



YWCA OF CANBERRA

Annual Report 2010 – 2011

WOMEN'S LEADERSHIP | ADVOCACY | COMMUNITY RESOURCES | CHILDREN'S AND COMMUNITY SERVICES



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YWCA of Canberra ABN 48 008 389 151

Cover photo by Hilary Wardhaugh Photography.

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 respect around these rights. The WYCA of Canberra acknowledges the need to respect and encourage the diversity of Indigenous cultures and aims to respect Indigenous worldviews, lifestyles and customary laws.

GLANCE AT THE YWCA OF CANBERRA

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

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

Globally the YWCA of Canberra is part of the World YWCA, one of the world's largest and oldest women's organisations. Represented in over 122 countries, the YWCA has a global reach of 25 million women and girls. As part of the international movement the YWCA of Canberra seeks to play its part in working for a world where reconciliation, justice, peace, health, human dignity, freedom and care for the environment are promoted and sustained through women's leadership.

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

A Values Based Organisation

Our vision: 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 AND EXECUTIVE DIRECTOR'S REPORT

Spreading our impact Strengthening our message

2010-2011 has been a year of achieving, strengthening and evolving. We have delivered quality services to women and families, contributed strongly as a community advocate on gender based issues, and made a commitment to renewal and development. We aim to ensure we remain a thriving, essential and recognised part of our local community.

We operate in an environment that is constantly changing, bringing great opportunities and also challenges. As we respond to these, we aim to be active, adaptable, creative, positive and focused on our strategic directions and vision. A long term focus has enabled us to invest in targeted projects which are beginning to pay dividends, including:

- embarking on the second year of our corporate partnership program, engaging with a range of organisations with whom we have not traditionally worked in the past;
- taking the first steps to become an affordable housing provider, responding to specific issues facing women and housing affordability;
- running *Great Ideas*, our small grants program, for a second year with a new round of projects funded; and seeing projects funded in year one culminate in great outcomes;

- developing a members' leadership program, with new ways of membership engagement being trialed and supported.

We continue to provide services to the community including children's services, youth services, homelessness and accommodation, community development, training and women's leadership. Successful new programs such as the Young Aboriginal and Torres Strait Islander Women's Leadership Program, the Sustaining Tenancies Program (run in conjunction with Woden and Belconnen Community Services) and *Getting Healthy in the Inner North* have emerged, while we farewelled other programs including the Walking School Bus and Social Inclusion Programs.

Our role in policy and advocacy remains strong as we focus on the World YWCA themes of women's leadership, eliminating violence against women and sexual and reproductive health; and we are particularly proud of our advocacy work under the *Relationship Things* banner.

Our connection to the broader YWCA movement is an important way of increasing the influence and impact of our work. We are a robust supporter of the national YWCA federation and are developing stronger relationships with YWCAs in the Pacific. We made a significant contribution to World YWCA through our participation in the 55th Commission for the Status of

Women and at YWCA World Council. We also commit time and resources to supporting other networks including the Australian Council of Social Service.

We have invested in putting appropriate infrastructure in place to enable us to serve our clients and provide our staff with a professional and healthy work environment. Key initiatives have included:

- running our first external staff survey, which saw staff rate our Organisation as having a 'culture of success';
- negotiating a new Enterprise Bargaining Agreement, which provided a wage increase and enhanced conditions for all staff;
- publishing our new Reconciliation Action Plan;
- introducing a Results Based Accountability evaluation framework and
- conducting a review and re-issue of our organisational policy and procedures manual

As we move from reflecting on the past to striding into the future, we are only limited by our imaginations in relation to the impact the YWCA can have on the lives of women both locally and globally.

Thank you to each of you – board, staff, members, supporters and friends. You have committed your time, your energy and your resources in making 2010/2011 such a success. We trust you will continue to join us as we build an even better community for all through the leadership of women and girls.



**Natasha Murphy,
President**



**Rebecca Vassarotti,
Executive Director**

2010-2011 BOARD MEMBERS

President
Natasha Murphy*

Vice Presidents
Rachel Atkinson*
Ruth Pitt*

Treasurer
Betty Ferguson

Directors
Jane Alver
Erica Lewis
Liz McAllister
Julie McKay*
Courtney Sloane*
Elizabeth Tobler

