



YWCA CANBERRA

Annual Report
2013-2014



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Acknowledgment of Country

YWCA Canberra proudly recognises the rights of Aboriginal and Torres Strait Islander peoples to own and control their cultures, and pays our respects around these rights. YWCA Canberra acknowledges the need to respect and encourage the diversity of Indigenous cultures and aims to respect Indigenous world views, lifestyles and customary laws.



ADVOCACY
VITALITY
VICTORY
UNITY
ENERGY
HARMONY
EQUALITY
COMMUNITY

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YWCA CANBERRA AT A GLANCE

As a feminist, not-for-profit organisation, YWCA Canberra has a rich history of supporting women and girls in our nation's capital since 1929.

Today we provide innovative and leading services to women and the broader Canberra community. We deliver 30 quality programs across 20 locations, in the areas of children's services, community development, housing, youth services, women's leadership, advocacy and training. Through our programs and services, we work with women, men, girls and boys, in the ACT and beyond.

YWCA Canberra is inclusive and strengthened by diversity. We are non-religious and encourage the participation of women of all cultures, beliefs and ages. We draw together members who are committed to recognising and celebrating the value of every human being.



LOCAL, NATIONAL, INTERNATIONAL

In Australia you can find YWCAs in New South Wales, Queensland, Northern Territory, West Australia, South Australia, Victoria, and the Australian Capital Territory. Together, we deliver services to more than a quarter of a million women, men and children, through over 100 sites across rural, regional and metropolitan areas.

Internationally, the YWCA is one of the world's largest women's organisations with representation in 125 countries, and a global outreach of 25 million women and girls. As a part of the international movement, YWCA 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.

WHAT WE BELIEVE

We believe that everyone 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 us are:

- ▶ Equity and fairness – equality of opportunity, rights and access to social, cultural, and economic wellbeing
- ▶ Diversity – valuing diversity of people and communities and respecting differences in culture, race, religion, sexuality, abilities and lifestyles
- ▶ Self determination and empowerment – women have the information, skills and resources to participate in community life, exercise choices and control their lives
- ▶ Women's leadership – especially the development of young women's leadership as a means to creating a better world in which reconciliation, justice, peace, health, human dignity, freedom and care for the environment prevail
- ▶ Reconciliation with Indigenous Australians – acknowledging the ongoing custodianship by Indigenous people of land and culture, and working with Indigenous communities in partnership for the well-being of the whole community
- ▶ Stewardship – of the resources of the YWCA, our community and our environment

REPORT FROM THE PRESIDENT & EXECUTIVE DIRECTOR

The first 12 months as incoming Executive Director and President have been rewarding, challenging and invigorating from both a personal and organisational perspective. In YWCA Canberra's 85th year, we are delighted to showcase our key achievements over the past year and report that we continue to exceed our strategic plan and roadmap milestones.

In February, we bid farewell to our Patron, former Governor-General Dame Quentin Bryce. During her four year tenure as Patron, she provided unwavering support to our organisation. The celebration of our 80th birthday and the launch of our affordable housing program were just two of the stand-out moments we shared with her.

Dame Quentin Bryce shares a strong interest in our women's leadership program, which is why she personally congratulated our team for advocacy on women's leadership, and our pioneering She Leads Diploma program. In her final handwritten words to us, she encapsulated what YWCA has strived for in our 85 years, with words that will continue to guide us in the future: "Be bold, be bold, be bold!"

This year, our Women's Leadership Pathway has established strong foundations with the launch of Canberra's inaugural She Leads Conference, and the commencement of our second She Leads Diploma program. Every Girl, for girls aged nine to 14, and Y-Aspire, for girls in years 7 and 8, saw more than 100 girls graduate with new personal leadership skills and new-found confidence to contribute to their communities. Great Ydeas continues to grow in popularity, with five members receiving micro financial grants this year to help them realise their professional goals and aspirations. This is always a highlight of our annual suite of membership opportunities.

We are also delighted to report that this year we recorded our highest membership numbers ever, with more than 300 people now actively engaged as members. Our expansion of leadership, professional development opportunities and social events for members has sparked greater interest in the Canberra community, and we look forward to this continuing trajectory in the months to come.



Jane Alver
BOARD PRESIDENT

Our children's services portfolio continues to grow with an expansion in long day care, following the opening of our newly-renovated Campbell Cottage. We have also launched another two out-of-school care programs and two new school holiday programs. Our employer-based family day care continues to support more than 50 educators working from their homes. We have also embraced the National Quality Framework, and are well placed to continue to grow this important area of work.

This year, our Registered Training Organisation supported staff and external clients in obtaining their children's services qualifications. We had a record number of graduates complete courses this year across all of the nationally accredited courses we deliver.

Our integrated service model at Mura Lanyon Youth and Community Centre exemplifies a best-practice approach to community development and services. We are excited to report that joining our youth programs is an Intel Computer Clubhouse, based in Richardson. The Clubhouse has connected



Frances Crimmins
EXECUTIVE DIRECTOR

us and its young members to a global network in over 100 locations around the world, including our sister YWCAs in the United States.

Our corporate partnerships see us working collaboratively with like-minded organisations, schools, businesses, all levels of government, and leaders in the community to ensure that our collective resources make the biggest impact for the people we serve.

Through our Results Based Accountability framework, we collect and share data on our progress, reflect on lessons learned, and adapt our approach with partners accordingly. Key to this process is ongoing dialogue and iterative ideas development with our partners.

Finally, we would like to thank our dedicated Board of Directors, staff, members and corporate partners for working with us to shape our community. Together we will ensure that everyone has the right to contribute to, and share equally in, the benefits of Canberra's social, cultural and economic development.

MEASURING THE DIFFERENCE WE MAKE

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



In 2013-14, we made gains to strengthen our culture of continuous improvement, and support service users to achieve positive outcomes:

Staff increased their capacity and knowledge in RBA.

- ▶ How much: Staff from over 13 programs across YWCA Canberra completed RBA training
- ▶ How well: 100% of staff surveyed reported the training overall as good or excellent
- ▶ Better off: 97% of staff surveyed reported an increase in confidence to apply an RBA lens

Programs have been reviewing their RBA frameworks to strengthen data and increase accountability.

The RBA team investigated opportunities to enhance data management, for example:

- ▶ Corporate partner EY supported an EY volunteer to develop potential client management solutions in Excel. The pilot commenced in 2013-14 for one community services program and will continue into 2014-15

We supported capacity building in outcomes-focused evaluation across the community sector, for example:

- ▶ We delivered an RBA forum to the Social Impact Measurement Network Australia (SIMNA) ACT Chapter in February 2014
- ▶ We delivered RBA training to YWCA Australia and the Equality Rights Alliance

Throughout this Annual Report you will find program data, alongside population data and stories from the two levels of our RBA accountability:

1. Population accountability: statistics that provide snapshots of the community, relevant to YWCA Canberra's strategic goals.
2. Performance accountability: program data and stories that reflect the difference we are making to our service users. As well as reporting on our key activities during 2013-14, data also provides answers to the following questions:
 - a. How much did we do and who did we serve?
 - b. How well did we do it?
 - c. Is anyone better off?

As we increase our evidence base and improve our outcomes measurement, we will continue to share our program outcomes with our Board, funders, and the community.

GOAL ONE

WOMEN INFLUENCING, LEADING & DECIDING

YWCA Canberra is fundamentally committed to supporting women's leadership in the ACT. We believe that women's unique perspectives and experiences must be heard, and that the community will benefit as a whole from women's contributions to community decision-making. YWCA Canberra aims to build a better community for all through the leadership of women and girls.



DID YOU KNOW?

55%

- ▶ of young women surveyed in the ACT considered themselves to be a leader (2012)¹

41%

- ▶ of seats in the **ACT Legislative Assembly** are held by women (2014)²

47%

- ▶ of directorships on **ACT Government Boards and committees** were held by women (2012)³

37.4%

- ▶ of senior executive **ACT Public Service positions** were held by women (2012)⁴



SHE LEADS PROGRAM

The She Leads Program is YWCA Canberra's leadership initiative for women who are looking to explore and develop their leadership potential, and comprises the She Leads Diploma of Management and the She Leads Conference. It highlights the need for gender equality in leadership positions, and supports women across the age spectrum, particularly young women, to reach their leadership potential.

¹ YWCA Australia, YWCA of Adelaide, YWCA Canberra, YWCA Qld, YWCA Victoria and South Australian Community Health Research Unit (2012), *SHE Speaks: A YWCA survey of girls and young women aged 15-30 years*.

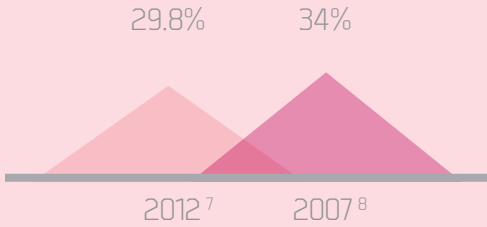
² ACT Legislative Assembly (2014), 'Current members', *ACT Legislative Assembly*

³ ACT Government Community Services (2013), *The ACT Women's Plan 2010-2015, 2013 Progress Report*

⁴ Ibid.

DID YOU KNOW?

Businesses in the ACT owned by women



The She Leads Diploma was launched in June 2013 and successfully completed its first iteration in March 2014 with 14 graduates. The Diploma interweaves a gender analysis framework with a traditional Diploma of Management, allowing participants to build their leadership skills while working towards a nationally recognised qualification. Participants are connected with distinguished women leaders through in-class panel discussions, and are provided with a safe and open space to have discussions about gender and leadership.

