

# YWCA OF CANBERRA

ANNUAL REPORT  
2012-2013



CANBERRA

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**YWCA of Canberra** ABN 48 008 389 151

**Cover photo** Participants from the Every Girl program

**Acknowledgement of Country**

The YWCA of 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. The YWCA of Canberra acknowledges the need to respect and encourage the diversity of Indigenous cultures and aims to respects Indigenous worldviews, lifestyles and customary laws.

# YWCA OF CANBERRA



CANBERRA



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# YWCA OF CANBERRA AT A GLANCE

THE YWCA OF CANBERRA IS A FEMINIST, NON-PROFIT COMMUNITY ORGANISATION WHICH HAS BEEN PROVIDING COMMUNITY SERVICES AND REPRESENTING WOMEN'S ISSUES IN THE CANBERRA COMMUNITY SINCE ITS ESTABLISHMENT IN 1929.

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

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

As part of the international movement, the YWCA of Canberra seeks to play its part in working for a world where reconciliation, justice, peace, health, human dignity, freedom and care for the environment are promoted and sustained through women's leadership.

The philosophy and strategic directions of the Organisation enable us to use a strengths-based approach to empower and encourage our clients.

We 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.

## A VALUES BASED ORGANISATION

**OUR VISION** *Women achieving their potential*

**OUR PURPOSE** Through the leadership of women and girls, the YWCA of Canberra is building a better community for all.

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

The values which guide and inspire our work are:

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



# PRESIDENT'S REPORT

There are signs up all around Canberra announcing that it's 'one big year' – a year of events to celebrate one hundred years since Lady Denman announced that the name of the new capital would be 'Canberra'. Whenever I see these signs, I can't help thinking "yes, it certainly is!" For the YWCA of Canberra, 2013 has been full of challenges, changes and achievements, and truly does deserve to be described as 'big'.

This year we bid farewell to Rebecca Vassarotti, reflecting on her ten years as Executive Director, and celebrating her contribution to the Organisation.

Rebecca led the YWCA of Canberra through ten years of growth, strengthening its position as a key community service provider and building its reputation as a leader in advocacy for women. Our Patron, Her Excellency the Honourable Quentin Bryce AC CVO, once described a 'Y woman' as someone who was 'gracious AND gutsy'. To me, these words describe Rebecca perfectly, and during her farewell others added to the description with words like 'inspiring', 'influential', 'energetic' and 'amazing'. In particular, Rebecca's commitment to young women's leadership will leave a lasting legacy, both in the Organisation and in the Canberra community.

At our annual planning day in January, we reflected on how we have met and exceeded the milestones of the first five years of our long-term strategic plan. As we embark on the next five-year phase, we welcome Frances Crimmins to the role of Executive Director.



We are excited to have appointed someone so committed to the values of the Organisation, and so enthusiastic about our vision for the future. Frances has been with us for three years in the role of Director of Operations and in that time has strengthened business and organisational processes and led a range of initiatives. We look forward to working with Frances in her new role, and to the many exciting plans for the Organisation in the year ahead.

A major event for 2013 was the launch of Lady Heydon House, the initial phase of our affordable housing program. Affordable housing provides an option for those who are ineligible for public housing but who are unable to afford rent in the private market. Lady Heydon House was the culmination of a number of streams of work, over a number of years, and the launch was an amazing opportunity to see the tangible results.

The aspiration of becoming an affordable housing provider stemmed from our concerns about the limited options available to women and families who had accessed our services and were now in need of their own accommodation. Worldwide, the YWCA has a long history of providing housing and safe spaces for women, and the YWCA of Canberra has long advocated on housing and homelessness issues.

Lady Heydon House was made possible in part through our years of growing relationships with corporate and philanthropic partners. We were one of the organisations selected to receive proceeds from the auction of Franklin Charity House, and our corporate partners assisted with furnishing the house and planting the gardens. We have also launched our gift fund, which will be the depository for all donations, such as bequests, workplace donations and responses to our appeals. This diversification of our funding will enable us to choose our own directions and address the needs that we see as priorities for women and girls in the Canberra community.

2013 saw the launch or expansion of a number of exciting programs, and we are grateful to the dedicated, passionate and talented staff who make these programs possible.

From Every Girl (a program to foster self-esteem and resilience in girls aged nine to 14) to Respect, Communicate, Choose (an innovative, evidence-based program for children aged 10 to 12 to support safe and equal relationships) through to She Leads (a gender responsive Diploma of Management), we are working towards our vision of women achieving their potential and leading change in their communities.

We were also able to celebrate the 20th birthday of Campbell Cottage, one of our Long Day Care Centres, in a newly renovated centre, with fantastic new facilities to reward our staff and families for their patience and persistence during the move!

The YWCA of Canberra is part of a worldwide membership-based movement of women and girls, and 2013 has also been a big year for our members. From internships with the World YWCA office in Geneva, to participating in the United Nations Commission on the Status of Women, to using Great Ydeas grants to implement their ideas for the change that they want to create, we have been proud to be the catalyst for so many amazing opportunities and to have supported our members on their leadership journeys.

The YWCA of Canberra hasn't been around for the full 100 years of Canberra's history – but we're certainly close. With many more big years ahead, we are grateful for the staff, Board, members, partners and friends who make our achievements possible.

**Ruth Pitt, President**



# WORKING TOWARDS OUR STRATEGIC GOALS

## MEASURING OUR CONTRIBUTION TO THE COMMUNITY

The YWCA of Canberra has long been committed to making a positive impact on the community. In order to measure this impact, build an evidence base of best practice and ensure continuous improvement, we have implemented a new evaluation and outcomes reporting framework, Results Based Accountability™ (RBA). By highlighting the outcomes we wish to achieve both in the community and our direct service users, we can better identify how our programs can make a contribution.

This year, we have included a 'snapshot'

of the community, which reflects the state of our population within the context of each strategic goal. Population statistics have been collected for the ACT, or at a national level where data is unavailable. These snapshots are found alongside the programs which contribute to achieving that particular strategic goal, and key activities that have taken place in 2012-2013. As we increase our evidence base and improve outcomes measurement, we will continue to share our program outcomes with our Board, funders and the community.

# GOAL ONE WOMEN INFLUENCING, LEADING AND DECIDING

## DID YOU KNOW?



**35**  
PERCENT

of seats in the  
**ACT LEGISLATIVE ASSEMBLY**  
are held by women (2013)<sup>1</sup>



**48**  
PERCENT

of directorships on ACT  
**GOVERNMENT BOARDS AND COMMITTEES**  
were held by women (2008)<sup>2</sup>

THE YWCA OF 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. THE YWCA OF CANBERRA AIMS TO BUILD A BETTER COMMUNITY FOR ALL THROUGH THE LEADERSHIP OF WOMEN AND GIRLS.

# OUR CONTRIBUTION

## SHE LEADS

Supporting the leadership potential of young women.

She Leads is a gender-responsive Diploma of Management for young women leaders. It explores the unique challenges facing young women at the early stages of their career and aims to equip them with the skills and confidence to take on leadership roles in their workplace and community.

She Leads was launched at an evening celebration of young women's leadership on 17 June at the Hyatt Hotel. Guests had the opportunity to listen to the personal leadership reflections of guest speakers Elizabeth Broderick, Sex Discrimination Commissioner, and Susan Brennan, World YWCA Vice President, and celebrate the official launch of the program.

She Leads is being delivered from mid July 2013 to March 2014 and will be delivered annually. Enrolments will open for the next course in early 2014.



## WOMEN OUT FRONT

Inspiring women to take on leadership roles.

The Women Out Front series is designed to develop women's skills and confidence to take on leadership roles within their community. As part of the series in 2012-13, we held a Women's Leadership Forum, Young Women's Leadership Workshop and two Finance and Governance Workshops.

Helen Conway, Director of the Equal Opportunity for Women in the Workplace Agency, was guest speaker at the Women's Leadership Forum.

Around 40 members of the community gathered to listen to Helen share her experiences and reflect on the challenges that women in decision-making roles face.

<sup>1</sup> ACT Legislative Assembly (2013) *ACT Legislative Assembly, 'Current members'* <http://www.parliament.act.gov.au/members/current>

<sup>2</sup> ACT Office for Women (2008) *Taking Stock: Reporting on the ACT Women's Plan (2004-09) Indicators of Success* [http://www.dhcs.act.gov.au/\\_data/assets/pdf\\_file/0011/66818/Taking\\_Stock\\_WomensPlan\\_-\\_Indicators\\_of\\_Success.pdf](http://www.dhcs.act.gov.au/_data/assets/pdf_file/0011/66818/Taking_Stock_WomensPlan_-_Indicators_of_Success.pdf)

15 emerging young women leaders attended the Young Women's Leadership Workshop. The interactive workshop enabled these young women to explore their leadership and gain inspiration from other women leaders.

*"I now have a lot of food for thought, and will implement a range of practices, as well as think more about leadership in the future."  
Young Women's Leadership Workshop participant*

The Finance and Governance Workshops are designed to address the under-representation of women on boards by building the capacity and confidence of women who would like to contribute through board and committee membership.

*"Practical, informative and gave me confidence to look out for ways to get involved in boards and governance."  
Governance Workshop participant*

**27**  
**NUMBER OF WOMEN WHO ATTENDED THE FINANCE WORKSHOP.**

**26**  
**NUMBER OF WOMEN WHO ATTENDED THE GOVERNANCE WORKSHOP.**

**90**  
**PERCENTAGE OF PARTICIPANTS WHO FELT BETTER EQUIPPED TO BECOME A BOARD OR COMMITTEE MEMBER.**

## **GREAT YDEAS**

**Providing opportunities for women to contribute to our community.**

Great Ydeas is a small grants program which provides financial assistance to women in Canberra and the surrounding regions to help develop their skills and enable a greater contribution to the community.

