



YWCA CANBERRA  
ANNUAL REPORT  
2017-18



**GIRLS AND  
WOMEN  
THRIVING**



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YWCA Canberra ABN 48 008 389 151

### Acknowledgement

YWCA Canberra proudly recognises the rights of Aboriginal and Torres Strait Islander peoples, including the right to own and control their cultures, and pays respect around these rights. YWCA Canberra commits to respecting and actively supporting the diversity of Aboriginal and Torres Strait Islander cultures and world views.



**GIRLS AND  
WOMEN THRIVING**  
ANNUAL REPORT 2017-18

# A SNAPSHOT OF OUR IMPACT IN THE ACT



**1** The She Leads Program engaged **550 women** in professional development activities and events.



**2**



The Great Ydeas Program provided **\$14,000** in funding to **seven women and girls**, and received **35 applications**.

**3**

We provided quality early childhood education and care services for **3250 children**, employed **200 educators** across all our children's services and provided education and care for **60 families** with additional needs.



**4**

**85 per cent** of students graduating from our Early Childhood qualifications gained or maintained employment in the Early Childhood Education and Care sector.



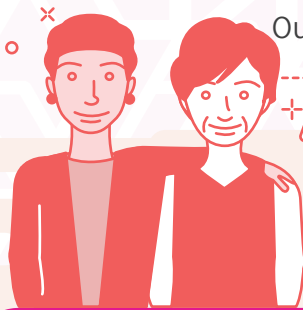
We provided crisis accommodation and outreach support to **249 clients**, including **122 females**.

**5**



Our Lanyon Food Hub had **395 members** and provided **57 people** with one off emergency support, with **74 per cent** of the people who accessed the Food Hub identifying as female.

**6**



Our Circles of Support program supported **89 people** through trauma informed and person-centred therapeutic counselling and intervention.

10



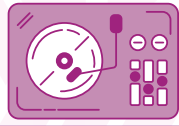
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We made **seven submissions** to various government inquiries on issues impacting on **girls and women**.



Our Mura Lanyon Youth and Community Centre provided facilities and services to more than **50 community groups and organisations**.

8



7

Our Youth Engagement program supported **281** individual young people living in Tuggeranong, and engaged with **3673 young people** through our youth programs, collaborations and events.





## THE YWCA CANBERRA STORY

YWCA Canberra is a feminist not-for-profit organisation that has provided community services and represented women's issues in Canberra since 1929.

YWCA Canberra provides essential, quality services for women, girls and families in the ACT and surrounding regions. We work in the areas of children's services, community development, homelessness and affordable housing, youth services, personal and professional training, women's leadership and advocacy.

Through its national Affiliate Association with YWCA Australia, YWCA Canberra is part of the World YWCA network, which connects 120 countries across the globe.

YWCA Canberra's mission is 'We strengthen communities by supporting girls and women through our services and advocacy'.

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## PRESIDENT AND CHIEF EXECUTIVE OFFICER'S REPORT

As stewards of an organisation that has provided services to women and their families in the Canberra community since 1929, we continually challenge ourselves to guide the organisation in a direction that reflects our proud history, while evolving to ensure we continue to meet the needs of our clients and members.

The development of our new *Strategic Plan 2018-23* was central to this aim and provided an opportunity to reflect on the organisation's development over the past several years as well as future opportunities for growth. We have been delighted with the positive response to our new organisational vision of 'Girls and Women Thriving' and look forward to continuing to work towards our mission to 'strengthen communities by supporting girls and women through our services and advocacy.'

Our new strategic plan was launched at our 2018 Extraordinary General Meeting (EGM) in May, when members came together to celebrate the YWCA movement and participate in shaping YWCA Canberra's future.

At the EGM, members voted for amendments to our constitution, which support the changes to our relationship with the new merged entity YWCA Australia and brought our constitution up to date with modern governance principles. One of the resolutions passed included changing our

formal legal name to YWCA Canberra, reflecting the identity we are known by in the community.

Our new constitution aligns with YWCA Australia's and will make it easier for us to grow and service our membership base and meet the requirements of the Australian Charities and Not-for-Profit Commission.

YWCA Canberra continues to remain committed to supporting a united YWCA movement in the ACT, Australia and around the world, and you can read more about our participation in these activities, such as the Commission on the Status of Women at the United Nations, the Innovation Breakfast and the Great Ydeas program, in this report.

As part of our commitment to building capacity and connecting girls and women through our leadership programs, we continue to deliver a successful She Leads suite of events, including the launch of the inaugural She Leads High Conference in November for young Canberra women in years 9 and 10.



Advocacy with impact was another key focus for 2017-18, with important policy and engagement work being led across all our key policy priority areas of gender equality, early childhood education and care, safe and affordable housing and young people and Science, Technology, Engineering, Arts and Mathematics (STEAM). Most notably, this included the launch of the *Leading the Change: The Pathway to Gender Equality* report, which provided a compelling evidence base that made the case for gender equality in the ACT, with a set of recommendations we believe would have the greatest impact in creating a more equitable Canberra.

Continuing our record of collaborating with other community sector organisations, YWCA Canberra was thrilled to participate in the official launch of the Children First Alliance, a collective of organisations with expertise in providing quality early childhood education and care in the ACT.

YWCA Canberra is a proud member of the Alliance, which also includes Anglicare NSW South, Community Services #1, Goodstart Early Learning ACT, MOCCA, Northside Community Service, Woden Community Service and YMCA Canberra. These 10 organisations operate 46 early learning centres, provide care for 3542 children, and came together to make best-practice recommendations for future early childhood policies and programs.

Our Children's Services portfolio continues to go from strength to strength, with our Winyu Early Childhood Service in Gungahlin receiving the 2017 ACT NAPCAN 'Play Your Part' award, recognising exceptional primary prevention initiatives that reduce children's risk of experiencing abuse and neglect.

We also opened our new Fairley Early Childhood Service in Murrumbateman, with Yass Mayor Rowena Abey and other councillors welcoming us to the region at the official opening. In November, YWCA Canberra also took over the management of the Currawong Early Learning Centre in Barton.

As well as our external achievements, we remain equally focused on being a great place to work, with numerous staff development opportunities, a breastfeeding friendly workplace accreditation and a fourth Employer of Choice for Gender Equality citation from the Workplace Gender Equality Agency.

As always, we would like to acknowledge our staff, board directors, corporate partners, members and friends for their loyalty to the organisation and contribution to our vision for the Canberra community.

We are tremendously proud of the impact the organisation is having across our broad span of work, and hope you enjoy finding out more about YWCA Canberra's 2017-18 achievements. As we move towards our 90th anniversary in October 2019, there is a lot to look forward to.

**JUDE BURGER**  
PRESIDENT



**FRANCES CRIMMINS**  
CHIEF EXECUTIVE OFFICER





## OVERVIEW OF YWCA CANBERRA'S STRATEGIC PLAN 2018-23

YWCA Canberra's new *Strategic Plan 2018-23* was developed at a critical and exciting moment for the organisation, with significant changes occurring in the YWCA movement in Australia and globally, as well as a renewed focus on gender equality and activism in public life and the national and international media.

The development of the plan also builds on the successes of the organisation in service provision, advocacy and thought leadership, and we have taken the opportunity to better align our priorities to World YWCA's Envisioning 2035 goals.

Our new strategic plan is underpinned by a vision of 'Girls and women thriving' and affirms our mission to 'strengthen communities by supporting girls and women through our services and advocacy'.

Our organisational values of courage, equality, respect, inclusion, reconciliation and responsibility are very similar to the values that underpinned our previous strategic plan.

These values reflect our commitment to the global YWCA movement, and one of our new values, courage, explicitly acknowledges this connection and our proud feminist history.

The plan also reflects our many successes to date. We have a long history of delivering quality services to the Canberra community,

we have a strong asset base and investments, an established advocacy profile, as well as an engaged and committed membership base.

The next five years will demand that we stay 'ahead of the game' in a sector that is going through a significant change process, with changing regulatory, compliance and quality assurance mechanisms.

We need to ensure we can maintain an appropriate level of infrastructure, so we can deliver high quality services and play a leadership role in the sector.

It is also essential that we develop meaningful and values-based partnerships across all sectors, recognising that social change is only ever achieved through collective effort.

Finally, we need to measure, evaluate and effectively communicate the difference we make to the community.

# STRATEGIC PLAN 2018-23

## VISION

Girls and women thriving.

## MISSION

We strengthen communities by supporting girls and women through our services and advocacy.

## ORGANISATION VALUES

Our values reflect our commitment to the YWCA global movement.



### Courage

We are dauntless, innovative and resilient as we transform power structures. As a proudly feminist organisation, we challenge the status quo to benefit everyone.



### Inclusion

We embrace the diversity of our communities and respect differences in gender and gender expression, culture, race, religion, age, sexuality, abilities, political beliefs, socioeconomic status and lifestyles.



### Equality

We value equality of opportunity, outcomes and rights. We work with communities to achieve social, cultural, economic and political participation.



### Reconciliation

We support the self-determination and agency of Aboriginal and Torres Strait Islander girls and women and proactively work with communities to achieve reconciliation.



### Respect

We engage with fairness and professionalism in our organisation, with our members and communities. We believe that respectful relationships are fundamental to achieving positive social change.



### Responsibility

We are open, accountable and manage resources and risks to ensure the sustainability of the organisation. We are forward thinking and we value innovation so that our work results in positive outcomes for the communities that we support.

## STRATEGIC PRIORITIES

# 1

We support children, young people, women and the community through our services.

# 2

We build capacity and connect girls and women through our training, leadership programs and networking events.

# 3

We create change by engaging with diverse and at-risk groups and provide leadership through our partnerships, community engagement and advocacy informed by evidence-based policy and research.

# 4

We foster a movement of girls and women through our members and connection with the national and international YWCA organisations.

# 5

We ensure sustainable, transparent and accountable practices through our innovation, strong governance, management, service delivery and partnerships.



## STRATEGIC DIRECTION ONE

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WE SUPPORT CHILDREN, YOUNG  
PEOPLE, WOMEN AND THE  
COMMUNITY THROUGH OUR SERVICES

## Early Childhood Services

YWCA Canberra Early Childhood Services are well known and respected within the ACT region for providing high quality, inclusive and community focused early childhood education and care (ECEC) for over 20 years.

This year, our Early Childhood Services portfolio increased from three to five services with the successful tender for Currawong Early Childhood Service. Currawong is a 92-place service, located within the Department of Foreign Affairs and Trade in Barton that provides care and education for children from a diverse range of backgrounds and cultures. The transformation at Currawong has been meaningful and substantial, with a fresh new fit out of the service and the implementation of a progressive and reflective curriculum.