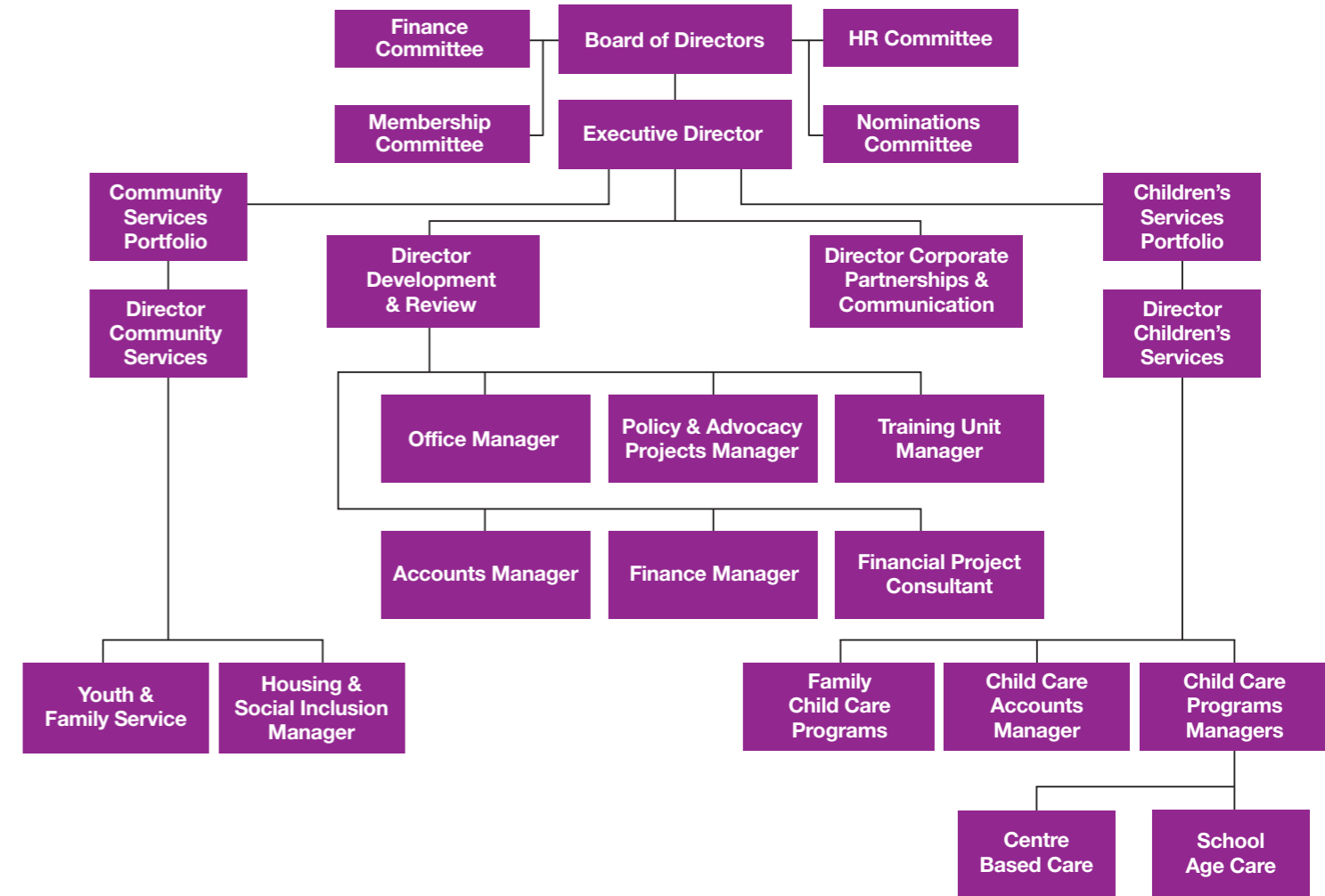
Executive Director
Rebecca Vassarotti
*The Executive Director also fulfils
the role of Company Secretary.*

National Board Representative
Roslyn Dundas

Board Trainees
Jac Torres Gomez
Heather McAulay
Steph Neulinger
Laura Pound

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

ORGANISATIONAL STRUCTURE OF THE YWCA OF CANBERRA



WORKING TOWARDS OUR STRATEGIC GOALS

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

WOMEN'S LEADERSHIP

Women Out Front

Our *Women Out Front* program continues to go from strength to strength. In the past year we have run two more young women's leadership workshops, our popular women on boards finance and governance workshops and our annual Leadership Forum.

This year's Forum was held at the ACT Legislative Assembly in June with ACT Chief Minister Katy Gallagher as key note speaker; and ActewAGL's Ayesha Razzaq, Deloitte Access Economics' Lynne Pezzullo and YWCA of Canberra Board Trainee Jac Torres-Gomez speaking on the interactive panel. The event was designed to inspire women and get them invigorated about their own personal leadership journeys.

In May 2011 the YWCA of Canberra Young Aboriginal and Torres Strait Islander Women's Leadership Project group held a women's Oztag competition at Boomanulla Oval. The community event was designed to promote women's health and women's participation in sport. The event was led and implemented by local young Aboriginal and Torres Strait Islander women, with the full support of the YWCA of Canberra nurturing these women to become leaders in their community. Feedback about the event from players, organisers and supporters was extremely positive.

In July 2010 the YWCA of Canberra ran an Older Women's Life Stages (OWLS) workshop designed to support older women to explore life changes and transitions and feel empowered and equipped



to embrace new opportunities. The workshop was developed in response to research the YWCA of Canberra undertook in 2008 into the needs of women in our community as they age. As a result of this research, we have been exploring opportunities to build on the strengths and respond to the needs of older women in our community. Overall the results of the workshop were very positive. The most notable results were in the areas leadership, responding to life changes and challenges and connection to community.





Board Trainees

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

In 2010-2011 Jac Torres-Gomez, Heather McAulay, Steph Neulinger and Laura Pound undertook the Board Traineeship and contributed to the governance of the Organisation with great energy and enthusiasm. Thank you to Jac, Heather, Steph and Laura for their involvement.

Working in the Pacific

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 through this, to strengthen the development of YWCAs through governance, program and advocacy support.

The YWCA East Timor Working Group, which was established in 2003, was endorsed this year as YWCA Timor Leste Committee (TLC). Through scoping visits, liaison and communication with young women of Timor Leste, the TLC has identified ten women with a commitment to young women's development who feel they would gain from a YWCA in Timor Leste.

The TLC supported a young woman from Timor Leste to attend YWCA World Council in July 2011. World Council provided great opportunities to connect with our Pacific sisters and explore partnerships.

Our *Your Body Your Choice* female condom resource was developed with our work in the Pacific in mind, and was distributed to YWCAs in Aotearoa New Zealand, Solomon Islands, Samoa, Papua New Guinea, Fiji and Malaysia.

We look forward to progressing the Pacific Young Women's Leadership Strategy in the coming months through the support of YWCAs in Australia.

Commission on the Status of Women

This year the YWCA of Canberra once again had the privilege of participating in the World YWCA delegation to the 55th session of the Commission for the Status of Women (CSW). It was a great honour to lead the YWCA Australia delegation and be able to share, and build on the experience of previous engagement in this forum.

During February 2011, YWCA of Canberra joined with approximately 20 YWCA women from around the World to participate in the event. In addition to observing the formal meetings of CSW, YWCA women hosted and participated in workshops as part of the parallel NGO program, participated in YWCA events including the World Services Council reception held each year and took the opportunity to meet and learn from our YWCA sisters in the United States.

This year, we went to CSW with specific aims around our policy advocacy objectives and with a desire to make an impact in terms of our advocacy agenda. Opportunities were enhanced by the decision of the Federal Minister for Women, the Honorable Kate Ellis, to lead the Australian Government Delegation. In this, we felt we had success when we saw the Australian delegation successfully advocate within the official outcomes document to highlight the States' obligations to respond to gender pay equity issues in feminised industries. This was seen as significant in light of the current pay equity case running for community sector workers.

