



YWCA CANBERRA



YWCA CANBERRA ANNUAL REPORT

2018-19



ACKNOWLEDGEMENT

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

We extend our respect to the Aboriginal and Torres Strait Islander women who for thousands of years have preserved the culture and practices of their communities on country.

This land was never surrendered, and we acknowledge that it always was and will continue to always be Aboriginal land.



YWCA Canberra
Annual Report
2018-19



YWCA CANBERRA





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. This year we celebrate our 90th anniversary - a key milestone for our organisation and community.

Our vision is 'Girls and women thriving' and our mission is 'We strengthen communities by supporting girls and women through our services and advocacy'.

We provide innovative, quality services for women, girls and families (including female-identifying and non-binary people) 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 our national Affiliate Association with YWCA Australia, we are part of the World YWCA network, which connects 120 countries across the globe.

CONTENTS

SNAPSHOT OF OUR IMPACT IN THE ACT	6		
PRESIDENT AND CHIEF EXECUTIVE OFFICER'S REPORT	8		
OVERVIEW OF OUR STRATEGIC PLAN 2018-23	10		
STRATEGIC PLAN 2018-23	11		
YWCA CANBERRA 90TH ANNIVERSARY	12		
STRATEGIC PRIORITY ONE	14		
We support children, young people, women and the community through our services			
Early Childhood Services	15		
School Age Care and school holiday programs	17		
Family Day Care	18		
Housing Support Services	18		
Supported Tenancy Services	20		
Circles of Support	20		
Emergency relief services	22		
Youth programs	24		
STRATEGIC PRIORITY TWO	30		
We build capacity and connect girls and women through our training, leadership programs and networking events			
She Leads - women's leadership pathway program	31		
Board traineeships	37		
Education and training	38		
Preventing and managing violence against women	39		
STRATEGIC PRIORITY THREE	40		
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		41	
STRATEGIC PRIORITY FOUR	44		
We foster a movement of girls and women through our members and connection with the national YWCA organisations			
Great Ydeas		45	
World YWCA Council		48	
Commission on the Status of Women		48	
Membership		49	
STRATEGIC PRIORITY FIVE	50		
We ensure sustainable, transparent and accountable practices through our innovation, strong governance, management, service delivery and partnerships			
Governance and corporate structure		51	
2018-19 Board Directors		52	
Organisational structure		53	
Reconciliation action plan		54	
Workplace gender equality		55	
Environmental sustainability		55	
Quality assurance		56	
FINANCIAL SUSTAINABILITY	58		
ACKNOWLEDGEMENTS	60		

SNAPSHOT OF OUR IMPACT IN THE ACT



The **She Leads Program** engaged nearly **900 women** in **professional development** activities and events.



The **Great Ydeas Program** provided **\$14,000 in funding** to **seven projects** by women and girls.

We provided quality **School Age Care** for



age four to 12 years at **15 locations.**



We trained **269 students**

in early childhood education and care, leadership and management, and business administration.



of graduating students

from our early childhood qualifications **gained or maintained employment** in the Early Childhood Education and Care sector.



Our **Lanyon Food Hub** provided **emergency relief 2199 times** to 335 different families, 73 per cent of people accessing assistance were female.



We provided **crisis accommodation** and **outreach support** to **161 people**, of which 95 were children or young people, 11 were Aboriginal or Torres Strait Islander and 48 came from culturally and linguistically diverse backgrounds.



We engaged with **269 young people** in **structured social programs** and provided services **5254 times** through our youth programs, collaborations and events.



Our **Mura Lanyon Youth and Community Centre** was used **509 times** by community groups, commercial businesses, community organisations and individuals.



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



Our **Circles of Support** program **engaged 158 people** through trauma-informed and person-centred therapeutic **counselling and intervention**.



We provided 47 vulnerable children with much needed support, stability, and education and care, through **funded placements** in our early childhood services.



Our **Early Childhood team** worked with **458 families** and **627 individual children** across the Canberra region.



We helped **259 people** to obtain **affordable and secure homes**, including 184 women.



PRESIDENT AND CHIEF EXECUTIVE OFFICER'S REPORT

During our 90th anniversary of providing services to women, girls and their families in the Canberra community, we are reflecting on the incredible achievements of the organisation and our proud history, while simultaneously looking to the future and how we must evolve to ensure we continue to meet the needs of our clients and members.

This year saw a resurgence in our work on helping women who are homeless or at risk of homelessness, culminating in the launch of Rentwell, the ACT's first charitable property management service. Through Rentwell, YWCA Canberra leases privately owned investment properties in the ACT at below 75 per cent of the market rate, providing affordable housing to people who are struggling to maintain tenancies in the mainstream market.

As part of our commitment to building capacity and connecting girls and women through our leadership programs, our She Leads program continues to grow at an exciting rate.

From our nationally accredited Diploma of Leadership and Management, to our workshops, in-conversation events, and an annual conference program, we are delighted to see more women and girls in leadership roles.

Our community services programs are having a tangible impact. This year we held our largest LGBTQIA+ & Allies Prom yet, providing a safe and inclusive space to celebrate for 200 young people from across Canberra and surrounds.

We also secured an ACT Government Capital of Equality grant to add a new dimension to the next Prom, a partnership with CIT to offer a two-day foundation workshop on event management.

Our School Age Care and early learning programs continue to thrive and provide quality care for children across Canberra. These programs now reach more than 3000 children each week.



This year we became externally accredited against the Quality Improvement Council (QIC) Health and Community Service Standards (7th Edition). Accreditation against the QIC standards supports us 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.

As well as our public achievements, we remain equally focused on being a great place to work. This year we were awarded our fifth Employer of Choice for Gender Equality citation from the Workplace Gender Equality Agency.

In this time of increased demand on YWCA Canberra's services and frequent change, we have increased our focus on driving innovation and growth across the organisation so that we can grow our services and partnerships into the future.

As always, we would like to acknowledge our staff, board directors, partners, members, fellow community organisations, volunteers 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 2018-19 achievements in this year's Annual Report.



Frances Crimmins
Chief Executive Officer



Jude Burger
Board President

OVERVIEW OF OUR STRATEGIC PLAN 2018-23

We are now one year into our Strategic Plan 2018-23. This plan is underpinned by our 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 part of everything our organisation stands for and reflect our commitment to the global YWCA movement. The value of courage explicitly acknowledges this connection and our proud feminist history, and our priorities are aligned to World YWCA's Envisioning 2035 goals.

The plan 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, and an engaged and committed membership base.

This is a critical and exciting time for the YWCA movement, with significant social and political focus socially on gender equality and activism at local, national and international levels.

Over the five years of the plan, we must 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.

We must 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.

One year into our new plan, we are already making strides in delivering on these objectives, as evidenced in this report. We will continue to embody our values and work towards these priorities as a driving force behind all we do to ensure girls and women thrive in our 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.

EQUALITY



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

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.

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.

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.

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.

YWCA Canberra 90th Anniversary

Shining a light on
generations who
have cared deeply
about their work and
community





2019 represents a special year for YWCA Canberra, as we celebrate 90 years of contributing to the Canberra community, providing essential, quality services for women, girls and families in the ACT and surrounding regions.

This milestone gives us an opportunity to showcase the achievements of YWCA Canberra past and present, as well as highlight our role and focus into the future.

A highlight of our 90th anniversary celebrations was to be awarded the Chief Minister's Canberra Gold Award for outstanding contribution to the Canberra community.

We are busy working on some special projects that we will launch later this year as gifts to our community. These projects highlight our sector leadership, support our advocacy agenda and build on our commitment to support girls and women thriving:

- Canberra as a City of 100 Women: a snapshot from a community survey, the report will highlight what can be celebrated, improved upon and needs to be visible to advance equality for Canberra women across all aspects of life.
- Bringing on Board: a best practice guide to establishing diverse board candidates highlights our leadership in Board Traineeship development and our Trainee Alumni.

We will also expand our Great Ydeas Program, providing funds to empower local women to pursue a professional development opportunity, pilot a project, kick-start a business idea, or address a need in the community. The program was launched in 2010 in celebration of our 80th anniversary and has supported over 60 local women since then.

We are proud of what we've been able to achieve in the last 90 years, but know much work is still required to achieve our goals.

"YWCA CANBERRA HAS A PROUD 90-YEAR HISTORY AS AN ORGANISATION THAT HAS GROWN AND RESPONDED TO THE NEEDS OF WOMEN, GIRLS AND THE BROADER CANBERRA COMMUNITY."

- Frances Crimmins: CEO YWCA Canberra, extract from acceptance speech Chief Minister's Canberra Gold Award March 2019.

Strategic Priority One

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

YWCA Canberra cares for more than 2500 children each week through our children's services. We develop and create learning environments that reflect the children and families we work with, the community we live in and the values of our organisation.





EARLY CHILDHOOD SERVICES

At YWCA Canberra, we understand that the experience of childhood is a unique journey. We value childhood as important in the present, as well as providing the foundation for all future learning and development.

Our aim is to provide children and families with a sense of belonging through ensuring a safe, supportive, respectful and inclusive environment.

Our role is to develop and create rich, engaging play-based learning environments which are reflective of children's interests and allow for exploration. We ensure this by providing children with the skills and experiences needed to develop as lifelong learners and to become competent, active and informed individuals.

Our educators uphold the professional standards and values of the Early Childhood Australia Code of Ethics, as well as the principles and practices of the National Quality Framework.

Our educational programs are designed to promote children's holistic development while reflecting the United Nations Convention on the Rights of the Child.

Our services are fully licensed and are assessed and rated by the ACT Government's regulatory body Children's Education and Care Assurance (CECA).

This year, our services provided quality education and care for children, turning their attention to the outdoors.

