



YWCA CANBERRA



YWCA CANBERRA ANNUAL REPORT

2019-20



Front cover: Former and current YWCA Canberra Presidents and Chief Executive Officers celebrate 90 years of providing community services and representing women's issues in Canberra.



YWCA Canberra Annual Report 2019-20

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





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 celebrated our 90th anniversary - a key milestone for our organisation and community.

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

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, 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.

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Snapshot of our impact in the ACT



We secured **25 properties** for our **charitable property management program, Rentwell**, helping **49 people** into affordable homes and passing on rent relief to the equivalent of **\$81,632** donated by property owners.



We helped **78 older women** at risk of, or experiencing, homelessness through our **Next Door program**, surpassing our target by more than **400 per cent.**



We had **153 young people** as members of our **YWCA Canberra Clubhouse.**



Our **LGBTQIA+ & Allies Prom** provided a safe and inclusive space to celebrate for **200 young people.**

We provided quality **School age care** for



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



We trained **275 students** in early childhood and school education and care, leadership and management, and business administration.



The **She Leads Program** engaged **800 women** in **professional development** activities and events.



We **highlighted the lived experience** of nearly **1100 local women** in our report *Our lives: Women in the ACT.*



Our **Circles of Support** program supported **114 people** through trauma-informed and person-centred therapeutic **counselling and intervention.**



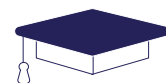
We provided 26 vulnerable children with support, stability, and education and care, through **funded placements** in our early childhood services.



Our **Lanyon Food Hub** supported **2583 members** and provided one-off **emergency relief** to over **100 families.**



We provided **specialist housing support services** to **655 people.**



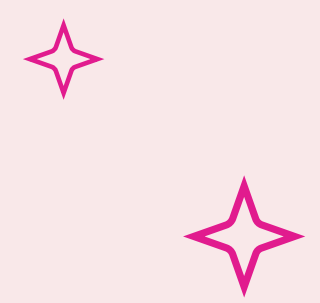
85 per cent of graduating students from our early childhood qualifications **gained or maintained employment** in the Early Childhood Education and Care sector.



Our **Early Childhood team** worked with nearly **900 children** across the Canberra region.



We helped **286 people** through **family case management** and **outreach support** in our transitional housing program.



President and Chief Executive Officer's report

Over the past year, our 90th year of providing services to women, girls and their families in the Canberra community, we were challenged by the dual circumstances of the bushfires impacting the Canberra region and COVID-19. Although these presented significant challenges to our service delivery and operational finances, we are proud to have evolved to ensure we continued to meet the needs of our clients, supporters and members.

As a result of these crises, there was a significant increase in our work to support women who are homeless or at risk of homelessness. This was delivered through Rentwell, the ACT's first charitable property management service, the newly launched Next Door program for older women at risk of homelessness and our existing housing programs.

Although we were forced to cancel some of our events in the latter part of the financial year, we still delivered on our commitment towards building capacity and connecting girls and women through our leadership programs. Our She Leads program continues to support women to achieve their aspirations through the Diploma of

Leadership and Management, our workshops, In-Conversation events and annual conference.

Our community services programs continue to have a tangible impact. Our LGBTQIA+ & Allies Prom once again provided a safe and inclusive celebration for 200 young people from across Canberra and surrounds. Young people involved in organising the event were also able to undertake a two-day course in Event Foundations thanks to a partnership with CIT and an ACT Government Capital of Equality grant.

Despite a challenging last quarter of the year for the early childhood education and care sector, our children's services teams demonstrated adaptability and professionalism, and continued to provide quality care for children across Canberra and the region.

After becoming externally accredited against the Quality Improvement Council (QIC) Health and Community Service Standards (7th Edition) last year, we have begun implementing projects identified in our QIC Quality Improvement Plan. 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 sixth Employer of Choice for Gender Equality citation by the Workplace Gender Equality Agency, being the only ACT employer to receive the citation.

Our end of year financial result is a positive one, due to a very strong nine months in the lead-up to the COVID crisis. We are pleased to report that, with a sustainable financial position and growth in program outcomes prior to this crisis, in addition to the government stimulus package in the last quarter, we will enter the next long-haul phase of the pandemic able to continue making positive changes in our community as the ACT recovers and rebuilds. As we have responded to other significant historical moments in our 90-year history, we continue to lead with the dauntless and bold passion that YWCA women have in enabling girls and women to thrive.