We were also delighted to open our Fairley Early Childhood service in October 2017, and we are currently embedding the service and the YWCA Canberra brand of early education and care in the Murrumbateman region.

One of the most exciting and proud moments of 2017 was the achievement of an 'Exceeding' rating across all seven areas of the National Quality Standard for the team at Winyu Early Childhood Service. This rating consolidated and celebrated the exceptional and innovative work that has taken place at the service over the past three years and reinforced that our work challenging the traditional model of early childhood education and care is best practice.

In addition to the excellent assessment and rating result, Winyu were honoured to receive a NAPCAN 'Play Your Part' Award for their contribution towards the prevention of child abuse and neglect. The team at Winyu were proud to be the first ever early childhood service to receive this type of award.

Winyu adopts a philosophy that includes a socio-cultural approach to early childhood development and operates with authentic and flexible learning spaces catering for all children. The holistic focus of the trauma informed early childhood education and care afforded to all children and families accessing Winyu, means that people are treated respectfully and empowered to make positive life choices. Providing children with the highest quality education and care environment means that families are resourced to make positive choices about their parenting and care of children.

**YWCA Canberra's Early Childhood team has worked with 440 families and 637 individual children across the Canberra region this year.**

Whilst children attend Winyu they are safe and their time in care affords their families the opportunity to attend therapeutic and other appointments to meet their needs, and the needs of their whole family.

As providers of community based early childhood education and care (ECEC), it is vital that YWCA Canberra's ECEC services have a strong presence within their respective communities. The 2018 Early Childhood Strategic plan has focused on strengthening these community connections and has seen our services build relationships with community partners such as ACT Child and Family Centres, Libraries ACT, Charles Conder Primary School and Southern Cross Care Residential facility. As early childhood educators, creating a sense of community is an important part of what we do. It is integral to the core themes of belonging and identity that run through the Early Years Learning Framework (EYLF) (Early Childhood Australia, National Quality Standard, Professional Learning Program, 2012).

Throughout 2017-18, YWCA Canberra Early Childhood Services continued to make a significant impact on the lives of vulnerable children and their families, through participation in the Office of Children Youth and Family Services (OCYFS) Children's Services Program (CSP). The CSP is an early intervention program which offers at risk and vulnerable children access to high quality early childhood education. Winyu and Conder Early Childhood Services also supported migrant families in the ACT to participate in the Australian Migrant English Program (AMEP) by providing care and education for children of participating families.

In **2017-18**, we responded to **53 vulnerable children** by providing them with **much needed support, stability, and education and care, through a funded placement.**

### School Age Care and School Holiday programs

There has been solid growth and significant changes within our School Age Care (SAC) services, with YWCA Canberra now operating 16 SAC programs, including six school holiday programs, which is an increase of two services in the last financial year.

In 2017-18 we introduced a new school holiday program for families in the Department of Defence using our already established School Age Care program at St Thomas Mores, due to its proximity to Russell Hill Defence Buildings. This new program has been well utilised by families.

Throughout 2017-18 there has been an increase in the use of our SAC programs, with numbers of children per day either reaching our service capacity or increasing it. For example, our Majura School Age Care program gained an additional space, with approximately 45 extra places available for families.

This growth has meant that we have also increased our educator numbers. In August 2017 we averaged approximately 60 educators working each day. In 2018 the number of educators has increased to around 90 each day. This equates to our School Age Care programs providing care for approximately 1023 children per day.

Over the past 12 months, children have been engaged in thinking about sustainability issues, respect of others, wellness programs, social and community awareness, Aboriginal and Torres Strait Islander culture, as well as the diversity that the families and children bring to our programs.

Three of our School Age Care programs went through the Assessment and Rating process, carried out by the office of the Regulator, Children's Education and Care Assurance. Each of these three services achieved an overall rating of Meeting the National Quality Standards, with some areas achieving an exceeding rating.

### Family Day Care

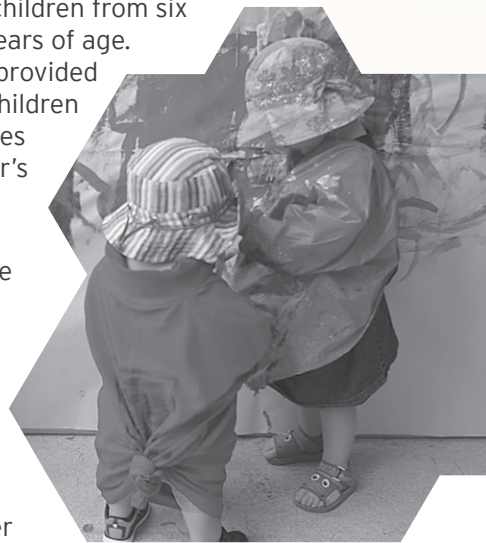
YWCA Canberra's Family Day Care scheme provides flexible, home-based, quality education and care for children from six weeks to 12 years of age.

This year we provided care for 157 children and 133 families in 25 educator's homes across Canberra.

To support the scheme, we operate a twice weekly playgroup where educators and children come together to play, take part in educational experiences and educators can network. The playgroup is run from a local community hall and is attended by approximately 32 children and 10 educators per week.

Another milestone was Michaela Butler taking on the role of playgroup leader following the retirement of Anne Ostini-Horan, who had been in the role for 16 years. In her new role, Michaela attended the World's Biggest Playgroup facilitated by ACT Playgroup Association, where we presented a stall that involved children, their educators and families in a collage activity using all natural and recycled materials.

It was a wonderful opportunity to be involved in the community and engage with like-minded groups. We were able to share our ideas on sustainability and the importance of education in the early years, as well as the role of the YWCA Family Day Care Scheme.



## Housing Support Services

Our Housing Support Unit (HSU) provides specialist support to women and children in the Canberra region who are homeless or at risk of homelessness to access housing and address any underlining causes of homelessness. We assist families to access housing, information, resources, social supports to build capacity, prevent homelessness and empower families to maintain their own tenancy.

This year we have provided crisis accommodation and outreach support to 249 clients, out of which 122 were women and 173 were children and young people.

We also provided safe and affordable accommodation for 14 older women in our Lady Heydon and Betty Searle Houses. In addition to this, we also provide two one-bedroom affordable housing properties at Eclipse Apartments in Bruce for women who meet the eligibility criteria for the National Rental Affordability Scheme. This year we have had three women housed in our Bruce units. This allows women on a low to moderate income to secure a safe, affordable, self-contained apartment. The women who access our houses are all on low incomes which excludes them from the private rental market. Through the affordable housing model, our tenants pay 74.9 per cent of market rent and are entitled to Commonwealth Rent Assistance.



We celebrated many highlights this year, with the annual client end of year party being a great success, where lunch, food hampers, and fun activities were provided for all the families. YWCA Canberra also delivered Christmas food hampers to all HSU families and women were provided dignity bags. We participated

in various Reconciliation Week Activities, including the first Reconciliation Family Day event at Glebe Park, and attended the screening of the documentary *After the Apology*, which highlighted the trauma associated with Aboriginal children being removed from their natural kinship. YWCA Canberra also participated in a project with Bunnings Canberra Airport, who donated and planted 11 ornamental plum trees at Lady Heydon House.

### Transitional (Crisis Accommodation) Client Case Study

Sarah\* is a refugee, who was sponsored by her aunty to come to Australia. When she arrived, Sarah discovered her aunty was an alcoholic. When her aunty drank alcohol, she would become aggressive and abusive towards Sarah. Sarah formed a relationship with a young man and became pregnant with her daughter. The relationship broke down due to cultural conflict.

At the time of receiving Sarah's referral, her daughter was two years old and she had left her relationship and was couch surfing with friends in Canberra. When we began working with Sarah, she was unemployed and sharing a one-bedroom apartment with a friend, who held the tenancy. The friend told Sarah she needed to leave due to the behaviour of her child.

YWCA Canberra accepted Sarah's referral and provided outreach support to assist her in identifying her primary need for support, which was to apply for public housing.

YWCA Canberra then assisted Sarah to apply for work, attend interviews, and to access childcare. During the support period Sarah's friend had written off her car and was not willing to accept financial responsibility for this. This created financial stress for Sarah and we supported her to access legal services and seek compensation.

Sarah has demonstrated that she is a hard-working, resilient young woman who has made a lot of progress. She is now in more stable, temporary accommodation and employed, which has placed her in a much better position to apply for community housing.

*\*Not clients real name.*

## Affordable Accommodation Client Case Study

Eugenia\* is a woman aged 60 years, who came to Australia from Chile. Eugenia first came to Australia in the early 1980s for a holiday, met her husband here, and has lived here since. After her husband passed away in 2002, Eugenia was left with no savings or superannuation and had no family support. She was doing casual cleaning work and living in a small privately rented bed-sit for about 15 years. In the past 12 months, people moved in upstairs who are loud, violent, had visitors all hours of night and day, and have threatened her, leaving her feeling anxious and unsafe. In the past six months, the property owner put the property up for sale. Agents were showing potential buyers through the property without prior arrangement. When Eugenia returned from a holiday she found things had been moved and taken from her accommodation. Although on a very small and insecure income, Eugenia earns too much to be eligible for a Housing ACT property. It became untenable and unsafe for her to continue to live in her bed-sit, and she couldn't find any affordable property to rent. When the YWCA Canberra Eclipse apartment became available Eugenia was eligible, and she is now happy and safe in her new home.

*\*Not clients real name.*

**“The best thing about staying with the YWCA is feeling respected and valued. I feel inspired by the YWCA Canberra.”**

Anonymous  
Betty Searle Tenant

**“The YWCA Canberra staff got me off the street and gave me a home!”**

Anonymous

## Supported Tenancy Services

The Supportive Tenancy Service (STS) is a consortium of Woden Community Service, Belconnen Community Service and YWCA Canberra. The Service is funded under the National Affordable Housing Agreement and the National Partnership Agreement on Homelessness, which are jointly funded by the ACT and Australian Governments.

The service supports individuals and families living in private rentals, public housing and clients with mortgages. The service also provides support to clients seeking to enter tenancies in private, public and community housing.

This year the service assisted 256 people, of which 73 were in private housing, 48 in public housing, and 12 in community housing. The remainder were in temporary situations such as couch surfing.

178 people accessed the service due to financial hardship, and the inability to afford current rents in the private market, including 38 families identified as fleeing due to domestic violence. 180 people were sole parent families, predominantly living in temporary arrangements with family and friends. It is also estimated that over half of the people using the service identify as having a mental health diagnosis.