DID YOU KNOW?

41.7%

- ▶ of appointments on **Australian Government Boards** were held by women (2012-13)⁵

85%

- ▶ of directorships on **community sector boards in Australia** were held by women (2012)⁶

12.3%

- ▶ of **directorships on ASX boards** were held by women (2012)⁹

⁵ <http://www.dss.gov.au/our-responsibilities/women/publications-articles/gender-balance-on-australian-government-boards-report-2011-2012>

⁶ YWCA Australia, Women on Boards and Australian Council of Social Service (2012), *Reflecting Gender Diversity: An analysis of gender diversity in the leadership of the community sector: Inaugural survey results*.

⁷ Australian Bureau of Statistics (2013), *Counts of Australian Business Operators, 2011-2012*, Table 1.11, cat.no. 8175.0.

⁸ Australian Bureau of Statistics (2009), *Counts of Australian Business Operators, 2006 to 2007*, Table 1.11, cat.no. 8175.0.

⁹ Equal Opportunity for Women in the Workplace Agency (2012), *2012 Australian Census of Women in Leadership*.



On May 13 2014, we held our inaugural She Leads Conference, with over 180 delegates coming together for a full day of workshops and panel discussions on leadership. The Conference pulled together a diverse and inspiring line-up of women leaders such as Dr Anne Summers, Virginia Haussegger, Khadija Gbla, Lauren Anderson, Casey Keed, Dr Caroline Lambert, Yolanda Vega, Helen Conway and Carmel McGregor. Workshops on leadership styles and techniques were hosted by Suzi Skinner, Julie McKay and Dianne Van Meegen, and Susan Brennan was MC for the day.

15
 WOMEN PARTICIPATED
 IN THE INAUGURAL SHE
 LEADS DIPLOMA

183
 REGISTRATIONS
 FOR THE SHE LEADS
 CONFERENCE

▶ 100% of participants surveyed rated the She Leads Diploma



▶ 100% of She Leads Diploma participants surveyed saw their potential as a leader





The intersection between high-level discussions on the state of women’s leadership today, combined with practical and hands on workshops, provided delegates with a holistic introduction to leadership, gender equality and YWCA Canberra’s values in regards to women’s leadership in Australia.

The Conference was an important day of sharing and learning between women who brought with them a diverse range of experiences and skills, leaving delegates with renewed energy, new ideas, and a sharpened focus to take the next step on their own leadership journeys.

YWCA Canberra will continue to run the Conference as an annual event, and is exploring the possibility of a sister event for college age women in 2015.

- ▶ 98% of participants surveyed rated the conference overall

Good 25%

Excellent 73%

- ▶ 92% of participants surveyed rated the venue, facilities and catering

Good 41%

Excellent 51%



AT THE END OF THE SHE LEADS CONFERENCE:

► 91% of participants surveyed had a greater understanding of leadership as a result of the conference



► 91% of participants surveyed had a greater awareness of the impact of gender bias on women's leadership



► 89% of participants surveyed had practical tools to accelerate their leadership journey



► 89% of participants surveyed had more confidence to be a leader





WOMEN OUT FRONT

Inspiring women to take on leadership roles

The Women Out Front workshops are an opportunity for our members to come together to share their professional skills, expertise, and passions.

YWCA Canberra believes that sharing and creating safe spaces for women to connect and grow professionally is important. This year we held the popular Finance and Governance Workshops, WOF + Social Change Workshop with Caterina Giorgi, and a WOF + Design Thinking Crash Course with Clare Conroy.

YWCA Canberra President Jane Alver, Vice President Kate Chipperfield, and Board Director Caitlin Sandercock, hosted the Governance Workshop. Twenty-five emerging young women leaders attended the interactive workshop to explore their leadership skills and gain inspiration from other women leaders.

In addition, Betty Ferguson, YWCA Canberra's Treasurer, ran a very informative Finance Workshop, explaining the art of reading spreadsheets and understanding the key financial information. These two workshops allowed participants to build the confidence and core skill set required to productively contribute to a board.

"The Governance Workshop provided me with a range of skills and knowledge that I am now able to utilise in my professional career, I now feel more comfortable and confident when asking questions, and inspired to start my leadership journey."

WOF GOVERNANCE WORKSHOP PARTICIPANT.

GREAT YDEAS

Providing opportunities for women to contribute to our community

Great Ydeas is our small grants program which provides financial assistance to women in the Canberra region to develop their skills and make a greater contribution to the community.

2013 Great Ydeas grant recipients

Aspiring entrepreneur, Anna Ehmann, received \$1,338 to create a 'pop-up' style cafe inside the Food Co-Op at ANU, serving high quality, organic, healthy breakfasts. Anna said that the cafe was a great success and has given her new business skills and experience that she will take with her as she embarks on future projects.

Claire Natoli, Alisa Draskovic and Elaine Li were awarded \$1,300 to attend the Australian Youth Justice Conference in May last year. On their return, they shared experiences with the ANU Prisoners Advocacy (ANUPA) student group and Prisoners Aid ACT. As a direct result of their experience at the conference, they have decided to make intergenerational crime a theme of an ANUPA seminar they have planned for later this year.

With a grant of \$2,100, Jo Allebone created a community network called Martial Women and Girls, which aims to explore a range of martial arts in a safe and supportive environment. Jo developed a website and active online community, and ran four workshop events with more than 100 participants. Her work in this field is now ongoing.

To assist with her dream of writing a book about the experiences of women and children in foster care, Merija Gilbert-Puttock received \$145 to attend a one day editing course at the ACT Writer's Centre. She gained valuable skills from the editing course and continues to work on her book.

Tjanara Goreng-Goreng received \$2,500 to attend the United Nations Permanent Forum on Indigenous Issues at the United Nations in New York. Ms Goreng-Goreng is an Aboriginal Elder and a mentor for young Aboriginal Women. Through attending the forum, she gained skills in lobbying for interventions, diplomacy and international engagement. She continues to advocate for the rights of young Indigenous women in the ACT.

2014 Recipients

In 2014, there were five Great Ydeas recipients: Caterina Giorgi, who is developing a pilot project called 'People for Purpose', supporting professional development for those working in the not-for-profit sector; Hannah McCann, who received funding to attend the Femme Hive Conference in Berlin, where she plans to present her PhD research on exploring the resistant possibilities of femininity, with particular focus on queer femme identity; Caitlin Sandercock, who is continuing to develop the Development and Aid Workers Network (DAWN), an interactive knowledge hub for volunteer and professional aid and development workers, facilitating support that is available around the world; Hannah Wandel, who is starting off a project called Country to Canberra, offering an opportunity to a passionate young rural girl to visit Canberra and meet key decision makers in our nation's capital; and Heidi Zajac, who is creating Cooking Circles for young women in the East Timorese community of Bedois, which are carefully constructed spaces in which women share their cooking skills, build confidence and create networks.

YWCA Canberra looks forward to seeing the results of this diverse group of projects over the coming 12 months.



YOUNG ABORIGINAL AND TORRES STRAIT ISLANDER WOMEN'S LEADERSHIP CONFERENCE

Building the confidence of young Aboriginal and Torres Strait Islander women

The young Aboriginal and Torres Strait Islander Women's Leadership Conference was held on 21-22 May at Erindale College. The Conference aimed to bring together college age women from the Tuggeranong region to discuss their leadership skills, strengths and career aspirations.

The goal of the Conference was to assist the 14 participants in their transition from secondary school into tertiary education, employment or other opportunities.

The Conference program included skill-building and leadership workshops, a bus tour to the Canberra Institute of Technology Yurauna Centre, and a speaker panel which brought together five Indigenous women working in various sectors of the Canberra community. The panel explored the theme 'Why I love my job', and panelists generously shared stories about their life experiences which led them to being where they are today.

One of the participants stated that after the panel she felt "inspired to strive" for her goals, with another stating she felt "energetic" about pursuing her career. Overall the conference was a resounding success, with great outcomes achieved for all involved.

BOARD TRAINEESHIP PROGRAM

Preparing young women as decision makers on boards and committees

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 Board Traineeship Program is strengthened by our commitment to quotas, with 30% of our board positions being filled by young women under 30 years of age. It ensures that we maintain a culture of diversity on our Board and foster an intergenerational dialogue, which guides the work we do.

This year four young women were selected to participate, including Heidi Zajac and Caitlin Sandercock, who went on to take up full Board Director positions at the end of the Traineeship period.

"What drew me to the Program was the opportunity to learn as much as I could about an organisation in terms of representation, as well as a large not-for-profit. And at the same time learn from and be around other women who are feminists, and share the same values I do."

Both Zajac and Sandercock found the experience of Board Traineeship extremely helpful in terms of framing realistically what being a Board Director entails.

"I never knew how people came to be on Boards," Sandercock said. "So I think that was attractive, to basically be learning from the beginning about what it is to be a Director, and what your obligations are, what it involves, the time commitment and thought process, decision making, financial nous, all of that."

The Traineeship Program is challenging, and participants are encouraged to ask questions and learn as much as they can from the Directors, and also from each other. Zajac remembers being extremely nervous when she first started.

"[I remember] feeling like I had just jumped off a cliff and there was something magical on the other side. It just felt like a really great thing to do, so I was willing to go through that fear to be there.

"Each meeting, I guess I noticed that there seemed to be less and less that was unclear to me. Like, it might be the financials, they became more obvious to me, or it might have been the decision making processes. So each meeting, I found these little lights going off."