In 2012–2013 Great Ydeas supported six diverse projects that offered opportunities for women to achieve their potential and contribute to the community.

The funding enabled recipients to:

- open a 'pop-up' style café in the Food Co-op at ANU
- attend the Australasian Youth Justice Conference
- run martial arts workshops for women and girls in the ACT
- attend First Aid training and purchase First Aid kits to support community work
- attend the United Nations Permanent Forum on Indigenous Issues
- join the ACT Writers Centre and attend an editing course.

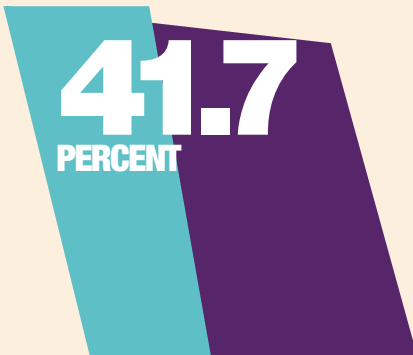
# 287

## NUMBER OF PEOPLE WHO PARTICIPATED IN OUR WOMEN'S LEADERSHIP EVENTS.

<sup>3</sup> <http://www.fahcsia.gov.au/our-responsibilities/women/publications-articles/gender-balance-on-australian-government-boards-report-2012-2013-0>

<sup>4</sup> YWCA Australia, Women On Boards and Australian Council of Social Services (2012) *Reflecting Gender Diversity: An analysis of gender diversity in the leadership of the community sector: Inaugural survey results* <http://ywca.org.au/sites/ywca.org.au/files/images/NFP%20Boards%20and%20Gender%20Diversity%202012%20final.pdf>

## DID YOU KNOW?



of appointments on  
**AUSTRALIAN GOVERNMENT BOARDS**  
were held by women (2012-13) <sup>3</sup>



of directorships on  
**ASX BOARDS**  
were held by women (2012) <sup>4</sup>

## YOUNG ABORIGINAL AND TORRES STRAIT ISLANDER WOMEN'S LEADERSHIP PROJECT

**Building the confidence of young Aboriginal and Torres Strait Islander women.**

The Young Aboriginal and Torres Strait Islander Women's Leadership Project is a two day workshop for young Indigenous women in high school and college. The workshop aims to build participants' confidence and provide them with information and advice that will assist in their transition from secondary school into tertiary education, employment or other opportunities.

Eight young women attended the workshop. Upon completion, the young women were able to demonstrate an understanding of leadership and identify the attributes that make a great leader. Participant feedback indicated one of the highlights of the workshop was finding out how they can take courses to help them in the future.

## BOARD TRAINEESHIP PROGRAM

**Preparing young women as decision makers on boards and committees.**

As part of our commitment to fostering young women's leadership, the YWCA of Canberra offers Board Traineeships to young women interested in learning about board membership and director responsibilities, but who may not yet feel ready to take on a full board position. In 2012/13, four young women completed the program.

We are proud that our Board Traineeship program was written up as a case study of best practice by the Equal Opportunity for Women in the Workplace Agency (EOWA) in 2012.







## WORLD YWCA DAY

**Celebrating and advancing women's leadership globally.**

Each year, World YWCA Day (24 April) is celebrated by YWCAs across the globe through a Round the World Breakfast. The breakfast is a fundraising event for the World YWCA Global Power to Change Fund, which supports a range of initiatives reaching women at all levels – local, regional, national and global – to develop women's leadership skills.

This year we welcomed Penny Williams, Australia's Global Ambassador for Women and Girls, as keynote speaker, and we were pleased to raise over \$3,000 for the Power to Change Fund.

## COMMISSION ON THE STATUS FOR WOMEN

**Advocating for women in a global environment.**

The YWCA of Canberra continued its contribution to global advocacy by participating in the YWCA Australia delegation to the 57th session of the Commission on the Status of Women (CSW). CSW is the United Nations key meeting for Member States of the UN to evaluate progress on gender equality, identify challenges, set global standards, and to formulate concrete policies to promote gender equality and women's empowerment worldwide.

This year's CSW was particularly important for the YWCA because the priority theme was violence against women. Traditionally a contentious issue for CSW, it was exciting that in the final moments, consensus was struck between governments and a draft Agreed Conclusions document was agreed to.

The YWCA of Canberra was also able to present, at parallel events, on our violence prevention programs including Respect, Communicate, Choose as well as our important work in women's leadership, including the Board Traineeship program.

## WORKING IN THE PACIFIC

### Working with our Pacific sisters and supporting the work of YWCAs across the Pacific.

The YWCA of Canberra continues to be involved in the Pacific Committee. The Pacific Committee is a primary forum for developing and organising the delivery of YWCA Australia's work to strengthen working relationships between YWCAs in Australia and the Pacific, and strengthen the development of YWCAs through governance, program and advocacy support.

The Organisation also takes part in the Timor Leste Committee, which is working towards establishing a YWCA in Timor Leste. In 2012, we supported one member to travel to Timor Leste and contribute towards this important work.

Two members continued their work supporting artisans in Papua New Guinea. This work was assisted through a Great Ydeas grant.

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<sup>5</sup> Equal Opportunity for Women in the Workplace Agency (2012) *2012 Australian Census of Women in Leadership*. [http://www.wgea.gov.au/sites/default/files/2012\\_CENSUS%20REPORT\\_0.pdf](http://www.wgea.gov.au/sites/default/files/2012_CENSUS%20REPORT_0.pdf)

<sup>6</sup> Australian Bureau of Statistics (2009) *Counts of Australian Business Operators, 2006 to 2007*, Table 1.11, cat. no. 8175.0. <http://www.abs.gov.au/AUSSTATS/abs@.nsf/DetailsPage/8175.02006%20to%202007?OpenDocument>

<sup>7</sup> YWCA Australia, YWCA of Adelaide, YWCA of 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*. <http://www.ywca-ca Canberra.org.au/LiteratureRetrieve.aspx?ID=116020>

## DID YOU KNOW?



**34**  
PERCENT

of  
**BUSINESSES IN THE ACT**  
were owned by women (2007) <sup>5</sup>



**85**  
PERCENT

of directorships on  
**COMMUNITY SECTOR BOARDS**  
in Australia were held by women (2012) <sup>6</sup>



**55**  
PERCENT

of young women surveyed in the ACT  
**CONSIDERED THEMSELVES TO BE A LEADER**  
(2012) <sup>7</sup>

# **GOAL TWO** **WOMEN ACHIEVE** **SECURITY AND** **INDEPENDENCE** **THROUGH THEIR** **ECONOMIC** **PARTICIPATION**

THE YWCA OF CANBERRA RECOGNISES THE IMPERATIVE OF FINANCIAL SECURITY FOR WOMEN BY SUPPORTING WOMEN'S ACCESS TO ECONOMIC PARTICIPATION. WE STRIVE FOR A COMMUNITY THAT ENABLES WOMEN TO ENHANCE THEIR SKILLS AND LIFELONG LEARNING, SUPPORTS WOMEN 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?

On average



**68.8%**

of women in the ACT  
**PARTICIPATED IN THE LABOUR FORCE**  
(2012-2013)<sup>8</sup> compared to



**58.9%**

nationally (2012-13)<sup>9</sup>

The  
**GENDER PAY GAP**  
in the ACT was



**12.7%**

(2012)<sup>10</sup> compared to



**17.5%**

nationally (2012)<sup>11</sup>

# 30,068

**PEOPLE IN THE ACT  
WERE ENROLLED IN VET  
QUALIFICATIONS (2012).<sup>12</sup>**



**70.4**  
**PERCENT**

of Australian children whose  
families were surveyed  
**NEEDED ADDITIONAL CHILD CARE**  
for work-related reasons (2011)<sup>13</sup>

<sup>8</sup> Australian Bureau of Statistics (2013) *Labour Force, Australia, June 2013*, Table 11, cat. no. 6202.0 <http://www.abs.gov.au/AUSSTATS/abs@.nsf/DetailsPage/6202.0jun%202013?OpenDocument>

<sup>9</sup> Ibid.

<sup>10</sup> Workplace Gender Equality Agency (2013) *Gender pay gap statistics* <http://www.wgea.gov.au/sites/default/files/2013-02-Gender%20pay%20gap%20statistics.pdf>

<sup>11</sup> Ibid.

<sup>12</sup> National Centre for Vocational Education Research (2013) *Student outcomes 2012*, Table 1 <http://www.ncver.edu.au/publications/2572.html>

<sup>13</sup> Australian Bureau of Statistics (2012) *Childhood Education and Care, Australia, June 2011*, Table 18, cat. no. 4402.0 <http://www.abs.gov.au/AUSSTATS/abs@.nsf/DetailsPage/4402.0June%202011?OpenDocument>



Campbell Cottage continued to ensure that all families have access to quality early childhood education and care by working closely with various children's and community services organisations to improve service delivery for children with additional needs.

## OUR CONTRIBUTION

### CAMPBELL COTTAGE CHILD CARE CENTRE

**A 66 place long day care centre providing high quality education and care to children aged six weeks to eight years.**

Campbell Cottage Childcare Centre strives to create a safe and supportive environment where children can learn and grow through a holistic approach to early childhood education and care, while supporting women to participate in the workforce.