There is a wealth of research into the benefits children experience when they have access to long periods of time playing outside in nature. From academic skills like problem solving and science to the development of social skills and an appreciation for the natural world, the learning opportunities and the positive behaviour support that is offered when children play in beautiful natural spaces are endless.

We are delighted that all our ACT services were successful in procuring \$30,000 in funding through the Nature Play Grants Program to upgrade our outdoor play spaces.

These grants will enable us to create beautiful natural spaces for children to play and learn. We will create garden beds for children to grow their own food, mud kitchens and other specialised nature-based equipment for children to challenge their physical skills. The children and educators have all been a part of the planning and application process and we are excited to get started together on these projects this year.

Our early childhood service located in the semi-rural community of Murrumbateman provided the perfect place for launching our first-ever bush preschool program, offering children the chance to regularly explore nature, developing lifelong skills of resilience, respect for the environment and much more.



This program began with interest from educators and support from our community. A family with children attending our service has generously agreed to allow us to use their farmland for the program. While there, the children will explore the natural beauty and changing seasons, learn about local farm animals and wildlife, play in mud and climb trees to their hearts' content.

The educators have had the chance to research nature play and to learn from pioneers in this area of early childhood education. The service has worked in consultation with families and other services to create a comprehensive risk assessment and program, ensuring the safety of all children who participate.

We look forward to getting out in the bush, rain or shine, to give children an experience that reminds us of some of the best parts of childhood.

This year the team at Currawong Child Care Centre were assessed and rated against the National Quality Standard set out by the Australian Children's Education and Care Quality Authority, achieving an overall rating of Exceeding. This rating is a true reflection of the hard work that our educators have put in since opening the service just 18 months ago.

The assessment encapsulates the meaningful relationships built between the educators and the children to best support their wellbeing, learning and development. The service has tailored its approach to meet the needs of children, families and the community, with a focus on innovation and continuous improvement.

In 2018-19, we responded to 47 vulnerable children by providing them with much needed support, stability, and education and care, through a funded placement.

This year the team made 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.





SCHOOL AGE CARE AND SCHOOL HOLIDAY PROGRAMS

We provide a mix of before school, after school, and school holiday programs for school-age children. We aim to deliver high-quality care to all children attending our programs and work closely with families, schools and local communities.

This year our School Age Care programs engaged 2522 children age four to 12 at 15 locations, as well as seven school holiday programs.

There was growth and significant changes within our School Age Care services too, including a new school holiday program at our established Charles Conder facility, a popular new addition with families.

Across all School Age Care services, enrolments rose by 20 per cent, seeing many of our services reach capacity. Lyneham and Charles Conder gained additional spaces to meet demand which made 22 more places available to families at each service.

We've encouraged children to think about sustainability issues, respect for others, reconciliation, wellness programs, social and community awareness. All programs have continued to develop meaningful ways to embed cultural practices into their curriculums

and embrace the diversity the families and community bring into their programs.

We are planning an Acknowledgement of Country corner in each service incorporating child-developed Acknowledgement of Country, books and artwork. Programs are also now embedding the Eight Aboriginal ways of learning.

One of our main focuses this year has been on outdoor play and outdoor activities. We are increasing the number of outdoor programs and activities at all our School Age Care programs. This year we formed a partnership with the National Arboretum Canberra, which provided special rates on activities for the children to engage in during school holidays. We envisage this will be a huge success and we are delighted to work with the National Arboretum Canberra staff and make full use of this fabulous venue.

We are conducting excursions during the school holidays to Tidbinbilla Nature Reserve to introduce the children to native animals and plants. These are proving very popular and children get to spend the day outdoors learning and appreciating nature and wildlife.

Many of our programs have had compliance visits from the office of the Regulator, Children's Education and Care Assurance during the year and one program underwent a rating and assessment process.



FAMILY DAY CARE

Our Family Day Care provides professional and supervised care for children from birth to 12 years of age, in the private homes of qualified and professional family day care educators that we employ.

All our educators hold or are working towards, a Certificate III in Children's Services. They are also required to have a current Working with Vulnerable People Card, and current first aid training.

Our Family Day Care service now provides care for 63 children and 53 families in 20 homes across Canberra.

To support the scheme, we operate a twice-weekly playgroup where educators and children come together to play and take part in educational experiences and the educators can network. The playgroup is run from a local community hall and about 20 children and six educators attend each week.

The playgroup offers a delightful program for the children, focused on their love of cooking and creating large group artworks using lots of colourful paint. The artworks are then displayed for the children to enjoy and reflect upon.

Our Family Day Care educators embrace our continuing focus on natural resources, sustainability and emphasis on the outdoor learning environment, including taking the children on nature walks, picnics, and regular sessions at the local parks.

HOUSING SUPPORT SERVICES

We have provided housing support to women and the broader Canberra community for more than 60 years, commencing with the opening of Leave House in Mort St by Lady Gowrie in 1942.

Today we provide supported accommodation services on behalf of the ACT Government and we are a registered community housing provider under the National Regulatory System for Community Housing.

We provide specialist support to women and children in the Canberra region who are homeless or at risk of homelessness to find secure, safe long-term housing and address any underlying causes of homelessness. Domestic and family violence still presents as the primary drivers of homelessness for women and children in Canberra.

We help families access housing, information, resources, social supports to build capacity, prevent homelessness and empower families to maintain their own tenancy.

This includes family case management to help families to deal with past or present trauma that is impacting their ability to maintain a tenancy.

This year we provided crisis accommodation and outreach support to 161 clients, out of which 95 were children or young people, 11 were Aboriginal and 48 came from culturally and linguistically diverse backgrounds.

We provided safe and affordable accommodation for older women in our Lady Heydon and Betty Searle houses. We also provided two one-bedroom affordable housing properties at Eclipse Apartments in Bruce for women who meet the eligibility criteria for the National Rental Affordability Scheme.

We celebrated many highlights this year, including launching Rentwell and securing an ACT Government grant to establish a specific service for older women who are experiencing or at risk of homelessness.

We introduced quarterly newsletters for residents, informing them of our services as well and useful tenancy information and advice, to build more open and transparent communication between the unit and the service users.

We participated in the National Families week where we held a family picnic at Boundless all-access playground, providing food, transport, face painting and entertainment for the children in our service.

CASE STUDY

Kate* was working well with our team and most family goals had been met. However, her teenage daughter Anne* was difficult to engage, shy and reclusive. Kate was concerned about Anne's self-esteem and participation at school.

After conducting some motivational interviewing with Anne, a housing support officer identified that Anne was interested in learning how to make clothes. The officer was able to source a donated sewing machine through GIVIT and requested donations for material, then taught Anne how to sew.

These sewing lessons helped us work with Anne and the family's younger children. Kate has noticed a positive change in Anne's mood. She is more present in the family and is eager to learn and develop her skills. Anne has started making items she can share with her friends from school and her participation in school activities have increased.

*not the clients' real names

RENTWELL

Launched on 6 May 2019, Rentwell is the ACT's first charitable property management service. Through Rentwell, YWCA Canberra leases privately owned investment properties in the ACT at less than 75 per cent of the market rate, providing affordable housing to people who are struggling to maintain tenancies in the mainstream market.

Rentwell was made possible through a start-up grant of \$50,000 from the Mercy Foundation Homelessness Funding, pro bono professional services and the ACT Government and Commonwealth Government providing the taxation and regulatory levers required to make it a success.

This is running through an ACT Government pilot scheme where property owners will be exempt from paying land tax if they lease their properties through registered community housing providers at less than 75 per cent market rent. We identify suitable and eligible tenants and sub-lease a property to them, and provide property owners with a tax-deductible gift receipt for any foregone rent.

In our first two months of operating, we had already received 26 enquiries from interested investment property owners and 33 expressions of interest from prospective tenants.



SUPPORTED TENANCY SERVICES

The Supportive Tenancy Service (STS) is a consortium of YWCA Canberra, Woden Community Services and Belconnen Community Services. 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.

This service supports individuals and families to enter the housing market or sustain their existing housing, by collaborating with other agencies and providing a holistic approach and targeted supports.

The consortium recently received news that STS will be funded for another two years, recognising the need for tenancy support services and to maintain housing for clients at risk of becoming homeless.

This year the service assisted 259 clients:

- 121 were sole parents
- 150 were not in the workforce, either on a disability pension, aged pension or carer payment.
- 142 were in private housing, including those clients couch surfing
- 25 were sleeping rough
- 34 were in refuge or non-conventional accommodation such as motels or caravan parks.
- 184 of the people we assisted were women, predominately between 25 and 55 years of age. Of these women:
 - › 10 women identified as Aboriginal
 - › 119 presented as being in housing stress, either unable to pay the rent or being homeless.

CASE STUDY

We worked with Trudi*, an older woman who'd had a successful career working in a residential mental health, alcohol and other drugs facility. She lived onsite at the facility when she was diagnosed with stage four cancer.

Following her diagnosis, Trudi was unable to work and therefore found herself without anywhere to live.

She eventually moved in with a friend's mother, but this became challenging and she had little privacy.

STS provided Trudi with support to get on the priority list for public housing.

We advocated on her behalf to Housing ACT and even though she was under the age of 65, because of her terminal illness and care needs, she was successful in obtaining a purpose-built aged care unit with a live-in carer to support her.

Trudi now has a lovely home, is engaged in her local community and has the support that she needs.

*not the client's real name

CIRCLES OF SUPPORT

Circles of Support is a counselling service providing therapeutic support, information and psycho-education for children and young people aged five to 15 years, and their families. This service aims to strengthen family relationships and improve wellbeing.

Our Circles of Support program supported 158 people through trauma-informed and person-centred therapeutic counselling and intervention.

