, from a refugee background. As well as having experienced significant trauma prior to arriving in Australia, they were on the verge of homelessness, and neither of the two children had been in an early childhood education setting before.

Both children also had significant anxiety, and weren't comfortable being separated into rooms according to their age, which is common practice for most early childhood services. Due to the flexible nature of our service, the siblings were able to remain

together throughout the day, and build trust gradually with the educators. This led to a growth in their confidence, and eventually they were able to enjoy their time at the service both separately and together.

We were also able to support the family to connect with other services, to help the parent gain employment, and further transition into the community. Both children continue to attend the service today.

In 2015-16, we provided care to

523 children,



from a total of

405 families.



More than 20% of
the children we care for **come**
from a culturally and
linguistically diverse
background.

SCHOOL AGE CARE

Our school age care (SAC) programs provide high quality care to 1,800 children across Canberra, through 13 individual programs that build meaningful relationships with children and families. Through programmed and spontaneous activities, we provide opportunities for children to explore their creativity, imagination, cultures and curiosity.

This year our programs were assessed and rated with the Australian Children's Education & Care Quality Authority (ACECQA), the national regulatory body, to assess our performance against the National Quality Framework. Three out of the four programs that were assessed achieved a rating of 'Exceeding', which demonstrates

how we go above and beyond the expectations of the Framework.

A highlight this year was participating in Children's Week, where children created art works reflective of the theme, *Children's Rights are Human Rights*, and organised an art show for parents. Through this process the children learnt that they are always allowed to have a genuine say on the issues that affect their lives.

FAMILY DAY CARE

Our Family Day Care team (FDC) provides quality home-based early education and care for children aged six weeks to 12 years. We are a leading provider of FDC, running one of the largest employer-based schemes in Australia.

We currently provide care to 165 children, from 137 families across North Canberra, and our educators pride themselves on the positive relationships and engaging learning activities they provide to children.

This year we supported three members of our team to attend the Annual Family Day Care Conference in Sydney, which provided them

with the opportunity to network with other educators, learn new leadership skills, and best-practice approaches to supporting children's education and development.

We also celebrated two of our educators, Severina Sledge and Premini Ganeshanantham reaching the milestone of 20 years working with us. We're proud to have created a positive working environment that supports our educators to continue to develop their skills and knowledge, and attracts long-term employees who are committed to providing high quality care to families in Canberra.

On average, across the year we employed 42 family day care educators at any one time.

The majority of our school age care services support upwards of 60 children per day, with

an average of

125

children per day at Turner School Age Care.



We currently provide care to

165 children, from **137 families** across **North Canberra.**

On average, across the year **we employed 42 family day care educators at any one time.**

Three out of the four programs that were assessed achieved a rating of 'Exceeding'.



EDUCATION AND TRAINING

YWCA Canberra is a Registered Training Organisation (RTO: 1373), offering courses in early childhood education and care (Certificate III and Diploma), training and assessment (Certificate IV), business administration (Certificate III), leadership and management (Diploma level), and first aid.

Due to our strong and growing reputation as a high-quality RTO, our courses continue to be very popular among adult learners, with most courses fully subscribed. This year we delivered training to 398 learners, with 131 graduating with nationally recognised qualifications, and more than 100 receiving their First Aid Certificate.

We're pleased that 178 jobseekers commenced an early childhood education and care qualification with us this year. More than half of these students were supported through the ACT and Federal Government's Skilled Capital Training Initiative, designed to encourage learners into



It was amazing to be involved in a learning process that used a blend of theory and activities.



areas of skills need. More than 85% of our jobseeker graduates obtained a job in the industry either during or following their course.

Additionally, 64 students were enrolled in the Certificate IV in Training and Assessment. Our students represent a range of sectors, including community organisations and government departments.

A large portion of our students are from culturally and linguistically diverse backgrounds, with many women who have recently moved to Australia. We are proud to



I have really enjoyed this course! I have gained heaps of knowledge and new skills!



have developed a supportive and inclusive learning environment for our students, aided by mentoring sessions and additional supports available to learners.

Throughout the year we have continued to adapt to changes in the vocational education and training sector and to training packages. We are proud to have maintained a high quality of training and learner satisfaction due to individualised learning support, and delivery and teaching methods employed by our professional trainers.



I have felt supported, respected and valued at all times.



This year we delivered training to

398 learners,

with

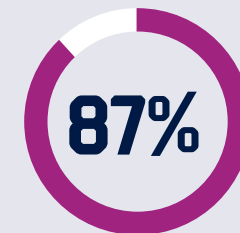
131 graduating

with nationally recognised qualifications, and more than

100 receiving their First Aid Certificate.



85 per cent of our students were satisfied with their training.



87 per cent of employers highly valued the training outcomes achieved by their staff.

STRATEGIC DIRECTION THREE

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

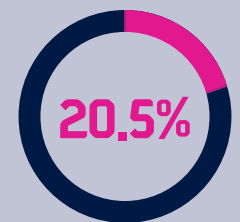
HOUSING SUPPORT UNIT

Our Housing Support Unit (HSU) provides holistic case management, outreach, transitional accommodation and post-accommodation support to families with children who are homeless or at risk of homelessness. YWCA Canberra is also a registered community housing provider.

Both the Transitional Housing Program and the Supportive Tenancy Service have received funding contracts for the next three years – 2016 to 2019.

This year our team completed Trauma Informed Practice for Families, A Child Centred Family Focused Approach training, and Stress and Resilience in Children training. In addition, staff have attended various training sessions over the year, including a four day Domestic Violence and Technology seminar, Grant Writing, Accidental Counsellor, and Legal Aid training.