This past year has seen the strengthening of linkages with other community-based agencies, working together to provide a more holistic approach to assist mutual clients, thus achieving better outcomes. There has been a significant increase in people accessing the service in the latter part of the year, due to this collaborative approach.



## Supportive Tenancy Service Client Case Study

Toby\* contacted the service as his property manager issued a 'Notice to Vacate' for the following week due to ongoing issues with hoarding. He had been living in his shared apartment for over 11 years, and the property owner had issued multiple 'Notices to Remedy' in this time. As the building was old and was a high fire hazard, the property manager was now being more assertive.

The tenancy support worker arranged a time for the three of them to meet and, at this meeting, agreed on a process to ensure that the issues were addressed.

Following this, the tenancy support worker visited Toby on a weekly basis for a six-week period to assist him in culling the items he had been keeping. She supported Toby to gain confidence to reduce his clutter and set up systems to prevent this reoccurring and liaised with the property manager. At the end of the period, the property manager agreed that the breach had been remedied.

This was an extended and hands-on process, which was very resource intensive. In this case, the urgency created by the 'Notice to Vacate' (which the property manager indicated would be enforced without a quick response, given the fire risks), meant that the tenancy support worker could follow a very focused and time limited engagement. This was very successful, and shows the potential role of STS in addressing tenancy issues and supporting clients to sustain longer term tenancies.

*\*Not clients real name.*

## Circles of Support Therapeutic Service

YWCA Canberra's Circles of Support Therapeutic Service aims to strengthen family relationships and improve family members' wellbeing.

This counselling service is for children and young people aged five to 15 years and their families and has a focus on children and young people in the middle years. It includes some therapeutic and psycho education group work and uses a very person-centered approach.

Over the past year we have seen an increase in ASD (Autism Spectrum Disorder)-like and ADHD (Attention Deficit Hyperactivity Disorder)-like presentations. A large number of young teenagers have been referred to our program, following difficulties in high school dealing with the increased complexity of social networks and peer groups. Parents of undiagnosed young people request our help, having struggled to cope for years with their child's emotional needs and behaviour, and often themselves having been traumatised due to the emotional disconnect with their child. Undiagnosed ASD, or any other developmental disorder, can easily lead to traumatisation of the person, because of the inflexible way that an often-uninformed environment responds to it.

In trying to find the best help for these families, we worked closely with a psychology clinic, who assess and work with children and adults, and specialise in ASD and ADHD. Their expertise and ability to diagnose can make it a lot easier for people to access NDIS funding and get the specialised psychological treatment they need. The specialists were able to give our therapists even more insight into how to work with ASD clients and gave us a smooth referral pathway for our clients.

Our therapists were also able to increase their skills and knowledge in this area, by attending Professional Development with international autism expert Tony Attwood in June. Staff learned more about the ways in which autism affects children and young people, and how they can adjust the way they work with them to be more effective.

The program is funded by ACT Government Office for Children, Youth and Families.

## Circles of Support Client Case Study

When Lucy\*, a 13-year old girl who was diagnosed with Autism Spectrum Disorder (ASD) entered the Circles of Support program, she was refusing to go to school most of the time, and rarely spoke. One of our therapists saw her regularly over the course of several years, which was complemented by her mother having contact with one of our other practitioners. Eventually Lucy resumed normal school attendance, was able to increase her social circle, and recently finished year 10. The ongoing support and the practitioner's skills in working with a child diagnosed with ASD helped Lucy achieve her goals.

\* *Not the clients real name.*

## Emergency Relief Services

Located in Conder in the South Tuggeranong region of Canberra, YWCA Canberra's Mura Lanyon Youth and Community Centre (MLYCC) delivers activities and provides information and support that empowers community members and promotes community participation.

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

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

This program is funded through the ACT Government Community Services Directorate under the Community Development Program funding.

### Lanyon Food Hub

Our Lanyon Food Hub operates out of the MLYCC and provides a variety of emergency relief options through a Financial Wellbeing and Capability Grant from the Department of Social Services and public donations through our fundraising initiatives. Emergency relief options available include the community pantry, Telstra Bill Assistance Program and material aid. The Lanyon Food Hub can provide a variety of fresh and non-perishable food obtained through the development of relationships with Oz Harvest, Baker's Delight and Food Bank NSW and ACT. The Lanyon Food Hub assists people in need through one off emergency support as well as through ongoing membership that allows fortnightly access to the community pantry. In the 2017-18 year, the Lanyon Food Hub had 395 members and provided 57 people with one off emergency support.

### Anti-Poverty Week 2017

On Thursday 19 October, the MLYCC held the Lanyon Pantry Dash event as part of Anti-Poverty Week. The event aimed to provide Lanyon Food Hub community members with a nutritious breakfast utilising food items that were available from the Lanyon Food Hub. One of the main aims of the event included the opportunity to showcase some of the different types of nutritious meals that can be prepared using food items available from the Lanyon Food Hub. YWCA Canberra staff worked in collaboration to bring the event to life. Students from Lanyon High and four Members of the Legislative Assembly assisted in the preparation, cooking and plating up of breakfast meals from the Lanyon Café. The event created a welcoming space for the community members who access the Food Hub to engage and interact with YWCA Canberra staff, our Food Hub volunteers, the young people from Lanyon High and the four Members of the Legislative Assembly who participated. Feedback from community members was overwhelmingly positive and appreciative of everyone's efforts.

## Canberra Institute of Technology (CIT) student project

In April 2018 MLYCC enlisted a group of CIT students for an eight-week period to undertake a project designed to identify and improve gaps in current service provision. This was achieved through assessing pre-existing resources and then creating new surveys designed to target a range of cohorts who use MLYCC.

Throughout the process students attended fortnightly on-site sessions and assessed and analysed gaps, researched, created new resources, consulted, collated data, and undertook evaluation.

The benefits of this project included:

- improved relationship between service users and the MLYCC
- empowering service users by giving them a voice around what matters to them
- identifying gaps which will enable the organisation to expand or improve on current existing services
- service users were informed of other relevant services provided by MLYCC and the YWCA Canberra
- improved data collection and statistic gathering for future funding applications.

## Snow Foundation Community Bus

Through the MLYCC, YWCA Canberra has custodianship of the Snow Foundation Community Bus, which provides YWCA Canberra and other community groups and organisations access to safe, secure and cost-effective transport, which can be a significant barrier for people living in the Tuggeranong region. In 2017-18 the Snow Foundation bus was used 140 times. The Snow Foundation Community bus allows us to broaden our Tuggeranong based School Holiday Program excursions, attend interstate events such as International Women's Day event - BiG Day In held in Wagga Wagga, run programs like the 360 Initiative and take young people on excursions, including an ethical hacking excursion to Department of Human Services, website design tutorial excursion at MTP, and the scratch for beginners excursion with Cordelta and CoderDojo.

## Tax Help Program 2017

YWCA Canberra continues to host the Tax Help program each year. The Australian Tax Office Tax Help program provides people in the community with a low income the support of a qualified tax assistant to assist them to complete and lodge their tax returns. 2017 marked the 10-year anniversary of the Tax Help program at the MLYCC and the involvement of our volunteer Denis Boutcher. Members of the community can make an appointment from July 2017 to October 2017, with appointments available outside of business hours. In 2017-18 46 people accessed the Tax Help program and 43 tax returns were completed.



## Youth Engagement Programs

Our Youth Engagement team provides information, support, psychosocial and personal development programs, outreach and casework for young people aged 12-25 years who live, work or play in Tuggeranong. Activities are aimed at increasing resilience and developing skills that give young people opportunities to actively engage in their lives and their communities.

Groups and activities offered by the Youth Engagement team include:

- A-Z sexuality and gender diverse social group
- Case work and outreach
- Lanyon Youth Centre
- LGBTQIA\* Prom
- Road Ready
- School Holiday Program
- Y-Aspire Program
- National Gallery of Australia Program

- Lanyon Literacy Program
- 360 Initiative
- Messengers link program

We focused on community engagement this year, regularly attending the Tuggeranong Skate Park where we provided sausage sizzles, snacks, and hygiene products. We also supplied access to a laptop and were able to guide young people through referral processes as required. Within a short time frame our Youth Engagement team had developed and built rapport with over 60 young people each time they visited the Skate Park.

## LGBTQIA\* + Allies Prom

In its third year, YWCA Canberra's LGBTQIA+ & Allies Prom is a safe and inclusive space for young people aged 12-25. The Prom was developed from an unmet need in Canberra's community when a young person who attends the A-Z group (social group for young people identifying as LGBTQIA+ & Allies) explained that they were unable to bring their partner to their high school formal. The event has grown from 58 young people in 2016 to 174 in 2017. The event invites the community to celebrate the young LGBTQIA\* community in a safe and positive environment.

Our LGBTQIA+ & Allies Prom works collaboratively with many organisations who provide support to young people identifying as LGBTQIA\*. In 2017 we were joined with the following not-for-profit organisations, specialising in support to LGBTQIA\* and allies, who offered their support on the night:

- AIDS Actions Council of the ACT
- PFLAG
- Belconnen Community Service
- A Gender Agenda
- Woden Community Services
- Headspace ACT/QBN
- ACT Office of LGBTIQ Affairs



## Y-Aspire

Y-Aspire is a young women's leadership program for girls in years seven and eight. The program aims to inspire and guide young women to build skills and confidence that will assist them in their journey through adolescence and beyond. Participants are involved in activities designed to assist them to identify and achieve goals, build positive self-esteem and encourage self-exploration. Y-Aspire engages participants in activities designed to create an awareness of who they are and to question the cultural norms and expectations that may conflict with their aspirations.

Q: "What have you learnt about yourself?"

A: "That it's fine to be different than other people and I am who I am and no one can change that"

The program offers a weekly two-hour session and runs over eight weeks during school time. Each group comprises of six-12 young women from the same high school. Topics covered in the program include identity, skills and skill-building, body confidence, respectful relationships, careers and mental health.

In 2017-18, Y-Aspire was delivered four times and 33 young women completed the course. The course was delivered twice at Calwell High School, once at Lanyon High School and once at Caroline Chisholm High School. YWCA Canberra also supports Belconnen Community Service to deliver the program to the Belconnen region.

**95 per cent of all program participants felt better connected to their community**

## Links

This program is aimed at young people who are disengaging from school due to mental health issues such as anxiety and depression. Use of multi-art forms, positive psychology exercises and meditation improves social and emotional wellbeing and significantly reduces the distress caused by symptoms of anxiety and depression.