It offers support to families facing a variety of challenges from the impact of domestic violence, trauma, behavioural and emotional challenges, and family separation. Our team works with any members of the family and offers long-term support.

Of the parents we engage, most are women, although we also work with some men. We have seen an increase in clients from culturally and linguistically diverse backgrounds, including Sudanese, Yemeni, Vietnamese, Pakistani, Thai, Polynesian, Argentinian and Filipino. A high proportion of our clients have experienced domestic violence.

This year we have employed new counsellors and created new roles for a therapeutic coordinator and a clinical supervisor. This allowed us to support more clients, made our referred processes more efficient and establish additional support for our counsellors.

We continue to see a high number of families with suspected undiagnosed Autism Spectrum Disorders. We support parents with preparation for the assessment, potential diagnosis and response of these disorders, including linking them into specialists who are able to help them.

"WITHOUT THIS SERVICE MY FAMILY WOULD FALL THROUGH THE CRACKS AND BE VERY MUCH WORSE OFF. I AM EXTREMELY GRATEFUL TO HAVE THE OPPORTUNITY TO PARTICIPATE IN THIS PROGRAM. THANK YOU."

- Circles of support participant

We have extended our outreach coverage through new relationships with two community organisations: the Gungahlin Child and Family Centre and UnitingCare Kippax. This has allowed us to engage more clients in the northside of Canberra where we are seeing greater demand for long-term counselling services for families.

OUR SESSIONS HAVE BEEN AMAZING. THE NEW INSIGHTS WE HAVE NOW HAVE CONTRIBUTED TOWARDS PRETTY BIG CHANGES AT HOME"

- Circles of support participant

CASE STUDY

Amy*, 13 years old, started seeing a Circles of Support counsellor in November 2015 after being referred with cumulative harm due to poor attachments with both parents, the cause of which was family violence, alcoholism, poor mental health and environmental neglect.

Amy lived with her grandmother and maintained contact with foster parents. From the age of seven, Amy had been having panic attacks, phobias and other issues.

During the regular counselling sessions at her school, Amy and her counsellor explored her past and important events that had shaped her, helping her understand and contain her emotions and sensations. They also discussed the evolution of the brain and how it could be related to her traumatic experiences.

All this was done in a safe space that Amy needed in order to start to grow and begin managing the turmoil of her inner world.

Recently, Amy wanted to reconnect with her biological parents and established regular telephone communication. Although this can be an anxiety-provoking endeavour for her, her tolerance for these feelings has increased during therapy, and she is more able to hold these uncomfortable feelings.

Amy is now a great advocate for mental health and passionately talks about problems she sees with the way it is viewed, especially the shame and the marginalisation of people with mental health concerns.

She is now able to acknowledge what she went through in her life and how this helped her to become the person she is now. Despite the challenges she has faced, she gave an oral presentation at her school about the topic. She reported that this presentation went well and that she felt proud of herself for doing this.

*not the client's real name

EMERGENCY RELIEF SERVICES

MURA LANYON YOUTH AND COMMUNITY CENTRE

Located in Conder in the south of Tuggeranong and funded by ACT Government, our Mura Lanyon Youth and Community Centre (MLYCC) plays an important role in providing opportunities for the community to engage in social, cultural, recreational and educational activities.

The MLYCC has several different spaces that are also used by individuals, groups, organisations and commercial businesses to deliver activities and events. Craft groups, exercise classes, cooking programs, after school activities for young people, counselling and support programs, Scouts, seniors groups, parenting programs, training and education, Road Ready and school holiday programs have all contributed to the vibrant program at the MLYCC.

The MLYCC has welcomed CatholiCare Canberra and Goulburn counselling program to provide an accessible hub for people in the Tuggeranong region for counselling services.

The MLYCC was hired 509 times by community groups, commercial businesses, community organisations and individuals in 2018-19.



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 Federal Department of Social Services and public donations through our fundraising initiatives.

The Lanyon Food Hub provides both emergency relief and regular membership options including the community pantry, Telstra Bill Assistance Program and material aid.

It provides a wide variety of fresh and non-perishable food through our relationships with Oz Harvest, Baker's Delight Lanyon, and Food Bank NSW & ACT. The Lanyon Food Hub provided emergency relief assistance 2199 times to 335 different families in 2018-19.

SHARING DIGNITY AND CHRISTMAS JOY

The Lanyon Food Hub was able to provide Food Bank Act & NSW Christmas Hampers, Christmas presents, and Share the Dignity Hand bags to members through donations from the students at Gordon Primary School. The students organised two fundraising events, a 'Gordon's got talent' competition and a 'mufti day', to enable them to purchase the toys for the community. This is a fantastic initiative that showcases how generous Gordon Primary school are and the strong sense of community in the Gordon and Conder region. Senator David Smith joined the MLYCC staff and volunteers to distribute the hampers and toys.





SNOW FOUNDATION COMMUNITY BUS

The Snow Foundation Community Bus is a valuable asset for the MLYCC. The bus provides us and other community groups access to safe, secure and cost-effective transport, which can be a significant barrier for people living in the Tuggeranong region. A variety of community groups and organisations accessed the bus for transport to community functions this year, including school activities, school holiday programs, local and interstate activities, with the bus hired 107 times for a total of 183 days.

TAX HELP 2018

This year marked the 30-year anniversary of the Tax Help Program across Australia and the 11th year for our Tax Help volunteer Denis Boutcher. We are grateful for Denis's continued support of this program that provides a free and confidential service to help people with a low income to complete their tax returns. This is an invaluable service for many community members who do not have access to a computer to complete their tax returns online. Denis supported 34 community members to complete 50 tax returns in 2018.

COMMUNITY SUPPORT AND INFRASTRUCTURE GRANT

We received a Community Support and Infrastructure Grant from the ACT Government to help with multiple projects across the MLYCC. The Aboriginal Nannies Groups Catering project enabled the MLYCC to provide a variety of healthy food options for the Aboriginal Nannies Group meetings each week. This includes lunch, fruit and snacks for the nannies group and their weekly guests.

We worked with the Canberra Institute of Technology Community Development Students in an offsite learning project to establish the Cooking Circles program in which they developed and collated recipes. Cooking Circles members have shared family recipes and learnt how to use staple pantry items and vegetables to create economical meals for their families. The recipes have been collated and bound in a book that is accessible to all cooking circles members and members of the Lanyon Food Hub. The Cooking Circles group will continue to add to this recipe book, with an updated version to be released every six months.

YOUTH PROGRAMS

Our Youth Programs support young people age 10 to 25 years in the Tuggeranong region. Working with people from as young as age 10 has allowed us to build stronger relationships with local primary schools and deliver psychosocial programs, supports and casework.

Our Youth Engagement Program and the YWCA Canberra Clubhouse work collaboratively to deliver innovative and engaging activities to help reduce the risk of young people disengaging from education and employment. The activities build resilience, social and personal awareness, problem-solving and complex reasoning skills, communication and interpersonal skills. Through these activities young people can explore their interests and be their authentic selves.

The Tuggeranong Youth Engagement Program is funded by the ACT Government, and the YWCA Canberra Clubhouse receives philanthropic support through partnerships and donations.



YOUTH PROGRAM HIGHLIGHTS:

- Third Annual LGBTQIA+ & Allies Prom 2018
- Youth Week Sunset Festival 2019
- Casework and Lanyon Youth Centre drop-in
- YWCA Canberra Clubhouse drop-in
- Free school holiday programs
- A-Z gender and sexuality diverse social group
- Canberra Institute of Technology Community Development Students offsite learning project, Tugger's Pride: youth services bus tours
- Y-Aspire program
- Sexuality and Gender Alliance (SAGA) group at Calwell High School
- MTP Services girls coding workshop
- Messengers links program
- Humans of Tuggeranong as part National Youth Week 2019
- Tuggeranong Community Council Youth Engagement Sub Committee Youth Forums
- NSW Reconciliation Council's Schools Reconciliation Challenge 2018
- Richardson Interests and Pursuits Program (RIPP)
- What's Your Reality
- Better Suburbs Consultation on the Richardson playspaces.





YWCA CANBERRA CLUBHOUSE

The YWCA Canberra Clubhouse provides young people with an alternative learning space, that helps to ignite their passion and extend their interest, skills and knowledge in science, technology, engineering, art, mathematics and music. After an initial introduction to the resources and equipment in the space, the young people are given the freedom to explore and create projects that interested them. This year they wrote, recorded and produced several songs, and explored different artistic mediums including sketching, drawing, painting, graphic design.

We have 258 Clubhouse members, which is a 14 per cent increase from last year. Of those members, 34.5 per cent are female or female identifying, and nearly 12 per cent are Aboriginal or Torres Strait Islander young people.

RICHARDSON INTERESTS AND PURSUITS PROGRAM (RIPP)

In term four 2018, YWCA Canberra's Youth Programs provided a Mindfulness and Art Program to ten primary school-aged people over eight weeks. Each week the group explored different mindfulness techniques and art activities, including mindfulness rock art, nature mandalas, colouring, eating and breathing mindfully, learning about the upstairs and downstairs brain and going for a nature walk. They also created a mindfulness lap book as a resource the young people could take home.

INTERNATIONAL WOMEN'S DAY 2019

In celebration of International Women's Day 2019, our team had the opportunity to work with Transport Canberra and City Services, Lanyon High School students, local talented artists and community leaders to create two murals on the Centre Point building in Garema Place, Civic. This event gave eight students a voice and an opportunity to engage in artistic expression around a topic that directly impacts them.

The project strengthened our relationship with Lanyon High School and allowed for a seamless start for the term two Y-Aspire. Two of the young Y-Aspire participants, who previously did not know each other, have now become close friends and a number of the young people who engaged with the Mural Project and Y-Aspire have asked to be involved in our winter school holiday program.