"I think if you're open to learning, it's fine," Sandercock added.

The Traineeship was instrumental in making both Zajac and Sandercock feel confident enough to pursue full Director positions on the YWCA Canberra Board.

"I can't imagine having done it any other way. I'm so, so glad that the Traineeship program existed, I think it made such a difference for me in walking into the Director role. I could really adhere to my responsibilities because I had a really clear picture of what they looked like, and it just makes me a better member for the Board having done the Traineeship rather than going in cold. It was the best thing for me," Zajac said.

COMMISSION ON THE STATUS FOR WOMEN

Advocating for women in a global environment

In March this year, YWCA Canberra members, Melissa Burford and Julia Diprose, were selected to join the YWCA Australia delegation at the 58th session of the Commission on the Status of Women (CSW58) at the United Nations Head Quarters in New York.

World YWCA has participated in every CSW since inception in 1947, and is well recognised and respected in this important international forum. This year, our Australian delegation was joined by women from YWCAs of Canada, UK, Nigeria, Zambia, Malawi, New Zealand, Japan, Honduras, Nepal, Palestine and Mexico.

The Commission is the world's leading policy body responsible for promoting women's rights, documenting women's lives throughout the world, and shaping global standards on gender equality and the empowerment of women.

It meets annually to evaluate progress on gender equality, identify challenges, set global standards and formulate concrete policies to promote gender equality and women's empowerment worldwide.

In addition to NGOs, Member States and UN entities from around the world attended the two-week session, which included a high-level round table discussion, interactive dialogues and panels, and parallel events.

CSW participants had the opportunity to highlight progress and gaps in the implementation of the 1995 Beijing

Declaration and Platform for Action, the key global policy document on gender equality, and the 23rd special session of the General Assembly held in 2000 (Beijing+5), as well as emerging issues that affect gender equality and the empowerment of women.

At the end of the session, Member States agreed on actions required to ensure that women around the world are able to enjoy their rights in political, economic and social environments. The outcomes and recommendations of each session are then forwarded to the Economic and Social Council (ECOSOC) for follow-up.

This year, the theme of the session was 'Challenges and achievements in the implementation of the Millennium Development Goals (MDGs) for women & girls'.

The YWCA delegation had the opportunity to feed directly into the negotiations taking place between UN member states through lobbying, networking and advocacy work. Julia and Melissa had the opportunity to meet with representatives from the CSW Australian Government Delegation at the Australian Permanent Mission to the UN.

These representatives included Senator Michaelia Cash, Minister Assisting the Prime Minister on Women, Natasha Stott Despoja, Australia's Ambassador for Women and Girls, and Commissioner Liz Broderick, Australian Human Rights Commission.

Burford shared, "In her address, Senator Michaelia Cash enthusiastically declared that the Australian Government is committed to gender equality. She also shared stories from women and girls across the globe and reflected that her hope was for all young women to be able to have opportunities like we had as delegates at a UN event in New York."



Ambassador Despoja noted the significant representation of young women in the YWCA delegation, and congratulated the YWCA on expanding the participation of young women in CSW. She also indicated that they would make it clear to the Australian Government that participation of young women in CSW should be expanded.

“At the end of the CSW more than anything I feel part of something bigger than myself. The most important contribution I made was serving as a reminder to the thousands of bureaucrats that what they do matters. My face, my presence, being a young woman with a voice challenging them to do better, the power that I hold by simply being a young woman in a room where we are discussed as if we are merely a statistic, is a phenomenal power,” Burford said.

Diprose said, “Working as part of the Y team, whether it be on language, supporting someone speaking, giving a hug to someone shaken by the casual cruelty and indifference of a world that tells women to keep quiet – the most important contribution I have made has been operating as part of a team.

“Learning about the on-the-ground work done by the Y... has been a very stark reminder of why we do what we do... Since my return I have continued to spread the message of [what] future young women want and have deepened my connection with my Y sisters by joining the Young Women’s Advocacy Group,” Diprose said.

GOAL TWO

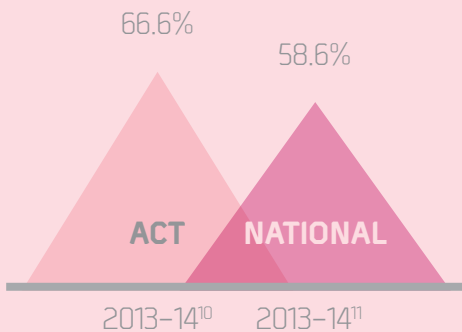
WOMEN ACHIEVE SECURITY & INDEPENDENCE THROUGH THEIR ECONOMIC PARTICIPATION

YWCA Canberra recognises the imperative of financial security for women by supporting their access to economic participation. We strive for a community that enables women to enhance their skills and lifelong learning, supports them in their caring responsibilities, and equally values their economic contribution. In this way, families, workplaces and the community can support women to achieve economic security and independence.

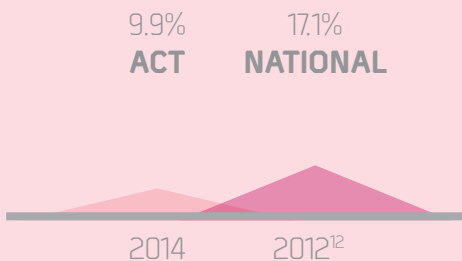


DID YOU KNOW?

Women who participated in the workforce



The gender pay gap



28,500

▼ APPROXIMATE NUMBER OF PEOPLE IN THE ACT ENROLLED IN VET QUALIFICATIONS (2013)¹³

91.3

▼ PERCENTAGE OF VET GRADUATES IN THE ACT EMPLOYED AND/OR WHO CONTINUED ON TO FURTHER STUDY AFTER COMPLETING A COURSE (2013)¹⁴

¹⁰ Australian Bureau of Statistics (2014), *Labour Force, Australia, June 2014*, Table 11, cat.no. 6202.0.

¹¹ Ibid.

¹² Workplace Gender Equality Agency (2014), *Gender Pay Gap Statistics*.

¹³ National Centre for Vocational Education Research (2014), *Students and Courses 2013*, Table 1.

¹⁴ Productivity Commission (2014), *Report on Government Services*, Chapter 5: Attachment tables.

CAMPBELL COTTAGE AND CONDER EARLY CHILDHOOD SERVICES

Providing high quality education and care to children aged six weeks to eight years

YWCA Canberra's Early Childhood Services have seen enormous growth and change over the past 12 months, starting with the reopening of the newly renovated Campbell Cottage Early Childhood Service in July 2013.

Children, families, educators and Board Directors attended the reopening and celebrated the many achievements of the service over the past 20 years. The renovations resulted in an occupancy increase, which has helped us reach our strategic goal of seeing more women participating in the workforce.

Over the years, Conder Early Childhood Service has established strong links within the Lanyon community, in particular with our Mura Lanyon Youth and Community Centre. We continued to build this relationship this year, with children attending the opening of the Community Garden at the Community Centre. Workshops on healthy eating, cooking and vegetable growing provided children, educators and families with an opportunity to learn valuable life skills and develop environmentally sustainable practices.

Both Campbell Cottage and Conder Early Childhood Services continue to demonstrate a commitment to flexible, innovative practice that reflects strong values in line with contemporary theories of early childhood development. This positions YWCA Canberra with a clear pathway to achieve 'Exceeding' ratings under the National Quality Standards.

Looking to the future, our Early Childhood Services are moving in an exciting new direction. We successfully tendered for a new 90-place service in Gungahlin, which will open in May 2015. A significant investment has been made in the internal fit-out of the space to develop what will be an original and industry-leading early childhood learning environment.

A recent change to the management structure within our services has resulted in a renewed focus on leadership, mentoring and professional practice for our early childhood educators. Our goal is to be an employer of choice in the early childhood sector, and to build our reputation and profile with families in the Canberra community.

"Our son has been thriving at Campbell Cottage and I have no doubt it is due to the outstanding staff, program and environment at the Centre."

"Our daughter comes home and tells us things she has learnt like 'caring and sharing'."

"Campbell Cottage does an exceptional job every day!"

PARENTS

FAMILY DAY CARE

A quality home-based childcare scheme providing professional care for children aged six weeks to 12 years

YWCA Canberra continues to be a leading provider of family day care, running one of the largest employer-based family day care schemes in Australia.

In February 2014, our family day care team participated in the ACT Government's assessment and rating process. We received a rating of Meeting the National Quality Standards, including a rating of Exceeding the National Quality Standard in Quality Area 5 – Relationships with Children. Our service is the first family day care scheme in the ACT to achieve this impressive rating.

The upcoming Federal Government budget is likely to bring about changes to the way we operate our family day care services. Currently family day care schemes receive operational funding under the Community Support Program, which pays our Coordination Unit staff wages. Coordination staff are essential in the successful daily operation of our scheme, supporting educators and families and ensuring compliance with regulations.

The flagged changes will make it more difficult for schemes to meet eligibility criteria when applying for this much-needed funding. Family Day Care Australia has met regularly with the state and territory family day care representatives to gain an understanding of the impact these changes will have on the sector. They will take this information to Federal Assistant Education Minister, Sussan Ley, and request consultation with the sector. Should these changes be implemented, they will come into effect from July 2015.



We see enormous value in our family day care scheme, particularly given the amount of flexibility it offers parents.

YWCA Canberra supports family day care and the vital service it provides for families in the ACT, as well as employment opportunities for women in our community. It is our intention to ensure family day care remains a valuable service for parents and carers in our community.