2012–2013 was a difficult year for the children, Educators and families as the year was spent in a temporary facility while an extensive renovation and extension took place at the Centre. Despite this, Educators continued to develop high quality early childhood programs utilising the principles, practices and learning outcomes of the Early Years Learning Framework.

*"Without access to childcare I would be unable to attend work in my chosen field of study and would have to work less hours for less pay, at a time that would affect my 'family time' (i.e. when my partner was at home I would have to be at work). Access to childcare has helped to keep our family unit cohesive."*  
*Parent, Campbell Cottage*

### CONDER CHILD CARE CENTRE

**A 47 place long day care centre providing high quality education and care to children aged six weeks to eight years.**

Conder Child Care Centre continued to work in line with the National Quality Framework (NQF) and Early Years Learning Framework. Educators accessed professional development and training to ensure requirements of the NQF were met, with Educators achieving their Certificate III and Diploma of Children's Services qualifications.

The team of highly qualified Educators continues to nurture and encourage all aspects of individual development and help improve outcomes for children.

The Centre is committed to providing families with access to child care to support their workforce participation and life circumstances. The Centre also continued to provide emergency and crisis care for children in the community. During this time seven families accessed emergency care, supporting them through health issues and family illnesses.

Under the NQF, community connections have taken on a new importance. One of the seven quality areas under which programs are assessed is our links to the local community. At the end of the financial year, the Centre commenced discussions around working with other YWCA of Canberra programs in the Lanyon area to forge meaningful and sustainable connections. We look forward to seeing this work unfold in 2013-2014.

## SCHOOL AGE CARE

### Before school, after school and school holiday programs for school aged children.

In 2012–2013, YWCA of Canberra operated School Age Care programs in 12 schools across Canberra, including before and after school care and holiday programs.

Six of the programs were assessed under the new NQF assessment and rating system and we achieved positive results, with some programs exceeding national quality standards in areas such as 'Relationships with Children'. The remaining programs commenced preparation of their Quality Improvements Plans and will be assessed in 2013-2014.

Programs, once again, participated in the Active After School Community activities through the Australian Institute of Sport (AIS). Such longstanding activities provide quality additions to regular programming, increasing the value of the School Age Care Program.

*"Without access to child care I would not be able to work and my family would have no income."*

*Parent*



## FAMILY DAY CARE

**A quality home-based childcare scheme providing professional care for children age 0-12 years old.**

The YWCA of Canberra Family Day Care (FDC) Scheme provides quality home-based child care in Educators' homes. FDC also provides women in the Canberra region with the opportunity to participate in meaningful employment and training.

In July 2012, FDC welcomed Educators from Belconnen Community Services (BCS). BCS made the decision to cease providing family day care, and to transition their Educators to the YWCA of Canberra.

FDC continued to implement the NQF, and Coordinators worked with Educators to ensure all National Regulations are implemented and adhered to. Many Educators undertook traineeships with the YWCA of Canberra Training Unit to complete their Certificate III in Children's Services. This study, along with knowledgeable guidance from Coordinators, resulted in Educators delivering some very inspiring educational programs for children. Our workforce continues to strengthen as we support the career development and employability of local women.

"My son really enjoys attending family day care. He has developed many additional skills. We are so relieved to find such a wonderful carer."

*Parent*

"[Access to child care means] I am able to work full time and support my family."

*Parent*

## TRAINING UNIT

**A Registered Training Organisation delivering accredited training – nurturing a culture of learning within the Organisation and the broader community.**

The YWCA of Canberra Training Unit offers a diverse range of accredited and non-accredited training courses internally to staff and to the ACT community. Training can be accessed through work-based traineeships, funded jobseeker courses and fee-for-service.

In 2012–2013, the Training Unit delivered Certificate IV in Training and Assessment, Certificate III in Children's Services, Diploma in Children's Services, Certificate III in Business Administration, Diploma of Management, Statement of Attainment in Children's Services, and Statement of Attainment in First Aid to over 200 trainees.



In particular, Children's Services training was provided to 86 jobseekers and, within the financial year, 44 successfully completed their training programs. As a result, the YWCA of Canberra supported these jobseekers to gain employment either before or after completion of their course. 41 jobseekers continue to increase their skills and knowledge through accredited training.

A significant increase also occurred in the number of fee-for-service students in Children's Services courses and Certificate IV in Training and Assessment, reflecting growing demand for our accredited training courses in the community.

# 93

**NUMBER OF FEE-FOR-SERVICE STUDENTS IN 2012-2013 COMPARED WITH 24 FEE-FOR-SERVICE STUDENTS IN 2011-2012.**

## BICULTURAL SUPPORT POOL

**Providing support to children and families, with English as a second language, who attend children's services programs in Canberra.**

The Bicultural Support Pool (BSP) assists children from non-English speaking backgrounds to feel comfortable in their new surroundings, while helping staff and other children learn about the child's culture. In addition to support for children and staff, the BSP program also supports the economic participation of the BSP worker.

The BSP program concluded in December 2012. From July to December, the program registered 39 active BSP workers. The Organisation received positive feedback from both child care centres and BSP workers following placements.



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

THE YWCA OF CANBERRA RECOGNISES THE FUNDAMENTAL IMPORTANCE OF ENSURING ACCESS TO BASIC NEEDS IN OUR COMMUNITY, ESPECIALLY FOR THOSE MOST VULNERABLE. FOOD, SHELTER, EDUCATION, INCOME, A SUSTAINABLE ENVIRONMENT, SOCIAL JUSTICE AND COMMUNITY COHESION ARE VITAL FOR WOMEN AND THEIR FAMILIES TO PARTICIPATE IN AND CONTRIBUTE TO COMMUNITY LIFE.

## DID YOU KNOW?

OVER

**40**  
PERCENT

of low to middle income earners in the ACT were **EXPERIENCING HOUSING STRESS** (2007-2008) <sup>14</sup>

**50**

persons per 10,000 of the population were **CONSIDERED HOMELESS IN THE ACT** (2011) <sup>15</sup> compared to

**48.9**

nationally (2011) <sup>16</sup>

**13**  
PERCENT

of Australians were considered to be in **RELATIVE INCOME POVERTY** (2009) <sup>17</sup>

## OUR CONTRIBUTION

### AFFORDABLE HOUSING PROGRAM

**Providing safe, affordable housing for women.**

As a service provider within the homelessness sector the YWCA of Canberra has become increasingly alarmed about the affordability of housing within the ACT, and the impact on specific groups in our community, particularly older women.

Lady Heydon House is the result of the initial phase of the YWCA of Canberra's Affordable Housing Program and provides safe and affordable housing for five older women. Each woman has her own bedroom, sitting room, ensuite and kitchenette, and share a larger kitchen, dining room and two living spaces.

<sup>14</sup> ACT Shelter Inc. (2013) *Housing and affordability in the ACT 2013* <http://www.actshelter.net.au/LiteratureRetrieve.aspx?ID=131741&A=SearchResult&SearchID=25611968&ObjectID=131741&ObjectType=6>

<sup>15</sup> Australian Bureau of Statistics (2012) *Census of Population and Housing: Estimating Homelessness, 2011*, Table 1.1, cat. no. 2049.0 <http://www.abs.gov.au/AUSSTATS/abs@.nsf/DetailsPage/2049.02011>

<sup>16</sup> Ibid.

<sup>17</sup> Australian Institute of Health and Welfare (2013) *Australia's welfare 2013* <https://www.aihw.gov.au/publication-detail/?id=60129543825>

The Organisation also purchased two one-bedroom apartments in the Eclipse development at Bruce. Each apartment provides affordable housing for one older woman.

The YWCA of Canberra was named one of the major recipients of the Franklin Charity House project, and received a portion of the proceeds of the sale of this property in March 2013. This generous donation contributed towards the Organisation's initiatives to support women to maintain affordable housing.

*"Lady Heydon House signifies your response to the plight of older women who are at serious risk due to intermittent work patterns, low levels of superannuation and lower incomes, fragile, or non-existent financial stability... Lady Heydon House will mean a haven, a roof, dignity, security, privacy, a space, time to reflect, to gain strength and purpose, to plan a future. Most of us couldn't imagine what it would be like to be without those things... What they need is this - what we see here."*

*Her Excellency the Honourable  
Quentin Bryce AC CVO,  
Governor-General of the  
Commonwealth of Australia*



## HOUSING SUPPORT SERVICE

**Working with families to achieve long term sustainable housing outcomes.**

The Housing Support Service (HSS) provides medium term accommodation, advocacy, case management, referrals and support to families who are homeless or at risk of homelessness. The program has an overarching goal of addressing the underlying causes of homelessness to help families break the cycle.

In 2012–2013, the HSS accommodated 30 families, supported 48 families in an outreach capacity and supported 17 families as they transitioned from HSS accommodation into self-sufficient and sustainable accommodation.

# 1,556

**NUMBER OF  
SHORT TERM  
ACCOMMODATION  
NIGHTS PROVIDED.**

# 3,101

**NUMBER OF  
MEDIUM TERM  
ACCOMMODATION  
NIGHTS PROVIDED.**

The HSS facilitated three strengths-based groups designed to build self-esteem, confidence and community connection to help participants:

- break the cycle of domestic violence
- create pathways into education, training and employment
- support women to identify their strengths and goals for the future.

HSS takes a holistic approach by addressing the underlying causes of homelessness while supporting families with gaining the skills and resources to exercise choices and control their lives.