This program is run collaboratively between YWCA Canberra, Messengers, and Tuggeranong, Schools with each bringing different supports including staff, professional artists, and transportation for young people to attend.

## 360 Initiative

360 Initiative - Initiate the Change is about encouraging and promoting positive change in young people and society. It is about inspiring, encouraging and empowering to initiate the change by using clothing as the canvas to express creativity, thoughts and opinions.

The program facilitates and provides a platform for young people aged 12-25 to achieve positive outcomes by educating and inspiring them on how to manage a small clothing business. This in turn builds awareness, self-esteem, confidence and realisation of potential passions, interests and career options.

In its second year, young people are learning and developing introductory entrepreneurial skills including, design, marketing, manufacturing, wholesale, distribution and sales. They are also building an awareness of the importance of providing sustainable and ethical business practices in the fashion industry.

This year's theme is on building awareness around the earth, the environment and the impact we have on it. The program commenced with a four-day workshop in April 2018.



## YWCA Canberra Clubhouse

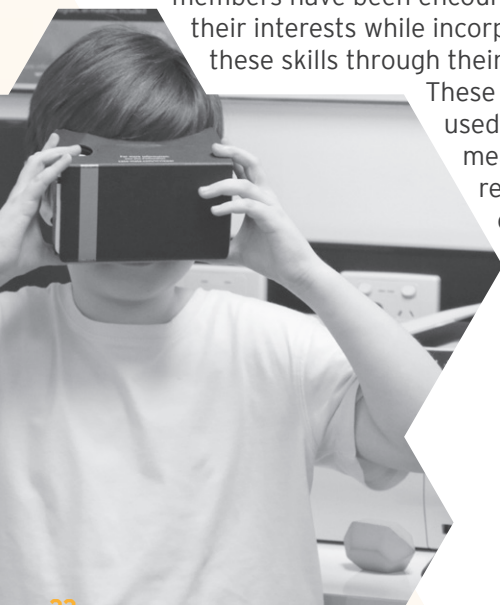
YWCA Canberra Clubhouse is a free, out-of-school learning space that connects young people aged 10-18 who are living in Tuggeranong with access to the latest technology, engineering, arts, and mathematics (STEAM).

At the Clubhouse, members can explore activities such as coding, 3D printing, photography, videography, visual art, green screen effects, music, virtual reality, and more. Clubhouse is open Monday - Friday from 3:00pm - 6:00pm and offers a free school holiday program during each school holiday period. Members can drive their own projects according to their interests and ideas, and staff provide support and assistance. Clubhouse mentors also engage with members by sharing their experience and knowledge.

In 2017-18, with the help of a Hands Across Canberra grant and the generosity of YWCA Canberra donors, we were able to purchase some new equipment including two Sphero SPRK+ coding robots, a Korg Kaossilator Pro + synthesiser, a light pad, a Sigma AF 70-300/4-5.6 DG Macro Lens for Canon, and a GoPro Hero 5. These resources help us continue our great work for the Canberra community, focusing on those directly impacted by a lack of access to industry standard technologies. Ongoing support of the Snow Foundation is pivotal to the continued operation of the Clubhouse.

This year our focus was on developing skills like critical thinking, problem solving, communication, leadership, creativity, innovation, and teamwork. With a stronger presence from mentors and a move to an inquiry-based model of learning, in 2017-18 members have been encouraged to explore their interests while incorporating these skills through their projects.

These core skills are used as outcome measures, through reflections and evaluations.



### 2017-18 Clubhouse highlights:

- Thanks to a 2017 Community and Philanthropy Partnership Grant, we launched our third YWCA Canberra Impact Report at a special event on Tuesday 22 November. This was a fantastic opportunity to thank our partners for their contributions and acknowledge the fantastic outcomes that the Clubhouse has helped our members to achieve. Our Clubhouse members also had a chance to showcase their work. This gave our partners the opportunity to see firsthand how their contributions empower our Clubhouse members to become more capable, creative and confident learners.
- This year we have had several outreach engagements with schools. These include activities like a lunchtime drumming program at Richardson Primary School, Speed Learning days at St Anthony Primary School and the Senior campus of Caroline Chisolm School, where over 500 students were introduced to the activities on offer at the Clubhouse.
- We organised various excursions to engage our members in the breadth of STEAM careers and activities available. These excursions included visiting the Innovation Centre and the Cyber Security Branch at the Department of Human Services (DHS), and partnering with MTP Services to participate in web design tutorials.



## Tuggeranong Network Coordination

Tuggeranong Network Coordination identifies areas of unmet need and service delivery gaps within the community and then fosters a collaborative approach across organisations to address these gaps.

Through Network Coordination, we developed 55 collaborative partnerships in 2017-18, between a diverse range of services, including for profit and not-for-profit community organisations and ACT Government Directorates and Commonwealth Departments over the year.

Our Network Coordinator coordinated and participated in two Tuggeranong Community Council (TCC) - Youth Engagement Forums in August 2017 and March 2018. Following an invitation extended to High Schools and Colleges across the Tuggeranong region, a total of 50 students and support staff participated in a creative and interactive discussion across a range of topic areas. Feedback from the Forum has been collated and provided back to schools for their information and incorporated into future focus areas of the Tuggeranong

Community Council. Outcomes from the forum included: an opportunity for young people in Tuggeranong to come together and provide their views, collaboration across community service organisations, engagement between diverse school students and community service organisations, and a commitment by the TCC to foster future opportunities for ongoing engagement with young people, including hosting an annual youth engagement forum.

Through this forum YWCA Canberra had the opportunity to collaborate with other community organisations and directly engage with and consult with young people in the region, which will have a positive flow-on effect to the youth engagement services we deliver.



## STRATEGIC DIRECTION TWO

**WE BUILD CAPACITY AND CONNECT  
GIRLS AND WOMEN THROUGH OUR  
TRAINING, LEADERSHIP PROGRAMS  
AND NETWORKING EVENTS**



## She Leads – Women’s Leadership Pathway program

She Leads is YWCA Canberra’s flagship leadership program for women, including female-identifying and non-binary people. The goal of the program is to equip the next generation of women leaders, from all sectors and industries, with the skills and confidence they need to reach their leadership potential.



### She Leads Diploma

The She Leads Diploma is a nationally recognised qualification delivered through YWCA Canberra’s Registered Training Organisation. Now in its fifth year, the course offers a gendered analysis of leadership and management, and provides a customised curriculum addressing the specific needs of women in the early stages of their career.

The She Leads Diploma of Leadership and Management is at the cutting edge of leadership development. Through a series of panels with successful women leaders, it applies a framework of developing participants’ cognitive capabilities and emotional intelligence (knowing), practical leadership skills (doing), and leadership identity (being).

**“Panel sessions – they are incredible women and always have insights made of gold to share! Very inspiring!”**

The course interweaves this framework with a traditional Diploma of Leadership and Management, allowing participants to build their leadership skills while working towards a nationally recognised qualification. Participants had the opportunity to explore and refine their leadership identity, and reflect on their experiences, strengths, values, and vision for the future.

This year, there were 41 students who graduated with a She Leads Diploma of Leadership and Management and 33 students who commenced the program. Women who undertake the Diploma

come from a diverse range of backgrounds and stages in their careers, including women in or aspiring towards leadership roles in their community or at work.

## She Leads Conference

Held annually in Canberra, the She Leads Conference provides emerging and established women leaders with the opportunity to develop the practical skills, knowledge and networks to accelerate their leadership journey.

YWCA Canberra would like to thank our 2018 Conference Partners for their support:

**Principal partner:** Defence Force Recruiting

**Conference Champions:** Hays Recruitment,  
PwC Canberra,  
Lush

**She Leads Program Partner:** HESTA

**Conference Friends:** Capital Chemist,  
KDNGroup,  
Rowdy Digital

**Network Partner:** CentreRED IT

**Canberra Media Partner:** HerCanberra

**Online Media Partner:** Women's Agenda

**Printing Partner:** Prinstant

**Scholarship partners:** ACT Government, Zonta Club of Canberra, and National Council of Women and personal donations from the family of Jacq Burridge, as well as Betty Ferguson and Fiona Jolley.



## She Leads College Conference

The She Leads College Conference provides year 11 and 12 girls with a unique out-of-school opportunity to explore and hone their leadership identity and values, and reflect on their experiences, strengths, values, and goals. Hosted at the University of Canberra and featuring young, dynamic presenters and interactive workshops, the College Conference provides a safe space for attendees to be inspired by young women leaders, and gain the confidence and practical skills to kickstart their leadership journeys.

The fourth annual She Leads College Conference saw 80 young women attend from 14 colleges across the ACT and Queanbeyan region.

Themed *'Trailblazer'*, the event featured a keynote presentation by writer and spoken word poet Hani Abdile, two skills based workshops, and a networking session with diverse women leaders.



**"It is so important, as women, to not only lead and break the stereotype, but also help our sisters to lead too. Don't be afraid to blaze a new trail or follow a trailblazer."**

*She Leads College Attendee*



## She Leads High Conference

The She Leads High Conference is the newest addition to the She Leads program for year nine and 10 girls. The event aims to provide girls with an understanding of the fundamentals of leadership, covering topics such as social and emotional development, peer relationships and pressures, self-esteem, and body image. The event format includes interactive workshops, keynote speeches, and speed networking with young women who are leading in a school, sport, community, or entrepreneurial environment.

The inaugural She Leads High Conference was held on Tuesday 28 November, bringing together more than 90 young women in years nine and 10 from across the ACT and surrounding region.

The Conference was emceed by Laura Campbell, featured keynote addresses by Nipuni Wijewickrema,

Francesca Maclean, and Isabel Mudford, and included a networking session with inspiring young women leaders

Sophie Fisher, Julia Faragher, Moira Cully, Sophie Hope, Sam Launt, Holly Vanderpol and Staycee Charles.





## She Leads In-Conversation series

Launched in February 2017 and hosted by the University of Canberra, the She Leads In-Conversation series features quarterly evening events where women leaders are interviewed in a conversational format, followed by a live Q&A session and networking.

The series provides a platform for a range of diverse women leaders to share their often unconventional experiences and pathways to leadership, and explore topics such as gender equality, leadership, feminism, and social change.

This year we hosted Celeste Liddle and Sarah Burr, Virginia Haussegger and Jane Alver, Nayuka Gorrie and Laura Burr, and Jax Jacki Brown and Yen Eriksen. In 2017-18, we had 277 people attend the She Leads In-Conversation series.