70.4
▼ PERCENTAGE OF AUSTRALIAN CHILDREN WHOSE FAMILIES SURVEYED NEEDED ADDITIONAL CHILD CARE FOR WORK-RELATED REASONS (2011)¹⁵

¹⁵ Australian Bureau of Statistics (2012), *Childhood Education and Care, Australia, June, 2011*, Table 18, cat.no. 4402.0.



SCHOOL AGE CARE

Before school, after school and school holiday programs for school age children

YWCA Canberra operates school age care programs at 13 sites across Canberra.

In January 2014 we opened our fourth school holiday program at St Benedict's Primary School in Narrabundah. This program accommodates children from St Benedict's as well as the nearby schools, St Bede's and Yarralumla Primary Schools.

In August 2013 we commenced operating the school age care program at Charles Conder Primary School in Tuggeranong. We are particularly happy to run this program because of our long-term involvement with the Lanyon and Conder communities.

Despite fears that the active after-school community activities would see funding cuts, the program will continue in its present form. Run by the Australian Sports Commission, the program is immensely popular with children attending school age care.

TRAINING UNIT

Delivering nationally recognised training and nurturing a culture of learning

YWCA Canberra's Training Unit is a Registered Training Organisation (RTO) providing programs such as the Certificate III and Diploma in Early Childhood Education and Care, Certificate IV in Training and Assessment, Certificate III in Business Administration, Diploma of Management, and Statement of Attainment in First Aid. This year our RTO delivered training to more than 400 learners, 153 of whom graduated with nationally recognised qualifications.

Although our RTO didn't receive any government funding for jobseekers this year, the number of learners enrolled in our early childhood qualifications continued to grow, thanks to our high quality of delivery and learning support. The specialised learning support we provide in areas such as language, literacy, numeracy and employment skills helps jobseekers build their confidence in applying their new skills and knowledge in the workplace.



This year we ran a series of workshops on cultural awareness with our staff team. The six-hour training course focused on awareness of kinship connections, traditional ways of life, community interactions, and service provision and integration. This training is central to our everyday work at YWCA Canberra, and our commitment to reconciliation.

The number of learners enrolled in our courses increased by 53%, and those who successfully completed their qualifications increased by 200% in comparison to last year.

Early Childhood Education and Care, and Training and Assessment qualifications remain the most popular programs, accounting for 68% (266 students) and 21% (82 students) respectively, of our total number of students.

There were 150 learners enrolled in our early childhood qualifications (an increase of 61% compared to 2012-13), and 77 successfully completed their training programs (an increase of 75%). Eighty-five per cent of our learners gained employment before or after completion of their course.

DID YOU KNOW?

90%

- ▶ of **students from our Training Unit** were satisfied with the education and training they received.

GOAL THREE

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

YWCA Canberra recognises the fundamental importance of food, shelter, education, income, a sustainable environment, social justice and community cohesion. We believe that these factors are vital to ensuring women and their families can participate in and contribute to community life.



DID YOU KNOW?

13%

▶ of Australians are considered to be in **relative income poverty** (2009)¹⁹



HOUSING SUPPORT SERVICE

Providing accommodation and support to families transitioning out of homelessness

YWCA Canberra Housing has experienced a number of changes in the last year. A decrease in government funding has left the service with a core team of dedicated staff who are all highly trained.

In early 2014, our team moved offices from Canberra Technology Park in Watson to Havelock House in Turner. This has been a beneficial move as the service is more centrally located and shares a common goal with Havelock House in the provision of community housing.

Collaboration with other services, both internally and externally, and the continued presence of the Housing Support Officers at our Mura Lanyon Youth and Community Centre, further promotes the benefits of collaborative practice.

"I would contact the Y in the future."

"They (the workers) were just fantastic and especially emotionally supportive."

PROGRAM PARTICIPANTS

33.8
▶ PERCENTAGE OF AUSTRALIAN WOMEN IN LOW INCOME HOUSEHOLDS EXPERIENCING HOUSING STRESS (2009-2010)¹⁶

¹⁶ Australian Bureau of Statistics (2012), Gender Indicators, Australia, July 2012, Housing Circumstances, cat.no.4125.0.

¹⁹ Australian Institute of Health and Welfare (2013), Australia's welfare 2013.

This year we provided accommodation and outreach support services to 60 families. Of these families:

- ▶ 10 moved through the process of outreach to accommodation to post-support
- ▶ Seven (11.6%) were escaping domestic or family violence
- ▶ Six (10%) identified as Aboriginal
- ▶ 27 (45%) identified as culturally and linguistically diverse
- ▶ 26 (43.3%) identified as from an English speaking background

All families were allocated a Housing Support Officer to ensure their needs were addressed through the development of a case plan, advocacy support, and referrals to other specialist services. Exit points for families included public housing, CHC Affordable Housing and private rental.

“The best thing about the stay was the support from you guys. I felt very safe and supported.”

RESIDENT

“The Y supports with everything, including connecting me with financial services. My case worker is a great support.”

PROGRAM PARTICIPANT

“The best thing for my children is having a house as we used to live in one room and now our daughter has her own room.”

RESIDENT

232
▼
SERVICE USERS IN TOTAL

93
▼
ADULTS

139
▼
CHILDREN

46
▼
OUTREACH FAMILIES

15
▼
HOUSED FAMILIES

9
▼
POST-SUPPORT FAMILIES



SUPPORTIVE TENANCY SERVICE

Working with ACT residents whose housing is at risk, to maintain a safe and stable home

The Supportive Tenancy Service (STS) operates as a partnership between Woden Community Service, YWCA Canberra and Belconnen Community Service. Funding is provided under the National Affordable Housing Agreement and the National Partnership Agreement on Homelessness, which are jointly funded by the ACT and Australian governments.

STS supports people living in public housing, private rentals and those with a mortgage in the ACT to overcome their difficulties and improve their living situation.

The service recently welcomed a new Tenancy Options Officer, who assists people facing barriers in securing a new tenancy, to work closely with key stakeholders in the public, community and private sectors to explore a range of housing options.

"I was given information on other services, emotional support and the worker didn't look down on me."

"The worker helped with support letters, other resources and knowing where to turn."

"The worker helped us to get a house, furniture and sorted out our money."

PROGRAM PARTICIPANTS

AFFORDABLE HOUSING PROGRAM

Providing affordable housing for older women in the Canberra Community

YWCA Canberra has long recognised the need for affordable housing for older women, and in 2013 we purpose built our own affordable housing development, Lady Heydon House. The house comprises five individual units, where each tenant has their own bedroom, ensuite bathroom and lounge. The communal areas of the house include a kitchen, dining room, lounge room and laundry area. Lady Heydon House has proven to be a popular alternative accommodation option for women aged 40-60, accommodating seven tenants in total this year.

With the understanding of the issues faced by older women on a low income, YWCA Canberra's Housing Support Service is currently in the process of transitioning the tenancy management of Betty Searle House from CHC Affordable Housing. The eight tenancies will sit alongside the five tenancies at Lady Heydon House and the two at Eclipse apartments in Bruce, under our Affordable Housing Program.

OUTREACH ENERGY AND WATER EFFICIENCY PROGRAM

Helping members of the community reduce their household energy costs

The Outreach Energy and Water Efficiency Program provides outreach assistance to low income households, and those experiencing financial hardship in the ACT. The Energy Efficiency Officer (EEO) visits residents in their home to assess their needs, and provide advice and education on how to save water and energy. The EEO gives each household an energy saving kit which includes tips for saving energy, a shower timer, a thermometer and draught excluders.

Some households may be eligible to receive a new energy efficient appliance or be referred to a professional energy assessor to conduct an energy assessment and retrofit, which can involve low cost modifications to the home.

This year the Program has visited 225 homes, given away 447 appliances and household items, and provided referrals for 113 retrofits. The EEO has continued to work in collaboration with HESS, ActewAGL, ACT Housing, and community organisations to empower clients to be responsible for improving their energy efficiency.

“The heated throw rugs have been very warm this winter; I am using the heater less.”

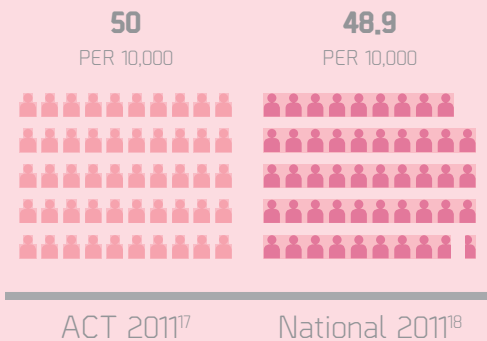
“Peter wrote a support letter to Housing ACT to recommend I receive a top up of wall and floor insulation. He also recommended a heater service. Housing ACT did install the insulation and serviced the heater which has dramatically improved warmth and energy saving.”

“I am more aware of the ‘small things’ that save energy, such as turning off power points when not in use.”

CLIENTS

DID YOU KNOW?

Population considered homeless in the ACT



¹⁷ Australian Bureau of Statistics (2012), Census of Population and Housing: Estimating Homelessness, 2011, Table 1.1, cat.no.2049.0

¹⁸ Ibid.

THE FOOD HUB

Providing free food to members of the Tuggeranong community in need

Located at the Mura Lanyon Youth and Community Centre, the Food Hub has been an important part of the Tuggeranong community since its official opening during Anti-Poverty Week in 2012. During this time, the Food Hub and its award-winning volunteer team have provided much needed relief to over 500 families and individuals, particularly in the South Tuggeranong region. Not only do our volunteers ensure the shelves are stocked and presentable each week, but they are the first point of contact for Food Hub clients, referring them on to our other services as needed.