As is always the case, there were many special moments during the two weeks of the Commission meeting. However, it will be hard to ever beat the experience of being in the main General Assembly room for the official launch of UN Women – the new gender entity of the United Nations. Just as YWCA was there at

the birth of the United Nations, at the inaugural meeting of CSW, it was incredibly moving to be there at this moment of history. We continue to see engagements such as this in the global YWCA movement as an opportunity to increase the impact of the work we do locally, to build capacity across the movement and to create incredible professional development opportunities for YWCA staff and members.

Training Unit

Throughout this year the Training Unit has delivered Certificate IV in Training and Assessment, Certificate IV in Out of School Care, Certificate III in Children's Services, Diploma in Children's Services, Statement of Attainment in Children's Services, and Statement of Attainment in First Aid with around 100 trainees. Several management qualifications (Certificate III in Business Administration, Certificate III and IV in Frontline Management, Diploma of Management and new Certificate IV in Training and Assessment) were added to our scope of registration, building on the current programs offered. A new training and assessment method with an added focus on provision of supports to trainees has fostered the number of units and qualifications completed.

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

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

ADVOCACY

YWCA Australia Local change, national and global connections

A highlight of the YWCA Australia year has been the collaborative advocacy work we have delivered with our Member Associations. In July 2010 we co-hosted, with YWCA of Canberra, an “Election Speed Date” with women candidates for the federal election to advocate for electoral enrolment. In February senior housing workers joined us to meet with the Prime Minister’s Office and other MPs to advocate for affordable housing.

We have also worked on strengthening our collaborative working practices. Member Associations provided feedback to two key organisational documents drafted by the YWCA Australia Board this year: the Positioning Statement and the National Program Development Protocol.

Over 100 women participated in YWCA Encore programs this year, largely funded by Member Associations but with partial support from a \$25,000 Avon donation. YWCA of Perth celebrated a three-year funding commitment by WA Health which will see the program delivered in urban and regional WA. Perth now joins YWCA NSW in having obtained state government funding. We continue to seek funding at the national level, developing a case for support to attract corporate and private funds.

The development of *Every Girl*, the national young women’s program, continues. In line with the commitment in our Strategic Directions to deliver a signature policy initiative the Board decided to incorporate an advocacy dimension to *Every Girl*. We look forward to piloting the program in Term 4 of 2011.

In November we joined with members to review our work at our AGM. YWCA Australia Board also had the privilege of meeting in Darwin, Canberra and Albury Wodonga during the course of the year. In each town we were welcomed by Member Associations and had the opportunity to learn more about their work. We were particularly delighted to be able to mark International Women’s Day with the Albury-Wodonga Association.

YWCA Australia continued to participate in the work of the Australian women’s movement by managing the Equality Rights Alliance (a continuation of WomenSpeak) and the newly established National Aboriginal and Torres Strait Islander Women’s Alliance (NATSIWA). NATSIWA has focused on its establishment this year while ERA has completed outstanding work on affordable housing for women, Australia’s anti-discrimination laws, compulsory income management and a women’s health survey, as well as establishing the Young Women’s Advisory Group.

YWCA Australia has also made global connections, with the participation of our Members in the UN Commission on Status of Women. We are grateful to the YWCA of Canberra for their leadership of the Australian delegation. We made solid preparations for YWCA World Council 2011, where we would deliver workshops on reconciliation, respectful relationships, housing, young women’s leadership, membership and election advocacy.

YWCA Australia also led the Australian NGO Delegation to the Committee on the Elimination of Discrimination Against Women’s review of Australia’s implementation of CEDAW. In a groundbreaking follow-up we released a CEDAW Action Plan setting out a series of measurable targets for the Australian Government’s response to the review.

In March we welcomed news that AusAID had provided \$500,000 funding over two years to support the work of the YWCA in the Pacific and Asia. With Member Associations in the Pacific we contributed to the development of the Pacific Young Women’s Leadership Strategy, which was launched at World Council. The Pacific Committee developed a submission on the review of Australia’s aid program and we were invited, with the YWCA of the Solomon Islands, to showcase the anti-violence work with young women from the Solomon Islands at an international roundtable on gender-based violence, hosted at Parliament House.



World YWCA Day

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

This year we welcomed Professor Kim Rubenstein, Convenor of the Gender Institute at ANU as key speaker. Kim spoke about citizenship and gender and gave some insights into women’s significant role in developing our constitution. We were delighted to raise more than \$2,600 for the *Power to Change Fund*.



Celebrate You Week

In May 2011, our members were invited to take part in a photo exhibition to celebrate their individuality and uniqueness as part of Celebrate You Week.

The exhibition was designed to celebrate the diversity of women, valuing our differences of age, background and different contributions to our community. We are all surrounded by women who are clever, generous, assertive, inspiring and above all unique. The photo exhibition by member and ACT photographer Hilary Wardhaugh, showcased portraits for beautiful women to feel great about themselves.

Celebrate You Montage (Left – Right) Top Row: Angela, Annie, Catherine, Erica, Elizabeth, Gab, Heidi, Sam, Marion. Bottom Row: Jane, Jaq, Kate, Samara, Maryanne, Win, Sharon, Robyn, Michelle and Shernaël.

“Now having a 12 year old daughter, I am even more aware of the effects on girls and women of body image messages that come from the media and the importance and challenge of encouraging all women to feel comfortable in their own skin.”

Michelle Lauder, Celebrate You participant

Advocating for Gender Equality Violence Prevention

In December 2010, the YWCA of Canberra and Chris Higgison of Relationships Australia presented a series of workshops focused on young people developing respectful and non-violent relationships. The centre of this workshop was around men playing a positive role in preventing violence against women.

With footballers often linked to sexual assault in our culture and in the media, the CA Technologies Brumbies developed a collaborative working relationship with the YWCA of Canberra, giving their younger Academy players an opportunity to explore these issues.

The workshops focused on looking at the way women are often viewed by men in the sporting world. They aimed to help equip the Academy players with the tools they need to develop respectful and non violent relationships, and to move on to acting as role models within the sporting community and the broader ACT community.

“We are pleased to be associated with the YWCA of Canberra and believe that the Relationship Things workshops, which our Academy players participated in, will assist them in developing safe and respectful relationships.”