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 2019-20 achievements in this year's Annual Report.



Frances Crimmins
Chief Executive Officer



Carina Zeccola
Board President

Overview of our Strategic Plan 2018-23

We are now in the second year of 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 underpin our work 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 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.

Two years into our new plan, we are already making significant progress towards these objectives. We will continue to embody our values and work towards these priorities 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.

Inclusion



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

Equality



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

Reconciliation



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

Respect



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

Responsibility



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

Strategic priorities

- 1 We support children, young people, women and the community through our services.
- 2 We build capacity and connect girls and women through our training, leadership programs and networking events.
- 3 We create change by engaging with diverse and at-risk groups and provide leadership through our partnerships, community engagement and advocacy informed by evidence-based policy and research.
- 4 We foster a movement of girls and women through our members and connection with the national and international YWCA organisations.
- 5 We ensure sustainable, transparent and accountable practices through our innovation, strong governance, management, service delivery and partnerships.

Our 90th anniversary

Shining a light on generations invested in the Canberra community



The past year has been a significant one for YWCA Canberra, as we celebrated 90 years of providing essential, quality services for women, girls and families in the ACT and surrounding regions.

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

On 16 October 2019, we gathered with friends of YWCA Canberra to reflect on the achievements of the past 90 years. For this event, we partnered with local artists to create special memorabilia and were pleased to engage local women who delivered performances and speeches on the night. We also launched a video showcasing our impact over 90 years, voiced by the Honourable Dame Quentin Bryce AD, CVO.

To celebrate this milestone, we provided three gifts to the Canberra community. At our 90th anniversary celebrations, we launched a new publication, *Bringing on Board*, a guide to establishing a diverse board through a traineeship program, based on what we have learned delivering the YWCA Canberra Board Traineeship Program. This publication will help other organisations implement similar programs to improve the diversity of Australian boardrooms.

Our second gift was continued and increased funding for the Great Ydeas Small Grants Program. The YWCA Canberra Board has allocated \$90,000 of funding over ten years to support women and girls in the ACT, including female-identifying people, and non-binary people, to pursue their passions and improve our community. Although we had to cancel the

program in 2020 due to COVID-19, we anticipate that the program will run again in 2021.

Finally, we published *Our lives: Women in the ACT*. This report draws on existing research and our survey of more than 1000 women in the ACT to provide a rich understanding of the experiences of a diverse range of women and their hopes, fears and wishes for the future.

We are thankful to all who have helped us achieve our goals, whether it has been through being on our Board, being a member, working for us and with us, volunteering or providing financial support.

"I look forward to a world where YWCA Canberra doesn't need to exist. Where women and girls are thriving along with their male counterparts. Where they are supported and empowered to achieve their full potential and recognised equally for their talents and efforts.

Until that day, we must all continue the legacy of all the Y women who came before us. I call on each and every one of you here to contribute to that cause, to work with us as we strengthen communities by supporting girls and women through our services and advocacy."

- Frances Crimmins: CEO YWCA Canberra, extract from speech at 90th anniversary event.

Adapting during COVID-19

As an organisation, we have a proud history of adapting to the changing needs of the Canberra community, to provide support where it is most needed.

The ongoing COVID-19 public health crisis has had a significant impact on YWCA Canberra's services. We had to rapidly pivot our service delivery to support the increased demand in our community services.

This rapid change in focus gave us opportunities to innovate. Many of our services moved online and we developed new ways to provide support to vulnerable clients and continue delivering our training programs.

Our early childhood education and care staff worked throughout the shut-down period, allowing parents to keep working. At a time when we were required by the government to maintain full staffing, our educators watched their centre's occupancy shrink as many parents withdrew children from their care, and then welcomed them back when the service became free.

The sector relief package that mixed JobKeeper and 50 per cent of regular government Child Care Subsidy, though flawed, allowed us to continue to provide a vital and essential service to the community. However, the announcement of the early cessation of JobKeeper solely for this essential sector once more put the financial viability of the entire sector at risk, especially coming so soon after the end of free childcare.

When the ACT Government closed the vast majority of schools, we helped provide supervision at two hub schools across Canberra for children who are unable to stay home to learn. Many of these children were from families of essential workers or vulnerable backgrounds. We are proud to have helped enable their continued education during this difficult time.