Through community donations made during YWCA Canberra's 2013 Christmas Appeal, the Food Hub was able to provide 60 hampers to families over the busy and often stressful Christmas period. These hampers included a range of personal care items, non-perishable foods, and traditional holiday foods.

Our team marked Jamie Oliver's Food Revolution Day on 16 May with the launch of our Community Garden. YWCA Canberra member and Jamie Oliver Food Revolution Ambassador for the ACT, Elyn Bicknell, hosted fun food preparation workshops, and local students from Lanyon High School built new garden beds, and planted vegetables. YWCA Canberra's Executive Director, Frances Crimmins, planted a lemon tree to commemorate the opening.

Fresh produce grown in the community garden is now supplementing the non-perishable items available at the Food Hub. The garden also provides a unique opportunity for local school students, children, and seniors to participate in community gardening.



Importantly, our Food Hub could not operate without Emergency Relief funding from the Australian Government to purchase food from Foodbank NSW and meat from the local butcher, M&K Meats. In addition, food donated from Woolworths, the Yellow Food Van and generous members of the Canberra community ensure that we can provide support to all local families and young people in need.

ENCORE

Encore is an exercise program designed specifically for women who have experienced mastectomy, lumpectomy or breast reconstruction surgery. Based around land and pool exercises, it is safe, fun and therapeutic.

This year 17 women successfully completed the eight-week program and commented that they felt much stronger and experienced increased energy levels. Participants also remarked that it is the small things that matter, and make a big difference. They said that friendships can be formed in a short time, and that Encore is a wonderful program.

GOAL FOUR

COMMUNITIES THAT ARE SAFE & CONNECTED

YWCA Canberra strives to create a socially inclusive society where all people feel valued, their differences are respected, and they are empowered to participate in community life.

We envisage a community where all people engage in equal, safe and respectful relationships, free from violence and the gender-based discrimination that perpetuates violence.



DID YOU KNOW?

71%

- ▶ of Australians had actively participated in a social, community or political group (2010)

23%

- ▶ of Australians surveyed had **experienced social exclusion** (2010) including **over 50% of Australians aged 65+ years**

78%

- ▶ of Australians surveyed displayed **gender supportive attitudes** (2009) including 83% of young Australians aged 16 to 20 (2009)

ADVOCATING FOR GENDER EQUALITY AND VIOLENCE PREVENTION

Ending all forms of violence against women

YWCA Canberra continues to be a leader in educating young people about respectful relationships, with the aim of preventing violence against women. Through our Respect, Communicate, Choose program, we work with young people aged nine to 12 to change attitudes based on inequity, and build skills to develop relationships that are non-violent and respectful.

In 2013, Respect, Communicate, Choose received the Community Award at the ACT Partners in Prevention Awards. The awards recognise best practice programs that create awareness of gendered violence, or programs that work to prevent violence and sexual assault against women and children in the ACT. We are currently seeking funding to continue to run this program in schools around the ACT.

DID YOU KNOW?

Almost one in six Australian women have experienced sexual violence since the age of 15



ESTIMATED **17%** OF AUSTRALIAN WOMEN

Our 2013-2014 ACT Budget submission identified violence against women and creating an anti-violence culture as a priority that requires government resourcing and attention. YWCA Canberra Executive Director, Frances Crimmins, and Director of Community Services, Fiona MacGregor, were invited to appear before the Estimates Committee this year. They spoke about the urgent need for primary prevention programs such as Respect, Communicate, Choose to be delivered to young people, to challenge cultural norms and attitudes around relationships and gender.

This year, structural and staffing changes in the corporate relations and communications area means we have a renewed focus on advocacy for vulnerable and underserved Canberrans. It is expected this will be an expanding area for our organisation.

Respect, Communicate, Choose was delivered in three primary schools in the ACT.

85

STUDENTS PARTICIPATED IN THE PROGRAM

93

PER CENT OF PARTICIPANTS SURVEYED RATED THE PROGRAM AS GOOD OR EXCELLENT

97

PER CENT OF PARTICIPANTS SURVEYED RATED THE FACILITATORS AS GOOD OR EXCELLENT

AT THE END OF THE PROGRAM:

45%

- ▶ of participants surveyed showed an increase in gender equitable attitudes

78%

- ▶ of participants surveyed felt confident to take action when they see disrespectful attitudes

69%

- ▶ of participants surveyed had used skills they learnt in the program in their lives

THE MURA LANYON YOUTH AND COMMUNITY CENTRE

Embracing social inclusion in the Lanyon Valley through community participation

The Mura Lanyon Youth and Community Centre strives to enhance community participation and skills development for people living in the Lanyon and the South Tuggeranong region.

Our community services team at the Centre operates within a strengths-based community development framework, and focusses on building skills and providing important resources to individuals and families, with the ultimate aim of empowering vulnerable communities in Canberra.

A variety of weekly groups and activities are run at the Centre, including young mums programs, Scouts, playgroups, after school programs for kids, and activities for seniors.

A Community Development Worker is based at the Centre to oversee the running of the Centre, and provide support and information to user groups and the local community. Assistance is also provided to people seeking to set up new community groups.



23

▼
AVERAGE NUMBER OF COMMUNITY GROUPS THAT USE MURA LANYON COMMUNITY CENTRE EACH MONTH

12

▼
COMMUNITY-BUILDING EVENTS WERE DELIVERED BY CENTRE STAFF

375

▼
APPROXIMATE NUMBER OF PARTICIPANTS WHO ATTENDED COMMUNITY-BUILDING EVENTS AT THE CENTRE



OUTREACH IN THE INNER NORTH

Promoting social inclusion and healthy lifestyles in the Inner North of Canberra

Sadly, funding for the Getting Healthy in the Inner North project finished at the end of March 2014. The aim of the project was to educate low income earners on the merits of healthy eating and gentle exercise, and provide a free, healthy lunch.

Our outreach is part of an Information Hub held at the Boomerang Centre on the first Wednesday of each month. A case worker meets with clients and is able to provide food packages, other emergency relief assistance and referral to relevant services such as financial assistance programs, or drug and alcohol counseling.

Despite the program coming to an end, we will continue to provide healthy lunches to Northside residents, supported through our emergency food relief service.



CHILD, YOUTH AND FAMILY GATEWAY SERVICE

Supporting children, young people and their families in Canberra

The Child, Youth and Family Gateway is managed by a consortium of staff from YWCA Canberra, Barnardos Australia, Woden Community Service and Belconnen Community Service.

The Gateway provides an entry point for vulnerable children, young people and their families to access support services in the Canberra region.

Each consortium partner employs a Gateway Engagement Officer, who work in one of four regions across Canberra. The Officers receive referrals into the Gateway, undertake initial assessments, provide initial advice, prioritise service responses and assist in the management of waiting lists.

Throughout the year, the Officers have been co-located with Care and Protection Services, to ensure that vulnerable children, young people and their families receive a timely response from the service system. In addition, our team has been working in partnership with the community sector and ACT Government to develop a One Human Services Gateway in the ACT, a single access point for people to find out about a range of supports and services.

NETWORK COORDINATION – TUGGERANONG REGION

Mapping services and identifying gaps in the Tuggeranong community

In January 2014, the Community Services Directorate awarded YWCA Canberra the contract for Network Coordination for the Tuggeranong region. The Network Coordinator's role is to map services across the region, identify any gaps, and help coordinate services to create better access for service users.

Tuggeranong is an underserved community and, through networking with regional schools, it is clear that the greatest areas of need for children, young people and their families is counseling, mental health services and support for parenting.

The Network Coordinator also monitors the implementation of the Child, Youth and Family Services Program Practice Framework, which promotes improved coordination of services in the region, and facilitates regular meetings with participating services across the ACT.

This year YWCA Canberra hosted meetings with all primary and secondary school principals to discuss service gaps, and provide information about referral pathways and services for their school communities.

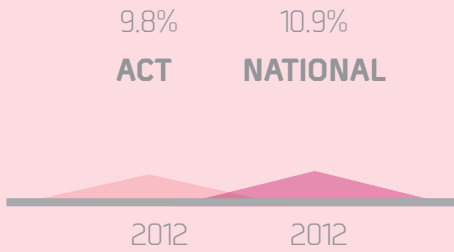
GOAL FIVE

CHILDREN & YOUNG PEOPLE BUILD THE SKILLS & ATTRIBUTES THEY NEED TO CREATE A BETTER FUTURE

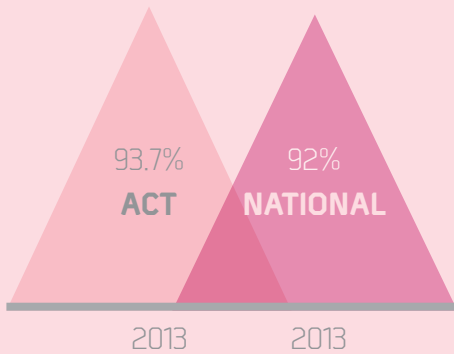
YWCA Canberra strives to improve the wellbeing of vulnerable children, young people and their families. Through equal access to quality education and employment opportunities, we support young people to reach their potential, make a contribution, and share in the benefits of our community.