## LIFE EXPERIENCE COUNTS

**Life experience counts is a seven week program targeted at women who are currently unemployed or returning back to the work force.**

Life Experience Counts (LEC) is a group run by the Housing Support Service that provides an opportunity for parents who are currently not in the workforce to look at the skills they have gained through their life experience and how these skills could assist them in their chosen field of employment or study. An example of this is the skills they have developed through parenting their children and household budgeting. The program assists participants with résumé development, identifying study options and assistance to find employment.

Upon completion of the group, participants reported being more aware of their skills and how these might apply to opportunities in the workforce. Some of the participants are now enrolled in courses at Canberra Institute of Technology (CIT) to build on their skills and to ultimately support their economic participation.



## BREAKING THE CYCLE

### **Breaking the cycle of intergenerational homelessness.**

Breaking the Cycle aims to mitigate the adverse effects of homelessness on children. A Children's Behavioural Worker works closely with children and their families to provide specialist support and to respond to issues such as trauma, family violence, mental health issues and substance abuse.

In 2012–2013, the program supported 19 families, including 64 children. The Children's Behavioural Worker spent time with the children and their parents, in their homes, and supported referrals to a wide range of specialist services.

This year, four parenting groups were run, in partnership with a number of other support agencies, for parents with housing and accommodation issues.

These groups, based on the Circle of Security Parenting program, help parents grow in their understanding of their child's emotional needs and how best to respond to them.

*"Doing the program has given me confidence as a parent."*

*Program participant*

## SUPPORTING TENANCY SERVICE

### **Working with people to maintain tenancies or manage mortgage repayments.**

The Supporting Tenancy Service (STS) provides support to tenants through early intervention, crisis support, outreach support, information, advocacy, advice and referral, case management and engagement activities. STS supports private renters, mortgagees, and public and community housing tenants across Canberra.

In 2012–2013, STS provided one-off support to 101 clients, double the number of the previous financial year.

“Just like to say thank you for all your help and support. We would have struggled to get this over the line if it wasn’t for your efforts! We really can’t thank you enough and it’s been so sincerely appreciated. It will be something we will never forget and you are always welcome to visit.”

*Program participant*

## OUTREACH ENERGY AND WATER EFFICIENCY

**Helping members of the community reduce their household energy costs.**

The Outreach Energy and Water Efficiency (OEWE) program provides low income households, and those experiencing financial hardship in the ACT, with advice on how to save on energy and water. OEWE assists householders to understand how to reduce the energy use of appliances as well as recommending clients, who are eligible to receive retrofits, to the Sustainability Advisory Team.

OEWE has worked in collaboration with HESS, ACTEWAGL, ACT Housing and several community organisations to empower clients to be responsible for improving their energy efficiency.

“Information about curtains was informative. I didn’t realise so much hot/cool air can escape from uncurtained windows.”

*Program participant*

**91%**  
**AVERAGE PERCENTAGE OF SERVICE USERS WHO EXPERIENCED IMPROVEMENTS IN THEIR CIRCUMSTANCES.**

## CHILD, YOUTH AND FAMILY GATEWAY SERVICE

**Supporting children, young people and their families in Canberra.**

The Child, Youth and Family Gateway is an entry point for vulnerable children, young people and their families to access support services in the Canberra region. The Gateway is managed by a consortium comprising the YWCA of Canberra, Barnados Australia, Woden Community Services and Belconnen Community Services.

Each consortium partner employs a Gateway Engagement Officer, who works in each of the four regions of Canberra, with the YWCA of Canberra Gateway Engagement Officer being located at the Mura Lanyon Youth and Community Centre. Gateway Engagement Officers receive referrals into the Gateway, undertake initial assessments, provide initial advice, prioritise service responses and assist in the management of waiting lists.

At the end of the financial year, the Gateway Engagement Officers began the co-location of the Gateway into Care and Protection Services, with the aim of ensuring that vulnerable children, young people and their families would receive a timely response from the service system. This is an important service and partnership that aims to divert children and young people away from statutory services.

## ENCORE

**A gentle exercise program for women who have experienced breast cancer.**

YWCA Encore is a program for women who have experienced breast cancer, at any time of their lives and incorporates gentle exercises, relaxation techniques, information and support.

Encore is a safe, fun and therapeutic program designed to relieve upper body discomfort and immobility often experienced after surgery. Participation can also boost self-esteem and self image, creating a positive attitude to life and health.

In 2012–2013, 16 women participated in the Encore program. Feedback from participants indicated they felt much stronger and had more energy after completing the program.

Calvary John James Hospital (CJJH) continued to support the program through free use of facilities at the hospital. Staff of CJJH also raised significant funds for the Encore program, which will allow the delivery of four additional programs in 2013–2014.

## STEPS

**Educating, supporting and empowering young pregnant and parenting women (aged 13 to 25).**

The STEPS program is an early intervention program which aims to educate, support and empower young pregnant and parenting women (aged 13 to 25). By developing their capacity and skills, STEPS aims to help improve the overall health and well-being of participants and their children.



The STEPS program provided weekly structured workshops on the following topics:

- positive parenting
- healthy relationships
- health and well-being
- community and social connections.

Individualised, intensive assistance was also provided to participants in order to develop their sense of independence, and provide opportunities to engage in the general community.

In 2012–2013, two STEPS programs were run, with 19 young women participating. Considerable networking and new strategies were developed to increase the program's accessibility for Aboriginal and Torres Strait Islander women, as well as women from culturally and linguistically diverse backgrounds.

Another addition to the program was the inclusion of a parenting program, based upon Circle of Security™ theory. Participants found this addition extremely valuable, especially in relation to developing a better understanding of child development.

*"I am feeling better about not always knowing everything when it comes to knowing what my child needs."*

*Program participant*

**THERE WAS A  
47%  
INCREASE IN  
PARTICIPATION  
FROM ABORIGINAL  
AND TORRES STRAIT  
ISLANDER WOMEN  
BETWEEN 2011–2012  
AND 2012–2013.**

**100%  
OF PARTICIPANTS  
FELT RELATIONSHIPS  
WITH THEIR CHILDREN  
WERE STRENGTHENED  
AS A RESULT OF  
PARTICIPATING IN THE  
STEPS PARENTING  
PROGRAM.**

## LANYON FOOD HUB

**Providing free food to members of the community who require emergency relief.**

The Lanyon Food Hub was officially opened in October 2012, during Anti-Poverty Week. From this time, it has provided a much needed service to approximately 453 clients.

The Lanyon Food Hub operates with the assistance of Emergency Relief funding from the Commonwealth Government, free food from Lanyon Woolworths and donations from the Yellow Food Van. Emergency Relief funding is used to purchase food from the Food Bank in Sydney.

The Lanyon Food Hub is run by a team of dedicated volunteers, many from the Argyle Community Housing complex located adjacent to the Mura Lanyon Youth and Community Centre. Recently the volunteers were recognised at the 2013 ACT Volunteer of the Year Awards, winning the Community Services category and the 2013 ACT Volunteer Team of the Year category.

**255**  
**HIGHEST NUMBER  
OF CLIENTS  
WHO ACCESSED  
EMERGENCY RELIEF  
AT THE LANYON FOOD  
HUB IN A GIVEN  
MONTH.**



# GOAL FOUR COMMUNITIES THAT ARE SAFE AND CONNECTED

THE YWCA OF 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 ENVISION A COMMUNITY WHERE ALL PEOPLE ENGAGE IN EQUAL, SAFE AND RESPECTFUL RELATIONSHIPS, FREE FROM VIOLENCE AND THE GENDER-BASED ATTITUDES THAT PERPETUATE VIOLENCE. THE YWCA OF CANBERRA BELIEVES THAT EVERYONE, WHO IS PART OF COMMUNITY, HAS THE RIGHT TO CONTRIBUTE TO, AND SHARE EQUALLY IN, THE BENEFITS OF THE COMMUNITY'S SOCIAL, CULTURAL AND ECONOMIC DEVELOPMENT.

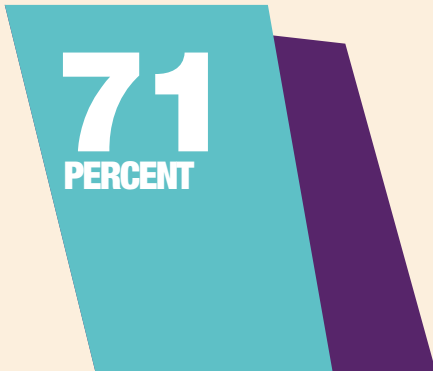


## DID YOU KNOW?

Almost



Australian women have **EXPERIENCED SEXUAL VIOLENCE** since the age of 15<sup>18</sup>



of Australians had actively participated in a **SOCIAL, COMMUNITY OR POLITICAL GROUP** (2010)<sup>19</sup>



of Australians surveyed had **EXPERIENCED SOCIAL EXCLUSION** (2010)<sup>20</sup> including over



of Australians aged 65+ years<sup>21</sup>



of Australians surveyed displayed **GENDER SUPPORTIVE ATTITUDES** (2009)<sup>22</sup> including



of young Australians aged 16 to 20 (2009)<sup>23</sup>

## OUR CONTRIBUTION

### ADVOCATING FOR GENDER EQUALITY AND VIOLENCE PREVENTION

Reducing violence against women continues to be a significant priority for the YWCA of Canberra.

Over 2012–2013, the Organisation continued its involvement in collaborative community campaigns, such as Reclaim the Night and the White Ribbon campaign. Both campaigns raise awareness of the prevalence of physical and sexual abuse in the community.

Through our Respect, Communicate, Choose program, we worked with young people aged nine to 12 to challenge attitudes that are based on inequity and build their knowledge and skills to develop relationships that are non-violent and respectful. This program was officially launched on 25 November, International Day for the Elimination of Violence Against Women.