As a feminist organisation, we have watched with concern as the pandemic and ensuing recession disproportionately impacted women. Labour force data shows that more women than men dropped out of employment between March and April 2020, with female-dominated industries like accommodation and food services particularly affected. Research by The Australia Institute shows the Federal Government's stimulus measures have disproportionately benefited men as a workforce. Women are also taking on more caring duties during this time, from an existing base of unequal distribution of these duties.

We anticipate this inequality will continue to widen, with many families unable to afford

childcare due to the financial impacts of COVID-19, increasing the already unfair burden on women.

Data from the Australian Institute of Criminology has also shown what we observed anecdotally during the crisis: that the rate of domestic violence has spiked during the pandemic. Escaping domestic violence is the most common reason women approach our housing programs. Our services have been able to find homes for many women and their families in this time, along with implementing wrap-around support and safety planning to help them take control of their lives again.

We do not anticipate this demand decreasing any time soon. With the recession and pandemic likely to continue to impact our society for the coming years, we anticipate both domestic violence and rates of people at risk of, or experiencing, homelessness will only increase.

Finally, we were forced to cancel many events this year, including She Leads In-Conversation events and workshops and our Innovation Breakfast. We will not be holding our She Leads Conference in 2020 due to health and safety concerns. However, we were able to move all our training courses online and are exploring further options for event delivery.

We have been grateful over this period for the many contributions from government, commercial and philanthropic groups that have enabled us to continue operating and provide support to the most vulnerable members of our society. The coming years will no doubt require continued flexibility and adaptation to ensure we deliver on our vision.

We are also incredibly grateful for the continued support of our staff. For a time, we were forced to briefly stand down some staff and ask others to accept reduced hours. Our staff showed incredible resilience in taking on new and often unexpected roles within the organisation to meet demand. The hard work, dedication, loyalty and commitment to the organisation shown by staff has been heartening and appreciated.

More information on the impact and opportunities that the COVID-19 crisis presented in each of our priority areas is included throughout this report.

Strategic priority one

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



Children's services

YWCA Canberra cares for around 3000 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.

At YWCA Canberra, we understand that the experience of childhood is a unique journey. Every part of the journey is important to us. We ensure all our daily interactions with children provide a sound foundation for their future learning and development. We give children and families a sense of belonging through ensuring a safe, supportive, respectful and inclusive environment.

We provide 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).

Early childhood services

At YWCA Canberra, we provide quality education and care for children in the Canberra and Murrumbateman region. We cater for children from a range of backgrounds and this is reflected in the unique location of each service.

In 2019-20, we provided early childhood education and care to nearly 900 children. This includes providing much-needed support, stability, and education and care to 26 vulnerable children through a funded placement.



This year, we took over management of a sixth service, Spence Children's Cottage. A 25-place centre in the heart of Spence, the cottage has been part of the local community since it was established with help from the Women's Electoral Lobby in 1974. YWCA Canberra taking over this centre ensured it could retain its place in the community and remain viable, while providing high-quality care and education for the families enrolled and continuing the community focus of our progressive women forebears.

With support from the Spence Children's Cottage Association, we upgraded and refurbished the facilities at Spence to rejuvenate learning experiences available to children and to allow the centre to start providing meals for the children in the upcoming months.

Our Campbell Cottage service started 2020 by being awarded an Exceeding rating by the regulators after completing the assessment and rating process. This result recognises the excellence of our team of educators at Campbell and we are proud of their achievement. This was an amazing result given the trying and difficult circumstances we were operating in at the time.

Our Winyu service continued its focus on multiculturalism, celebrating a multicultural



festival, the Holi Festival and Harmony Day. The service also became a Floriade Community Participant by receiving tulips from the ACT Government so the community could share in the experience after Floriade was cancelled for 2020 due to COVID-19.

With a Nature Play Grant from the ACT Government, we were also able to upgrade the outdoor play space at Winyu.

Our Fairley Early Childhood Service in Murrumbateman underwent significant refurbishment in the past year. This included establishing a community library, research centre and art studio. Though Start Strong and Drought funding grants, we purchased new learning resources for the preschool room to support the development and learning for four-to-five-year-olds, and renovated the natural outdoor classroom.