WHAT'S YOUR REALITY

A partnership between Calwell High School, YWCA Canberra Clubhouse and the ACT Parks and Conservation Service, the *What's Your Reality* program engaged ten students from Calwell High to be 'topic experts' in producing nature-based virtual reality (VR) content for people with a disability or other limitations preventing them from connecting with nature. The team planned, filmed and produced nature-based VR experiences, for the New Horizon's Parallel Parks platform.

Students brainstormed fun and exciting activities in Canberra nature parks, Mulligans Flat, Tidbinbilla Nature Reserve and Namadgi National Park that they would want to experience if they had a physically restrictive disability.

Using Go Pro Fusion innovative technology, a product of these experiences and locations were created and showcased at a camp for young people run by Muscular Dystrophy NSW in December 2018.

From these products, 40 young people were able to experience the nature-based activities through VR, all from the comfort of their wheelchairs, including fire training, bushwalking, swimming, bike riding and learning about the threatened species of Tidbinbilla Nature Reserve.

The 'What's Your Reality' suite of VR experiences has been provided to New Horizons, which will continue to share these with the disability sector, dramatically increasing the reach and diversity of people who will be able to experience our parks and reserves in the ACT.

The program won the Innovation in Service Delivery award at the Youth Coalition of the ACT YOGIE Youth Work Awards 2018 and the 'Innovation Award' at the Volunteering and Contact ACT 2019 Volunteering Awards.

LGBTQIA+ & ALLIES PROM

Our 2018 annual LGBTQIA+ & Allies Prom was the largest yet, bringing together 200 young people age 12 to 25 from across Canberra and surrounds. The Prom provides a safe and inclusive space to celebrate the young LGBTQIA* community.

A working group of young people and staff planned the night, including this year's theme: Wonderland.

For the first time, this Prom also included the LGBTQIA+ Youth Awards, recognising five exceptional young people for their advocacy work, leadership and contribution to our community.

Every year we are blown away by the incredible support we receive from our community who come together to help us ensure that this event not only happens but is the best it can be. It is truly amazing to see how much support we receive from our community to ensure that this event is truly accessible to our LGBTQIA* youth community and the supportive safe environment they help to create which enables these young people to be free to be their authentic selves.

The 2018 Prom was made possible with support from:

- Our joint Gold Partners AIDS Action Council of the ACT and A Gender Agenda (AGA)
- Our Participation Partner, the ACT Office for LGBTQ Affairs
- ACT Health
- Belconnen Community Service
- Headspace Canberra and Queanbeyan
- Pinnacle Foundation.

The ACT Government also generously provided the CBR rainbow bus to make sure all young people had safe transport to and from the event, and Sarah and Jacqui from Sibuhair and Beauty did hair and make-up for our young people.



TUGGERANONG NETWORK COORDINATION

Tuggeranong Network Coordination identifies areas of unmet need and gaps in service delivery that impact upon children, young people and families living within the Tuggeranong region. The program also fosters a collaborative approach across organisations to address these gaps.

This year we promoted 77 collaborative partnerships in between a diverse range of services, including for-profit and not-for-profit community organisations, ACT Government directorates and commonwealth departments.



RICHARDSON PLAY SPACE REVIEW

Through Network Coordination, we participated in the Better Suburbs Play Spaces Forum which enabled a group of Canberra citizens to develop a priorities framework and allocate \$1.9 million in funding for ACT play spaces. This group selected Richardson as one of the five suburbs for a play space review, including a suburb play masterplan and a detailed plan for one new or rebuilt play space in Richardson.

We participated in the Richardson Suburb Design Group and connected them with the YWCA Canberra Clubhouse to host two consultations with young people. The Group brainstormed ideas with the young people around their preferences for location and the style of play or facilities they would like to see in their suburb and then presented the community input received and the resulting design concepts, so the young people could provide additional feedback.

SOUTHFEST 2018

We participated in the Tuggeranong Community Council SouthFest Subcommittee to deliver the SouthFest Community Festival for the Tuggeranong community. This event was held on 24 November 2018, with 15,000 people attending.

SouthFest showcased businesses and community organisations from the Tuggeranong region as well as ACT-wide businesses and organisations that provide services to Tuggeranong residents.

“FANTASTIC EVENT TODAY, SO GREAT TO SEE SOMETHING LIKE THIS IN TUGGERANONG! THE KIDS LOVED ALL THE FREE ACTIVITIES, LOTS OF GOOD MUSIC AND STALLS AND GREAT FOOD. GREAT COMMUNITY VIBES!!! HOPE IT’S BACK NEXT YEAR.”

- Southfest attendee

Through our Tuggeranong Network Coordination, we worked within the Subcommittee to promote involvement of business and community services, foster community participation in the event and developing logistical plans.

We also coordinated the designated Youth Hub space in conjunction with the Salvation Army Tuggeranong to ensure there were activations on the site throughout the day.



Strategic Priority 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 our 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.

The She Leads program provides aspiring and established women leaders, including female-identifying and non-binary people, with a variety of opportunities to develop the practical skills, theoretical knowledge, and networks to accelerate their leadership journey.

The program includes:

- She Leads Diploma of Leadership and Management
- She Leads Conference
- She Leads College Conference (for girls in years 11 and 12)
- She Leads High Conference (for girls in years nine and ten)
- She Leads In-Conversation series
- She Leads Workshops.



SHE LEADS DIPLOMA OF LEADERSHIP AND MANAGEMENT

She Leads Diploma of Leadership and Management provides women leaders with the opportunity to develop the practical skills, theoretical knowledge, and networks to accelerate their leadership journey.

The Diploma is a nationally accredited qualification and includes a gendered analysis of leadership and management. It applies a framework of developing participants' cognitive capabilities and emotional intelligence (knowing), practical leadership skills (doing), and leadership identity (being).

Upon completion, participants graduate with a Diploma of Leadership and Management (BSB51918). Through the course, participants have the opportunity to explore and refine their leadership identity and reflect on their experiences, strengths, values, and vision for the future.

In addition to the standard course components, the diploma explores conscious and unconscious gender bias and how that impacts on women's leadership journeys. It provides real life examples presented by women who are leaders in their field and gives participants an opportunity to develop professional networks.

This year 18 students graduated with a She Leads Diploma of Leadership and Management and there are 34 students currently working towards completing the qualification.

"IF YOU'RE LOOKING TO STEP INTO A LEADERSHIP OR MANAGEMENT ROLE I HIGHLY RECOMMEND THIS COURSE. IT'S GIVEN ME THE TOOLS I NEED TO BE AN EFFECTIVE LEADER WITHIN MY PERSONAL AND PROFESSIONAL LIFE AND VERY PRACTICAL SKILLS FOR MANAGING STAFF."

- She Leads graduate





SHE LEADS CONFERENCE

She Leads Conference brings emerging and established women leaders, including female-identifying and non-binary people, together with some of Australia's most inspiring, diverse and accomplished women leaders.

Around 300 people attended the fifth annual She Leads Conference. Themed 'Rise', the conference showcased a diverse range of women's stories, often against adversity and discrimination, and how they have used their position to encourage and lift women around them.

The conference was emceed by media personality, Meshel Laurie and featured keynote speakers including Jamila Rizvi, Nas Campanella and Mary Delahunty. Panel discussions centred on two different concepts 'Leading and lifting' and 'Creating structural change to rise'. Panellists included Dr Vanessa Lee, Natalie Walker, Bridget Clinch, Dr Raji Ambikairajah, Professor Marian Sawyer, Dr Jessa Rogers and Corporal Laura Power. The panel facilitators were Angela Priestley and Michele Fonseca.

Attendees rated the conference highly, with 100 per cent of attendees rating it as 'Excellent' or 'Good' and 89 per cent of respondents indicating that they would attend the conference next year. Furthermore, 98 per cent stated that they were likely to recommend the conference to other women.





SHE LEADS COLLEGE CONFERENCE

She Leads College Conference provides year 11 and 12 girls with a unique out-of-school opportunity to explore and solidify their leadership identity and values, and reflect on their experiences, strengths, values, and goals. Featuring young, dynamic presenters and interactive workshops, the conference provides a safe space for attendees to be inspired by young women leaders and gain the confidence and practical skills to kick start their leadership journeys.

The sixth annual She Leads College Conference saw over 100 young women attend from 12 colleges across the ACT, Queanbeyan and surrounding rural regions.

Themed 'Innovators', the event featured local comedian Maddy Weeks as our MC, and a keynote presentation by young social pioneer, Emma Byrne. It also included two skills-based workshops run by Defence Force Recruiting and YWCA Canberra's Youth Engagement team.

There was a panel featuring activist Kemiso Matlho, Georgia Maq, Renee Songoro, Tina Dixon and Yasmin Poole, as well as a networking activity facilitated by Ashleigh Streeter.

Students rated the conference strongly, with 98 per cent of students rating it as 'Excellent' or 'Good', 93 per cent of students stating they believed it was a worthwhile day to spend away from school and 96 per cent stating that they would recommend the conference to other students.

"I LEARNED THAT EVEN THE SMALLEST OF ACTIONS CAN HAVE A MASSIVE EFFECT THERE IS NO SPECIFIC MODEL FOR A LEADER - WE ARE ALL DIFFERENT"

- She Leads College attendee

SHE LEADS HIGH CONFERENCE

She Leads High Conference is a one-day leadership event specifically targeted at young women, including female-identifying and non-binary people, in years nine and ten.

This event aims to provide attendees with an understanding of the fundamentals of leadership and explores topics such as social and emotional development, peer relationships and pressures, self-esteem, and body image. Upon completion, attendees are empowered to start defining and developing their leadership pathway.