Our work in supporting those affected by violence continues in our Housing Support Service, where many women face homelessness as a result of domestic violence.

The Breaking the Cycle and Making Safe Connections programs work with women and their families to overcome the impact that violence has had on their lives.

The YWCA of Canberra's 2013-2014 ACT Budget submission also identified violence against women and creating an anti-violence culture in the ACT as a core service area requiring Government resourcing and attention.

**206**  
**NUMBER OF PEOPLE WHO ATTENDED OUR ADVOCACY EVENTS.**

## **RESPECT, COMMUNICATE, CHOOSE**

### **Enabling young people to engage in safe and respectful relationships.**

*Respect, Communicate, Choose* aims to give young people aged nine to 12 the tools and support to develop, promote and perpetuate equal, safe and respectful relationships, with the ultimate goal of preventing violence against women.

The primary prevention program provides boys and girls the opportunity to explore the concept of gender and to challenge their own assumptions about gender roles.

The program comprises nine one hour workshops and is being delivered to year five and six students in 12 schools across the ACT and Adelaide, in partnership with YWCA Adelaide. Up to 498 students have participated in the program in Canberra.

One highlight of the program was the delivery of workshops to 120 students as part of the ACT Education Directorate's annual Anti-Bullying Conference held in March 2013. At the end of the workshop, 93% of students showed a high level of understanding of what respect means and 82% of participants identified themselves as leaders.

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<sup>18</sup> Australian Bureau of Statistics (2006) *Personal safety survey* (reissue), cat. no. 4906.0 [http://www.abs.gov.au/AUSSTATS/abs@.nsf/DetailsPage/4906.02005%20\(Reissue\)?OpenDocument](http://www.abs.gov.au/AUSSTATS/abs@.nsf/DetailsPage/4906.02005%20(Reissue)?OpenDocument)

<sup>19</sup> Australian Government (2013) *Social Inclusion*, 'How Australia is faring: Social connections' <http://www.socialinclusion.gov.au/resources/how-australia-is-faring/social-connections>

<sup>20</sup> Brotherhood of St Laurence (2012) *Measuring social exclusion* <http://www.bsl.org.au/Social-exclusion-monitor/Data-tables.aspx>

<sup>21</sup> Ibid.

<sup>22</sup> VicHealth (2010) *National Community Survey on Community Attitudes to Violence Against Women 2009* [http://www.vichealth.vic.gov.au/~media/ResourceCentre/PublicationsandResources/PVAWI/NCAS\\_CommunityAttitudes\\_report\\_2010.ashx](http://www.vichealth.vic.gov.au/~media/ResourceCentre/PublicationsandResources/PVAWI/NCAS_CommunityAttitudes_report_2010.ashx)

<sup>23</sup> Ibid.

“Thank you for presenting such an essential program. Many students got a lot out of the program.”

*Teacher, Canberra*

“[Since participating in the program in our class] we seem to be able to sort through issues better.”

*Student, Canberra*



## MURA LANYON YOUTH AND COMMUNITY CENTRE

**Enhancing social inclusion in the Lanyon Valley through community participation.**

Mura Lanyon Youth and Community Centre offers activities, information and support to empower community members, promote linkages and enhance community participation in the Lanyon and South Tuggeranong region.

In 2012–2013, the Centre hosted and/or supported over 21 activities, groups or services, adapting or adding new services and programs according to community needs. The Centre continued to build community strengths and is committed to facilitating community self-determination and ownership, particularly through identifying community assets and existing capacities.

One new program developed this year is the Lanyon Ladle, a soup kitchen. Operating from the Community Café at the Centre, the Lanyon Ladle is managed by a team of local volunteers and is open every Thursday. Produce is sourced from the Lanyon Food Hub, cooked by volunteers and available to the local community for a gold coin donation. Such programs at the Centre support community members to make connections and enhance their community participation.

## GETTING HEALTHY IN THE INNER NORTH

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

Getting Healthy in the Inner North is a program that aims to increase participants' social inclusion, general well-being and provides support for long-term healthy behaviour change in vulnerable population groups. It also provides support for economic participation.

In 2012–2013, the program continued to provide a free, healthy lunch to residents of the Ainslie Precinct every Wednesday.

A community Information Hub was also held one Wednesday per month, providing an opportunity for residents to access information and service providers, including health professionals.

The program also continued to run groups promoting health and well-being, and social connections, including Heartmoves, Tai Chi, Quit Smoking and the long running Art and Drama group.

*"Tuesday when I come to Art and Drama is the best day of the week."  
Program participant*



**GOAL FIVE**  
**CHILDREN AND**  
**YOUNG PEOPLE BUILD**  
**THE SKILLS AND**  
**ATTRIBUTES THEY**  
**NEED TO CREATE A**  
**BETTER FUTURE**

THE YWCA OF CANBERRA STRIVES TO IMPROVE THE WELL-BEING OF VULNERABLE CHILDREN, YOUNG PEOPLE AND THEIR FAMILIES. THROUGH EQUAL ACCESS TO QUALITY EDUCATION AND EMPLOYMENT OPPORTUNITIES, WE BELIEVE ALL CHILDREN AND YOUNG PEOPLE SHOULD BE SUPPORTED TO REACH THEIR POTENTIAL, MAKE A CONTRIBUTION AND SHARE IN THE BENEFITS OF OUR COMMUNITY.



## DID YOU KNOW?

**9.8%**

of young children in the ACT were considered **DEVELOPMENTALLY VULNERABLE** (2012)<sup>24</sup> compared to

**10.8%**

nationally (2012)<sup>25</sup>

**93.9%**

of year 7 students in the ACT demonstrated **LITERACY SKILLS AT OR ABOVE NATIONAL MINIMUM STANDARDS** (2012)<sup>27</sup> compared to

**93.1%**

nationally (2012)<sup>28</sup>

**89.6**  
PERCENT

of young people aged 15 to 19 years in the ACT were **FULLY ENGAGED IN EDUCATION OR WORK** (2011)<sup>26</sup>



<sup>24</sup> Royal Children's Hospital Centre for Community Child Health & Murdoch Childrens Research Institute (2013) *Australian Early Development Index* <http://maps.aedi.org.au/>

<sup>25</sup> Ibid.

<sup>26</sup> Australian Bureau of Statistics (2011) *Education and Work, Australia, May 2011*, Table 1.10 <http://www.abs.gov.au/AUSSTATS/abs@.nsf/DetailsPage/6227.0May%202011?OpenDocument>

<sup>27</sup> Australian Curriculum Assessment and Reporting Authority (2012) *National Assessment Program Literacy and Numeracy (NAPLAN), 'Results'* <http://www.nap.edu.au/results-and-reports/naplan-results/results.html>

<sup>28</sup> Ibid.

# OUR CONTRIBUTION

## EVERY GIRL

**Equipping girls aged 9 to 14 with the tools to build their strengths and realise their full potential.**

Every Girl is a program that aims to increase girls' self esteem, social and team building skills, leadership development and resilience. Using a strengths-based approach and a human rights framework, participants are supported to find their voice and speak out about community issues.

In 2012–2013 the YWCA of Canberra ran two Every Girl programs, with a total of 34 girls participating across the two groups.

The first program, at Majura Primary School, was held in October 2012. A highlight included visiting Parliament House and speaking with female Members of Parliament and decision makers.

Five participants also had the opportunity to attend the launch of International Day of the Girl Child with the then Honorable Prime Minister Julia Gillard and address the audience, sharing the importance of the day for girls like them around the world.

*"It's an inspiration for girls around the world to speak up for their rights like me and my friends."  
Program participant*

The second program was held, at Kingsford Smith School, in April 2013. Participants once again had the opportunity to visit Parliament House, where they met Gai Marie Brodtmann, Member of the Australian House of Representatives for Canberra, who shared her experiences and reflected on the challenge of growing up in a sole parent working class family. At the end of the programs, over 90% of participants were able to identify leadership characteristics within themselves.



The skills gained from Every Girl will support participants to become empowered members of their community.

## Y-ASPIRE

**Supporting young women high school student in years seven and eight to strengthen self-identity and connections to schooling.**

Y-Aspire is an early intervention leadership program to support young women in high school who are at risk of disengaging with education. The strengths based program aims to build skills and confidence that will assist them in their journey through high school and beyond.

In 2012–2013, three Y-Aspire programs were run in two schools in Tuggeranong, with over 30 participants.

The program addresses the issues of identity, personal skills and skill building, body confidence, respectful relationships and career pathways.

Through a supportive environment, Y-Aspire assists participants to question the norms and expectations that may conflict with their aspirations, whilst engaging the young women in activities that create awareness of who they are and what options they may wish to explore in the future.

## Y-ASPIRE HELPED

# 73%

**OF PARTICIPANTS IN ONE SCHOOL DEVELOP A STRONGER SENSE OF IDENTITY.**

# 100%

**OF PARTICIPANTS IN ONE SCHOOL BECAME MORE AWARE OF THEIR SCHOOL SUPPORT MECHANISMS THROUGH Y-ASPIRE.**

## LANYON CLAIM LITERACY PROJECT

**Improving literacy outcomes for high school students.**

The Lanyon Claim Literacy Project is aimed at secondary students in the early years of high school who are struggling to read and who are beginning to disengage with education. This program is run in close collaboration with Lanyon High School.



The project aims to:

- improve the literacy learning opportunities and outcomes of disengaged students
- showcase effective literacy practices
- develop a model for literacy support that can be adopted by other programs
- adopt innovative and cutting-edge literacy practices that incorporate the use of technology.