In the ACT the rate of homelessness has increased dramatically from 2006 to 2011 from 29.3 people per 10,000 of the population to 50 people per every 10,000 people.



of women in Australia are living in low-income households.

Women are more likely than men to live in low-income households.

In December 2015, our HSU hosted a family Christmas party for clients. EY Canberra donated gifts for the children, and activities on the day including a petting zoo, jumping castle, face painting and craft activities.

Everyone enjoyed a meal together and presents were handed out by (HSU staff member) Sammi the Christmas Elf.

The HSU has supported a total of **175 people** this year.



114 were children and young people under the age of 18 years

23 identified as being of Aboriginal and/or Torres Strait Islander heritage

40 identified as coming from a Culturally and Linguistically Diverse background

131 sought assistance because they were experiencing housing affordability stress

55 sought assistance due to domestic violence



CASE STUDY

A 27 year old mother and her 5 month old child were referred to the HSU for outreach support after leaving their family home due to domestic violence. The mother originally stayed with extended family, but did not feel safe at this property as the father of the child still had access to the premises to visit the child.

One of our housing support workers had a lead role in assisting to coordinate services with this client. There were several services involved who worked collaboratively to support this client:

- > Care Financial Services; and
- > YWCA Canberra's Children's Services.

Once her housing was stable, the woman made exceptional community connections and was able to focus on her mental and physical health. The woman formed her own links with mothers groups and exercise groups and started up exercise programs for mothers in the community. She has also made ongoing supportive connections with women from the refuge where she stayed, and now participates in Juno's cooperative model of housing and contributes to community gatherings and gardens there.

- > First Point
- > Supportive Tenancy Service – Tenancy Options
- > Domestic Violence Crisis Service
- > Louisa Women's Refuge
- > The Salvation Army
- > Housing ACT
- > Juno Women's Housing Association



AFFORDABLE HOUSING

We provide high-quality, affordable housing for older independent women at our Lady Heydon House and Betty Searle House, accommodating five and eight women respectively.

Each resident has a self-contained room and ensuite, and enjoy the benefits of shared living areas, gardens, and the sense of community that living with other women brings. It has been rewarding to witness the positive relationships and supportive community environments developed within our shared affordable accommodation programs.

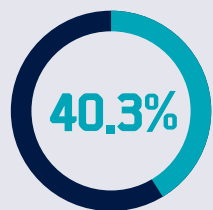
Lady Heydon House has had some upgrades this year including security screen doors for each of the resident's rooms.

Further, we provide two affordable housing opportunities at the Eclipse Apartments, for women who meet income eligibility criteria under the National Rental Affordability Scheme. These apartments enable women on low to mid-incomes to rent high-quality and secure self-contained housing.



Over the past 12 months, the STS has assisted 333 individuals.

Of these clients,



were in private rental

and



were in public housing.

Clients were also in community housing and emergency accommodation, and

51 were living with squalor and/or hoarding issues.

SUPPORTIVE TENANCY SERVICE

The Supportive Tenancy Service (STS) is a consortium between YWCA Canberra, Woden Community Service and Belconnen Community Service that supports individuals and families to sustain their tenancies.

Supportive tenancy officers provide information and assist people to explore their housing options. They provide practical support and referrals, accompany tenants to tribunal hearings, and negotiate and advocate with landlords.

STS has been closely involved with the Canberra Living Conditions Network and staff have attended Buried in Treasure training to assist with the growing number of clients living with squalor and hoarding issues.

LANYON FOOD HUB

Our Lanyon Food Hub provides emergency relief services to vulnerable Canberrans experiencing financial distress.

With funding from the Department of Social Services, we are able to provide people with food, material aid including clothes and linen, and access to the Telstra Bill Assistance Program. Through positive relationships forged with OzHarvest, Baker's Delight, The Salvation Army, and Food Bank NSW, we offer a wide variety of fresh and non-perishable food.

The Food Hub is a flexible service and many of the other programs that operate from within the Mura Lanyon Youth and Community Centre refer clients to access emergency food relief.

We would like to acknowledge our dedicated team of 10 volunteers who assist with stocking and distributing emergency relief items, many of whom have been with us for almost 10 years.



This year the Lanyon Food Hub was accessed 1,788 times, with an average of 34 individuals visiting the service each week, the majority of whom are supporting a family. Each week we purchase 2-3 pallets of food to replenish the shelves.



STRATEGIC DIRECTION FOUR

COMMUNITIES ARE SAFE, INCLUSIVE AND CONNECTED

RESPECT ED

YWCA Canberra is committed to creating a world free from violence against women. Key to ending violence against women in the long term is primary prevention, through the consistent delivery of best practice respectful relationships education to young people.

We have developed and delivered an award-winning suite of programs since 2009, including *Respect, Communicate, Choose* (for children age 9-12), *Relationship Things* (for young people age 14-18), and *Relationship Things Online*, an online resource for young people to access independently for information on respectful relationships. In September 2015 we were thrilled to

receive a *Play Your Part* award from the National Association for Prevention of Child Abuse and Neglect which recognises initiatives that promote the safety and wellbeing of children and young people.

In 2015-16, we developed *Teaching Respect Ed* in response to the needs identified by teachers in terms of resources to deliver respectful relationships education in schools. This two-day training course provides educators with the knowledge and resources they need to deliver high quality, best practice respectful relationships education, and a license for one of our programs for use in their school.