The second annual She Leads High Conference brought together more than 100 young women from 11 different schools across the ACT and Canberra region. This year, the conference was opened to surrounding rural schools and two rural NSW schools participated.

Two workshops were run on the day: Being Bold But Not Alone, facilitated by Defence Force Recruiting, and Positive Identities, hosted by YWCA Canberra's Youth Engagement team.

Speakers included MC Laura Campbell, keynotes Dhani Gilbert and Taylor Perrin. Speed networkers included Kavinya Welikala, Shibanni Dave, Vivian Chan, Morgan Marshall, Tahlia-Rose Vanissum, Esther Suh, Julia Faragher, Annie-Lea Rowley and Jazmeen Payne.

Students rated the conference highly, with 99 per cent of students rating it as 'Excellent' or 'Good', 98 per cent of students stating they believed it was a worthwhile day to spend away from school and 97 per cent stating that they would recommend the conference to other students.



"SHE LEADS HIGH HAS HELPED ME TO REALISE THAT OTHER'S OPINIONS SHOULDN'T DICTATE MY CHOICES. IF I JUST BE MYSELF OTHERS CAN LEARN TO RESPECT AND LOVE WHO I AM"

- She Leads High attendee

SheLeads

Exciting to be part of this conference. I feel attending has opened the door to me to supercharge my leadership journey.



SHE LEADS IN-CONVERSATION SERIES

She Leads In-Conversation events are quarterly, evening events that provide Canberrans with the opportunity to hear from women, including female-identifying and non-binary people, who are leaders from different backgrounds and industries. They are held in a conversational format, followed by a live Q&A session and networking with drinks and canapes.

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

This year we hosted Michelle Law, Shu-Ling Chua, Prof. Gillian Triggs, Dr Helen Watchirs, Sally Rugg, Isabel Mudford, Magistrate Louise Taylor and Hayley McQuire. In 2018-19, 290 people attended the She Leads In-Conversation series.

SHE LEADS WORKSHOPS

She Leads Workshops are designed to develop women's skills and confidence to take on leadership roles within their community.

Tailored to the specific needs of women, including female-identifying and non-binary people, workshops are run throughout the year by accomplished women from diverse industries and areas of expertise.

These skills-based sessions build the capacity and confidence of women who strive to contribute to community leadership, including through board and committee membership.

This year we ran four workshops with topics such as board governance and finance, emotional intelligence, and developing media interview skills.

BOARD TRAINEESHIPS

Our Board Traineeship Program began in 2002 and is an integral part of our commitment to building leadership pathways for young women, including female-identifying and non-binary people. The program provides our members with the opportunity to actively participate on our Board, without the financial or legal responsibilities of being Directors.

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

Since its inception, 65 women have participated in the program, many of whom have subsequently served on the YWCA Canberra Board as Directors. This year, three women participated: Amy Smith, Julia Faragher and Alison Sham.

This 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 Diversity Register that connects everyone, including women and people with diverse experiences, with ACT Government and non-government board vacancies.

"BY INCLUDING VOICES ON YOUR BOARD THAT WOULD NOT OTHERWISE HAVE ACCESS TO THE BOARD, YOU GAIN INSIGHT INTO LIVED EXPERIENCES OR A DIVERSITY OF INSIGHTS AND PERSPECTIVES. THIS IS A REAL VALUE PROPOSITION TO AN ORGANISATION AND WILL ALLOW THEM TO POSITION THEMSELVES TO HAVE STRONGER IMPACT, AND SET THEMSELVES APART FROM COMPETITORS."

Gina Zheng, 2015-16 Board Trainee



EDUCATION AND TRAINING

We provide consulting, training and facilitation services for individuals, government agencies, private businesses and community organisations.

We deliver nationally accredited courses through our Registered Training Organisation (RTO National Number 1373) in early childhood services, women's leadership, and business administration.

We also deliver non-accredited training in preventing and responding to violence against women.

Our skilled and qualified trainers have particular expertise in working with students from diverse backgrounds to achieve their full potential.

We are proud of the supportive, inclusive and professional service we provide.

Our courses have remained popular with:

- 269 students receiving training
- 196 new students across all qualifications
- 76 students graduating with a nationally recognised qualification
- 56 students receiving a statement of attainment in first aid
- 68 funded student places via Skilled Capital*
- 24 User Choice trainees engaged under the national funding policy for Australian Apprenticeships**
- An 89 per cent satisfaction rate from students
- An 82.2 per cent satisfaction rate from employers of YWCA Canberra's students.

*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

EARLY CHILDHOOD EDUCATION AND CARE

We are passionate about providing quality professional development to people who are entering or currently working in the early childhood education and care sector. Our students gain a nationally recognised qualification through face-to-face group training, mentoring sessions, workplace training and practical placements.

This year we delivered:

- Certificate III in Early Childhood Education and Care (CHC30113), entry-level qualification for people who are interested in pursuing a career in early childhood education and care, or who are currently working in this industry with no formal qualification
- Diploma of Early Childhood Education and Care (CHC50113) for workers who are responsible for planning, implementing and managing programs in early childhood services, in accordance with licensing, accreditation and duty of care requirements.

This year:

- 41 students graduated with a Certificate III in Early Childhood Education and Care, with an additional 61 students working towards completion
- 15 students graduated with a Diploma of Early Childhood Education and Care, with an additional 58 students working toward completion
- 85 per cent of our graduating students gained employment in the early childhood education and care industry.

"I CAN HONESTLY SAY I WOULD NOT HAVE BEEN ABLE TO COMPLETE THIS WITHOUT THE SUPPORT, GUIDANCE AND MENTORING SESSIONS FROM THE STAFF."



PREVENTING AND MANAGING VIOLENCE AGAINST WOMEN

WORK WITH OUR WATCH

This year we developed resources as part of The Line campaign of Our Watch to support practitioners working with young people in promoting equal and respectful relationships. Two of our staff were trained to deliver Our Watch's Workplace Equality and Respect training and Change the Story training—the only endorsed trainers in the ACT.

TRAINING FOR ACT GOVERNMENT

The ACT Government engaged our team to facilitate a series of sessions as part of its pilot rollout of domestic and family violence training for a range of frontline worker and managers in the ACT public service, to raise awareness of how to identify and respond to domestic and family violence.

We also delivered training on active bystander approaches to prevent and manage violence against women in the workplace.

We look forward to continuing to work with the ACT Government to deliver this important professional development for local public servants.

WORKSHOP ON WOMEN ON VISAS ESCAPING DOMESTIC AND FAMILY VIOLENCE:

Australian Women Against Violence Alliance (AWAVA) engaged YWCA Canberra to run a workshop for the National Advocacy Group on Women on Temporary Visas Experiencing Violence. The workshop participants discussed a set of policy recommendations for reform to ensure that women on temporary visas who are experiencing family violence have the support and options they need to build lives free of violence.



Strategic Priority 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 at the heart of the work we do at YWCA Canberra. Our advocacy agenda is directly informed by our service delivery across the ACT. We draw on the evidence and knowledge generated by our programs and services as well as the research we undertake including conducting a survey on lived experience of workplace sexual harassment and a broader survey capturing the lives of almost 1100 women across Canberra.

Recent advocacy wins include the launch of the ACT Government's Disability Justice Strategy, a ten-year plan that aims to ensure people with disability in the ACT have equal access to justice and support for their right to equality before the law. Recommendations outlined in the report reflect parts of our ACT Budget 2019-20 submission that called for frontline child protection workers to be better trained in recognising their own biases against women with disabilities who may be attempting to exit unsafe home environments with their children.

We were also successful in lobbying the ACT Government to pass land tax exemptions for private investors who lease investment properties through community housing providers enabling organisations like ours to provide quality housing to tenants at affordable rental prices. This along with our exemption from the Agents Act (2003) has allowed us to play a role in increasing the supply of affordable local rentals.





We continue to engage strongly with the members, committees and inquiries of the ACT Legislative Assembly and through 2018 advocated for the wellbeing and sexual autonomy of women through the Legislative Assembly Inquiry into the Crimes (consent) Amendment Bill. Along with other community welfare groups, we argued for the definition of consent in the Crimes Act 1900 (ACT) to be reformed to include the concept of a free and voluntary agreement. Legislative reform in this area however remains delayed and dependent on outcomes of similar inquiries in other jurisdictions.

We also contributed to public inquiries and submissions including participating in the Australian Human Rights Commission Inquiry into Sexual Harassment in Australian Workplaces. Our submission saw us conduct an anonymous survey of our members to gauge their experiences with sexual harassment, their responses and the adequacy of internal workplace redress pathways. We participated in the ACT Government Budget 2019-20 community consultation process including making a written submission and presenting evidence to the Legislative Assembly Estimates committee.

Our advocacy-focused publication, YAction, aims to contribute to strengthening the movement towards gender equality by highlighting relevant activists, organisations and campaigns in the ACT and beyond.

ADVOCACY THROUGH LIVED EXPERIENCE

This year we adopted innovative approaches to our advocacy campaigns, based around working with lived experience. In line with our flagship advocacy platform Leading the Change, we pursued opportunities to showcase our work in providing affordable and sustainable housing options for older women and highlight the stories of those who have experienced domestic and family violence.

Older women's homelessness continues to be an urgent policy priority and we produced a mini-documentary Hidden Women to highlight the experiences of older women in housing crisis and how a confluence of life events and gaps in policy and service delivery exacerbates the financial circumstances of women as they age. Crucially, Hidden Women puts an everyday face on housing insecurity among older women.

We partnered with Our Watch and the Domestic Violence Crisis Service (DVCS) on Voices for Change, a media advocacy program whereby survivors share their stories with the public and the media to challenge the drivers of violence against women.