Andrew Fagan, CEO Brumbies Rugby



Collaborative Campaigns

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

YWCA Week Without Violence is a worldwide YWCA initiative recognised in over 100 countries each October, which aims to encourage the community to identify sustainable alternatives to violence.

In October 2010 the YWCA held a panel discussion on men and violence and their role in preventing violence against women. Speaking on the panel were Chris Higgison of Relationships Australia; Libby Lloyd, Chair of the National Council to Reduce Violence Against Women and Justin Harrison, CA Technologies Brumbies Rugby Forwards Coach and former Brumbies and Wallabies player. Each panel

member brought a wealth of information and some personal insights into the discussion. The audience comprised of YWCA of Canberra members, staff, supporters, senior high school students and representatives of community organisations working in this field, who engaged in the discussion through a Q & A session. It was a great achievement to put violence against women on the public agenda in this way, and to facilitate thought provoking discussions and individual reflections.

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

COMMUNITY SERVICES

Housing Support Service

The Housing Support Service (HSS) works with families who are homeless or at risk of homelessness, providing crisis and medium term accommodation and outreach support.

In 2010-2011 the HSS accommodated 33 families and supported 95 families in an outreach capacity. Some of the accommodated families have been living in the service for more than two years due to the chronic shortage of affordable housing in the ACT. However this year ACT Housing has released some property and most of our long term tenants have moved onto a potentially permanent property. This has been an excellent outcome for our longer term tenants.

HSS is supported by the Community Services Directorate, ACT Government.

“Now thanks to you all, my little family has a place they can call home for a while. That may not mean much to other people but to us it's our lives back....”

The family had been living in their car and in temporary emergency accommodation.



In an evaluation one woman who had escaped an abusive and violent partner said

“our worker made us feel like we deserve better and has helped us get a home.”

Supporting Tenancy Service

The Supportive Tenancy Service (STS) assists people to keep the homes they currently live in. STS started operating in November 2010, provided by three ACT community service organisations: Woden Community Service, Belconnen Community Service and the YWCA of Canberra. Our role is to provide support for people in the Inner North and Tuggeranong areas.

In the first six months of service, the STS group had 514 contacts with people who have a home but are at risk of losing their property. The workers assisted many of these people to remain in their homes and others to find more affordable or suitable properties.

STS is supported by the Community Services Directorate, ACT Government.





Getting Healthy in the Inner North

Getting Healthy in the Inner North is a project funded by the ACT Health and Healthy Communities Initiative. This is a joint Australian and Territory Government initiative under the National Partnership Agreement on Preventative Health.

The project aims to support and encourage low income earners in the Inner North to address the issues of healthy eating and exercise.

Successful programs include a Quit Smoking group, Thursday dance group, a women's art and drama group and a monthly information hub.

Another positive part of the project is the community garden which has been established to grow food for the Wednesday lunches at the Boomerang Centre.

“It is just wonderful to have fruit and salad every week along with other healthy food.”

Participant in Getting Healthy in the Inner North's Wednesday lunches.

SCOPE

SCOPE is a free and confidential support service for young people aged 12-25, offering support, information, referral, advocacy and outreach. Supported by the Community Services Directorate, ACT Government, SCOPE works with young people in four ways:

Intensive outreach case management – staff meet young people where they most feel comfortable and work through a strength based case management model to improve their lives and potential.

Health promotion and life skills – staff engage with school youth workers around current youth issues to develop sessions for groups of young people on topics they want to engage in. These are run on the school grounds, in school time and encourage the young people to stay connected to school and education.

Community based initiatives – staff collect information about recurrent issues in the young clients' communities. When an issue becomes defined enough to be a community development opportunity staff work with that community to improve the issue, and aims to build capacity and relationship skills so the community can continue the work once SCOPE staff have stepped back.

Information, Advice, Referral – staff hold stalls and games at community events to spread the word about what we offer young people. These opportunities are also used for general information sharing about youth topics and how to access our case management services.

Navigate

Navigate continues to provide high quality counselling and intensive case management support to young people aged 12-18 years and their families. Through therapeutic interventions, counsellors assist the young person to build resilience to better deal with adverse experiences and promote general wellbeing. This year Navigate supported 56 young people and 57 family members.

Two parenting groups were offered to parents with adolescents in the community, proving to be highly successful with a large turn out and positive feedback received by participants

A highlight of this year was the working relationship developed with Belconnen Community Services where Navigate offers counselling two afternoons a week. This partnership brought great benefit to the families supported and a fantastic learning for Navigate in terms of forming future partnerships with other agencies.

Navigate is supported by the Community Services Directorate, ACT Government.

Mura Lanyon Youth Centre

The YWCA Mura Lanyon Youth Centre provides services to young people, including information, advocacy, individual support and referrals, and school holiday programs. It is supported by the ACT and Federal Governments.

Recent highlights have been our Youth Committee's continued commitment to youth participation.

The program allows young people to voice issues and develop strategies relevant to them in the Lanyon/Tuggeranong area. It has raised participants' awareness and allowed them to support events such as Reclaim the Night and Youth Week Expo.

The centre staff have run an integrated Bowling Program for young people with disabilities. A Breakfast Club was also opened, providing a safe place for young people before school as well as an opportunity to have a healthy breakfast option.

The *Horizons* project was again carried out in the second half of 2010, this time offering hospitality training including barista and responsible service of alcohol training

The *Youth Connections* program was also delivered, providing a safety net for young people at risk of disengaging from, or who are re-engaging with, education.





Mura Lanyon Community Centre

The Mura Lanyon Community Centre continues to promote linkages between people, organisations and community groups. It is supported by the Community Services Directorate, ACT Government.

This year it was announced that there would be funds for an extension to the Mura Lanyon Youth and Community Centre for a Community Cafe, Food Hut, and relocation of the skate park as part of the redevelopment of the centre. The extension will assist us in supplying food to disadvantaged residents and the Cafe will provide a place for the community to meet, and provide training in kitchen handling skills, and barista skills to youth at risk of dropping out of school. Construction of the extension will start later this year.

The Snow Foundation Bus continues to offer a unique service to the community by providing an opportunity for many members of the community to participate in a range of activities that they would not have been able to do otherwise.