In 2010 the sexual assault victimisation rate in the

ACT was **53.3 per 100,000 people,**

and in 2014 it was **47.4 per 100,000 people.**

Teaching Respect Ed has been accredited through the Teacher Quality Institute for eight hours of professional learning, and we were excited to pilot this training to a cohort of community workers in May 2016, with great outcomes. All attendees rated the training as 'excellent' or 'good' overall, and demonstrated an increase in their knowledge following the training.

We will deliver *Teaching Respect Ed* over the coming 12 months, and look forward to supporting more schools to engage their students in respectful relationships education.

ADVOCACY

This year we have been a strong voice advocating on behalf of women and girls in Canberra, to ensure that gender equality remains a priority in policy development.

In November 2015 we participated in the global campaign, 16 Days of Activism to Eliminate Gender-Based Violence, with a range of activities including digital advocacy, face-to-face events connecting our members, and by engaging with Members of the Legislative Assembly (MLAs) on specific areas of concern.

Our campaign culminated in a rally held at Parliament House, which attracted over 100 members and supporters and highlighted the issue of violence against women as a national priority. Andrew Leigh MP spoke at the event, and Senator Katy Gallagher was in attendance, with the event attracting both television and newspaper coverage.

These events provide a chance for our members to participate in activism for issues of importance.

This advocacy was further supported by a letter to local businesses asking them to implement domestic violence leave arrangements for their employees, to ensure that workplaces are accessible and supportive to women experiencing domestic violence. We were pleased to see a positive response from the sector, and look forward to continuing these discussions.

We have built on this advocacy over the course of 2016, with the launch of our election platform *Every woman, every child, every day*. The document outlines 20 key areas for action that we are calling on the next ACT government to prioritise, in order to ensure Canberra is a city where gender equality, community inclusion and support for our young people is prioritised.

As well as meeting with MLAs to discuss these priorities, we have leveraged social media, our blog, and face-to-face events to ensure that these issues are highlighted in the lead up to the ACT election in October 2016.

LANYON YOUTH AND COMMUNITY CENTRE

The Mura Lanyon Youth and Community Centre (MLYCC) plays an important role in the local community by providing myriad opportunities to engage in social, cultural, recreational and educational activities. Our MLYCC team is committed to promoting community self-determination, ownership and empowerment through different community development opportunities.

There are several different spaces within the MLYCC that are used by community members on a regular basis including the Community Hall, Community Café, meeting room, Youth Space, Lanyon Food Hub and office space.

The MLYCC also provides office and meeting rooms for community organisations to deliver services to support the local community, including Care Inc. Financial Counselling and the No Interest Loan Scheme.

The MLYCC is a hive of community activity, with over 1,241 bookings from different groups made within the past year, including:

- > ACT Nannies Group
- > Heart Moves, a gentle physical activity program
- > Lanyon Valley Seniors Group (operating for 11 years)

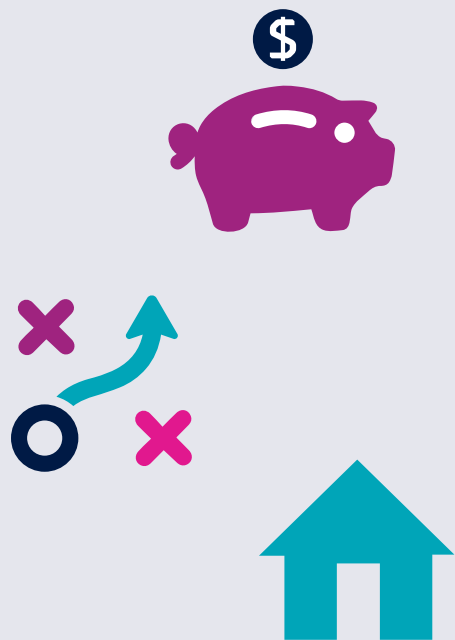
- > Base Yoga
- > Canberra Academy of Dramatic Arts
- > Ukulele class
- > Lanyon Valley Scout Group
- > Early Links Play Group
- > Gugan Gulwan – Youth Aboriginal Corporation Play Group
- > The Sri Lankan Theatre Group
- > Vitaly Photography group
- > Independent Property Group – Strata Management; and
- > The Australian Federal Police (AFP) Community Safety Education and Diversion Program.

This year our team was pleased to host an informal parents meeting led by Australian Federal Police Youth Liaison Officers. The meeting provided a safe environment for parents of identified young people to meet representatives from ACT Policing, ACT Education Directorate, Canberra PCYC, YWCA Canberra and St John's Care to discuss support and services available.

The MLYCC received
over 1,241 bookings
from different community
groups this year.



This year,
the CYFG has
received on
average 150–180
contacts each
month,
and provided
approximately
100 outgoing
referrals each
month,
connecting clients with
suitable services.



CHILD YOUTH AND FAMILY GATEWAY

The Child, Youth and Family Gateway (CYFG) is an information referral service that provides an entry point for vulnerable children, young people and families to gain information, receive initial support, and access a range of services. We are proud to deliver the CYFG in partnership with Barnardos Australia, Woden Community Service, and Belconnen Community Service, on behalf of the ACT Government.

This year, the CYFG received on average 150-180 contacts each month, and provided approximately 100 outgoing referrals each month, connecting clients with suitable services.

One example of the support the CYFG is able to provide is the case of a single father of three children, who was referred to the service through Child and Youth Protection Services. At the time of referral, the father was suffering significant health issues and the family were couch-surfing. The CYFG was able to connect the family to income support, assistance to access public housing, financial services to support budgeting and National Disability Insurance Scheme support, demonstrating the impact of a single referral point.