The program included a digital storytelling project, featuring the advocates, and a complementary community media campaign. Advocates have been busy raising awareness, talking about prevalence, letting other women know what help is available locally, explaining why it is not always easy to leave or get away from the abuse, and helping the community understand what they can do to prevent violence against women.

We launched the project at our 2019 International Women's Day event at the ACT Legislative Assembly. Almost 100 stakeholders from the community sector, ACT Policing and members of the ACT Legislative Assembly attended the launch, which included the first public screening of the short documentary. It also featured an advocate panel hosted by Genevieve Jacobs, where advocates were able to further share their insight into the nature of domestic and family violence and the role media and community can play in shifting the current narrative.

We continue to support the women as they explore avenues to engage meaningfully with media and build community awareness of the drivers of domestic and family violence.



Strategic Priority Four

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





GREAT YDEAS

Our 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.

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

We supported grant recipients to pursue a range of projects in the categories of small business, community development, the arts, diversity and inclusion and professional development.

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

- Microsoft
- EY
- CBR Innovation Network.

We announced the recipients of this year's grants at an Innovation Breakfast, which was also a fundraiser for our housing initiatives and a celebration of World YWCA Day.

The breakfast included an address from Caterina Giorgi, a 2014 Great Ydeas grant winner and co-founder of For Purpose, a professional development, coaching and advisory service for not-for-profit professionals. Caterina shared her experience working with the not-for-profit sector, the personal impact of hearing the experiences of people who cannot afford to live, and how the Great Ydeas program had enabled her to create the change she had always envisioned.





SABA AWAN, ON THE GROUND

The On the Ground website aims to recognise talented locally-based women of colour working in various fields and provide the broader community with a direct way to connect with them.

It will feature profiles of these women highlighting their experience and interests (at no cost to them). It will serve as a conduit through which organisations, businesses, schools and other institutions can directly invite these women to speak at events, consultations and other collaboration opportunities.

Greater public visibility of these women via the website will create meaningful networks between women of colour and the broader community and will enhance the impact of future social initiatives and events undertaken in Canberra.

ROSALIND MORAN, LIVING LETTERS

Living Letters will be a series of guided workshops aimed at increasing engagement with literature throughout the local Canberra community.

In celebration of the 100th anniversary of Children's Book Week, Living Letters will provide a space for people to interact with their favourite books by writing letters as, or to, a character they are interested in, or to their favourite authors.

Participants will also be able to share their writing with others and discuss works of literature that are important to them.



KATHERINE GUERIN-SMITH, SEXY HEALTH SOCIAL HOUR

Sexy Health Social Hour is an event for lesbian, bisexual and queer women, including trans, non-binary and gender diverse people who are connected to women's communities.

Queer topics are often not covered during general sexual education and can leave members of the community vulnerable.

This event will be run by, and for, queer women and gender diverse people. It will empower the community through forming bonds, providing inclusive sexual health information to an under-served community and allowing lesbian, bisexual and queer women, including trans, non-binary and gender diverse people to take leadership roles. All education will be inclusive and consent-based.

SOPHIE HOLLOWAY, HOW YOU BIN

How You Bin is a campaign in the Bungendore community to promote sustainability at a household level.

Sophie has developed a suite of innovative, original, targeted strategies to give Bungendorians the tools to implement simple steps in their lives, whether these be installing No Junk Mail signs, recycling soft plastics/plastic bags or simply being certain of whether they should recycle milk bottles with the lids on or off!

Sophie wants to make people accountable by creating a community movement and putting the tools for change directly into their hands. She is working with the community including with the local Farmers' Market, Op Shop and businesses.

KATE CROWHURST, THE MONEY BITES

Money can either represent an opportunity or a barrier to women. With 46 per cent of Australian women reporting that they find dealing with money stressful and overwhelming, it's clear that the resources being produced have not significantly decreased the anxiety we feel when dealing with money.

'The Money Bites' financial literacy podcast and blog aims to normalise conversations about money.

It will cover the experiences with money that aren't covered in mainstream media including managing money after a divorce or death of a partner.

VENDULKA, MUSICAL PROJECT

At 21 years old, singer/songwriter Vendulka has a slew of impressive achievements under her belt. From captivating audiences at some of New South Wales' biggest folk festivals to touring internationally at the age of 14, to celebrating a number one EP just a year later, this young artist is blazing a fierce trail. A two-time National Busking Champion, Vendulka has opened for some of the biggest names in Australian folk music, including Pete Murray and The Audreys.

Through the grant, Vendulka will be able to hire one of Australia's up-and-coming female producers, Antonia Gauci, to collaborate on a single to be released on all platforms. It will also enable Vendulka to become a resource for any young women in music wanting advice on how to jump into a music career.

JENNIFER ROBERTSON, WEIJENTECH

WeiJenTech is the product of the work of two female entrepreneurs: Jennifer Robertson, a neuroscientist and junior doctor with an interest in neurosurgery, and Wei Wei Hou, a computer science PhD student.

It will apply cutting edge computer science research to develop devices to help patients with neurological diseases. Its first aim is to produce a device to help stroke patients with speech deficits to communicate while also improving their speech, helping them communicate with their loved ones, return to work and engage with the wider community.

WORLD YWCA COUNCIL

The 29th World YWCA Council will be held in Johannesburg, South Africa From 17 to 22 November 2019. The theme chosen for the 29th World Council is 'Young women transforming power structures for gender equality'.

We will send five members as part of our delegation, including recent Great Ydeas recipient and Canberra college student Sophie Holloway who will take part as an observer. Our CEO Frances Crimmins will also attend as a voting delegate and will look forward to showcasing some of our programs and sharing our learnings with other members of the global YWCA movement.

In addition to our delegation, YWCA Canberra has contributed a \$10,000 financial donation to World YWCA to ensure women from the Pacific region are able to send their delegates to be active participants in this World YWCA Council event.

COMMISSION ON THE STATUS OF WOMEN

Our CEO Frances Crimmins and board directors Skye Saunders, Ash Streeter and Nicole Platt formed part of the World YWCA delegation to the 63rd Commission on the Status of Women (CSW).

CSW brings together nearly 9000 delegates from government and civil society networks for two weeks to present best practice policy, discussion, and negotiation dedicated to the promotion of gender equality and the empowerment of women.

The global YWCA movement has a long and strong history of attending CSW and ensuring young women's voices are included at the Commission. Along with many other delegates from YWCAs around the world, our representatives took part in many engaging events and at times robust, challenging debate on women's rights.

Our delegation played a critical role in supporting the Australian Government and providing advice during the negotiations of agreed multilateral conclusions. After two weeks of dialogue, the 63rd session on the UN Commission on the Status of Women moved a number of key recommendations to safeguard and improve women and girl's access to social protection systems and public services.

THE ATMOSPHERE AT CSW IS TANGIBLE; ACTIVISTS, GOVERNMENT AND CIVIL SOCIETY LEADERS FROM ALL OVER THE WORLD COME TOGETHER REPRESENTING A DIVERSE CROSSSECTION OF PEOPLE ACROSS AGE, GENDER AND RELIGION AND TO DISCUSS THE MOST PRESSING ISSUES FACING WOMEN GLOBALLY.

- Ash Streeter-Jones

MEMBERSHIP

An engaged and diverse membership base is pivotal to our success. Our Community Engagement Committee and staff are always looking for new ways to connect with members and supporters and involve them in our work.

Membership engagement is driven by the Community Engagement Committee, which works alongside the organisation to identify and promote opportunities for our members and the broader community to develop awareness of our advocacy work and be involved in achieving positive outcomes for women and girls in Canberra.

This year we have built on opportunities for membership engagement, particularly to complement our advocacy work. Building member involvement in our advocacy ensures it aligns broadly with the views of our members, and that our members are active champions of our work, driving member engagement.

This focus to build participation of members in advocacy has been highly successful. In the second half of 2018, we called upon members to reinforce our advocacy work by writing submissions to relevant members of the ACT Legislative Assembly engaged in an inquiry about positive consent legislation in the ACT. Of ten submissions the inquiry received, four came from our members in support of our position.

Twenty-eight members also responded to a call to participate in our online survey to share their experiences of workplace sexual harassment and propose opportunities for legislative and workplace focused reforms. These stories went on to feature in our written submission to the Australian Human Rights Commission inquiry into workplace sexual harassment.

Our She Acts group hosted a Great Ydeas panel with marketing support from our team, which was well attended and informative. Chaired by our members and featuring previous recipients of the Great Ydeas grants, the event was an opportunity for potential applicants to hear advice and ask questions relating to the grant application process. Panellists were also invited to share progress on their projects and how the Great Ydeas grant allowed them to establish a footprint in a given market or industry.

Capturing the experiences of women and girls, including those from diverse backgrounds and female identifying and non-binary people in the ACT, is central to the policy and advocacy work we do and our updated online membership form allows for potential members to identify, or not identify, accordingly. It is similarly important that our member and supporter base reflects the women and girls we advocate for and that their voices are heard through our work. Platforms like our blog and our quarterly publication YAction continue to be accessible to members and supporters to contribute written articles relating to activism, lived experience or policy insight.



Strategic Priority Five

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





GOVERNANCE AND CORPORATE STRUCTURE

We operate under a strong governance model and are governed by a board of up to 12 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 charter 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.

Our 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, Executive Director of Community Services, Executive Director of Children's Services, Executive Director of Communication, Advocacy and Fundraising, and Executive Director Business Development. The Chief Executive Officer, as the sole employee of the Board, is accountable for the day-to-day management of the organisation.