We also received funding for Active Learning Outings for seniors promoting the positive ageing of older Canberra residents in the community by enabling them to participate in health focused and learning activities and outings.

WEST

Water and Energy Savings in the Territory (WEST) was supported by ACT government agencies, and specifically targets Housing ACT households. It provides home energy and water audits, the installation of energy and water saving materials and products, and education to tenants on how to reduce their energy and water consumption. This program is now merging into the Energy Efficiency Outreach Program.

The expanded WEST Plus program offers the same services to a wider group of people including people privately renting and owner occupiers on low incomes. The program was very successful with 81 homes receiving a West Plus audit and retro-fit in the six months to June 2011.

The Energy Efficiency Outreach Program assists people in financial hardship and on low incomes to meet the escalating costs of energy. Some household appliances are replaced and an energy audit and retro-fit are undertaken. This program is now being offered by four other community agencies across the ACT.

STEPS

The STEPS parenting support program has relocated to the Mura Lanyon Youth and Community Centre. The program has taken a new direction which includes training and educational aspects as well as the usual STEPS modules focusing on positive parenting, health and well being. STEPS participants are now able to access the Mura Interactive Learning Centre which offers a Certificate III in Business Administration. STEPS is supported by ACT Health, ACT Government.

Encore

YWCA Encore is a program for women who have experienced breast cancer at any time in their lives. It involves slow movement floor and warm pool exercise and relaxation techniques, and is safe, fun and therapeutic. YWCA Encore can play a vital role in a woman's recovery process.

We were delighted to have the support of Calvary John James Hospital for the free use of the hydro-therapy pool and gym area and lounge for break out activities.





CHILDREN'S SERVICES

Campbell Cottage Child Care Centre

2010-11 was a time of community, connection and collaboration at Campbell Cottage Childcare Centre.

“The music afternoon on Mondays is a highlight... Thanks for organising such a great activity and ensuring that parents know they are welcome to attend.”

“We think the staff are great and not only really care for the children but enrich their lives substantially.”

The Centre continued its participation in the KidsMatter Australian Early Childhood Mental Health Initiative, completing components two and three 'Developing Children's Social and Emotional Skills' and 'Working with Parents and Carers'. The training and resources provided to the Centre through participation in this project, allowed educators to reflect on current practice, identify gaps in service delivery and make plans for improvement.

One area of particular focus was increasing family participation throughout the centre. This goal was also reflected in Campbell Cottage's Continuing

Improvement Plan and one where we feel significant achievements were made. Over the last 6 months, the centre has received incredible support through family participation in meetings, working bees, fundraising activities and excursions. There is an increased sense of community and understanding as a result, a fact which is reflected through the positive feedback received in family surveys and through correspondence with parents.

“Immediately when coming into Campbell Cottage there is a welcoming feeling that is lovely.”
“The best way I can describe it is as home like.”

Campbell Cottage parent

Increased co-operation and collaboration with other YWCA Children's Services Programs was another goal from the Centre's Continuing Improvement Plan that educators worked to achieve throughout 2010-2011. Staff from Campbell Cottage spent time working at Conder Childcare Centre to share skills and knowledge, while gaining valuable experience working in an unfamiliar early learning environment. Staff from Campbell, Conder and Y's Family Childcare worked together on the Early Years Learning Framework, finding new ways to implement the principles, practices and learning outcomes the framework promotes.

Conder Child Care Centre

There have been several changes, challenges and rewards throughout the year. This has provided Conder Childcare Centre with professional growth, learning opportunities and helped develop relationships.

As a staff team we focussed on set goals and have been consistently working towards achieving these. This has included some aesthetics of the centre both internal and external, building stronger relationships and partnerships with the families as well as a focus on implementing the Early Years Learning Framework.

Relationships with families have been fostered through attendance at special events such as Christmas and Easter parties and accompanying children on excursions. Daily conversations and feedback from parents is positive and newsletters are also strengthening the communication between the centre and the families.

Conder Childcare Centre continues to display a strong recognition of and respect for diversity. There are currently several cultures reflected through the centre both from families and through the educators.

YWCA Family Day Care and Y's Family Child Care

The Family Day Care scheme (FDC) is a community based quality child care service that offers care for children up to twelve years of age in the private homes of approved FDC workers. This form of child care has always been immensely popular with parents as it provides great flexibility for working parents with the added value of care in smaller groups of children of mixed ages and diverse cultural backgrounds and is therefore a fantastic alternative to long day care. Now that the YWCA of Canberra has its new Enterprise Bargaining Agreement in place for the next three years, we can continue to offer employment to our Educators at the per hour per child rate which ensures terrific flexibility to all Educators employed in the scheme.

The scheme is now progressing towards implementing the National Quality Framework which will be effective from January 2012. This includes training for staff and reviewing current practices to ensure we are meeting the requirements of the new



when educators are unable to provide normal care in their homes. The centre can provide long day care for thirteen children from 0 to 5 years. Twelve months down the line the centre not only provides FDC with that invaluable backup care but also provides permanent care for a mixed age group of children in a small centre environment. Staff and families enjoyed a morning tea to celebrate their first anniversary.

School Age Care

School Age Care continues to have a strong focus within the Children's Services portfolio with eleven facilities operating across Canberra.

With the introduction of the new National Quality Framework in January 2012 our main focus this year has been absorbing the new School Age Care component of this framework My Time, Our Place. There have been many training opportunities presented to staff with workshops and conferences available throughout this year. It has been fantastic to see staff not only use this time getting to know the new framework, but also to reflect on their current curriculum and practices and see how they can be improved.

“Children in school age care settings are challenged to be curious about what is of interest to them while at the same time developing self identity and social competencies”

(adapted from Stig Lund Danish National Federation of Early Childhood Teachers)

standards. A fantastic outcome for the scheme and staff is that all educators will now have a minimum qualification of Certificate III in Children's Services. This, coupled with our organisation's commitment to Professional Development, will ensure a workforce that is well qualified and able to reflect current practices within the industry.

As part of their role, coordinators have been assisting educators to reach their goals by completing their studies. Two of the Coordinators from FDC successfully completed Training and Assessment Certificate IV qualifications as part of their professional development. The unit has also had the opportunity to network with other schemes in the ACT to assist each other with the successful implementation of the new standards and also to provide DEEWR with feedback on the draft regulations.