In 2013, the program commenced with 12 young people participating. The students receive one to one intensive reading assistance with trained tutors. All students keep a personal journal that records their learning journey and pieces of writing, including poetry. Students participate in “circle time” to discuss the books they are reading and to share 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 to transition into alternative pathways or work.**

Youth Connections is an educational support program aimed at removing the barriers that may impact on a young person's capacity to access and engage in education. The objective of Youth Connections is to ensure young people at risk of not attaining a Year 12 certificate, or equivalent qualification, get the support they need to remain engaged or re-engaged in education, training or employment.

In 2012–2013, Youth Connections provided support to over 100 young people through case management, school programs and other outreach activities.

Youth Connections facilitated a number of successful school programs, which covered topics such as living skills, leadership and self esteem.

A particular highlight for Youth Connections was the completion of another Pictures of Life workshop. The photography program was run in collaboration with PhotoAccess from the Manuka Arts Centre and young people from Erindale College's Big Picture Academy. The program ended with an exhibition displayed at Erindale Library throughout December 2012. 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.

*"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."*

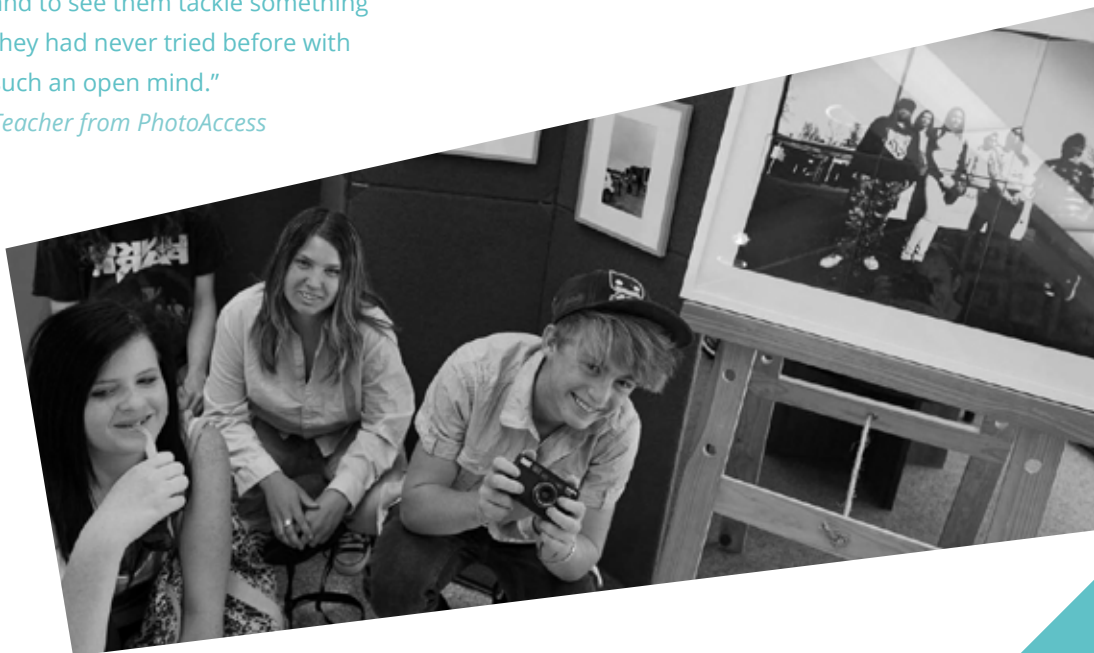
*Teacher from PhotoAccess*

## YOUTH ENGAGEMENT

**Engaging young people aged 12 to 25 to strengthen their support networks in safe environments.**

Youth Engagement provides a range of activities in the Tuggeranong area to engage young people aged 12 to 25, and link vulnerable young people into relevant services.

Our Youth Engagement staff work with young people, their schools and community, to identify their strengths, interests and needs, and develop appropriate programs and services. Young people are supported through group and structured activities, information and advocacy, individual support and referrals.



In 2012–2013, YWCA of Canberra's Youth Engagement programs have included:

- FoodStuff nutrition and cooking program
- Lanyon Youth Festival
- Outreach in schools and the community
- Step Up, Give Back young people's leadership group
- structured drop-in at the Lanyon Youth Centre
- free school holiday programs.

A highlight for Youth Engagement over the year was the growing numbers of young people attending Lanyon Drop-In. A range of initiatives were implemented in 2012–2013, including increased opening times, more structured activities and programs and more staff available to deliver activities. The average monthly attendance increased by up to six times during the year.

*"I come to drop in because it's 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 favorite days are when we have activities like cooking."*

*Lanyon Drop-In Attendee*

# 350

**THE HIGHEST NUMBER OF YOUNG PEOPLE WHO ATTENDED DROP-IN AT LANYON YOUTH CENTRE IN A GIVEN MONTH.**

## CIRCLES OF SUPPORT

**Supporting children and young people who are experiencing social, emotional or behavioural difficulties affecting their well-being and relationships.**

Circles of Support is a counselling service for children and young people aged 8 to 15 years, and their families. The service works with children and young people who are experiencing social, emotional or behavioural difficulties that are affecting their well-being and impacting others around them. Counsellors work from a relationship-based therapeutic model and works with some or all family members, as appropriate.

During 2012–2013, counsellors 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 behaviour in children and young people.

*“Very good, welcoming service.”*

*Program participant*

*“I was happy to talk to someone. It really helped.”*

*Program participant*



# THE YWCA OF CANBERRA IS A LEADING, ETHICAL AND SUSTAINABLE ORGANISATION

## **GOVERNANCE AND CORPORATE STRUCTURE**

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

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



# 2012–2013 BOARD MEMBERS

President



Ruth Pitt\*

Treasurer



Betty Ferguson

Vice President



Joanna Allebone\*

Vice President



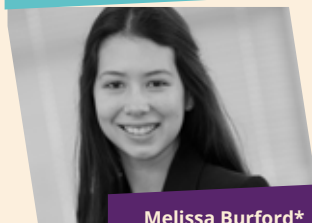
Jane Alver

Executive Director



Rebecca Vassarotti

Director



Melissa Burford\*

Director



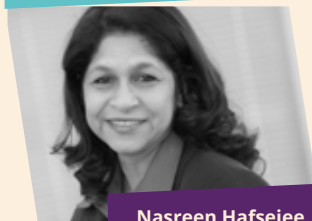
Kate Chipperfield\*

Director



Beth Cox

Director



Nasreen Hafsejee

Director



Angela Koch

Director



Thieu Hue Lam

Director



Julie McKay\*

National Board Representative

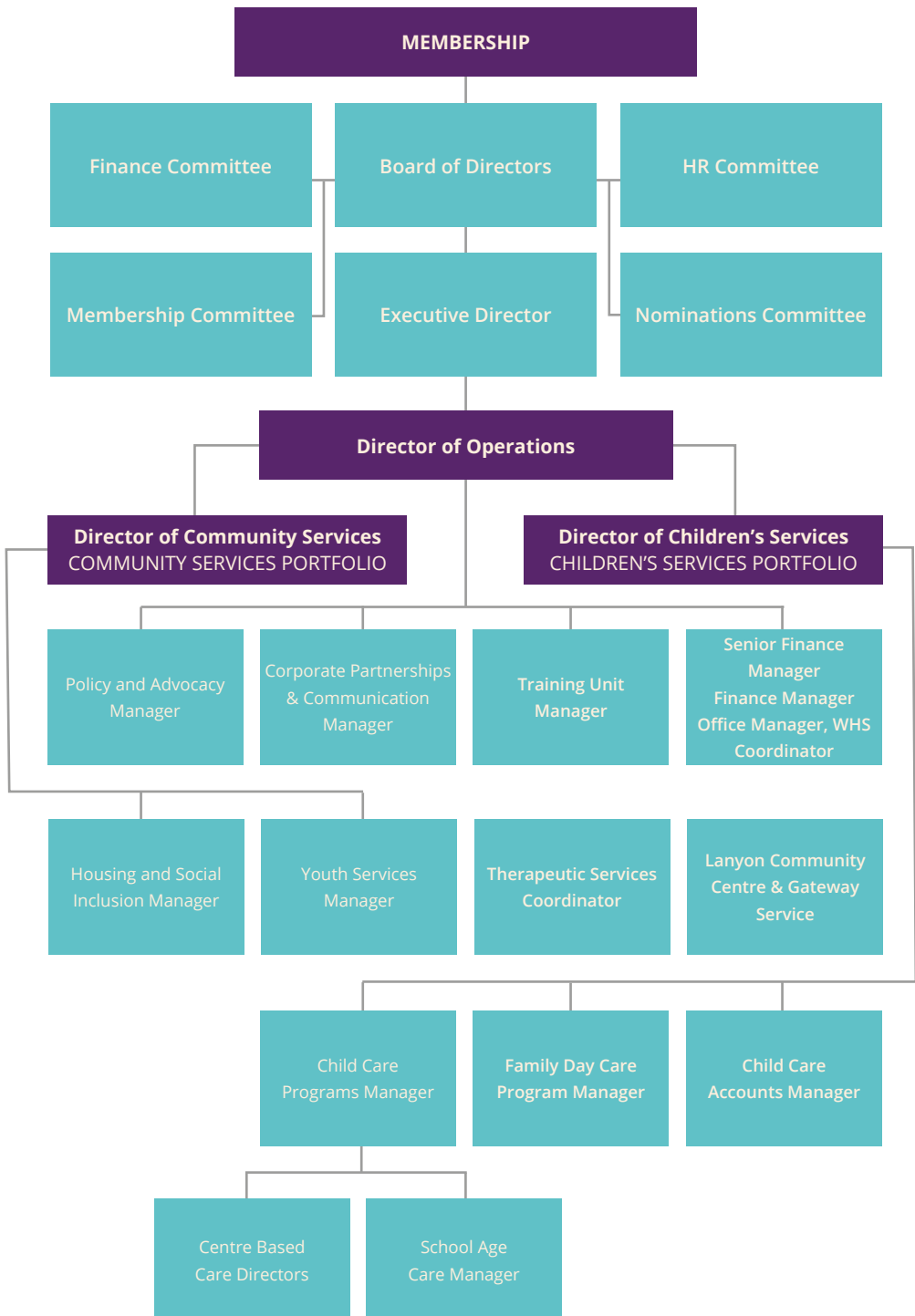


Heather McAulay\*

The Executive Director also fulfills the role of Company Secretary.