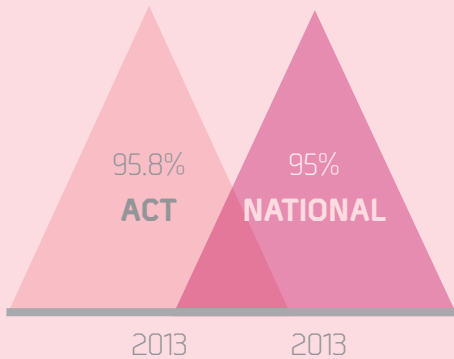
Young children considered developmentally vulnerable



Year 7 students that demonstrated literacy skills at or above the national minimum standards



Year 7 students that demonstrated numeracy skills at or above the national minimum standards



DID YOU KNOW?

90.9%

- ▶ of young people aged 15 to 19 years in the ACT were fully engaged in education or work



350
▶ THE HIGHEST NUMBER OF YOUNG PEOPLE WHO ATTENDED DROP-IN AT LANYON YOUTH CENTRE IN ONE MONTH

YOUTH ENGAGEMENT

Working with young people aged 12-25 to strengthen their support networks in safe environments

Our youth engagement staff work with young people, their schools and the broader community to identify their strengths, interests and needs, and develop appropriate programs and services to help them reach their potential. Young people are supported through group and structured activities, information provision, advocacy, one-on-one support, and referrals.

In January 2014, our team was awarded a Community Services Directorate contract to provide youth engagement programs in the Tuggeranong region, which has allowed us to provide a wider range of services and programs.

This year, YWCA Canberra's suite of youth engagement programs included:

- ▶ FoodStuff nutrition and cooking program
- ▶ The Lanyon Food Festival
- ▶ Outreach in schools and the community
- ▶ Y-Aspire
- ▶ Every Girl
- ▶ Structured drop-in at the Mura Lanyon Youth and Community Centre
- ▶ Free school holiday programs
- ▶ A leadership program for Aboriginal and Torres Strait Islander young women
- ▶ Young mums program in partnership with the Tuggeranong Child and Family Centre

This year we've strengthened our partnerships with high schools and colleges in the region, resulting in the joint delivery of a number of different programs. We've also seen growing numbers of young people attending our drop-in at the Mura Lanyon Youth and Community Centre. To respond to this demand we have increased the Centre opening times, developed more structured activities and programs, and employed more staff available to deliver activities. This year we saw our average monthly attendance by young people increase six-fold.

"I came to drop-in because its fun and gives me something to do, when I would be bored. My mum is happy because she knows where I am after school, and that it's safe. My favourite days are when we have activities like cooking."

PROGRAM PARTICIPANT

413
ESTIMATED NUMBER OF YOUNG PEOPLE THAT REGULARLY ATTENDED THE DROP-IN CENTRE THROUGHOUT THE LAST YEAR



EVERY GIRL

Equipping girls aged 9 to 14 with the tools to realise their full potential

Every Girl is designed to develop positive self-esteem, resilience and community connectedness in girls aged 9 to 14. As a strengths and rights-based program, it empowers girls to speak about issues that are important to them through developing a deeper understanding of their human rights.

This year 21 year 5 and 6 girls from Queanbeyan South Public School participated in the program. Upon completion, the girls were excited about discussing their cultures and individuality, displaying greater confidence and enhanced social skills. One particular participant who was surveyed as having the lowest level of self-esteem prior to the program, demonstrated the highest level of self-esteem upon completion.

21
GIRLS PARTICIPATED
IN EVERY GIRL

AT THE END OF THE PROGRAM:

100%

- ▶ of participants were able to identify their personal strengths

86%

- ▶ of participants were able to confidently present personal strengths to their peers

67%

- ▶ of participants surveyed reported an increase in self esteem

Y-ASPIRE

Supporting young women to strengthen self identity and connections to schooling

Y-Aspire is a young women's leadership program offered to girls in years 7 and 8. The aim of the program is to inspire and guide young women to build skills and confidence, and a strong connection to schooling. This is delivered through an integrated learning program that assists their journey through adolescence and beyond.

This strengths-based program addresses issues such as identity, personal skills and skill building, body confidence, respectful relationships, and career pathways. The program is delivered in an environment where it is safe to question the norms and expectations that may conflict with personal goals and aspirations.

82

APPROXIMATE NUMBER OF YOUNG WOMEN THAT PARTICIPATED IN Y-ASPIRE

7

NUMBER OF ACT HIGH SCHOOLS WHERE Y-ASPIRE WAS DELIVERED

100%

- ▶ of participants surveyed rated the program as good or excellent

60%

- ▶ of participants from one school developed a stronger sense of identity

100%

- ▶ of participants from one school gained an increased awareness of the support mechanisms within their school





In 2013-14, six Y-Aspire programs were run in three schools in the Tuggeranong region, and a modified program was delivered to a young woman from Bimberi Youth Justice Centre, reaching over 50 participants in total.

Y-Aspire continues to be a sought after program for 2014-2015, with four schools currently registered for the program.

Y-Aspire was delivered in seven high schools in the ACT.

"I can express more things about me when I thought I couldn't."

"I am more passionate about myself than I thought."

"I had more career interests than I thought."

PROGRAM PARTICIPANTS

AT THE END OF
THE PROGRAM:

60%

▶ of participants surveyed reported an increase in self esteem



LANYON LITERACY PROJECT

Improving literacy outcomes for high school students

The Lanyon Literacy Project was a collaboration between YWCA Canberra and Lanyon High School. The program worked with students in the early years of high school who were struggling readers and beginning to disengage from education.

The programs goals were to:

- ▶ Improve the literacy learning opportunities and outcomes of disengaged students
- ▶ Develop a model for literacy support and showcase effective literacy practices
- ▶ Adopt innovative and cutting-edge literacy practices that incorporate the use of technology.

This year we worked with 12 young people, who received one-on-one intensive reading assistance with trained tutors. Students kept a personal journal to record their learning journey and pieces of writing, including poetry.

Students participated in 'circle time', where they discussed the books they were reading and shared their reading experiences with other students. As the program has progressed, many of the students, parents and teachers reported significant gains in confidence, engagement at school and enthusiasm for reading and writing.

"I think that I can read better now than before the program. I like to read with my tutor much more than alone. I was really excited about the book shop excursion and getting new books to take home."

PROGRAM PARTICIPANT

YOUTH CONNECTIONS

Supporting young people to remain engaged in education, and transition into alternative pathways or work

Youth Connections is a program that ensures young people get the support they need to remain engaged or re-engaged in education, training or employment. This year we worked with more than 100 young people through case management, school programs and other outreach activities such as healthy relationship sessions, theatre skills and money management.

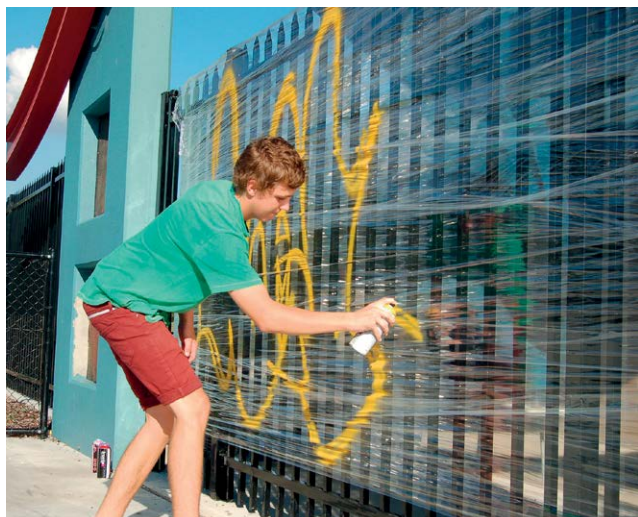
A particular highlight was the completion of another Pictures of Life workshop. Run in collaboration with PhotoAccess from the Manuka Arts Centre and young people from the Big Picture Academy at Lake Tuggeranong College, the workshop provided young people with creative and technical photography skills. Pictures of Life encouraged participants to reflect on their own lives and express the perspective of life as a young person through their art work. An exhibition of their work was held at the Tuggeranong Arts Centre in July.

"It was great to see such a growth in self-confidence among participants over the eight weeks, and to see them tackle something they had never tried before with such an open mind."

TEACHER FROM PHOTOACCESS

"I got enjoyment and a lot of knowledge about how photos and different cameras work. I also enjoyed learning how to develop and enlarge film and to make the end product. I would definitely do it again and recommend that other people try it – it is a lot of fun."

PROGRAM PARTICIPANT



CIRCLES OF SUPPORT

Supporting children and young people who are experiencing social, emotional or behavioural difficulties

Circles of Support is a counseling service for children and young people aged eight to 15 years, and their families. Counselors use a relationship-based therapeutic model to work with some or all family members, as appropriate.

This year our counselors worked with 34 families, a total of 83 individuals. Families that used the service showed improvements in areas such as family relationships, parenting capacity and behaviours in children and young people.

"Very good, welcoming service."

PROGRAM PARTICIPANT

"I was happy to talk to someone. It really helped."

PROGRAM PARTICIPANT

A large white percentage '100%' is centered within a white triangle that is partially filled with a darker shade of the background color. The triangle is set against a solid magenta background.

100%

- ▶ of service users surveyed rated Circles of Support as good or excellent

A large white percentage '71%' is centered within a white triangle that is partially filled with a darker shade of the background color. The triangle is set against a solid magenta background.

71%

- ▶ of parents/carers surveyed felt their child had learnt new skills through the program

A large white percentage '43%' is centered within a white triangle that is partially filled with a darker shade of the background color. The triangle is set against a solid magenta background.