Y's Family Childcare celebrated its first year of operation in May this year. The centre was established primarily to support FDC by providing backup care



The introduction of My Time, Our Place is seen as a very positive step towards enhancing our programs and will allow us to better engage with this age group by providing a curriculum that is both educational and fun.

The YWCA of Canberra is also using this time to look at both where and how we provide school age care, how we can become more involved with school communities and expand our provision of care within Canberra.

Walking School Bus

The Walking School Bus (WSB) was an active travel to school program run by the YWCA Canberra for seven years until funding for the program ended on 30 June 2011.

The program aimed to build healthier, more sustainable and safer communities by reducing car congestion at schools, increasing physical activity and teaching children valuable road safety skills. These aims were largely achieved over the life span of the program and the WSB achieved a high profile both in the media and primary school communities.

ACT Health Promotions, who were our funders in the later years of the program, are continuing to investigate and promote active travel to school and the YWCA of Canberra are extremely happy to be working with them to find a sustainable program to carry on the good work that the WSB program initiated. We look forward to continued involvement with an active travel to school concept.



COMMUNITY RESOURCES

Great Ydeas

We received an overwhelming number of applications for the *Great Ydeas* small grants program in March. Now in its second year, the grants program offers financial assistance to women in Canberra to help them develop their skills and enhance their contribution to themselves, their families and their community. Through the program we were able to assist a diverse range of projects which will:

- Examine the feasibility of locally produced, culturally appropriate, environmentally friendly and affordable sanitary products for women in PNG

- Raise awareness of sexual abuse, domestic violence, drug and alcohol abuse, and other issues within the Aboriginal community through a dance group, Dance Beyond Barriers
- Support Aboriginal and Torres Strait Islander women to be educated and empowered to lead in their communities by undertaking professional development at Harvard University Summer School
- Offer migrants, refugees and visitors opportunities and support to develop English language skills in order to understand Australian society and to share culture through the 'english4everyone' program.

Online Mentoring for Women

Online Mentoring for Women is an innovative program designed to provide women in the ACT with an opportunity to experience and gain the benefits from mentoring relationships.

Online mentoring saw phases One and Two of the program completed in 2010 and has since progressed into a third phase: Interactive Elements. This phase will see the development of the technical component of the program, a dedicated Online Mentoring for Women mini-site. As modules are converted to an interactive format, the dynamic online dimension of the program will provide a new way of mentoring, adding to flexible education and training opportunities and skills development for women.

Once complete, *Online Mentoring for Women* aims to introduce women to mentoring and increase the participation of women in mentoring, offering support to women, by women, to achieve their potential.

Relationship Things Condom Resources

In 2010-2011 the YWCA of Canberra developed two new *Relationship Things* resources to promote safe sex:

Your Body Your Choice

To celebrate World AIDSs Day on 1December we released the *Your Body Your Choice* resource to promote female condoms as another form of contraception women (and men) can access to protect themselves from STIs and unintended pregnancy. This resource was developed with a regional audience in mind, and provides information relevant for women in both Australia and the Asia-Pacific region. As a part of its release the resources were provided free of charge to YWCAs in Aotearoa New Zealand, Solomon Islands, Samoa, PNG, Fiji and Malaysia.

Be confident, Be Prepared, Communicate

In preparation for World YWCA Council 2011, the YWCA of Canberra developed a resource aimed at promoting condom use to young women. The resource is designed as a purse which enables women to carry condoms discreetly. The resource is designed to empower women to communicate what they need to feel safe, and play an active role



in protecting themselves and their partners. This resource was distributed to all attendees at the World YWCA Council meeting held in Zurich.

Murrumbateman Youth Leadership project

The YWCA of Canberra's 2009 research into gaps in services in regional communities surrounding the ACT highlighted unmet needs for young people in Murrumbateman. The YWCA of Canberra worked with the local community and Yass Valley Council to design a project to empower and equip





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

young people in Murrumbateman to participate in leadership and decision making in their community and advocate for initiatives to address their needs.

In response to this work, the Yass Valley Council funded the YWCA of Canberra to deliver the Show Up. Speak Up. Step Up. Youth Leadership Project. This project facilitated the formation of a group of young people eager to lead and contribute to their community, and work has commenced on developing a strategy for Yass Valley Council and the local community to support these young people

to participate in and contribute to leadership and decision making in their community.

Bicultural Support Pool

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

Organisational Support and Renewal

The YWCA of Canberra is committed to a process of continuous improvement. In February/March 2011 a decision was made to implement the Results Based Accountability (RBA) framework across the YWCA of Canberra. RBA is a framework that guides program design, evaluation and decision making by putting impact rather than output at the centre of our work.

This framework increases our accountability to clients, community and funders by ensuring that our activities will result in the outcomes we intend to achieve. We hope to have implemented RBA at the YWCA of Canberra into all program reporting by July 2012.

The Organisation has also recently received Prequalification of Human Services with the Community Services Directorate of the ACT Government. Prequalification certification indicates we meet the acceptable level of quality, capability and governance to secure recurrent funding for the provision of human services in the ACT.

Another achievement was the completion of our new Enterprise Bargaining Agreement which was implemented on 1 July 2011.