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

# ORGANISATIONAL STRUCTURE OF THE YWCA OF CANBERRA



## **INTEGRATING SERVICES AT THE MURA LANYON YOUTH AND COMMUNITY CENTRE**

There is a strong case for integrated service delivery which is cooperative, collaborative and co-located.

In 2012, the Mura Lanyon Youth and Community Centre was extended by the ACT Government. The new building was officially opened by the Community Services Minister Joy Burch on 6 August. The new facilities have provided the opportunity to co-locate a range of new services at the Centre, and to develop an integrated service delivery model to best meet the needs of the Lanyon and wider Tuggeranong communities. The aim of the integrated model is to provide “place based” accessible services to community members and to promote collaboration between practitioners to ensure services are seamless and flexible. There are now a range of services located at the Centre including Youth Engagement, Housing and Homelessness Services, the Child, Youth and Family Gateway, Circles of Support, the Lanyon Food

Hub and Community Café, Seniors Groups and a range of community development programs. Partnerships with other services and programs have been developed including with Care Financial, Tax Help, the Tuggeranong Child and Family Centre, Tuggeranong High Schools and Colleges, CIT, Oasis, Communities@work and Argyle Housing just to name a few. Through these partnerships we are able to deliver much needed services to vulnerable, children, young people and their families in Lanyon and Tuggeranong.

## **RECONCILIATION AT THE YWCA OF CANBERRA**

The YWCA of Canberra has been committed to reconciliation throughout its long history. For many years now we have worked to develop relationships with Aboriginal and Torres Strait Islander people and organisations, build respect and identify and pursue opportunities for reconciliation.

As we come to the end of our second Reconciliation Action Plan (RAP), staff across all program areas have taken time to reflect on how they are working towards reconciliation within their programs.

Staff will also identify priorities for how they can continue to integrate the vision for reconciliation into the work of the Organisation.

A snapshot of Reconciliation at the Y in 2012–2013:

- As part of our commitment to achieving Constitutional Recognition, the YWCA of Canberra supported the Recognise campaign, and participated in a community event during Reconciliation Week to promote this important campaign.
- Children in our Children's Services programs have participated in activities including discussions about Aboriginal and Torres Strait Islander cultures, art and craft, Aboriginal music and dances, Dreamtime stories and Reconciliation Week activities.
- Our Housing Support Service has dedicated one house for Aboriginal and Torres Strait Islander families.
- Considerable networking and new strategies were developed for the STEPS program to increase the program's accessibility for Aboriginal and Torres Strait Islander women, as well as women from culturally and linguistically diverse backgrounds.
- Staff across all programs participated in Reconciliation Week and NAIDOC Week activities within the Organisation and in the community.
- The Young Aboriginal and Torres Strait Islander Women's Leadership Program worked with young Indigenous women in the community to build their confidence and leadership skills.
- As we commence the refresh of our RAP, we note that our commitment to reconciliation remains strong and we look forward to sharing our new RAP with members and supporters in 2014.

## ENVIRONMENTAL SUSTAINABILITY

The YWCA of Canberra shares a concern for our natural resources and the environment, and is committed to encouraging sustainability and ensuring our workplaces are more eco-friendly. As a workplace and business, the YWCA of Canberra places great value on improving our environmental performance and takes steps to minimise our impact on our environment and maximise our effective use of resources. Our daily practice is guided by an Environmental Policy.

Our concern for the environment flows into the work we do with our service users, for example:

- Our Energy Efficiency Outreach program educates families on low incomes to reduce their carbon footprint.

- Our Housing and Social Inclusion Unit provides advice to service users about energy usage and what to plant in the garden.
- Children in our Children's Services programs participate in activities that raise awareness of environmental activities.

## FINANCIAL SUSTAINABILITY

The YWCA of Canberra continues to enjoy significant financial security due to conservative management of its resources over the years. The cash reserves and property have grown or been maintained during the past five years.

### OUR SECURITY AS AT 30 JUNE

	2009	2010	2011	2012	2013
Cash Reserves	\$3,277m	\$3,719m	\$3,973m	\$4,393m	\$3,674m
Property	\$3,685m	\$4,002m	\$4,457m*	\$4,474m	\$5,331m

\*Revaluation of property takes place every three years and was conducted in June 2011.

### WHERE DID OUR INCOME COME FROM?

	2008/09	2009/10	2010/11	2011/12	2012/13
Community Services	\$2,850m	\$2,497m	\$2,734m	\$2,791m	\$3,085m
Children's Services	\$4,698m	\$5,650m	\$6,323m	\$5,653m	\$7,071m
Other Services	\$151,000	\$256,000	\$284,000	\$617,975	\$564,657
Investment & Property Income	\$517,000	\$492,000	\$515,000	\$618,556	\$501,043
Training and Education Services	-	-	-	-	\$360,212
Total	\$8,216m	\$8,895m	\$9,856m	\$9,732m	\$11,583m



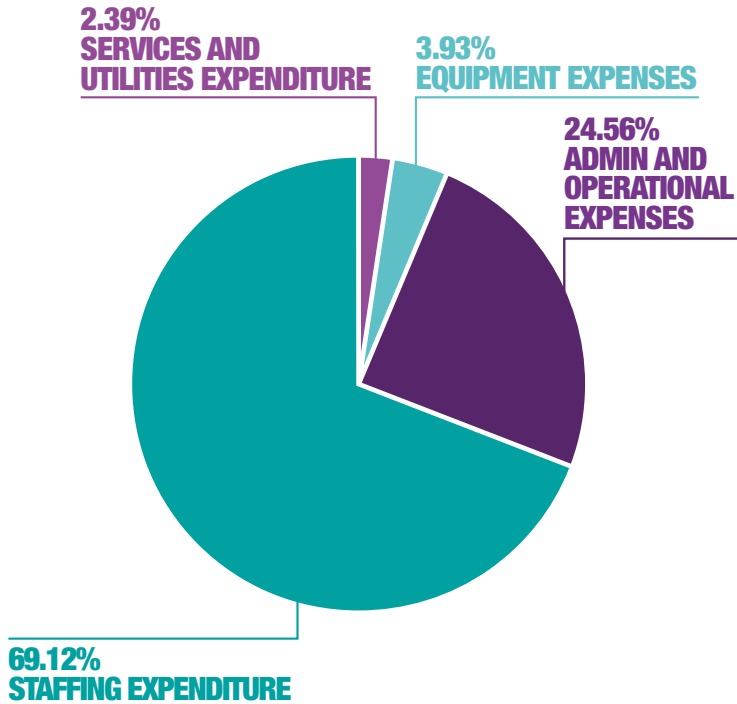
## DURING THE PAST FIVE YEARS THE OPERATIONAL RESULTS (SURPLUS') HAVE BEEN AS FOLLOWS

	2008/09	2009/10	2010/11	2011/12	2012/13
Operational Results – Surpluses	\$567,000	\$339,000	\$519,000	\$480,721	\$337,036
Board Strategic Allocations	\$145,000	\$187,000	\$275,000	\$387,000	\$237,757
Reportable Bottom Line	\$422,000	\$152,000	\$244,000	\$93,721	\$99,316

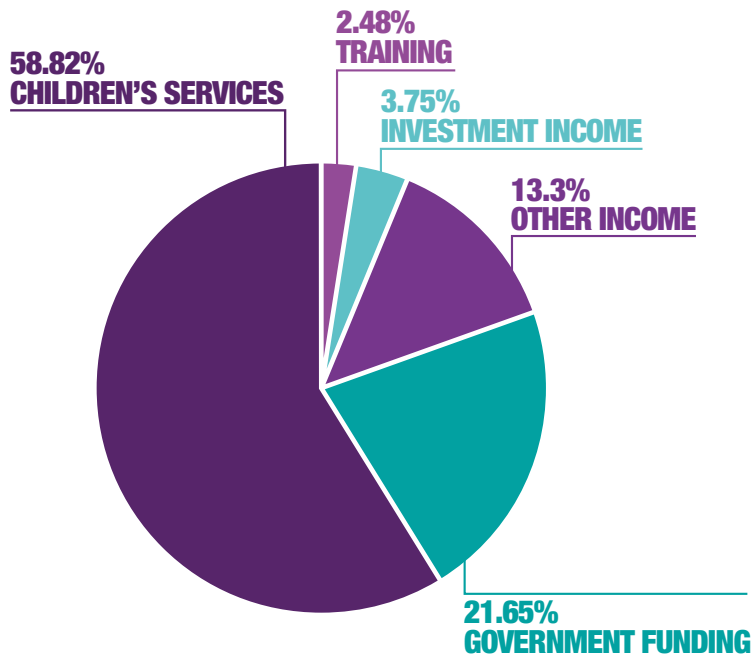
All or the majority of these annual surpluses are derived from accumulated investments and property income over the past years. The total accumulated funds (Net Assets) at 30 June 2013 is \$7,604,179 from \$7,502,057 in 2012.