However, there were also significant challenges over the last year, with the YWCA Canberra early childhood community being deeply affected by the tumultuous start to 2020. The bushfires provided challenges with some services having to close temporarily to ensure the safety of families and educators, and fires came close to our service in Conder.

During this time, our services maintained enrolments and developed risk management plans to ensure the safety of all stakeholders.



The poor air quality provided a challenge to the day-to-day operations of the centres, especially with severe limitations on outdoor play and education.

Following this, the COVID-19 pandemic posed a unique challenge for the sector. It was the first time in Australian history where such strict restrictions were put in place that impacted the functioning of the entire sector.

As an essential service, our services were required to continue despite increasingly low enrolment numbers as workplaces moved towards their staff working from home, and many families were no longer in a financial situation to afford childcare.

Although this was alleviated somewhat with the childcare relief package and introduction of JobKeeper, centre occupancy is still recovering and viability in the marketplace is fragile.

"I continue to be amazed by the level of care and education my daughter continues to receive.

As I watch my daughter exhibit her sense of individuality and compassion at such an early age I certainly attribute this to her time spent with the educators and other children at the service. We certainly owe a large portion of her level of capabilities and development to the service and its educators. They are truly amazing professionals in a great environment"

- Parent, YWCA Canberra early childhood service

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 through inclusive, holistic, stimulating and educational programs, practices and pedagogies, and work closely with families, schools and local communities.

This year our school age care programs engaged 2195 children age four to 12 at 15 locations, as well as six school holiday programs.

This is lower than last year, which is linked to the COVID-19 pandemic. We saw a decline in enrolments between 23 March and 30 June of between 35 and 50 per cent across the services, as schools closed and workplaces moved towards their staff working from home.

We continue to support our program managers and educators to enhance their skills and knowledge by providing a mixture of internal and external professional development opportunities. This has included training in areas on subjects such as the National Quality Standards, inclusive practices, programming documentation, Work Health and Safety, reconciliation, and aspects of Aboriginal and Torres Strait Islander cultures.

Within our services, we ensure we place emphasis on embedding ongoing sustainable practices for all educators and children to be part of and aim to foster children's knowledge and understanding of caring for and maintaining the natural environment.

Three of our school age care services underwent a rating and assessment process with Children's Education and Care Assurance in 2019-20. In June 2020, several services also underwent wellness checks with the regulator to monitor how our services are actively supporting children's health and wellbeing during the COVID-19 pandemic.

Family day care

Our family day care program provides flexible, 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.

The nature of the family day care service, along with the practices at educators' homes, caters for a diverse cultural community, and the educators employed at the service reflect this. Working collaboratively with families, the educators work to support children to connect with and retain their cultural identity and home language. Families often build strong connections with educators, with all siblings often attending the same educator's home for education and care.

We have 16 registered educators located across the northern suburbs of the ACT, who cared for 115 children over 2019-20.

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.

During the January 2020 bushfire emergency, each educator completed a risk assessment of their home and environment, adopted a bushfire risk management plan, and made daily decisions about outdoor play and activities due to smoke pollution. Although many activities had to be cancelled, our educators provided the flexibility required for families as well as a fun, stimulating and inviting place for their children.

As the COVID-19 crisis deepened, rigorous cleaning, sanitising and social distancing procedures were implemented in all services. Our educators were provided with hygiene supplies, online resources and advice on how to prevent infections.

Due to the crisis, we had to temporarily suspend our weekly playgroups. Playgroup sessions support the family day care scheme by encouraging educators and children from across services to come together to play and take part in educational experiences and networking. We resumed these playgroup sessions in Term three.

Our educators became an essential support for many families who could no longer receive support from their extended families from interstate and overseas. Family day care also enabled parents and guardians working in essential services to continue to work and supported those families suffering job losses and other stressful situations, knowing their children were in the best possible care environment. We

had families move from other early childhood settings to family day care to reduce potential exposure to the virus.

YWCA Canberra is very proud of the work done by our family day care educators during these times of community upheaval and we look forward to continuing to provide our unique model of education and care as the year progresses.

In the second half of 2019, our family day care service went through the Assessment and Rating process conducted by the Children's Education and Care Assurance (CECA) team. We are delighted that our scheme is meeting all quality areas in the National Standards.

"The service practice and environments are 'homely', 'nurturing' and 'supportive'. The educators place great importance on building warm, responsive and trusting relationships with the children."