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

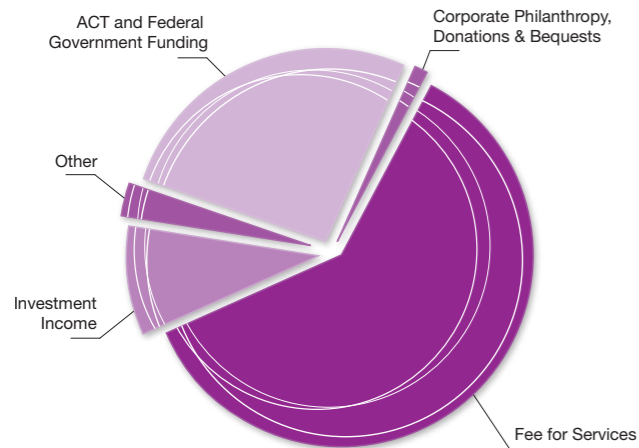
Financial Sustainability

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

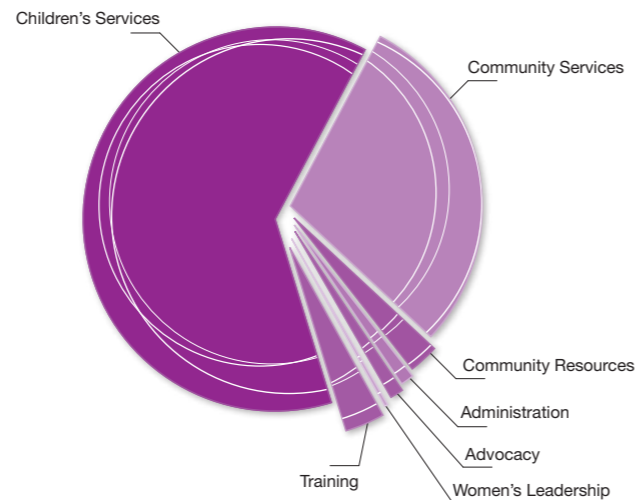
The majority of these annual surpluses are derived from accumulated investments and property income over the past years. The total accumulated funds (Net Assets) at 30 June 2011 is \$7,438,210 (2010 \$6,638,466).

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

Where our money comes from



How we spend our money



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

Our Security as at 30 June

	2007	2008	2009	2010	2011
Cash Reserves	\$2,695 m	\$3,079 m	\$3,277 m	\$3,719 m	\$3,973 m
Property	\$2,945 m	\$3,685 m	\$3,685 m	\$4,002 m	* \$4,457 m

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

Where did our income come from?

	2006/07	2007/08	2008/09	2009/10	2010/11
Community Services	\$2,924 m	\$2,738 m	\$2,850 m	\$2,497 m	\$2,734 m
Children's Services	\$3,458 m	\$3,766 m	\$4,698 m	\$5,650 m	\$6,323 m
Other Services	\$126,000	\$196,000	\$151,000	\$256,000	\$284,000
Investment & Property	\$477,000	\$610,000	\$517,000	\$492,000	\$515,000
Total	\$6,985 m	\$7,310 m	\$8,216 m	\$8,895 m	\$9,856 m

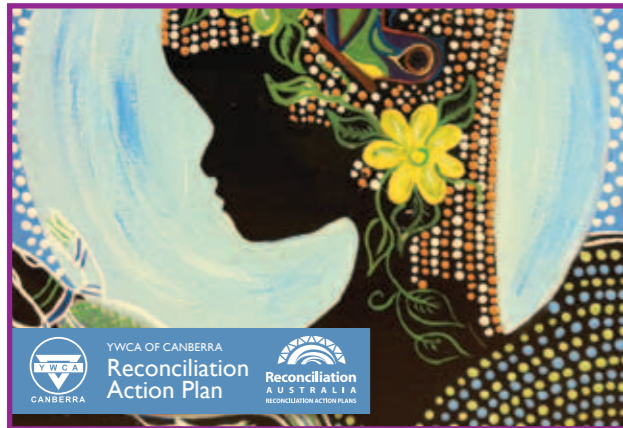
During the past five years the operational results (surpluses) have been as follows:

	2006/07	2007/08	2008/09	2009/10	2010/11
Operational Results – Surpluses	\$187,000	\$369,000	\$567,000	\$339,000	\$519,000
Board Strategic Allocations	–	–	\$145,000	\$187,000	\$275,000
Reportable Bottom Line	\$187,000	\$369,000	\$422,000	\$152,000	\$244,000

RAP

The YWCA of Canberra was proud to launch our new Reconciliation Action Plan (RAP) during NAIDOC Week 2011, representing our continued commitment to reconciliation and detailing how we will put this into practice over the coming three years.

Our new RAP 2011–2013 builds on our achievements and our learnings, and endeavours to advance our contribution to reconciliation. The actions set out in the new RAP reflect the ideas of our staff from across the Organisation, which were gathered during consultation sessions.



Work on many of the actions set out in the RAP has already begun. Ensuring we deliver on our RAP commitments is the joint responsibility of our staff, managers, board and members. Our progress against our actions and targets will be reported on annually to Reconciliation Australia.

Environmental Sustainability

The YWCA of Canberra recognises the importance of operating sustainably and we are committed to integrating environmentally responsible practices into our work. Our daily practice is guided by our Organisation's Environmental Policy. In June 2011 we signed the Ethical Paper pledge committing not to purchase office paper sourced from native forests.

Our WEST programs are targeted at low income families with high energy consumption, providing energy audits and education to reduce their carbon footprint. Our Housing Support Unit provides advice to clients through a booklet covering topics such as energy usage and what to plant in the garden.

Children in our Children's Services programs participate in recycling and planting vegetable gardens as part of a curriculum that raises awareness of environmental issues.

ACKNOWLEDGEMENTS

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

Our staff

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

Our Patron

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

Funding Bodies

ACT Department of Disability, Housing and Community Services (DHCS)

ACT Department of Education and Training

ACT Department of Territory and Municipal Services

ACT Health

ACT Office for Ageing (DHCS)

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

ACT Office for Women (DHCS)

Australian Government Department of Education, Employment and Workplace Relations

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

Social Housing and Homelessness Services (DHCS)

Foundations

The Ian Potter Foundation

The Snow Foundation

Corporate Friends

Access Economics

ActewAGL

Canberra Toyota

Moore Stephens Canberra

The Australian National University

Think Act Relate

University of Canberra

Voodoo Creative

Westpac Social Sector Banking

Yellow Edge

Corporate Supporters

ActewAGL Retail Store

CA Technologies

Forrest Hotel and Apartments

Fuji Xerox

Fujitsu

Ginger Catering

HESTA Super Fund

Hilary Wardhaugh Photography

KPMG

The Lobby Restaurant

Shop Handmade

TransACT



Community Partners, Supporters and Volunteers

1st Murrumbateman Scout Group
 1st Yass Scout Group
 2nd Queanbeyan Scout Group
 ACT Fire Brigade
 ACT Inclusion Support Agency
 ACT Mental Health Consumer Network
 ACT Professional Support Coordinators
 Aisha Yunusa
 Alfred Deakin High School
 Andrea Conti
 Angela and Michael Daniele
 Anglicare Canberra Youth Connections
 Anna Voronoff
 ANU Gender Institute
 Auntie Agnes Shea (Ngunnawal Elder)
 Australian Federal Police
 Australian War Memorial
 AXIS Youth Centre
 Ayesha Razzaq
 Barbara Podger
 Belconnen Community Service
 Betty Connelly
 Bobbi Cook
 Brumbies Rugby
 Bungendore Rotary Club – Bob Templeton
 C3 Church – Jill James
 Calvary John James Hospital
 Calwell Club
 Calwell High School
 Calwell Primary School
 Calwell Quality Meats
 Canberra Business Council
 Canberra Makeup Academy
 Canberra Mothercraft Society
 Canberra Youth Refuge
 Caroline Chisholm High School