Copies of the Board Report and Audited Financial Statements for the year ended 30 June 2013 are available from The Secretary, YWCA of Canberra, GPO Box 767, CANBERRA ACT 2601 or may be accessed from the website [www.ywca-canberra.org.au](http://www.ywca-canberra.org.au).

## YWCA OF CANBERRA INCOME SOURCES YTD JUNE 2013



## YWCA OF CANBERRA EXPENDITURE YTD JUNE 2013



## **YWCA AUSTRALIA WOMEN LEADING CHANGE IN LOCAL NATIONAL, REGIONAL AND INTERNATIONAL COMMUNITIES**

Celebrating the success of our new crop of YWCA Every Girls has been a highlight of the YWCA year in Australia in 2012–2013. With the support of the Australian Government, YWCAs around Australia have delivered Every Girl to over 150 girls around Australia. Working from a strengths-based, human rights framework the Every Girls have delivered community change projects focusing on homelessness, animal welfare, student welfare, education of girls in developing countries, and anti-homophobia. Every Girls also spoke on the same platform as Prime Minister Julia Gillard on the inaugural UN Day of the Girl Child and attended a morning tea with Minister Collins, Senator Cash and Senator Rhiannon to learn about the experience of being a woman in politics.

Working with our Members we have continued to deliver Encore to women recovering from breast cancer surgery. This year we have welcomed a new partnership with the Prostate and Breast Cancer Foundation and renewed our relationship with Avon.

Their support has enabled training of Encore Coordinators across Australia, vital to the delivery of the program in local pools around the country.

We celebrated with Michelle Deshong and Rebecca Vassarotti when they were appointed to the Australian Government delegation to the UN Commission on the Status of Women. YWCA women from Australia joined over 90 YWCA women from around the world at the CSW, which this year focused on violence against women and girls.

In July we joined YWCAs around the Pacific to focus on young women's programs and governance. In November YWCA members travelled to North Korea for the International Training Institute on Violence Against Women and Peace Building and in May, YWCA Australia President Emma Bird attended the International Leadership Institute for Young Women.

YWCAs from around Australia gathered together in Albury-Wodonga for our Convention in November, adopting new three-year Strategic Directions and sharing the best practice of the organisations around the country. Members were also able to celebrate the sixtieth birthday of the YWCA of Albury-Wodonga.



A new leadership team was announced at AGM, who are well positioned to build on the legacy of leadership from Yvette Park and her team.

YWCA Australia, with partners the Australian Council of Social Service and Women on Boards, launched the first ever Gender Audit of the Community Sector in October. With national press coverage, the report showed women occupy more leadership roles than in other sectors, but remain under-represented. Drawing from our Member expertise we prepared a submission to the community consultations for the Federal Budget and provided commentary on budget night. YWCA Australia continued to follow the charity reform agenda and welcomed the adoption of a statutory definition of charity at the end of the Parliamentary year.

YWCA Australia continued to auspice the Equality Rights Alliance (ERA) and the National Aboriginal and Torres Strait Islander Women's Alliance (NATSIWA), both of whom have been refunded for a further three years. The Alliances provide important input to the government on gender equality.



# ACKNOWLEDGEMENTS

## FOR VALUED SUPPORT IN THE PROVISION OF SERVICES, THE YWCA OF CANBERRA WOULD LIKE TO THANK...

### OUR STAFF

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

### OUR PATRON

Her Excellency the Honourable Quentin Bryce AC CVO, 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)

### FOUNDATIONS

May & Stanley Smith Charitable Trust  
Franklin Charity House  
The Ian Potter Foundation  
The Snow Foundation

### CORPORATE PARTNERS



### CORPORATE FRIENDS

ActewAGL  
Aspen Medical  
Canberra Deakin Football Club  
Classic Constructions  
LJH Commercial – Canberra  
Moore Stephens Canberra  
Think Act Relate  
Voodoo Creative  
Westpac Social Sector Banking

## OUR DONORS

We are grateful for all the donations we received, big and small, from members and supporters over the year and thank these people for their generosity. Donors of \$100 or more:

Betty Ferguson  
Cathi Moore  
Erica Lewis  
Elizabeth McAllister  
Jane Alver  
Julia Hoffman  
Julie McKay  
John Dyson Heydon  
Kate Gardiner  
Margaret Pender  
Margaret Allebone  
Marion Reily  
Pamela Crichton  
Rebecca Vassarotti  
Sharon Carter

## 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  
Denis Boutcher  
Desma Christensen  
Donisha Duff  
Domestic Violence Crisis Service  
Doris Women's Refuge  
Eliza Allen  
Elizabeth Broderick  
Emma Johnston  
Endota Spa  
Erindale College  
Firstpoint  
Forrest Hotel and Apartments  
Franklin Charity House  
Greening Australia  
Grill'd  
Gugan Gulwan Aboriginal Corporation  
Gungahlin Child and Family Centre  
Hand Up  
Hands Across Canberra

Hardwicks  
Hawker Primary School  
Headspace  
Helen Conway  
Helping Hand  
Hesta Super Fund  
Hilary Wardhaugh  
Horry Morley  
Irene Scott  
Judy Byrnes  
Karen Douglas  
Kingsford Smith School  
Kippax Uniting Church  
Knitting Nanna  
Lake Tuggeranong College  
Lanyon High School  
Lanyon Pharmacy  
Lanyon Valley Scouts  
Lisa Howarth, CIT  
Lyneham Primary School  
Macquarie Primary School  
Majura Primary School  
Marymead  
Marymead Indigenous Families Unit  
Master Builders Association  
Migrant Resource Centre  
Mount Rogers Primary School  
National Heart Foundation  
National Museum of Australia  
Ngunnawal Primary School  
Northside Community Service  
Northside Women's Supported  
Accommodation  
O'Connor Cooperative School  
Olive and John Cross  
Penny Williams  
PhotoAccess Gallery  
Police Citizens Youth Club  
Reconciliation Australia  
Relationships Australia  
Rosary Primary School  
Salvation Army Dickson  
Sexual Health and Family Planning ACT  
Simplicity Retreats  
St Bede's Primary School  
St Benedict's Primary School  
St Margaret's Anglican Church  
St Thomas More's Primary School  
St Vincent de Paul  
Street Law  
Susan Brennan  
Tanya Chalker, CIT  
The Connection  
The Snow Foundation  
The Yellow Van  
Therapies ACT  
Tina Marchetti  
Toni Kennedy  
Toora Women's Refuge  
Top-to-Toe Hair Salon Lanyon  
Tosolini's Food to Go  
Tuggeranong Child and Family Centre  
Tuggeranong Community Council  
Tuggeranong Hyperdome  
Turner School  
U-Can Read Program, University of Canberra  
United Way  
Voodoo Creative  
Wanniassa High School  
Winnunga Nimmitjyah Aboriginal  
Health Service  
Woden Community Services  
Women's Information and Referral Centre  
Woolworths Lanyon  
Youth Coalition of the ACT

# JOIN OR DONATE

## MEMBER DETAILS

Name

---

Postal address

---

Postcode

---

Date of birth

---

Phone H                      W

---

M

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Email

---

Occupation

---

New Member     Renewing Member

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

Yes     No

## GIFT MEMBERSHIP

Is this a gift membership?

Yes     No

If yes, please provide your contact details

Name

---

Postal address

---

Postcode

---

Contact Number

---

Email

---

Are you a member of the YWCA of Canberra?

Yes     No

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

## DIVERSITY

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

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

## DECLARATION\*

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

Signed

---

Date

---

\* If you are gifting membership no signature required.

## PAYMENT

### FULL VOTING MEMBERS (PER YEAR)

<input type="checkbox"/> Women 18 and over	\$35
<input type="checkbox"/> Concession*	\$15
<input type="checkbox"/> Women under 18	\$10

### AFFILIATE MEMBERS (PER YEAR – PRECLUDES THE RIGHT TO VOTE\*\*)

Men and women

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

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

## DURATION

1 year     2 years

Membership payment \$

---

## DONATIONS

I would like to make a tax deductible donation with my membership payment to support the work of the YWCA of Canberra.

**Membership payment \$**

---

*Thank you for your contribution.*

## TOTAL

**Total payment \$**

---

## PAYMENT DETAILS

**Cheque/money order made payable to**

*YWCA of Canberra*

**Credit card**

*Visa*    *Mastercard*

**Name of cardholder**

---

**Card number**

---

**Expiry date**

---

**Signed**

---

**Date**

---

YWCA of Canberra membership is due for renewal on 1 July each year. Applications received after 1 April each year will be applied to the forthcoming financial year.

### PLEASE SEND ME MORE INFORMATION ABOUT:

- Workplace giving**
- Corporate Friends program**
- Including the YWCA of Canberra in my will**

**Signed**

---

**Date**

---

\* If you are gifting membership, no signature is required.

## MAIL TO

**YWCA of Canberra**

**GPO Box 767**

**Canberra ACT 2601**

## DELIVER TO

Deliver in person to

**YWCA of Canberra Central Office**

**Level 5, 161 London Circuit**

**Canberra ACT 2601**

**FOLLOW US**  YWCA OF CANBERRA  @YWCACANBERRA



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**@YWCACANBERRA**

**YWCA-CANBERRA.ORG.AU**