43%

- ▶ of parents/carers surveyed felt their child had a better understanding of how to solve problems through counselling



YWCA COMPUTER CLUBHOUSE

Empowering young people from under-served communities through technology and professional mentoring

The YWCA Computer Clubhouse is an innovative, creative, out-of-school learning space where young people from underserved communities can work with adult mentors to develop new skills, explore their own ideas, and build confidence in themselves through the use of technology.

Our Clubhouse is located next to Richardson Primary School in the suburb of Richardson, which has the highest number of people in the ACT (24%) who fall into the most disadvantaged 20% of all 15-64 year old Australians.

The Clubhouse addresses these significant equity issues in the Tuggeranong region, and re-engages young people in education and in their community. In particular, the Clubhouse is an accessible space for disadvantaged young

people aged 10 to 18, young women and girls, and young people from Aboriginal and Torres Strait Islander backgrounds.

The ultimate goal of the Clubhouse is to connect young people to internship and professional development opportunities with local ICT organisations, and future employment through the program's mentors and industry partners.

On Friday 20 June, we opened the doors of the Clubhouse to our first members. Day by day, our membership base grows, with 25 young people now signed up and regularly visiting the space. We'd like to acknowledge and sincerely thank our partners for their time, energy, passion and commitment to helping us make this dream a reality.

We'd also like to make special mention of our Steering Committee members, who have played an integral role in fostering this vibrant community of supporters: Hala Batainah, Tony Henshaw, Greg Castle, Julian Barrington-Smith, Paul Van Campenhaut and Jason Borton.

The team at YWCA Canberra is now working on plans for the Grand Opening later this year.

YWCA CANBERRA IS A LEADING, ETHICAL & 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 senior management team takes a whole organisation perspective, making key decisions about strategic directions, accountability frameworks, organisational development, policy and equality assurance. This team is supported by unit and program managers who have supervisory and service-delivery responsibilities.

2013-2014 Board Members



Jane Alver
PRESIDENT



Julie McKay*
VICE PRESIDENT



Kate Chipperfield*
VICE PRESIDENT



Betty Ferguson
TREASURER



Frances Crimmins
EXECUTIVE DIRECTOR



Beth Cox
DIRECTOR



Angela Koch
DIRECTOR



Thieu Hue Lam
DIRECTOR



Jude Burger
DIRECTOR



Caitlin Sandercock*
DIRECTOR



Sarah Stewart
DIRECTOR



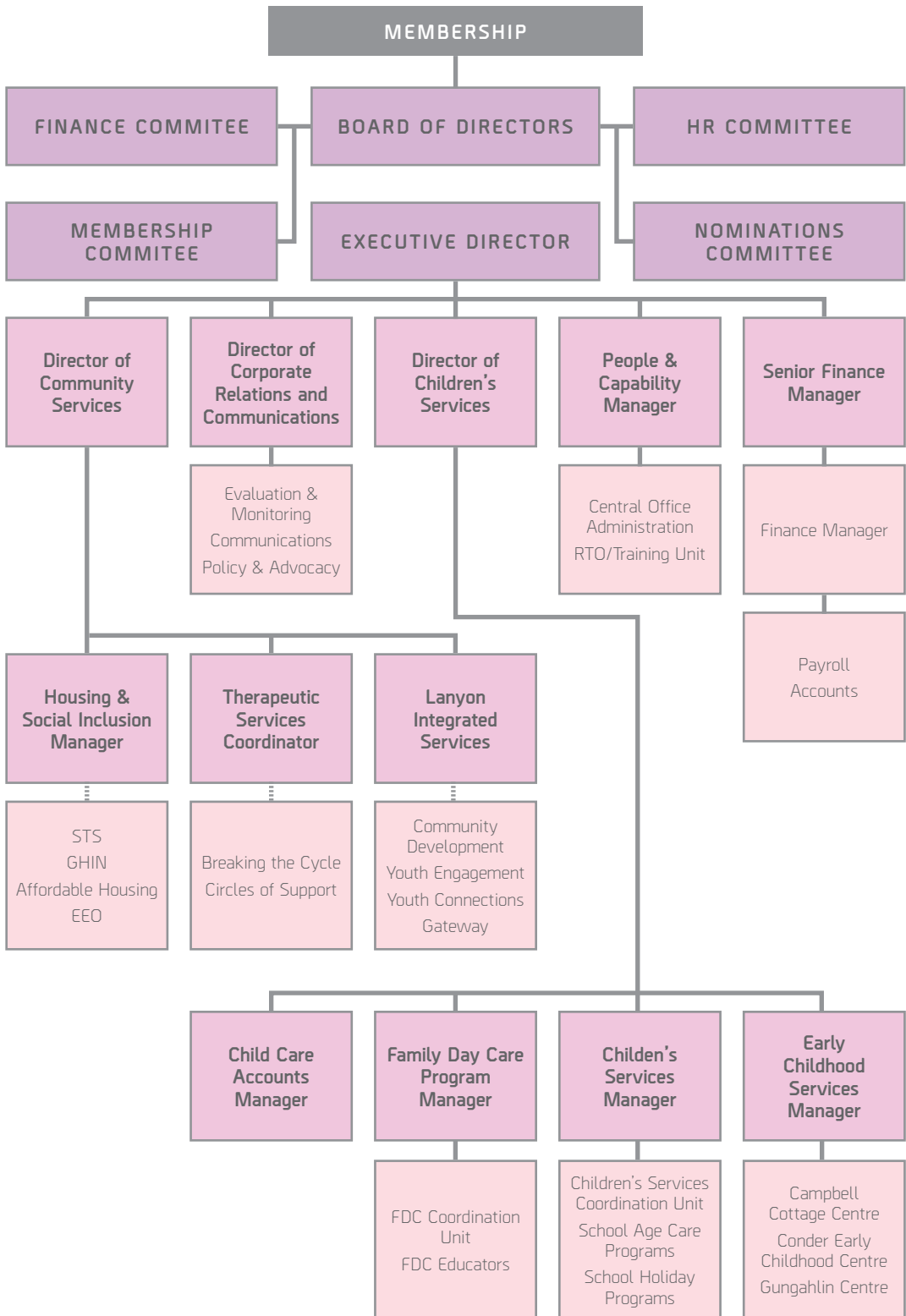
Heidi Zajac*
DIRECTOR



Heather McAulay*
NATIONAL BOARD
REPRESENTATIVE

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

Organisational structure



Reconciliation

YWCA Canberra's first Reconciliation Action Plan (RAP) was launched in 2009, a valuable tool for identifying and articulating actions that the organisation could undertake to contribute to reconciliation. Our second RAP, launched in 2011, consolidated our achievements and lessons learned, and helped embed a commitment to reconciliation within the organisation.

A notable achievement this year was that staff from across the organisation increased their knowledge and understanding of Aboriginal and Torres Strait Islander histories, cultures and contemporary issues through training. Many staff also participated in events and activities such as National Reconciliation Week, NAIDOC Week and Close the Gap Day, to foster a recognition of the importance of reconciliation in the broader Canberra community.

YWCA Canberra provided a submission in a response to the national conversation about Aboriginal and Torres Strait Islander Constitutional Recognition, and played a key role in the Recognise campaign event in Canberra during National Reconciliation Week 2013.

YWCA Canberra also increased its engagement with Aboriginal and Torres Strait Islander peoples, communities and organisations. We delivered a number of projects in partnership with Aboriginal and Torres Strait Islander organisations, including the Young Aboriginal and Torres Strait Islander Women's Leadership workshops, and we were able to financially support Aboriginal and Torres Strait Islander women through our Great Ydeas small grants program.

In 2013-14 we reviewed our progress, and formulated our next RAP, which will cover the period August 2014 – August 2016. It will be a 'Stretch RAP', recognising that we have already embedded a commitment to reconciliation across our organisation and are looking to set more ambitious goals for the future.

Environmental sustainability

YWCA Canberra cares for our natural resources and the environment, and is committed to encouraging sustainability and ensuring our worksites are as environmentally friendly as possible.

As a workplace and business, we place great value on improving our environmental performance and minimising our impact on our environment. Our concern for the environment flows into the work we do with our service users, such as our Energy Efficiency Outreach Program, which educates families on low incomes to reduce their carbon footprint.

Our Housing and Social Inclusion Unit also provides advice to service users about energy usage and growing their own produce, and our children's services programs raise awareness about environmental issues.

In the upcoming financial year we aim to reduce our paper usage across the organisation by digitising many of our processes that have historically relied on a paper-based system.

Financial sustainability

YWCA Canberra continues to enjoy financial security due to the sound management of its resources over the years. Our cash reserves and property assets have been maintained during the past five years, and in some instances have grown.

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

Our security as at 30 June

	2010	2011	2012	2013	2014
Cash Reserves	\$3.719m	\$3.973m	\$4.393m	\$3.674m	\$6.642m
Property	\$4.002m	*\$4.457m	\$4.474m	\$5.331m	*\$2.191m

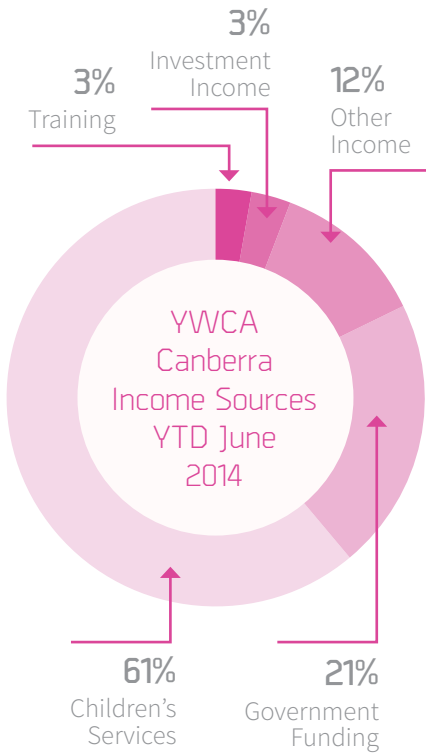
*Revaluation of property takes place every three years and last was conducted in June 2014.