## She Leads Workshops

She Leads Workshops are designed to develop women's practical skills, confidence, and professional networks. Held bi-monthly, these interactive, hands-on workshops build the capacity and confidence of emerging and established women leaders.

This year's workshops covered topics such as Get Your Voice Heard with Lightbulb Improv, Board Governance, Negotiating Skills, Setting and Meeting Goals, Building Confidence in Public Speaking, and Financial Confidence. 83 per cent of our workshop attendees said they have a greater understanding of leadership, and 92 per cent said that they strongly agreed or agreed with the statement, "as a result of attending today's session, I feel more motivated to pursue my leadership goals."

## Board Traineeships

YWCA Canberra's Board Traineeship Program launched in 2002 and is an integral part of our commitment to building leadership pathways for young women. The program provides members with the opportunity to actively participate on our Board, without the financial or legal responsibilities of being directors.

Since its inception, 62 women have participated in the program, many of whom have subsequently served on the YWCA Canberra Board as Directors. This year four women participated: Lisa Cantlon, Isabel Mudford, Ashleigh Streeter and Tahlia-Rose Vanissum.

The program is an innovative approach to addressing the lack of women on boards. We actively work to inspire other organisations to

view this challenge as an opportunity to foster a diverse pool of board candidates and make a positive contribution to gender equality. We welcome the ACT Government's new Diversity Register that connects everyone, including women and people with diverse experiences, with ACT Government and non-government board vacancies.



## Education and Training

YWCA Canberra is nationally recognised as a Registered Training Organisation (RTO number: 1373). Through our Education and Training unit we offer courses in Leadership and Management, Early Childhood Education and Care (ECEC), Business Administration and First Aid. Our trainers nurture a culture of learning within the organisation and the broader community.

YWCA Canberra courses are offered through fee-for-service, work-based traineeships, and programs such as the ACT and Federal Government's Skilled Capital funded training initiative, which encourages learners to pursue qualifications in specific areas of need.

Our trainers use an individualised learning support approach, which includes one-on-one mentoring sessions and online support. As a result, we are proud to achieve high rates of learner satisfaction, and many graduated students refer us to others. This year, more than 80 per cent of our students identified as coming from a culturally and/or linguistically diverse background.

Our courses have remained popular in the 2017-18 financial year, with:

- 365 students receiving training
- 210 new students across all qualifications
- 76 new funded places via Skilled Capital\*
- 22 new User Choice trainees under the national funding policy for Australian Apprenticeships\*\*
- 139 students graduating with a nationally recognised qualification, and
- 67 students receiving a statement of attainment in first aid.

\* Skilled Capital is an ACT Government training initiative, funded by the ACT and Australian Governments

\*\* Australian Apprenticeships in the ACT are funded by the ACT and Australian Governments



## STRATEGIC DIRECTION THREE

WE CREATE CHANGE BY ENGAGING WITH DIVERSE AND AT-RISK GROUPS AND PROVIDE LEADERSHIP THROUGH OUR PARTNERSHIPS, COMMUNITY ENGAGEMENT AND ADVOCACY INFORMED BY EVIDENCE-BASED POLICY AND RESEARCH

## Policy Development and Advocacy Work

Advocacy is central to our vision of girls and women thriving. Our advocacy stems from our belief that the ACT has the potential to be the leading jurisdiction on gender equality. To achieve this, we need political and community commitment at all levels and a whole of government approach that places gender equality at the centre of decisions and policies.

In August 2017, we launched our new advocacy focused publication, YAction. The aim of YAction is to contribute to strengthening the movement towards gender equality by highlighting relevant activists, organisations and campaigns in the ACT and beyond.

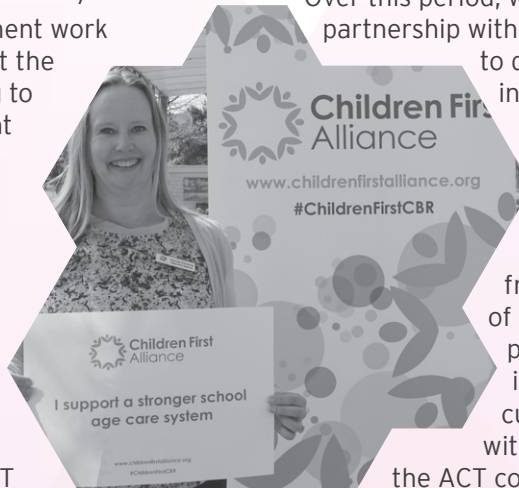
Significant policy development work was undertaken throughout the year, including contributing to a wide range of government led consultative processes. This included working with ACTCOSS to highlight the gendered nature of casual work for an ACT Government inquiry into insecure work, input into the Future of Education Review through the Children First Alliance, a submission towards the ACT Housing Strategy, response to the Housing Choices discussion paper and a submission in support of changes to the definition of sexual consent. Finally, as part of the Women's Services Network, we contributed to the network's submission to the Legislative Assembly's Inquiry into Domestic and Family Violence.

YWCA Canberra also made a submission into the inquiry into the invasion of privacy and

technology facilitated abuse. Weeks later, we welcomed the passing of the Crimes (Intimate Image Abuse) Amendment Bill 2017, which makes it an offence to share intimate images without a person's consent.

Over this period, we also established a partnership with the ACT Office for Women to design and deliver the inaugural Gender Equality Forum. The event brought together leaders from the community, private and government sectors. The partnership stemmed from the mutual objective of reinvigorating efforts to progress gender equality in the ACT and to drive a culture of gender equality within government and across the ACT community.

As part of the ACT Budget process, YWCA Canberra was invited to provide evidence at the Estimates Committee Hearing. Our statement focussed on the importance of primary prevention of domestic and family violence, ensuring funding certainty for specialist women's housing and domestic violence services and the need for safe and affordable housing for women and their families.





## Leading the Change

Leading the Change is YWCA Canberra's flagship gender equality advocacy platform.

We believe gender inequality is preventable and can be addressed in the ACT through the implementation of gender responsive governance mechanisms, policies and practices to promote gender equal workplaces,

primary prevention programs to eliminate the drivers of violence against women and housing and homelessness services which are sensitive of the needs of all women.

While the ACT has a proud history of advancing gender equality, there are still critical areas that must be addressed, including women's housing security and the prevention of domestic and sexual violence. YWCA Canberra aims to continue to play a strong and constructive role in the public conversation to advance gender equality in the ACT.

As part of our advocacy for International Women's Day 2018 (IWD), we launched our Leading the Change: Gender Equality Report Card, which assessed the progress of the ACT Government against the ACT Women's Plan 2016-2026, the Parliamentary Agreement for

the 9th Legislative Assembly of the ACT and election commitments from the 2016 campaign.

The Report Card was launched at an IWD Morning Tea event on Wednesday 7 March, co-hosted with Griffin Legal. The event attracted over 70 people from across the community, business and government sectors to hear from female leaders in our community. Feedback from attendees was that the thought-provoking discussion gave them a clear idea of how individuals, civil society and government can work together to bring about change.

The analysis was built around the priority areas of 'Equality in the workplace', 'Gender responsive government' and 'A life free from violence' and included ten priority actions the ACT Government could undertake to fast track gender equality. An extended report that provides more detailed research and evidence base with additional recommendations was launched in May and will form the basis for our advocacy for the next year.

Key recommendations from the report, such as increased funding for the Office for Women, procurement and government practices that support gender equality and the need for tax exemptions to support more affordable housing have been adopted by the ACT Government or received media coverage and community support.







## 62nd Commission on the Status of Women (CSW)

In March 2018, our Chief Executive Officer (CEO), Frances Crimmins and our Vice President Dr Skye Saunders, and Board Director Hannah Wandel took part in the United Nation's 62nd Commission on the Status of Women (CSW), where the priority theme was 'challenges and opportunities in achieving gender equality and the empowerment of rural women and girls.' They were joined by many other Australian women representatives from YWCA Australia, the National Rural Women's Coalition and Australian Women Against Violence Alliance delegations.

In keeping with the priority theme, Frances, Hannah and Skye hosted a hugely successful sideshow event, *Grace under fire: Sexual harassment and violence in rural Australia*. The event began with a documentary of the same name, which highlighted the prevalence of sexual harassment and assault towards women in rural communities, followed by a panel discussion which explored the role civil society plays in affecting cultural change, progressing gender equality and empowering rural women to respond to sexual harassment.

Our annual CSW Homecoming event was held as part of YWCA Canberra's Extraordinary General Meeting and featured a panel discussion with Canberra delegates Asha Clementi and Dr Skye Saunders, and CEO Frances Crimmins. The panel provided terrific insight into their experiences and reflections, as well as useful advice for those considering joining next year's CSW delegation.





## STRATEGIC DIRECTION FOUR

**WE FOSTER A MOVEMENT OF  
GIRLS AND WOMEN THROUGH OUR  
MEMBERS AND CONNECTION WITH  
THE NATIONAL AND INTERNATIONAL  
YWCA ORGANISATIONS**

## Great Ydeas

YWCA Canberra's Great Ydeas Small Grants Program provides funds to local women and girls to pursue a professional development opportunity, pilot a project, kick-start a business idea, or address a need in the community. This year's recipients were announced at our Great Ydeas Innovation Breakfast in May by YWCA Canberra President Jude Burger.

With the support of our corporate and philanthropic partnerships, we offered a pool of \$14,000 in funding to seven Canberra women and girls. We are proud to have demonstrated the collective social impact we can make when corporate, philanthropic and community organisations work together.

Grant recipients were supported to pursue a range of projects in the categories of small business, community development, the arts,

diversity and inclusion, social enterprise and professional development.

YWCA Canberra would like to thank this year's Great Ydeas partners for their generous support:

- Microsoft
- EY
- CBR Innovation Network.

## Julia Faragher

### From Amateur to Artist

From Amateur to Artist is a documentary series about the lives and work of young female artists in the Canberra community. The series aims to feature a diverse range of artists, both in the sense of artist styles, such as musicians, visual artists and writers, as well as culturally diverse backgrounds. It will consist of five 4-6 minute episodes each featuring a different artist.

Each episode will contain three separately filmed segments: an interview, an average day in their studio or regular place of work, and a performance, exhibition or concert out in the Canberra community, wherever they share their art. From Amateur to Artist is about giving young female artists a voice and a chance for more people to access their art. It also provides an opportunity for the audience to learn about their journeys and get an insight into what a career as an artist actually looks like.

Ultimately, the series is about empowering both the female artists themselves and young girls who may be discovering their own artistic potential.