Following the launch of the Human Services Gateway, the CYFG officially closed operations on 30 June 2016.

TUGGERANONG NETWORK COORDINATION

The Tuggeranong Network Coordination is a program that maps services and identifies areas of need in the Tuggeranong community. Our Network Coordinator works to develop and promote collaborative partnerships across services funded by the Child, Youth and Family Services Program, all tiers of government, the not-for-profit sector, and private sector.

The focus for our Tuggeranong Network Coordinator has been to build on the outcomes of the South Tuggeranong Child Aware Local Initiative (CALI) project, to connect services operating across the region through the newly named Tuggeranong Child and Family Network. A range of service delivery gaps and unmet needs have been

identified which will form the basis of areas of action for the Network over the coming year.

The CALI Project played an important role in connecting local services this year, to enhance greater awareness of local issues of concern about children and families, and identified a range of responsive strategies.

In collaboration with the Tuggeranong Child & Family Centre, The Smith Family, PCYC, and local schools, we received an ACT Children's Week Award for spearheading the CALI Project in South Tuggeranong, recognising the achievements of the project.





STRATEGIC
DIRECTION
FIVE


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

YWCA CANBERRA CLUBHOUSE

The YWCA Canberra Clubhouse has continued to grow over the past 12 months, with over 170 young people now signed up as members. The Clubhouse is a high tech digital studio where Tuggeranong youth collaborate with industry mentors to design, create and pursue their passions.

This year the Clubhouse has increased its outreach through participation in a range of community events, including National Science Week, National Youth Week, the Lighthouse Innovation Centre's Teen Start-up event, and more.

Our team has also conducted regular outreach into schools, ensuring as many young people as possible know how to connect with the Clubhouse. Currently, 24% of our members are girls, and 6.5% identify as being of Aboriginal and/or Torres Strait Islander heritage.



In 2015, **97.8%** of ACT women were at or above the national minimum standard in literacy,



and **97.1%** were at or above the national minimum standard in numeracy.



Over **170** young people now signed up as members of the Clubhouse.

We are seeking to increase the number of girls and young Aboriginal and Torres Strait Islander peoples who are members of the Clubhouse through specific programming and outreach activities.

In addition, we continued to foster our relationship with the Global Clubhouse Network in Boston, by attending the Annual Conference in Pittsburgh, USA, as well as the Asia-Pacific Clubhouse Network Conference in New Zealand.

This year we also launched the Clubhouse's audio-visual production studio. Through the studio, our members have been able to further hone their skills in film production, photography and sound engineering. One of our members even got to participate in work experience with creative agency,

Coordinate, where they helped film a CBR Brave ice hockey game which was broadcast in local public venues!

The Clubhouse's impact in empowering young people through the use of technology was acknowledged in 2015, when we were awarded a Youth Coalition of the ACT YOGIE Award for Innovation in Practice.

In 2016 YWCA Canberra and Richardson Primary School received an ACTCOSS Community Sector Partnership Award, recognising the Clubhouse's success in bringing together the community, government and corporate sectors for collective social impact.



YOUTH ENGAGEMENT

Our Youth Engagement team work with vulnerable, at-risk young people in the Tuggeranong region.

This year we deployed a variety of strategies to support young people including individualised case work, psychosocial and personal development programs, education support, and outreach engagement activities.

This includes:

- > CIT Supported Model for young people enrolled to complete a Year 12 certificate who are unable to do so in mainstream settings
- > Food Time, a health initiative to promote nutrition and fitness
- > Free school holiday programs
- > Girls leadership programs, Every Girl and Y-Aspire
- > Lanyon Youth Centre drop in, open to all young people in Tuggeranong

- > Money Savvy workshops to improve financial literacy
- > The National Gallery of Australia (NGA) Program, to introduce young people to visual arts at the NGA and the National Portrait Gallery
- > The Young Aboriginal and Torres Strait Islander Women's Leadership Program.

We were pleased to also establish A-Z, a new group that provides a safe, non-judgemental space for gender and sexuality diverse young people in the Tuggeranong region to socialise, learn from guest speakers, and have a voice in the lesbian, gay, bisexual, transgender, intersex, queer and asexual (LGBTIQA) community.

We wish to thank the Tuggeranong Hyperdome for providing a space for the A-Z group and other youth engagement activities to meet.

EVERY GIRL

Every Girl is a program for girls aged 9-14 designed to develop self-esteem, resilience and community connectedness. As a strengths and rights-based program, it empowers girls to speak about issues that are important to them by helping them discover their individual voice and strengths, and by giving them a deeper understanding of their human rights.

This year the program was delivered at Wanniasa Junior Campus to 11 year six girls. Participants were excited about learning different ways to use their 'voice' and to make change personally as well as in their local, national and global communities.

At the end of the program, participants were presented with an Every Girl Ambassador Declaration Poster at a community event with their family. Posters were then displayed in their school for others to learn from.

Our evaluation of the program consistently demonstrates that participants display increased self-confidence and a greater understanding of their strengths and human rights upon completion.

Particularly exciting findings included that upon completion of the program, every participant:

- > Was able to explain or list one of their human rights
- > Felt that they belonged or were a part of their community
- > Was able to identify one personal strength; and
- > Was able to identify a personal voice that they find meaningful.

Every Girl participants:



felt included during community centre programs



felt supported during community centre programs; and



made new or better friendships during community centre programs.