Catholic Women's League
 Centrelink
 Child Policy and Regulation Unit (DHCS)
 Chris Higgison
 Club Start
 Clubs ACT
 Commonwealth Office for Women
 Communities @ Work
 Community Housing Canberra
 Conflict Resolution Service
 Dianne Collins
 Educational Experiences
 Emma Robertson
 Erindale College
 Fun4Youth Program
 Galilee Lift Project
 Greater Southern Area Health Service – Tammy Elwin
 Greater Southern Area Health Service Yass Community Health Centre
 Gugan Gulwan Aboriginal Corporation
 Hands Across Canberra
 Hawker Primary School
 Headspace ACT
 Hepatitis Resource Centre
 Jerrabomberra Progress Association
 Julie Butler
 Junction Youth Health Services
 Justin Harrison
 Kaleen High School
 Karinya House
 Kate Chipperfield
 Kidsafe
 Kim Rubenstein
 Kingsford Smith School
 Lanyon High School
 Lyneham Primary School
 Lynne Pezzullo

Macquarie Primary School
 Marion Reilly
 Megan Leahy
 Melba High School
 Melrose High School
 Merici College
 Michelle Lauder
 Mick Smith
 Mount Carmel High School – Anthony Connell
 Murrumbateman Progress Association
 Murrumbateman Warrambui Retreat - Russell Veerhuis
 Natasha Drumgold
 Northside Community Services
 NSW Department of Communitiy Services – Mary Day
 O'Connor Cooperative School
 Olive and John Cross
 Olivia Thompson
 Onerwal Local Aboriginal Lands Council – Violet Sheridan
 OzHarvest
 Palarang Council
 Pedal Power Tuggerangong Youth Centre
 PSC Professional Support Coordinator
 QEII Family Centre
 Queanbeyan Community Drug Action Team
 Queanbeyan City Council
 Queanbeyan Community Health
 Queanbeyan Youth Interagency Networking Group
 Reconciliation Australia
 Relationships Australia
 Rhonda Woodward
 Roads ACT
 Robyn Unger
 Rosary Primary School
 Sally Todd

Salvation Army
 Schools as Communities
 Sexual Health and Family Planning ACT
 Silavanna and John Fallace
 St Bede's Primary School
 St Benedicts's Primary School
 St Peter and Paul Primary School
 St Thomas More's Primary School
 St Vincent de Paul
 Street Law
 Stromlo High School
 Tessa Walsh
 The ACT Chamber of Commerce
 The Cancer Council
 Toni Kennedy
 Tracey Whetnall
 Tuggerangong College
 Tuggerangong Valley Rugby Union and Amateur Sports Club
 Turner School
 United Way
 Veronica Wensing
 Walking School Bus volunteers and Ambassador Tim Gavel
 Winnunga Nimmityjah Aboriginal Health Service
 Woden Community Service
 Women with Disabilities ACT
 Women's Centre for Health Matters
 Women's Information and Referral Centre
 Yarralumla Primary School
 Yass High School- Rosy Jovanovic
 Yass Valley Community Drug Action Team
 Yass Valley Council
 Yass Youth Association – Wyatt Walker
 YMCA of Canberra
 Youth Coalition of the ACT
 YWCA Australia

Our Donors

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 Anna Wise
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 Dame Beryl Beaufort
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 Erica Lewis
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 Julie McKay
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 Katy Gallagher
 Margaret Mahoney
 Marion Reilly
 Nhung Tran
 Rachel Atkinson
 Roslyn Dundas
 Susana Pizarro
 Tu Pham
 Yi-Chen Cheng



1579

Number of crisis accommodation nights provided by our Housing Support Unit

3126

Number of transitional accommodation nights provided by our Housing Support Unit

5552

Number of young people supported through our youth programs

359

Number of families assisted by our Housing Support Unit

418

Number of young people supported through intensive case management in our youth services programs

81

Number of people with high energy related debt who were provided with assistance to reduce energy through our WEST and WEST Plus programs

479

Number of clients provided with emergency relief

364

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

277

Number of women who attended our women's leadership events

Every week in Children's Services, we care for

1000 children in our School Age Care programs,

160 children in our Long Day Care programs and

200 children attend our Family Day Care Scheme.

30 children with special needs access care weekly at our programs

JOIN OR DONATE

MEMBER DETAILS

Name _____

Postal address _____

Postcode _____

Date of birth _____

Phone (h) _____ (m) _____
(w) _____

Email _____

Occupation _____

New Member Renewing Member

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

Yes No

Gift Membership

Is this a gift membership?

Yes No

If yes, please provide your contact details

Name _____

Postal address _____

Postcode _____

Contact Number _____

Email _____

Are you a member of the YWCA of Canberra?

Yes No

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

DIVERSITY

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

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

DECLARATION*

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

Signed _____ Date _____

* If you are gifting membership no signature required.

PAYMENT

Full voting member (per year)

- Women 18 and over \$35
 Concession* \$15
 Women under 18 \$10

Affiliate members

(per year – precludes the right to vote**)

- Men and women \$25

* 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.

Donation payment \$ _____

Thank you for your contribution

TOTAL

Total payment \$ _____

PAYMENT DETAILS

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

Name of Cardholder

Card Number

Expiry Date

Signed

Date

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

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

Please send me more information about:

- Workplace Giving
 Corporate Friends Program
 Including the YWCA of Canberra in my will

MAIL TO

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

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www.ywca-canberra.org.au