## Caitlin Figueiredo

### Jasiri Trailblazer Fellowship

The Jasiri Trailblazer Fellowship is designed as an inclusive, resilience-building program that promotes leadership, active participation, and therapeutic potential, through self-defence and skills-based training.

The program will support 10 young, multicultural and Indigenous women aged 15-22 to participate in sessions and activities designed to unlock their leadership potential, fight stereotypes, and increase self-esteem and confidence, and build skills in social entrepreneurship, mentoring and professional and leadership development.





### **Yasmine Gray** **GetAboutAble**

GetAboutAble is an innovative Canberra-based start-up which, through its website [getaboutable.com](http://getaboutable.com), enables people with disability, their families, friends and supporters to share information about accessible and inclusive travel and leisure activities around the world.

Think of [getaboutable.com](http://getaboutable.com) as a Trip Advisor for the 20 per cent of the population that finds it difficult to experience new places and activities, mostly because of a lack of information about accessibility. GetAboutAble innovatively combines online map-based and text-based search tools and applying them to the accessible travel and leisure sector, addressing the lack easily available information for people with disabilities, their families, friends and carers who want to get out and about.

While the types of search/listing tools and revenue model used by [getaboutable.com](http://getaboutable.com) are also used by a number of well-known online platforms in the travel and leisure industry, no global online platform yet exists that applies these tools and revenue model to the accessible travel and leisure market. The website [getaboutable.com](http://getaboutable.com) won a 2017 ACT Chief Minister's Inclusion Award for Innovation in Design.

### **Sita Sargeant** **Change the Frame**

Change the Frame ([changetheframe.org.au](http://changetheframe.org.au)) is a youth-led initiative for young people aged 13-18. The aim of the program is for participants to leave with an understanding that all people are equal and deserve access to the same rights and opportunities. Through her project, Sita hopes to empower young people, and create a generation of more socially aware, inclusive and empathetic Canberrans.

Change the Frame will deliver an eight-week workshop series, introducing and defining the concept of intersectionality through feminism, masculinity, sex and gender, LGBTQIA+ identities, and healthy relationships. The series will conclude with a workshop exploring identity, and challenge participants to analyse their place in society and to brainstorm some of the ways they themselves can initiate change.

Ultimately, participants will have the ability to critically evaluate and discuss these systems, while also gaining a better understanding of, and empathy towards, a range of different lived experiences within society.

### **Hayley Teasdale** **Buzz Balance Ball**

Hayley is a PhD candidate at the University of Canberra, working to improve balance for people with severe balance impairments. Her Buzz Balance Ball is a new medical technology that will rapidly improve balance and reduce the risk of falls for people with neurological conditions, as well as the elderly.

Hayley's vision is to support people with neurological conditions to stay at work, stay engaged with their community, and stay independent for longer. Hayley is currently preparing to launch her Buzz Balance Ball under her own start-up, which will design, produce and manufacture innovative pieces of technology that can be used towards solving global health problems.

Hayley also received the 2017 NAB Great Ydeas Innovate Grant for this project, and YWCA Canberra is pleased to continue to support her incredible work through the Great Ydeas program for a second year.

## Fiona Hooton

### Lakeside Stories Pilot Project

Fiona's Lakeside Stories Pilot Project is a digital story telling tour, intended to take place at night time, and comprises a walking tour at Lake Burley Griffin between the Commonwealth and King's Avenue Bridges, and uses urban spaces for creative play.

The project is a social enterprise start-up with a cultural and environmental mission, and brings together years of research and experience interpreting Australian art and culture. Fiona will use stories of place to connect audiences to Australia's cultural and natural resources, and motivate action to sustain them.

## Alexandra Green

### ANU Women in Leadership – Skills for the Future workshops

Through their involvement with ANU Women in Leadership, Alex and her team will use this grant to facilitate a whole-day workshop for women-identifying university students to develop skills and competencies using a range of digital software, in order to further prepare them to enter the workforce, and increase their future employability.

The workshop will provide the opportunity for attendees to participate in a range of practical professional development activities, learn about some of the aspects of the professional world that can be a bit unclear, (such as how to negotiate pay and superannuation), build self-confidence and empowerment, and make connections with other students across a range of fields.





## Membership

### Membership engagement

An engaged and diverse membership base is pivotal to YWCA Canberra's success, and our membership committee and staff are always looking for new ways to connect with members and involve them in our work.

Membership engagement is currently driven by the Board of Directors' Membership Committee. In 2017, the first Membership Implementation Plan was created to guide active and targeted engagement with members.

Our She Meets events were relaunched in August 2017 with a Winter Warmer event. Our second event in September 2017 featured Malayah Harper, Secretary General of World YWCA and was held in conjunction with World YWCA and YWCA Australia. This special event demonstrated to members the strength that lies in being part of a movement that is both local and global. Our third event in March 2018 was a huge success, with both new Canberrans and valued existing supporters attending the sold-out event.

As part of YWCA Canberra's commitment to engaging members in our advocacy, we held a

member briefing the week before the launch of the Leading the Change report to give members and supporters the opportunity to find out more about our research and get involved.

The event was also where we launched YWCA Canberra's first advocacy toolkit, designed to provide girls and women with the templates and guidance necessary to get involved in the Leading the Change campaign, and to support their own advocacy interests.

YWCA Canberra conducted a survey of its members in June 2018. The survey confirmed there is a strong understanding of, and support for, YWCA Canberra's mission among its members and a positive perception about our events. We will use the feedback from the survey to continue to refine our membership options, processes, events and communications.

## Great Ydeas Innovation Breakfast

On Wednesday 2 May, we welcomed 120 partners, members and friends to QT Canberra for our Great Ydeas Innovation Breakfast (formerly known as the Round the World Breakfast), in recognition of World YWCA Day.

World YWCA Day is celebrated in 120 countries and provides a wonderful opportunity for us to celebrate our connection to 25 million women and girls through the global YWCA movement.

This year's event highlighted the importance of programs that ensure that vulnerable young people are equipped for jobs of the future, particularly in science, technology, engineering, arts and mathematics (STEAM).

The event raised more than \$1,200 for the YWCA Canberra Clubhouse, and we would like to once again thank everyone for their generous donations and give special thanks to YWCA Canberra Treasurer and Life Member Betty Ferguson for donating a stunning quilt to our silent auction.





## **STRATEGIC DIRECTION FIVE**

---

**WE ENSURE SUSTAINABLE,  
TRANSPARENT AND ACCOUNTABLE  
PRACTICES THROUGH OUR  
INNOVATION, STRONG GOVERNANCE,  
MANAGEMENT, SERVICE DELIVERY  
AND PARTNERSHIPS**



## Governance and Corporate Structure

YWCA Canberra operates under a strong governance model and is governed by a board of company directors who define the strategic goals of the organisation.

Our Board of Directors operates according to a Code of Ethics and Proper Practice. A governance manual guides the work of the Directors and establishes the relationship between the Board and the Chief Executive Officer.

Our Constitution guides our work and sets out the fundamental principles under which our organisation is governed. It was last amended at the Extraordinary General Meeting on 16 May 2018.

YWCA Canberra's Executive Management Team takes a whole-of-organisation perspective, making key decisions about strategic directions, accountability frameworks, organisational development, policy and quality assurance. The team comprises the Chief Executive Officer, Director of Community Services, Director of Children's Services, Director of

Communication, Advocacy and Fundraising, and Director of Finance and Corporate Services. The Chief Executive Officer, as the sole employee of the Board, is accountable for the day-to-day management of the organisation.



"The YWCA Board Traineeship has been better than I could have imagined going in! It was so humbling to learn from so many incredible women, all of whom worked to create an environment where our questions and input was welcome. Before the traineeship I would never have considered putting my hand up to sit on an actual board but, based on the knowledge I've gained and experience I've had this year, I've nominated for the YWCA Board this year coming.

I can't recommend the traineeship enough not only for what you have to learn (board finance is really something!) but because it's a wonderful opportunity to become an active part of the YWCA community and contribute to an organisation making a tangible difference to women across the ACT."