71%

of participants rated the program as
good or excellent.

78%

of participants reported
that they had developed

**a stronger sense
of identity.**

78%

of participants increased
their awareness of support
mechanisms within the school.

Y-ASPIRE

Y-Aspire is a young women's leadership program for girls in years seven and eight. Y-Aspire encourages girls to identify their strengths and aspirations, while understanding the norms and expectations that may conflict with their goals.

This innovative, strengths-based program addresses issues such as identity, skills development, body confidence, respectful relationships, mental health, and career pathways. Participants are encouraged to undertake activities to identify and achieve goals, build positive self-esteem, and encourage self exploration.

This year, Y-Aspire was delivered nine times in the Tuggeranong and Belconnen regions, reaching over 110 participants. The expansion of the program into Belconnen has been delivered in partnership with Belconnen Community Service, supported by the Bennelong Foundation.

In December 2015, Senior Youth Engagement Officer Natasha Drumgold was honoured with a Yogie Award for Outstanding Contribution to Young People, recognising her positive influence in the lives of hundreds of young people in Tuggeranong through a range of programs including Y-Aspire.

LANYON LITERACY PROJECT

Delivered in collaboration with Lanyon High School, the Lanyon Literacy Project supports students who are struggling with reading and/or writing, and who may be disengaging from education.

The Project is delivered over 20 weeks throughout the school year. This year, eight young people participated in the program, working intensively with trained tutors to develop their literacy skills.

Each dedicated participant spent 80 hours undertaking the program, working towards their final project, which is a choice of writing a short story, epilogue, diary entries, or a newspaper article.

As part of the program, participants are encouraged to attend the library and select books of their choice to read. One of the key outcomes of the program is participants' increase in self-esteem, something that is often noted by their teachers.

CIRCLES OF SUPPORT

Circles of Support is a counselling service for children and young people aged eight to 15 years, and their families. Our counsellors use a relationship-based therapeutic model, and are extremely flexible in the way that they deliver the service. We provide centre-based counselling as well as outreach, according to the needs of the clients. This holistic model of therapeutic services caters to an unmet need in the community.

This year Circles of Support provided over 600 hours of counselling to 65 people from 39 families. In addition, our team provided training in the Circles of Security parenting model to 26 early childhood educators.

The Circles of Support program ensures that young people in the middle years, which is the age group most often left out of traditional counselling formats, are able to access support when needed.

“

I liked connecting and learning new things about others the most.

”



STRATEGIC DIRECTION SIX

YWCA CANBERRA IS A LEADING, ETHICAL AND SUSTAINABLE ORGANISATION

GOVERNANCE AND CORPORATE STRUCTURE

YWCA Canberra's Board comprises 12 company directors who govern and define the strategic goals under best practice accountability, and 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.

YWCA Canberra's Executive Management Team makes key decisions about the organisation's strategic directions, accountability frameworks, organisational development, policies, and quality assurance. This team is supported by unit and program managers who have supervisory and service-delivery responsibilities.