2018-19 BOARD DIRECTORS



Frances Crimmins
Chief Executive Officer



Jude Burger
President



Sarah Burr*
Vice President



Skye Saunders
Vice President



Betty Ferguson
Treasurer



Adele Pickering
Board Member



Marni Pilgrim*
Board Member



Sophie Fisher*
Board Member



Ashleigh Streeter*
Board Member



Nicole Platt
Board Member



Katie Whitehead
Board Member

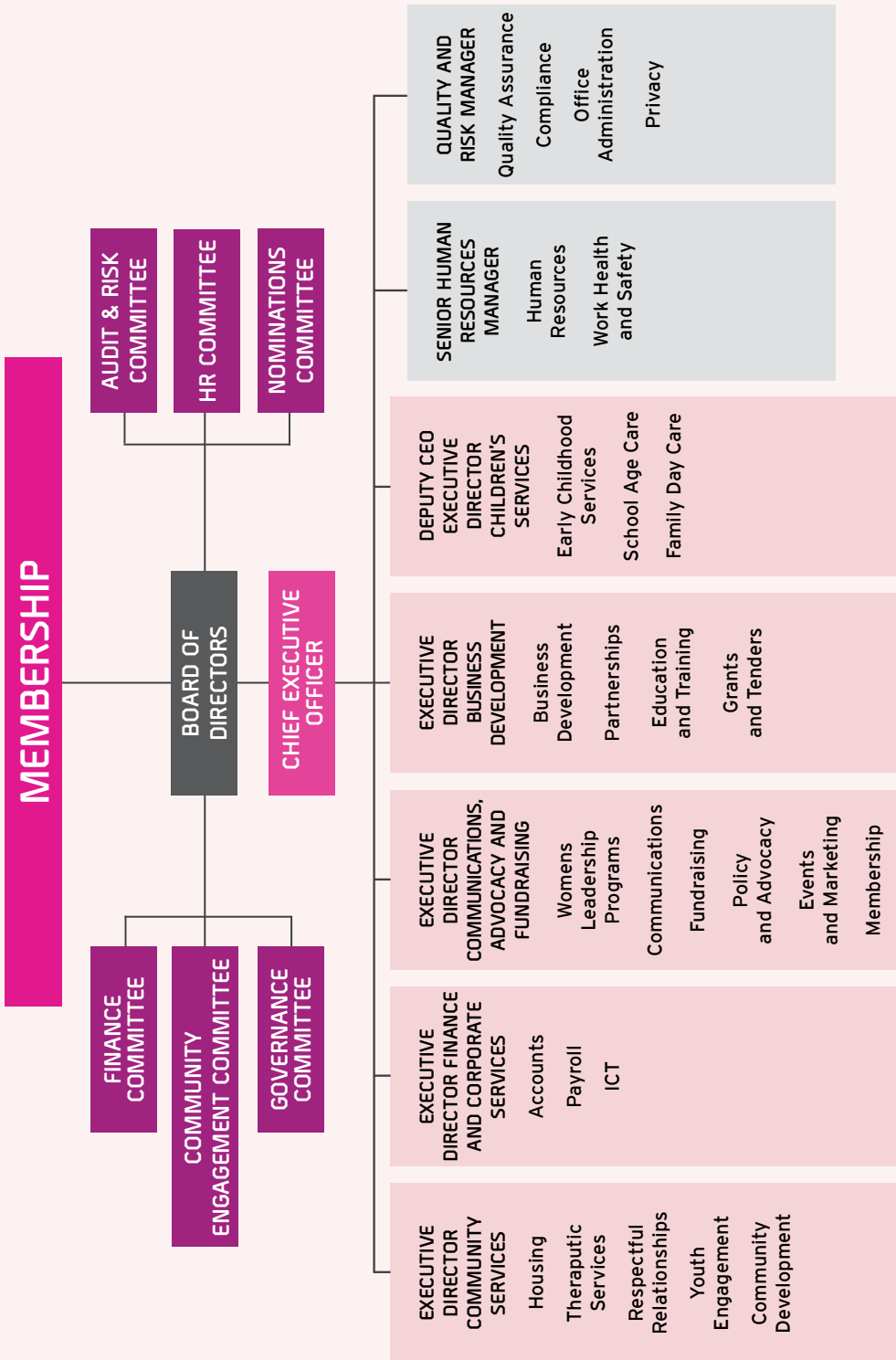


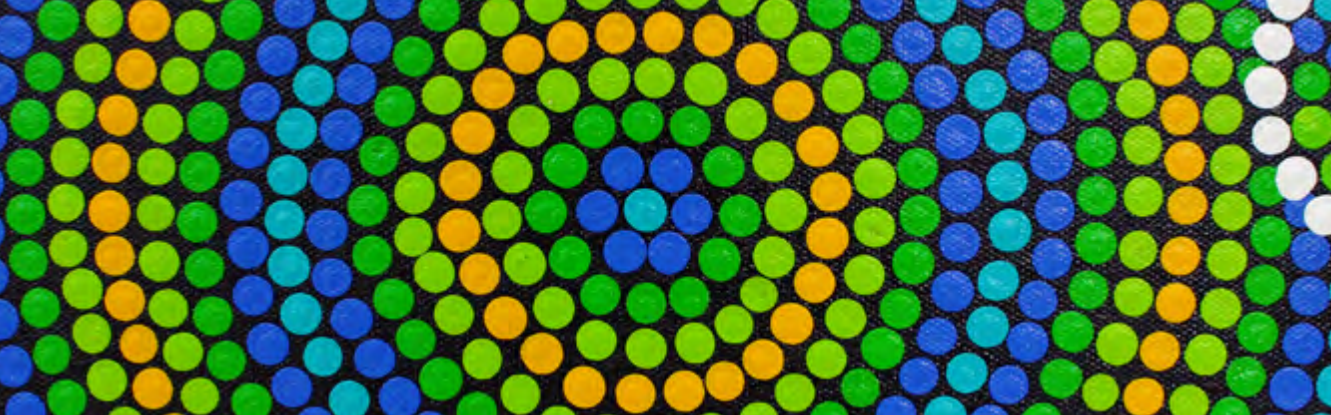
Thieu Hue Lam
Board Member

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

YWCA Canberra maintains a commitment to ensuring that 30% of all leadership positions and decision-making bodies are held by young women.

ORGANISATIONAL STRUCTURE





RECONCILIATION ACTION PLAN

We embed the principles of reconciliation between Aboriginal and Torres Strait Islander peoples and the broader community through our services and our advocacy work. Our progress is tracked against our Reconciliation Action Plan 2016-19 (RAP).

We deliver on our vision of 'girls and women thriving' through commitment to our organisational values of courage, respect, inclusion, reconciliation and responsibility, which acknowledge our role in the journey of reconciliation and the self-determination of Aboriginal and Torres Strait Islander girls and women, including female-identifying and non-binary people.

Our organisational actions towards reconciliation deliver meaningful impact for Aboriginal and Torres Strait Islander peoples and are reinforced by genuine organisational leadership. Our vision for reconciliation remains one where Canberra is a city that truly acknowledges, pays respect to, and celebrates its Aboriginal cultures.

As we move towards renewing our RAP beyond 2019, we have the opportunity to reflect on how reconciliation is becoming embedded in all our service arms.

Our Early Childhood Services have ensured that educational spaces and practices reflect indigenous perspectives. In particular, children's learning across the services is linked to the eight Aboriginal ways of learning.

We have worked to create authentic and age-appropriate Acknowledgement of Country statements by the children and educators, embedding reconciliation in our children's services on a daily basis in each of the learning spaces.

Children and educators together have marked significant Aboriginal events such as Reconciliation Day and NAIDOC week by participating in a variety of activities and excursions to gain a greater understanding of Aboriginal knowledge and practices, including:

- inviting Aboriginal performers into the service to teach the children cultural dances
- taking the children to view Aboriginal art in a gallery display
- planting bush tucker
- listening to an Aboriginal storyteller.

This year we offered 14 full grants to Aboriginal and Torres Strait Islander girls and women, including female-identifying and non-binary people, to attend our She Leads events.

These include the She Leads In-Conversation Series, the She Leads Workshop series, the She Leads High Conference and the She Leads College Conference. The ACT Government provided funding for 12 of these grants, as well as one She Leads Diploma, and we funded the other two grants.

We engaged seven Aboriginal and Torres Strait Islander women in speaking roles across our 2018 She Leads Conference, 2018 She Leads High Conference, 2019 She Leads College Conference and 2019 She Leads In-Conversation events.

Our RAP is championed by our CEO who also led the review of our organisation's Acknowledgement of Country policy. Our new Acknowledgement of Country acknowledges the legacy of Aboriginal and Torres Strait Islander women in preserving the practices and culture of their communities on country and to acknowledge that the land was never surrendered. This acknowledgement is delivered at all events we host and at the front of our formal written submissions.

Organisational leadership continues to reinforce our commitment to reconciliation and our CEO and members of the executive team have maintained the long tradition of joining staff and the broader community for Reconciliation Week activities and NAIDOC Week events.

Our community services team continue to consult externally through a group of women Elders known as the ACT Nannies Group who meet using our Mura Lanyon Youth and Community Centre. The Nannies have provided input on the development of our RAP and our community service work and housing for Aboriginal and Torres Strait Islander women and their families.

Through our youth engagement programs at the YWCA Canberra Clubhouse, we continue to facilitate the participation of Tuggeranong schools in the ACT Schools Reconciliation challenge at the Canberra Museum and Gallery, where students create artworks and stories and reflect on what reconciliation means to them.

WORKPLACE GENDER EQUALITY

For the fifth consecutive year we received the prestigious citation as an Employer of Choice for Gender Equity from the Workplace Gender Equity Agency (WGEA). Each year the criterion for citation increases, and we have proven our commitment by having practices that go above and beyond the minimum required. We are very proud of our continued recognition of best practice work in gender equality policy and initiatives.