Where did our income come from?

	2009/10	2010/11	2011/12	2012/13	2013/14
Community Services	\$3.016m	\$2.968m	\$2.791m	\$3.085m	\$2.721m
Children's Services	\$4.841m	\$5.311m	\$5.653m	\$7.071m	\$7.338m
Other Services	\$0.532m	\$0.174m	\$0.379m	\$0.564m	\$0.550m
Investment & Property Income	\$0.482m	\$0.630m	\$0.619m	\$0.501m	\$0.430m
Training & Education Services	\$0.156m	\$0.290m	\$2,734m	\$0.362m	\$0.397m
TOTAL	\$8.871m	\$9.239m	\$9.732m	\$11.583m	\$11.436m

During the past five years the operational results (surpluses) were as follows:

	2009/10	2010/11	2011/12	2012/13	2013/14
Surplus for the Year	\$158,068	\$668,366	\$87,163	\$99,316	\$237,257
Non Operational Income	(\$ 24,183)	(\$425,121)	(\$ 5,400)	\$77,640	(\$123,261)
Operational Result - Surplus	\$133,885	\$243,245	\$81,763	\$176,956	\$113,996



All or the majority of these annual surpluses are derived from accumulated investments and property income over the past years. The total accumulated funds (Net Assets) as at 30 June 2014 is \$7,856,549 (2013 \$7,604,179).

Copies of the Board Report and Audited Financial Statements for the year ended 30 June 2014 are available from The Secretary, YWCA Canberra, GPO Box 767, Canberra ACT 2601 or may be accessed from the website www.ywca-canberra.org.au.

YWCA AUSTRALIA

Women leading local, national, and global change

Working in 45 communities across Australia and reaching over 170,000 people through our programs and social enterprises, YWCA women are leading positive social change in their communities.

YWCA in Australia are working collaboratively to end gender inequality in Australia, and develop the YWCA Women's Leadership Pathway which will offer leadership training to girls and young women from 9 to 35 years old, with school-based and professional development opportunities. Over 2000 women took part in our women's leadership programs this past year. In Adelaide and Canberra, over 400 young women came together at She Leads conferences to be inspired by fabulous women role models, including ABC Lateline host Emma Alberichi in Adelaide, and Dr Anne Summers in Canberra. In addition, Every Girl, the foundation of the YWCA Women's Leadership Pathway, was delivered to 244 girls this year.

With the Federal Election held in 2013, YWCA Australia urged women to 'Put their voting glasses on', campaigning for young women to enroll and cast an informed vote. We reached more than 16800 people on social media, and partnered with the YWCAs of Canberra and Perth to host 'Meet the Candidates' forums.

Managed by YWCA Australia, the Equality Rights Alliance is Australia's largest network of gender equality organisations. ERA has led work to raise political awareness of the impending housing crisis for older women in Australia, with the Housing Stress-O-Meter project showing that only 19% of respondents experienced no housing stress and good housing wellbeing, 20% were in housing

stress but enjoying good housing wellbeing, and 20% were not in housing stress but were experiencing poor housing wellbeing.

YWCA Australia marked International Women's Day with the Australian Human Rights Commission and then headed to New York with a delegation of nine to the UN Commission on the Status of Women meeting. Our delegation lobbied hard to ensure that a stand-alone gender equality goal and a commitment to end early and forced marriage will be included in the post-2015 Development Framework.

This year more than 800 women around Australia participated in YWCA Encore, a breast cancer exercise program that has been delivered by YWCAs in Australia for over 40 years. The program was revitalised in 2013 with funding from the Federal Department of Health and Ageing, ensuring that the exercises integrated the most recent research on exercise physiology and lymphedema management.





WORLD YWCA DAY – ROUND THE WORLD BREAKFAST 2014

On 29 April, YWCA Canberra continued its tradition of hosting a ‘Round the World Breakfast’ to celebrate World YWCA Day in solidarity with other YWCAs across the globe.

World YWCA Day is a chance to celebrate women’s leadership and acknowledge our part in a global movement of women working for justice, peace, health, human dignity, freedom and caring for the environment.

Guests were treated to a delicious breakfast, while listening to a moving and inspiring speech from the ACT Chief Minister,

the Honourable Katy Gallagher MLA, about her personal leadership journey. They also had the chance to win prizes and participate in an exciting silent auction, before the YWCA Canberra President, Jane Alver, announced the 2014 recipients of the Great Ideas grants.

YWCA Canberra’s Round the World Breakfast raised \$1,835 for World YWCA’s Global Power to Change Fund, which supports YWCAs across the world to run leadership programs for young women.

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.

Our Patron (2010 – 2014)

Dame Quentin Bryce AC CVO, former Governor-General of the Commonwealth of Australia

Funding Bodies

ACT Department of Education and Training

ACT Department of Territory and Municipal Services

ACT Health

ACT Office for Ageing (CSD)

ACT Office for Children, Youth and Family Support (CSD)

ACT Office for Women (CSD)

Australian Government Department on Education, Employment and Workplace Relations

Australian Government Department of Family, Housing, Community Services and Indigenous Affairs

Housing & Community Services (CSD)

Social Housing and Homelessness Services (CSD)

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The Ian Potter Foundation

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WACOM Australia

She Leads Conference Partners

ACTEWAGL
Women's Agenda
Microsoft
Zonta Canberra Chapter
Horizon One Recruitment

Our 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 of \$100 or more:

Antony Arena
Alison Bicknell
Gai Brodtmann
Sharon Carter
Faith Chegwyn
Beth Cox
Karen de Gans
Roslyn Dundas
Betty Ferguson
Katy Gallagher
Elizabeth McAllister
Heather McAulay
Julie McKay
David Nixon
Margaret Pender
Barbara Podger
Fran Raymond
Marion Reilly
Rebecca Vassarotti
Roxalanne Wisbey
Terence Wood
Brigitta Yabsley

Community Partners, Supporters and Volunteers

ACT Aboriginal and Torres Strait Islander Cultural Centre
ACT Inclusion Support Agency
ACTCOSS
ADACAS
Alana and Madeline Foundation
Alzheimers ACT
ANU Gender Institute
Argyle Community Housing
Aunty Agnes Shae
Australian Sports Commission
Barnardos
Belconnen Community Services
Bernard Raby, CIT
Beryl Women Inc
Beyond Blue
Bing Lee Belconnen
Brumbies Rugby
Bunnings Tuggeranong
Calwell High School
Campbell Page
Canberra Museum and Gallery
Care Financial
Carers ACT
Caroline Chisholm High School
Canberra Rape Crisis Centre
Centrelink
Charles Conder Primary School
CHC Affordable Housing
Circus Quirkus

David Rothchild	Knitting Nanna	St Thomas More's Primary School
Denis Boutcher	Lake Tuggeranong College	St Vincent de Paul
Desma Christensen	Lanyon High School	Street Law
Donisha Duff	Lanyon Pharmacy	Susan Brennan
Domestic Violence Crisis Service	Lanyon Valley Scouts	Tanya Chalker, CIT
Doris Women's Refuge	Limelight Cinema, Tuggeranong	The Connection
Eliza Allen	Lisa Howarth, CIT	The Snow Foundation
Elizabeth Broderick	Lyneham Primary School	The Yellow Van
Emma Johnston	Macquarie Primary School	Therapies ACT
Endota Spa	Majura Primary School	Tina Marchetti
Erindale College	Marymead	Toni Kennedy
Families ACT	Marymead Indigenous Families Unit	Toora Women's Refuge
Firstpoint	Migrant Resource Centre	Top-to-Toe Hair Salon Lanyon
Franklin Charity House	Mount Rogers Primary School	Tosolini's Food to Go
Greening Australia	National Heart Foundation	Tuggeranong Child and Family Centre
Grill'd	National Museum of Australia	Tuggeranong Community Council
Gugan Gulwan Aboriginal Corporation	Ngunnawal Primary School	Tuggeranong Hyperdome
Gungahlin Child and Family Centre	Northside Community Service	Turner School
Hand Up	Northside Women's Supported Accommodation	U-Can Read Program, University of Canberra
Hands Across Canberra	O'Connor Cooperative School	United Way
Hardwickes	Olive and John Cross	Voodoo Creative
Hawker Primary School	PhotoAccess Gallery	Wanniassa High School
Headspace	Police Citizens Youth Club	Winnunga Nimmityjah Aboriginal Health Service
Helen Conway	Reconciliation Australia	Woden Community Services
Helping Hand	Relationships Australia	Women's Information and Referral Centre
Hesta Super Fund	Rosary Primary School	Woolworths Lanyon
Hilary Wardhaugh	Salvation Army Dickson	Youth Coalition of the ACT
Horry Morley	Sexual Health and Family Planning ACT	
Irene Scott	Simplicity Retreats	
Judy Byrnes	St Bede's Primary School	
Karen Douglas	St Benedict's Primary School	
Kingsford Smith School	St Margaret's Anglican Church	
Kippax Uniting Church		

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