2015-16 BOARD DIRECTORS



PRESIDENT
Kate
Chipperfield*



VICE-PRESIDENT
Caitlin
Sandercock*



VICE-PRESIDENT
Heidi Zajac*



TREASURER
Angela Koch



Sarah Stewart



EXECUTIVE
DIRECTOR
Frances
Crimmins



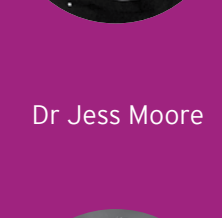
Sarah Burr*



Dr Jess Moore



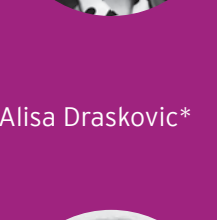
Alisa Draskovic*



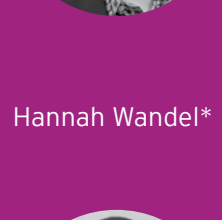
Hannah Wandel*



Janine Yokom



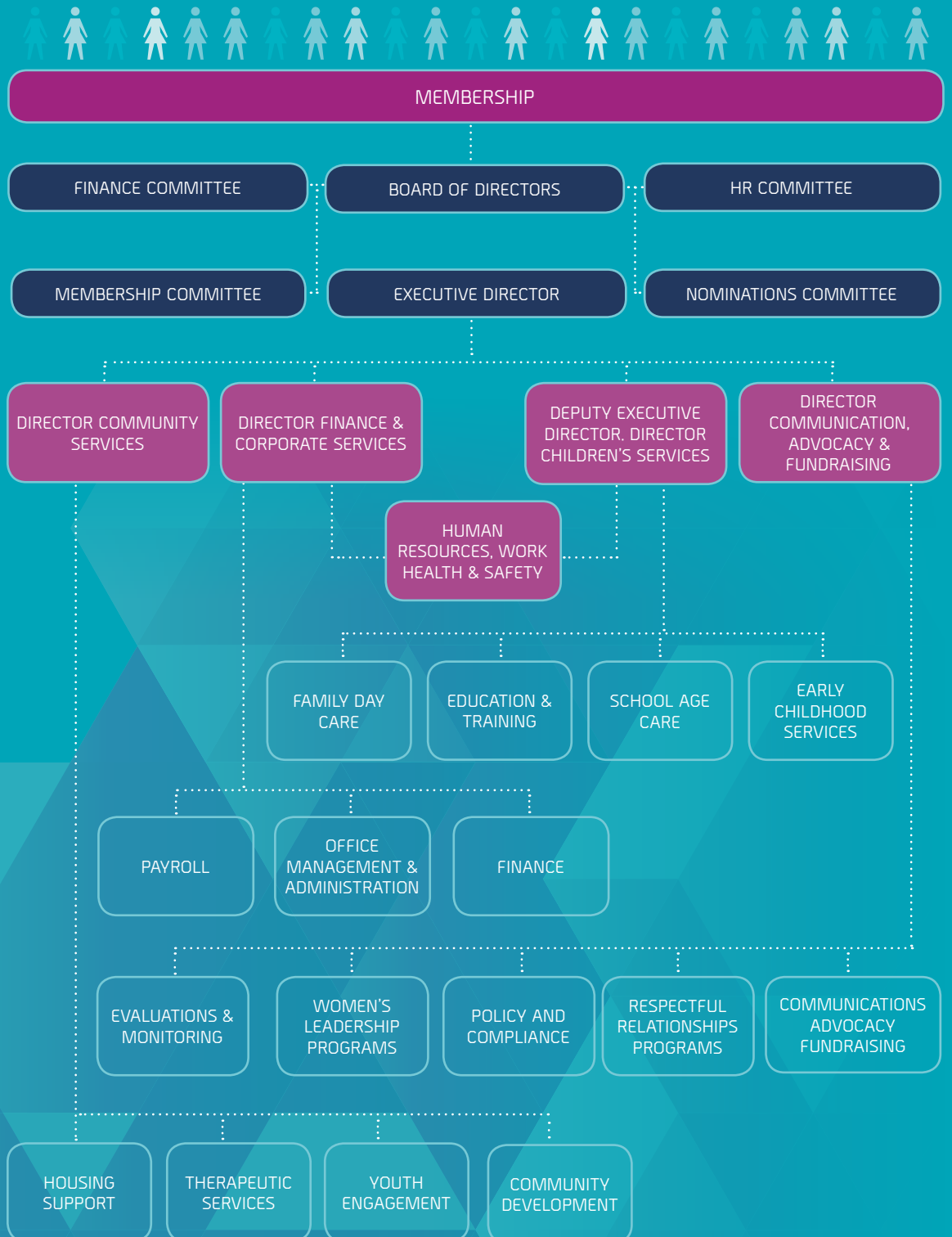
Julia Burns



NATIONAL BOARD REPRESENTATIVE Jane Alver

* Denotes young women (aged 30 years or under) at time of appointment.

ORGANISATIONAL STRUCTURE



RECONCILIATION

YWCA Canberra's first Reconciliation Action Plan (RAP) was launched in 2009. The document was a valuable tool for articulating actions that we would undertake to contribute to reconciliation between Aboriginal and Torres Strait Islander peoples and the wider community. In 2014, we launched our Stretch RAP, which focused on increasing activities and setting more ambitious targets.

This year we continued to implement the Stretch RAP, further developing our organisation's contribution to reconciliation.

Some highlights of this work include:

- › Nurturing and developing relationships with seven Aboriginal and Torres Strait Islander organisations, including the ACT Nannies Group, a group of Aboriginal Elder women who meet regularly at our Lanyon Youth and Community Centre
- › Developing a resource within our Children's Services team called 'We Walk Together', which incorporates games, activities, arts and crafts, stories, recipes, and music. The purpose of this resource is to encourage our School Age Care program managers to steer away from tokenistic cultural experiences and provide children with authentic engagement with Aboriginal and Torres Strait Islander cultures
- › Partnering with five other community organisations to celebrate NAIDOC Week in 2015, bringing together our staff and the broader community

- › Hosting the annual Young Aboriginal and Torres Strait Islander Women's Leadership Project in May 2016, to provide tailored leadership development to 10 young women over a two-day workshop.

This year we will develop the next iteration of our Stretch RAP, to continue progressing this important work, and building towards reconciliation.

WORKPLACE GENDER EQUALITY

In November 2015, YWCA Canberra received a prestigious citation from the Workplace Gender Equality Agency (WGEA) as an Employer of Choice for Gender Equality. We are one of only two Canberra-based organisations and 90 organisations nationwide to receive this status.

Citations are awarded to employers that recognise gender equality as a top priority and embed policies and practices within their organisations to advance equal opportunities for women. Successful organisations must fulfil extremely stringent selection criteria including an organisation-wide staff survey.

Additionally, Executive Director Frances Crimmins works to promote gender equality through her role as a WGEA Pay Equity Ambassador.

ENVIRONMENTAL SUSTAINABILITY

We are committed to sustainability and ensuring that our workplaces are as environmentally friendly as possible. This year, the Central Office participated in the Actsmart Business Recycling program to improve our recycling and waste management processes. Under this program we have:

- › Established new recycling stations in the kitchens on Level 2 & 3
- › Introduced organic waste collection. Our kitchen scraps are now collected and taken to a commercial worm farm operation
- › Increased the number of desk recycling bins, to encourage staff to sort recyclable material from general waste
- › Participated in a staff recycling information session.

FINANCIAL SUSTAINABILITY

We continue to enjoy significant financial security due to the conservative management of our resources over many years. The sale of our commercial properties in 2014 has resulted in a significant increase in cash reserves. The cash reserves were subsequently reduced in 2015 and 2016 due to the investment in the fit out of the Winyu Early Childhood Service of \$1.86 million, and managed fund investment in our endowment and tactical pool, amounting to \$2.2 million.