- Ashleigh Streeter, 2017-18 Board Trainee

# 2017-18 Board Directors

SKYE SAUNDERS  
VICE PRESIDENT



SARAH BURR\*  
VICE PRESIDENT



JUDE BURGER  
PRESIDENT



BETTY FERGUSON  
TREASURER



FRANCES CRIMMINS  
CHIEF EXECUTIVE OFFICER



JANINE YOKOM



JULIA BURNS



KATE CHIPPERFIELD\*



MARNI PILGRIM QUICK\*



ALISA DRASKOVIC\*



CARINA ZECCOLA\*



SOPHIE FISHER\*



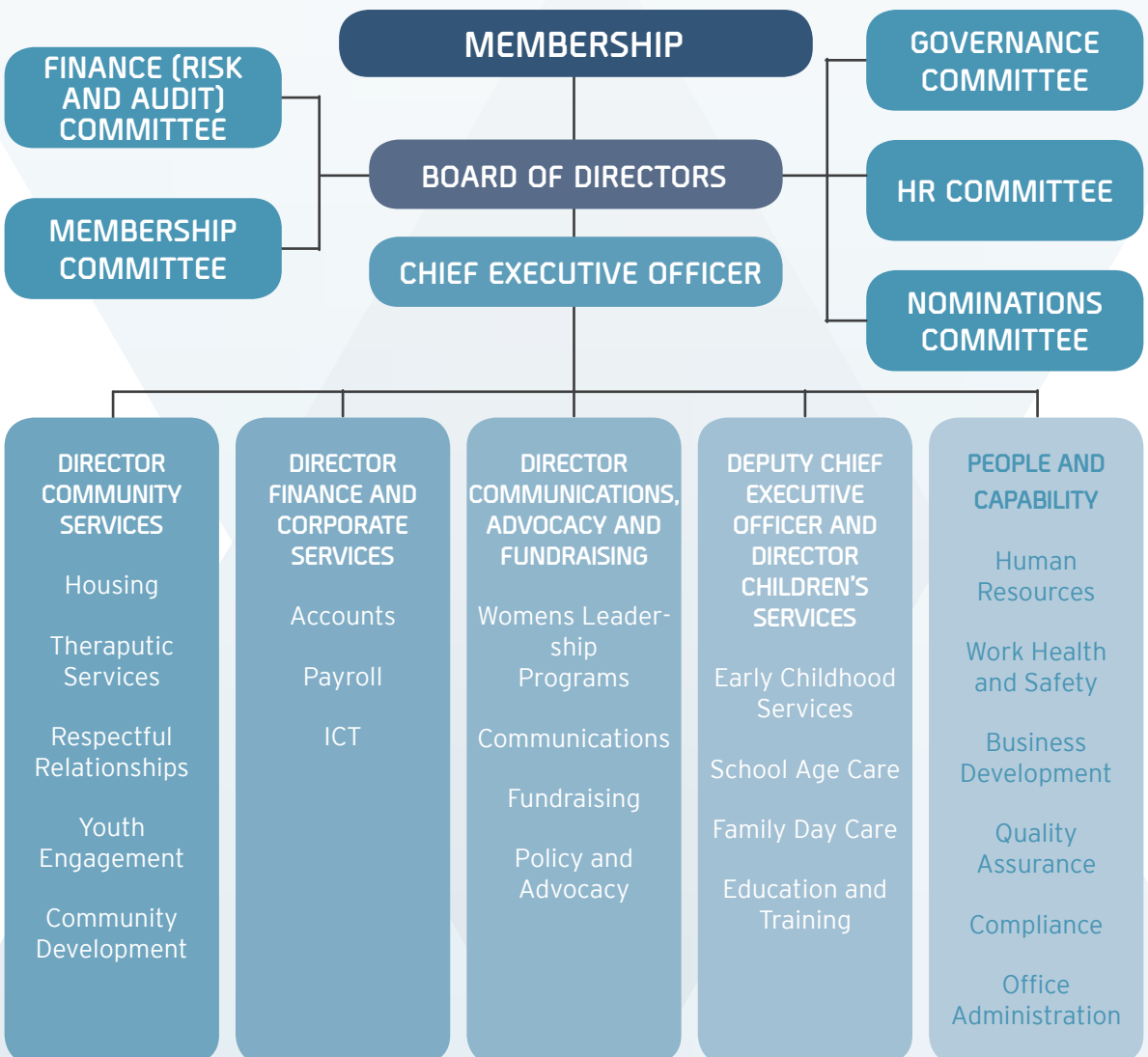
HANNAH WANDEL\*



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



# Organisational Structure





## Stretch Reconciliation Action Plan

YWCA Canberra continues to make progress against our fourth Reconciliation Action Plan 2016-2019 (RAP) and we continue to build upon the 'Stretch RAP' incorporating the values of Reconciliation into both our policy, advocacy and service roles.

The RAP outlines tangible organisational targets including in our procurement and recruitment activities. In the community we continue to support activities that empower and recognise our First Nation's Peoples.

Alongside thousands of other civil society organisations, YWCA Canberra joined the First Nation's People in calling upon the Australian Government to embrace the Uluru Statement from the Heart and support progressing the rights of Australia's First Nations peoples to have a say in the decisions that affect their lives.

We also continue to foster local partnerships that deliver support for and empower local community members. Through YWCA Canberra's Mura Lanyon Youth and Community Centre partnership with the ACT Tuggeranong Aboriginal Elders Nannies Group, we have continued to provide a safe, comfortable and inclusive space for local Aboriginal women to connect and share stories.

The Nannies often invite guests to provide information and referrals based on their unique needs. The MLYCC supports these meetings through catering healthy snacks and lunch, advice and service information as well as facilitating meetings with government departments on request.

YWCA Canberra's Early Childhood Services are committed to embedding Indigenous pedagogies to guide our decision making and practice. Our services have taken the lead on how to embed the Aboriginal eight Ways of Learning into our curriculum. Educators now critically reflect and analyse children's learning through the eight Aboriginal Ways of Learning. Our Winyu Service has also embedded an Acknowledgement of Country song which is now a part of the everyday practice of the service. The children take a lead in this song which was developed with an Aboriginal Elder and member of the local Gungahlin community. Our services also hold yarning circles instead of

group times where children are encouraged to take part in a conversation with their peers and educators.

Our Community Services team were also honoured to be involved in Australia's first Aboriginal and Torres Strait Islander focused public holiday, Reconciliation Day in May 2018. With the theme 'Don't keep history a mystery', we were involved in a free family event at Glebe Park where thousands of Canberrans came together to recognise and celebrate the important place of Aboriginal and Torres Strait Islander culture and history.

Our Community Services team were also involved in the launch of the ACT Schools Reconciliation Challenge at the Canberra Museum and Art Gallery. The ACT was invited to join NSW Reconciliation Council School's Reconciliation Challenge for the first time this year. The theme was 'Our Voices Our Future'. The Schools Reconciliation Challenge is one

way for students to learn about Aboriginal and Torres Strait Islander Australia and contribute positively to Australian society, while meeting the objectives of the K-6 and 7-10 syllabus. In this challenge, students create artworks and stories inspired by the theme, and reflect on what reconciliation means to them.

YWCA Canberra came together with nine other Canberra community organisations to celebrate NAIDOC Week 2018 and to recognise the history, culture and achievements of Aboriginal and Torres Strait Islander people. The 2018 NAIDOC Week theme was 'Because of Her, We Can', celebrating the achievements and voices of Aboriginal and Torres Strait Islander women. More than 150 people of all ages attended the community celebration and attendees were given the opportunity to sample platters of bush tucker and participate in reading circles and workshops.

## Workplace Gender Equality

In 2017-18, YWCA Canberra received the prestigious Employer of Choice for Gender Equity citation from the Workplace Gender Equity Agency (WGEA) for the fourth year in a row.

Each year the citation criteria are strengthened, and we continue to show that we are acting to drive real change and are taking a leadership role in the community when it comes to workplace gender equality.

As part of her role as a WGEA Pay Equity Ambassador, our CEO Frances Crimmins has signed the Pay Equity Pledge in which she helps to create change by:

- playing a leadership role in the business community and to the broader public
- reinforcing her commitment to pay equity within YWCA Canberra
- profiling and promoting her approach to pay equity.

YWCA Canberra is extremely proud of our continued recognition of best practice work in gender equality policy and initiatives.



## Environmental Sustainability

This year we continued our commitment to environmental sustainability across the organisation.

Our Central Office has embedded practices of recycling and organic waste collection and is working towards becoming an ACTSmart Accredited Workplace.

This has enabled us to review our current practices and amend our waste management practices to increase our environmental sustainability.

Our Children's Services and Lanyon Community Centre have exceptional environmental sustainability practices. Practices across all sites include:

- worm farms
- using food scraps for chickens
- re-purposed furniture
- using recycled items for craft activities
- knitting with Plarn (plastic bags cut into strips)
- participating in Earth Hour
- using natural items from the environment for craft instead of purchasing resources
- using refillable drink bottles
- posting information about waste programs and use of electricity and water usage
- vegetable gardens.

The Lanyon Community Centre also have a free book exchange for community members. People are free to take, donate or swap as many books as they like. This practice of a sharing economy helps in the communities zero waste practices.



This year we collected **333kg** of organic waste for a commercial worm farm operation, averaging about **7kg per week**. Since we started in **November 2015** we have produced over **6500 litres** of uncompressed **compost waste**.



## Quality Assurance

As part of our Strategic Priorities, and to show our commitment to providing quality services, YWCA Canberra made the decision to become externally accredited against the Quality Improvement Council (QIC) Health and Community Service Standards (7th Edition).

Accreditation provides quality and performance assurance for members, managers, staff, funding bodies and consumers; and is a tool to measure and improve performance and outcomes.

Currently, we have several client related service standards for which we are externally accredited against or are required to adhere to including:

- Community Housing Standards
- National Quality Standard for Early Childhood Education and Care and School Aged Care
- National Regulatory System for Community Housing
- Registered Training Organisations Standards.

Most community service standards can be used for continuous improvement and are a great tool to self-assess against for sector standards. The continuous improvement which comes from those standards are mostly related to client services, client engagement and management as well as requirements in governance and community relationships.

Accreditation against the QIC standards will support YWCA Canberra to improve client and community engagement, diversity and cultural appropriateness, management systems, governance and service delivery, while committing to a cycle of continuous quality improvement.

YWCA Canberra is excited by the quality improvements planned across the organisation and the impact it will have on the provision of quality client services.

# FINANCIAL SUSTAINABILITY

YWCA Canberra posted a deficit of (\$154,323) in 2017-18. The deficit is associated with commencing operations of a new Early Learning Education Centre in Murrumbateman and commencing the management and operations of Currawong Early Learning Centre. We look forward to growing our two new centres in the 2018-19 year.

Expansion of our Children's Services portfolio has resulted in an additional income generated to approximately \$2M in 2017-18.

YWCA Canberra continues to demonstrate financial security and sustainability because of prudent resource management.

Our cash reserve have been maintained from \$2.97M in 2015-16 to \$2.47M in 2017-18.

This adequately meets our short-term financial needs.

Total accumulated funds (net assets) as at 30 June 2018 is \$7,566,390 (2017: \$7,653,571).

Our audited financial statements for the 2017-18 financial year are available online at [www.ywca-canberra.org.au](http://www.ywca-canberra.org.au)

## OUR SECURITY AS AT 30 JUNE

	2016/17	2017/18
<b>Cash Reserves</b>	\$2.89m	\$2.47m
<b>Property, plant and equipment</b>	*\$3.74m	\$3.63m
<b>Investment Portfolio</b>	\$2.6m	\$2.91m

*\*Revaluation of property takes place every three years and was last conducted in June 2017.*