As an added commitment, our CEO Frances Crimmins has taken 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.
- Profiling and promoting her approach to pay equity.

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 we continue to be an ACTSmart Accredited Workplace. We have reduced our usage of paper, increased our general recycling program and increased our organic waste.

Our Children's Services and Mura Lanyon Youth and Community Centre continue their exceptional environmental sustainability practices. Our sites:

- have worm farms
- use food scraps for chickens
- re-purpose furniture
- use recycled items for craft activities
- knit with plarn (plastic bags cut into strips)
- participate in Earth Hour
- use natural items from the environment for craft instead of purchasing resources
- use refillable drink bottles
- post information about waste programs and use of electricity and water usage
- have vegetable gardens
- have a community book exchange.

These practices of waste reduction, recycling, re-usage, up-cycling and a sharing economy help in the communities' zero waste practices.



QUALITY ASSURANCE

This year we became externally accredited against the Quality Improvement Council (QIC) Health and Community Service Standards (7th Edition). Accreditation against the QIC standards support us 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.

To prepare for this accreditation, throughout the year we reviewed and redefined our practices, focusing on risk management, incident reporting, program policies and client engagement. This has improved our quality of service provision and the internal systems that support our programs.

We achieved full accreditation against these standards in 2019, with no major recommendations, and our finance team received a commendation in the work they provide the organisation.

Our next step is to develop our new Quality Improvement Plan which needs to be approved by our quality accreditation auditors. Our focus over the next three years will be knowledge management, information management and ITC infrastructure.

In addition to the QIC standards, we are accredited against the following external client related service standards for our key areas of work:

- Australian Charities and Not-for-profits Commission
- National Quality Standard for Early Childhood Education and Care and School Aged Care
- National Regulatory System for Community Housing
- Registered Training Organisations Standards
- Suitable entity under the Children and Young People Act 2008.





FINANCIAL SUSTAINABILITY

This year we achieved a surplus of \$1,388,705 compared to the same period last year which resulted in (\$154,322) deficit. The surplus is a result of our expansion of children’s services, our investment portfolio and property revaluations.

Total income for 2018-19 was \$18,180,981, an increase of \$2,421,724 (15 per cent) compared to 2017-18. In the Children’s Services portfolio, our opening of two early learning centres in the 2017-18 financial year has resulted in growth in income of approximately \$1,600,000. An increase in investment property revaluation and our investment portfolio contributed to the growth in income.

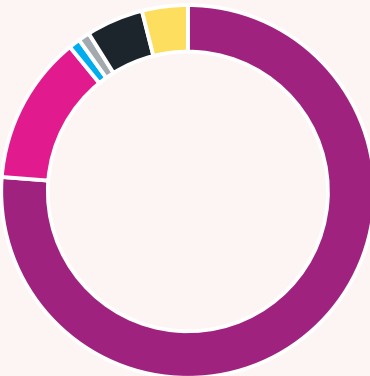
We continue to demonstrate financial security through a disciplined focus and commitment in our stewardship and responsibility in managing our resources and risks to ensure the organisation’s long term sustainability.

Our cash reserve has been increased from \$2,470,000 in 2017-18 to \$4,090,000 in 2018-19. This adequately meets our short-term financial needs.

Total equity as at 30 June 2019 is \$9,035,091 (2018: \$7,566,391).

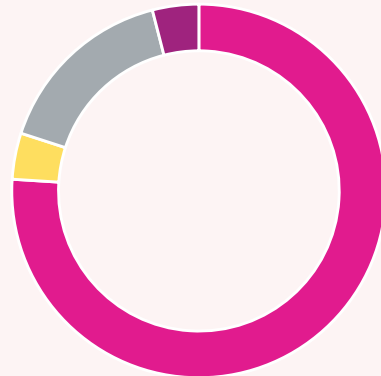
Our audited financial statements for the 2018-19 financial year are available online at www.ywca-canberra.org.au

**YWCA CANBERRA INCOME SOURCES
YE 30 JUNE 2019**



- Children's Services: 77%
- Government funding: 13%
- Event income: 1%
- Donation income: 1%
- Investment income: 5%
- Training: 4%

**YWCA CANBERRA EXPENSES
YE 30 JUNE 2019**



- Staffing expenses: 76%
- Services and utilities expenses: 4%
- Admin and operational expenses: 16%
- Equipment expenses: 4%

OUR SECURITY AS AT 30 JUNE

	2017/18	2018/19
Cash Reserves	\$2.47m	\$4.09m
Property, plant and equipment	\$3.63m	*\$3.65m
Investment Portfolio	\$2.91m	\$3.11m

**Revaluation of property takes place every three years and was last performed in June 2019.*

WHERE DID OUR INCOME COME FROM?

	2017/18	2018/19
Community Services	\$2.15m	\$2.65m
Children's Services	\$12.38m	\$13.96m
Managed Fund Investment	\$0.20m	\$0.22m
Affordable Housing Rental income owned by YWCA Canberra	\$0.15m	\$0.15m
Training and Education Services	\$0.60m	\$0.65m
Other Services	\$0.28m	\$0.34m
TOTAL	\$15.76m	\$17.97m

PAST TWO YEARS OPERATIONAL AND REPORTABLE RESULTS

	2017/18	2018/19
Operational Result	\$5,381	\$1,406,705
Board Strategic Allocation	(\$159,704)	(\$18,000)
Reportable Bottom Line	(\$154,323)	\$1,388,705

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.

A Gender Agenda
Academy of Interactive Entertainment
ACT Child and Family Centres
ACT Education Directorate
ACT Emergency Services
ACT Government
ACT Health
ACT Nannies Group
ACT Office for LGBTIQ Affairs
ACT Office for Women
ACT Parks and Conservation Service
ACT Shelter
ACT Womens Legal Service
ACTCOSS
AIDS Actions Council of the ACT
Ainslie Football Club
Anglicare | NSW South, NSW West & ACT
ANU Gender Institute
Aspen Medical
Australian Maritime Safety Authority
Australian Science Communicators
Australian Women Against Violence Alliance (AWAVA)
Belconnen Community Service
Bellchambers Barrett

Beryl Women Inc.
Beyond Bank
Calwell High School
Canberra Business Chamber
Canberra Gay and Lesbian Qwire
Canberra Gay and Lesbian Tennis Club
Canberra Institute of Technology
Capital Chemist
CBR Innovation Network
Charles Conder Primary School
Christine Shaw Properties
Commonwealth Bank Tuggeranong
Communities@Work
Community Services #1
Community Services Directorate
Community Clubhouse Boston
Curijo
Defence Force Recruiting
Department of Social Services
Dimension Data
Domestic Violence Crisis Service
Doris Women's Refuge
Equality Rights Alliance
EY
Families ACT
Food Bank NSW & ACT
For Purpose
Games Plus
GIVIT
Gordon Neighbourhood Watch
Gordon Primary School
Griffin Legal
Gungahlin Child and Family Centre
Hands Across Canberra
Hardwickes
Havelock House

Headspace Canberra / Queanbeyan
HerCanberra
HESTA
Icon Water
JB HiFi
KDNGroup
Lanyon Baker's Delight
Lanyon High School
Libraries ACT
Lonsdale Street Roasters
Lush
Maddocks
Mental Health Week ACT
Mercy Foundation
Messengers
Microsoft
Migrant and Refugee Settlement Services of the ACT
MOCCA
MTP Services
National Arboretum Canberra
National Council of Women Australia
Northside Community Service
NSW Reconciliation Council
Our Watch
Oz Harvest
Parents and Friends of Lesbians and Gays (PFLAG)
Pinnacle Foundation
PriceWaterhouseCoopers
Prinstant
Richardson Primary School
Rowdy Digital
Salvation Army Tuggeranong
Sancho's Dirty Laundry
Senior Campus of Caroline Chisholm School
Sexual Health and Family Planning ACT
Share the Dignity Handbags

Sibu Hair and Beauty
 Singed Sisters
 Snow Foundation
 Toora Women Inc.
 Transport Canberra and City Services
 Tuggeranong Arts Centre
 Tuggeranong Community Council
 UnitingCare Kippax
 University of Canberra
 Woden Community Service
 Women with Disabilities ACT
 Women's Agenda
 Women's Centre for Health Matters
 World YWCA
 YMCA Canberra
 Youth Coalition of the ACT
 YWCA Australia
 Zonta Club of Canberra

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:

Adrijana Pavic
 Amanda Jupp
 Amelia Evans
 Amy Crawford
 Andrew Barr MLA
 Andrew Wall MLA
 Ann Harkness
 Antonia Kaucz
 Betty Ferguson
 Briana Lee
 Brigatta Norton
 Charmaine Moldrich
 Clare Camilleri
 Colin Hauff
 Craig Hind

Senator David Smith
 Deborah Burridge
 Dev Mukherjee
 Di Gbel
 Elizabeth Kentwell
 Emily Smith
 Fiona Jolly
 Fiona Tonkin
 Gai Brodtmann MP
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 Ric Small
 Roberta Dawson
 Rosemary Muirden
 Shannon Watt
 Sophie Fisher
 Stephen Gunn
 Thie Hue Lam
 Tim Clement
 Toni Hackett
 Tony Weir

Tracey Kinchley
 Westpac Bank staff

VOLUNTEERS

Alastair Ott
 Bettina Garrett
 CIT Community Development students
 Denis Boutcher
 Irene Scott
 John Burger
 Karen Douglas
 Margaret Akers
 Matthew White
 Norma Bellofatto
 Rhonda Izzard
 Samantha Ball
 Santina Marchetti,
 Sean Fenmore
 Taylor Fitzgerald



JEAN Manuka Oval Sep. 1941
Bomb demonstration by Fire Brigade



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