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

The majority of our annual surpluses are derived from accumulated investments and property income over the past years. The total accumulated funds (net assets) as at 30 June 2016 is \$7,661,061 (2015: \$7,790,249).

Our audited financial statements for the 2015-16 financial year are available online.

OUR SECURITY AS AT 30 JUNE

	2012	2013	2014	2015	2016
Cash reserves	\$4.393M	\$3.674M	\$6.642M	\$3.535M	\$2.970M
Property, plant & equipment	\$4.474M	\$5.331M	\$2.191M	\$3.993M	\$3.863M*

*Revaluation of property takes place every three years and was last conducted in June 2016.

WHERE DID OUR INCOME COME FROM?

	2011/12	2012/13	2013/14	2014/15	2015/16
Community Services	\$2.791M	\$3.085M	\$2.721M	\$2.529M	\$2.191M
Children's Services	\$5.653M	\$7.071M	\$7.338M	\$7.576M	\$9.327M
Other Services	\$0.379M	\$0.564M	\$0.550M	\$0.566M	\$0.516M
Investment & Property Income	\$0.619M	\$0.501M	\$0.430M	\$0.438M	\$0.464M
Training & Education Services	\$0.290M	\$0.362M	\$0.397M	\$0.571M	\$0.627M
TOTAL	\$9.732M	\$11.583M	\$11.436M	\$11.680M	\$13.130M

PAST FIVE YEARS OPERATIONAL RESULTS

	2011/12	2012/13	2013/14	2014/15	2015/16
Surplus/(Deficit) for the year	\$87,163	\$99,316	\$237,257	(\$51,751)	(\$55,169)
Non-Operational Income	(\$5,400)	\$77,640	(\$123,261)	(\$4,240)	(\$57,194)
Operational Surplus/(Deficit)	\$81,763	\$176,956	\$113,996	(\$55,991)	(\$112,363)

The known and planned-for operating deficit in 2016 can be attributed to investment in our internal infrastructure including an ICT platform transformation, moving to our prominent new office and our state of the art Education and Training Centre.



ROUND THE WORLD BREAKFAST

On Wednesday 27 April, we celebrated World YWCA Day with a record 170 corporate guests, members, colleagues and friends at our Round the World Breakfast event at QT Canberra. World YWCA Day is recognised every year across 120 countries, providing an opportunity for YWCAs to come together to honour the contributions of women leaders in their communities.

The focus of this year's event was empowering young women to pursue careers in science, technology, engineering, arts and mathematics (STEAM). Executive Director Frances Crimmins spoke about the valuable work of the YWCA Clubhouse, providing young people from underserved communities with such opportunities.

We were delighted to have Dr Sarah Pearson, CEO of the CBR Innovation Network, as our keynote speaker. Dr Pearson endorsed the importance of STEAM in her address, stressing the need to create pathways for young people into these fields. She also highlighted opportunities

for women to create change and have an impact within the STEAM field, and shared her passion for physics, entrepreneurship and venture capitalism!

While we enjoyed a delicious breakfast courtesy of QT Canberra, Dr Pearson joined Dr Annette Berriman and Professor Elanor Huntington in a panel discussion on their respective careers in STEAM, and how to tackle the gender gap and increase female representation in STEAM fields.

The morning ended on a high with the announcement of the Great Ideas Small Grants Program recipients.

The event raised a record \$5,000 for the YWCA Clubhouse. We wish to thank everybody for all the generous contributions we received on the day, as well as the individuals and businesses who donated fantastic prizes for our raffle and silent auction.

ACKNOWLEDGEMENTS

We would like to thank the following individuals and organisations for their valued support.

Our Staff

Thank you to our wonderful staff team for their hard work over the past year.

Foundations

- > The Snow Foundation
- > The Healing Foundation
- > The Collier Charitable Fund

ACT and Federal Government

- > ACT Health Directorate
- > ACT Community Services Directorate
- > ACT Education Directorate
- > Australian Government Department of Social Services

Corporate partners

- | | | |
|--------------------------------------|---------------------------------|--------------------------------|
| > AARNet | > Endota Spa | > Paperchain Bookstore |
| > ACT Writer's Centre | > EY | > Poacher's Pantry |
| > Aspen Medical | > Good Guys Tuggeranong | > PwC |
| > Australian Catholic Superannuation | > Griffin Legal | > Questacon |
| > Belconnen Fresh Food Markets | > Hardwicks | > Richardson Primary School |
| > Bing Lee Belconnen | > HESTA | > Rowdy Digital |
| > Canberra Deakin Football Club | > HotelHotel | > Simon Le Coaching |
| > Canberra Segway Tours | > Hoyts Cinema Woden | > Skate Nation |
| > Capital Chemist | > JB Were | > The Krnc Group |
| > CBR Innovation Network | > Julia Burns Consulting | > Think Act Relate |
| > Cockington Green | > Limelight Cinema, Tuggeranong | > Top-to-Toe Hair Salon Lanyon |
| > CollabIT | > Meyer Vandenberg | > University of Canberra |
| > Defence Force Recruiting | > Microsoft | > Westpac |
| > Dendy Cinemas | > NAB | > Women's Agenda |
| > Dimension Data | > National Dinosaur Museum | > Woolworths Lanyon |
| | > National Zoo & Aquarium | > Yarralumla Play Station |
| | | > yLead |



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:

- | | | |
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| › Andrew Barr MLA | › Hala Batainah | › Nicole Lawder MLA |
| › Angela Koch | › Jane Alver | › Nina Lucas |
| › Belinda Allison | › Janine Yokom | › Peter McColl |
| › Betty Ferguson | › Jean Sum | › Phillipa Marks |
| › Bree Pearce | › Jennifer Bauer | › Rebecca Vassarotti |
| › Caitlin Sandercock | › Joanna Le | › Roslyn Dundas |
| › Carol Kennedy | › Julia Burns | › Roxie Wisbey |
| › Cath Rollinson | › Louise Perez | › Ryan Halloran |
| › Cathi Moore | › Lydia Jooste | › Samuel Burridge |
| › Christine Goode | › Margaret Finnigan | › Sandra Anderson |
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| › Emily Hollosy | › Merrindah Andrew | |
| › Geoffrey Rutledge | › Michal Bundy | |
| › Grace Hill | › Monika Millhouse | |

Volunteers

- | | | |
|----------------------|----------------------|---------------------------------|
| › Alistair MacCallum | › Ingrid Tomanovits | › Patrick Quiggin |
| › Alyssa Shaw | › Irene Scott | › Paul Sukumar Kanagasubba Lyer |
| › Ben Semmler | › Jacqueline Jago | › Rhonda Izzard |
| › Betty Ferguson | › Jane Alver | › Samantha Betts |
| › Caitlin Sandercock | › Judith Byrnes | › Santina Marchetti |
| › Cass Deans | › Karen Douglas | › Sarah Brown |
| › Claire Momcilovic | › Kate Chipperfield | › Sarah Pearson |
| › Dale Rogers | › Lisa Cantlon | › Sharen Scott |
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| › Denis Boutcher | › Marita Forde | |
| › Desma Christensen | › Neda Fereidounkhan | |
| › Emily Hollosy | › Norma Bellofatto | |
| › Heidi Zajac | | |

Community partners

- | | | |
|---|--|--|
| › 180 Degrees Consulting, ANU branch | › Belconnen Community Services | › Dymocks Tuggeranong |
| › ACT Aboriginal and Torres Strait Islander Cultural Centre | › Beryl Women Inc | › Early Links to Learning Playgroup |
| › ACT Disability, Aged and Carer Advocacy Service | › Beyond Blue | › Erindale College |
| › ACT Fire Brigade | › Burrunju Aboriginal Corporation | › Erindale PCYC |
| › ACT Flexible Learning Options | › Calwell High School | › Families ACT |
| › ACT Inclusion Support Agency ACTCOSS | › Canberra After Hours Locum Medical Service | › Firstpoint |
| › ACT Nannies | › Canberra Institute of Technology | › Footsteps Dance Company |
| › ACT Orienteering | › Canberra Rape Crisis Centre | › Graffik Paint |
| › ACT Playgroup Association | › Care Financial | › Gungan Gulwan Youth Aboriginal Corporation |
| › ACT Young Carers | › Carers ACT | › Gulanga Program, ACTCOSS |
| › ACTCOSS | › Caroline Chisholm High School | › Gungahlin Child and Family Centre |
| › ACT Women's Legal Service | › Caroline Chisholm Senior Campus | › Hawker Primary School |
| › Alannah and Madeline Foundation | › Centrelink | › Headspace |
| › Alzheimer's ACT | › Charles Conder Primary School | › Helping Hand |
| › AMC Architecture | › CHC Affordable Housing | › Hoyts Belconnen |
| › AMF Bowling Belconnen | › Circus Quirkus | › Junction Youth Health Service |
| › Argyle Community Housing | › Community Services #1 | › Jungle Jammin |
| › Australian Red Cross, ACT | › Complete Entertainment | › Karralika |
| › Australian Sports Commission | › Dickson Aquatic Centre | › Kenny Koala |
| › Barnardos | › Domestic Violence Crisis Service | › Kingsford Smith School |
| | › Doris Women's Refuge | › Kippax Uniting Church |
| | | › Knitting Nanna |
| | | › Lake Tuggeranong College |
| | | › Lanyon High School |

- › Lanyon Pharmacy
- › Lanyon Valley Scouts
- › Let's Play
- › Lyneham Primary School
- › Macquarie Primary School
- › Majura Primary School
- › Marymead
- › Maternal and Child Health ACT
- › Migrant Resource Centre
- › Mount Rogers Primary School
- › Namadgi High School
- › National Gallery of Australia
- › National Heart Foundation
- › National Portrait Gallery
- › Ngunnawal Primary School
- › North Belconnen Community Hall Association
- › Northside Community Service
- › Northside Community Services
- › Nutrition Australia
- › O'Connor Cooperative School
- › OzHarvest
- › PhotoAccess Gallery
- › Police Citizens Youth Club
- › Reconciliation Australia
- › Relationships Australia
- › Rosary Primary School
- › Salvation Army Dickson
- › SES
- › Sexual Health and Family Planning ACT
- › Simplicity Retreats
- › St Bede's Primary School
- › St Benedict's Primary School
- › St Thomas More's Primary School
- › St Vincent de Paul
- › Street Law
- › Ted Noffs Foundation ACT
- › The Connection
- › The Smith Family
- › Therapies ACT
- › Toora Women's Refuge
- › Tuggeranong Child and Family Centre
- › Tuggeranong Community Council
- › Tuggeranong Hyperdome Turner School
- › Tuggeranong Valley Scouts
- › Tuggeranong Valley Seniors
- › Turner Primary School
- › United Way
- › Wanniasa High School
- › Winnunga Nimmityjah Aboriginal Health Service
- › Woden Community Service
- › Yarralumla Primary School
- › Youth Coalition of the ACT

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