## WHERE DID OUR INCOME COME FROM?

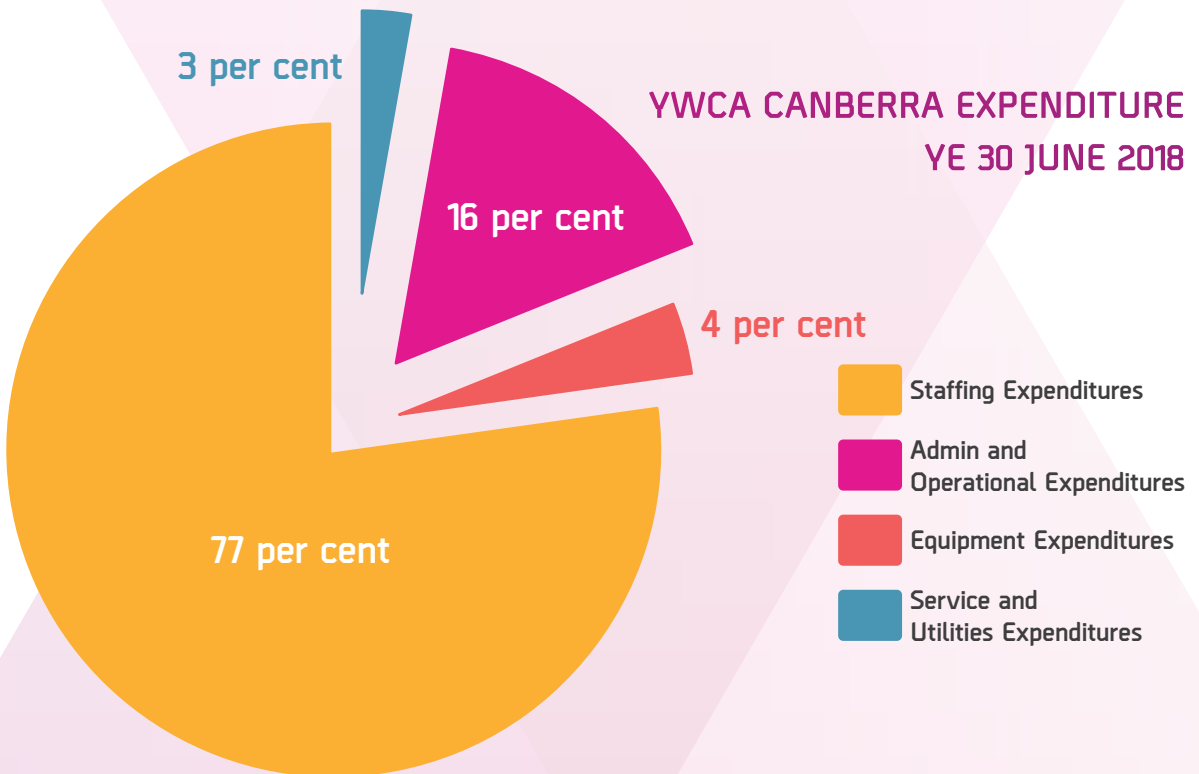
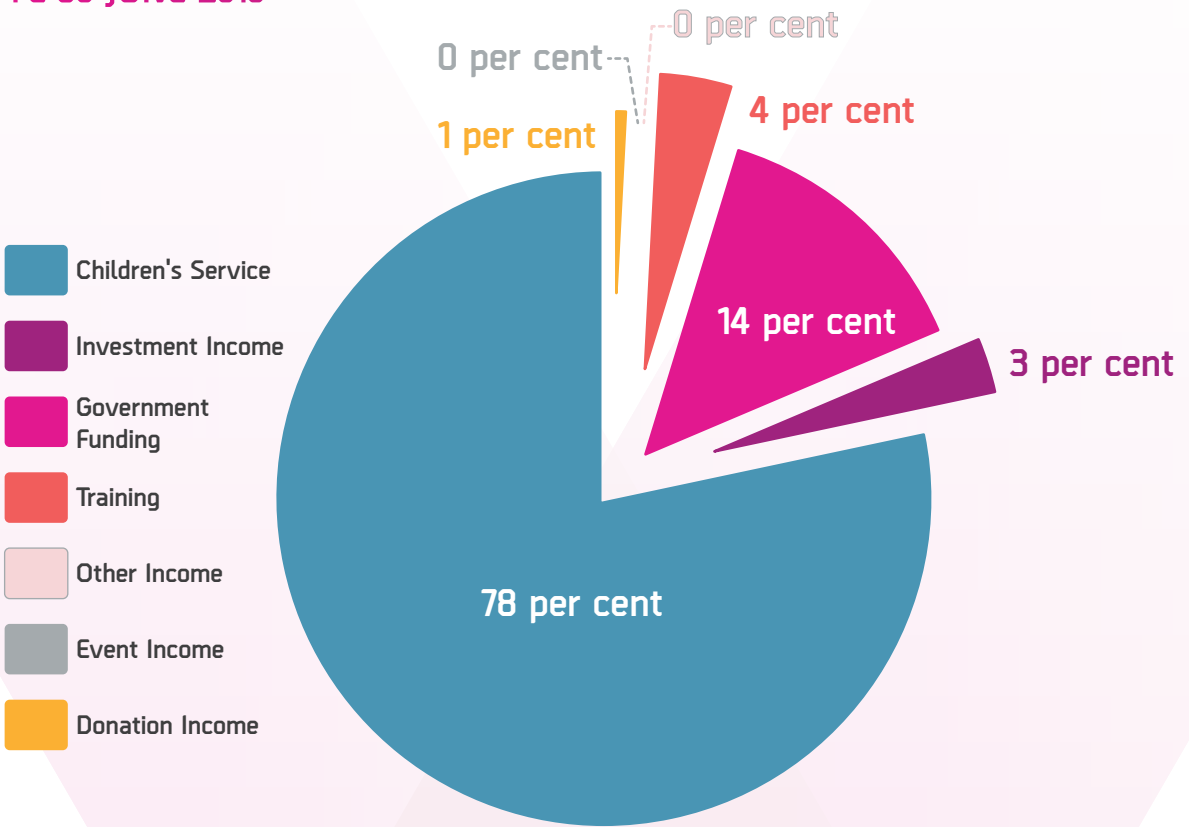
	2016/17	2017/18
<b>Community Services</b>	\$2.20m	\$2.15m
<b>Children's Services</b>	\$10.29m	\$12.38m
<b>Managed Fund Investment</b>	\$0.20m	\$0.20m
<b>Affordable Housing Rental income owned by YWCA Canberra</b>	\$0.14m	\$0.15m
<b>Training and Education Services</b>	\$0.67m	\$0.60m
<b>Other Services</b>	\$0.63m	\$0.28m
<b>Total</b>	\$14.13m	\$15.76m

## PAST TWO YEARS OPERATIONAL AND REPORTABLE RESULTS

	2016/17	2017/18
<b>Operational Results</b>	\$11,766	\$5,381
<b>Board Strategic Allocation</b>	(\$131,633)	(\$159,704)
<b>Reportable Bottom Line</b>	(\$119,867)	(\$154,323)



# YWCA CANBERRA INCOME SOURCES YE 30 JUNE 2018



LEAVE YOUR PHONES  
IN BAGS WHILE SESSIONS  
RUNNING.



# Acknowledgements

## Partners and supporters

We work collaboratively with like-minded organisations, schools, businesses, all levels of government, and leaders in the community to ensure that our collective resources make the biggest possible impact for the people we serve. We would like to thank the following organisations for contributing to our work, be it through financial contributions, skilled volunteering, or in-kind donations.

- |                               |                               |                              |
|-------------------------------|-------------------------------|------------------------------|
| AWAVA                         | Beryl Women Inc.              | Equality Rights Alliance     |
| ACT Shelter                   | Capital Chemist               | EY                           |
| ARUP                          | CentreRED IT                  | For Purpose                  |
| ANU Gender Institute          | Country Women's Association   | Food Bank NSW & ACT          |
| ACT Emergency Services        | CBR Innovation Network        | Gordon Neighbourhood Watch   |
| ACT Government                | Canberra Rape Crisis Centre   | Gordon Primary School        |
| ACT Office for LGBTIQ Affairs | Canberra Business Council     | Griffin Legal                |
| ACTCOSS                       | Chris Ryan                    | GivIt                        |
| ACT Office for Women          | Community Services            | Goodstart Early Learning ACT |
| Anglicare   NSW South, NSW    | Directorate                   | Hardwickes                   |
| West and ACT                  | Community Services #1         | Hays Recruitment             |
| AARNet                        | Canberra Data Centres         | HESTA                        |
| AIDS Actions Council of       | Cordelta                      | HerCanberra                  |
| the ACT                       | CoderDojo                     | Headspace ACT/QBN            |
| A Gender Agenda               | Charles Conder Primary        | Hands Across Canberra        |
| ACT Womens Legal Service      | School                        | Inspiring Australia          |
| ACT Young Labor               | Domestic Violence Crisis      | KDNGroup                     |
| Australian Defence College    | Service                       | Libraries ACT                |
| ACT Government Community      | Doris Women's Refuge          | Lush                         |
| Services Directorate          | Department of Human           | Marymead                     |
| ACT Child and Family Centres  | Services                      | Matthew Jelly                |
| Belconnen Community Service   | Defence Force Recruiting      | Migrant and Refugee          |
| Baker's Delight               | Dimension Data                | Settlement Services of       |
| Bunnings Canberra Airport     | Department of Social Services | the ACT                      |

Multicultural Youth Service ACT  
Microsoft  
Messengers  
MOCCA  
MTP  
Northside Community Service  
National Council of Women Australia  
Oz Harvest  
Our Watch  
Parents and Friends of Lesbians and Gays (PFLAG)  
Prinstant

PwC Canberra  
PwC Brisbane  
Richardson Primary School  
Rowdy Digital  
St Anthony Primary School  
Senior Campus of Caroline Chisholm School  
Share the Dignity Handbags  
Snow Foundation  
Southern Cross Care Residential facility  
Singed Sisters  
Tuggeranong Community Council

Toora Women Inc.  
University of Canberra  
UN Women Australia  
Women's Agenda  
Women's Centre for Health Matters  
Woden Community Service  
Woden Community Services  
YMCA Canberra  
Youth Coalition of the ACT  
Zonta Club of Canberra  
50/50 by 2030

## Individual donors

We are grateful for all the donations we received, big and small, from members and supporters throughout the year. We would like to acknowledge the following donors for their financial contributions:

Ann Harkness  
Betty Ferguson  
Brigitta Norton  
Carol Kennedy  
Christine Morgan  
Catherine Rollinson  
Donna Chalmers  
Dev Mukherjee  
Elizabeth Kentwell  
Fiona Tonkin  
Fiona Jolly  
Families from Turner School  
Age Care  
Family of Jacq Burridge

Gai Brodtman MP  
Grant Earney  
Ingrid Mason  
Jane Alver  
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Jude Burger  
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Kimberley Le Lievre  
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Mark Rendall  
Nicole Pearce  
Natalie Barr  
Pek Kee Chan  
Peter Elford  
Rachel Stephen-Smith  
Sophie Fisher  
Thomas Lowe  
Tracey Hinchley  
Yaeli Liebowitz

## Volunteers

Anna Ziegler  
Bettina Garrett  
Durell Rowley  
Denis Boutcher  
Ellen Mugridge  
Emily Hesling  
Irene Scott

Julia Faragher  
John Burger  
Karen Douglas  
Kelly Chan  
Leandro Carvalho  
Margaret Akers  
Max and Rhonda Izzard

Norma Bellofatto  
Raphael Olang'o  
Steven Han  
Sarah Whiting  
Tina Marchetti  
Victor Tarrant  
Vincent Gwese









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