- excerpt from assessment and rating report

Over the coming year, we look forward to implementing the latest YWCA Canberra Stretch Reconciliation Plan within our family day care services and continuing our work around sustainability and nature play with our educators.



Housing support services

We have provided housing support to women and the broader Canberra community for nearly 80 years, commencing with the opening of Leave House on 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.

"I genuinely appreciate both the efforts and the fortitude you have exerted towards my application."

You saved us from a real disaster and miserable situation, by providing a transitional shelter.

This was a real stability and the launch towards a bright future."

- YWCA Canberra housing support client

We provide specialist support to women and children in the Canberra region who are homeless or at risk of homelessness to find secure, safe and affordable long-term housing and address any underlining causes of homelessness. Domestic and family violence remains the leading cause of homelessness for women and children in Canberra.

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

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

The demand for our services grew sharply in the last quarter of the financial year, as the financial impacts of COVID-19 pushed people already in housing stress to being at high risk of homelessness. We also observed a significant increase in the rates of domestic violence at this time.

In response to this increased demand, we were able to secure commercial, government and philanthropic assistance to provide relief to people experiencing or at risk of homelessness due to COVID-19.

Rentwell

In May we celebrated the first anniversary of our charitable property management service, Rentwell.

Rentwell provides investment property owners in the ACT with an opportunity to change someone's life tangibly and powerfully. We have seen incredible generosity from the Canberra community and are looking forward to bringing many more properties into our Rentwell portfolio and helping even more local families and individuals who have been priced out of the private rental market.

In our first year, we:

- **reached our goal of securing 25 properties in the first year**
- **helped 49 people into affordable homes**
- **tenanted properties in an average of 10 days**
- **saved property owners up to \$10,900 in land tax per property**
- **passed on rent relief to the equivalent of \$81,632, donated by property owners.**

Our tenants include women and children experiencing domestic and family violence, older women, families from refugee backgrounds and people on moderate incomes who had been priced out of the mainstream private rental market.

We are pleased that the ACT Government has decided to extend the land tax scheme that makes Rentwell possible, and we look forward to growing our affordable property portfolio.

Rentwell is an excellent example of innovation, and what can happen when not-for-profit organisations like YWCA Canberra and corporate and philanthropic partners work together to create change. It was made possible through support from the Snow Foundation, Mercy Foundation, Beyond Bank, Griffin Legal, Rowdy Digital, Allhomes and altruistic property owners who rent their properties at affordable rent.

"Women and others in need of affordable housing are so grateful for the opportunity. Please give us the chance to prove that we will make good tenants with a reliable and long-term commitment to caring for and maintaining your property."

- Rentwell tenant



Case study

Jude and her husband David were lucky enough to live a comfortable life, when they both come into inheritances within two years. They knew they didn't need the money, but could use it to benefit others.

"We just thought, we have a fantastic lifestyle, we have healthy children, we have good jobs, and we can afford to live in Canberra," Jude said.

"We just wanted to make our money mean something."

So when Jude heard about YWCA Canberra's Rentwell, she knew exactly what to do. Jude approached the Rentwell team and asked what types of properties they were looking for.

"We chose something that was self-contained and in a secure building, close to public transport, just all those things I thought people who might have a low income would like," she said.

"We stumbled across a place and it all happened really quickly. I went to the inspection in July and it was tenanted by early October.

Thanks to Jude and David, YWCA Canberra has been able to house a woman who had previously been living in a YWCA Canberra share house, freeing up that room for another woman in need.

"I would encourage people to think how not only they can use their investment dollars for their own futures but to try and help other people get on their feet."

Next Door

Launched in August 2019, our Next Door program empowers women age 50 and over and Aboriginal women age 45 and over to secure and maintain affordable, appropriate and safe homes. Through Next Door, we provide holistic support tailored to the woman's individual situation. This could include:

- finding them a safe, secure and affordable home
- providing essential household goods
- helping them maintain their existing tenancy
- providing wrap-around support, case coordination and warm referrals to address financial, employment, legal and health concerns and make community connections.

In our first year, we supported 78 women, with 60 per cent of those women already in their preferred housing solution.

Three of these women had been housesitting before COVID-19. With the travel restrictions in place due to the virus, these women became homeless. We assisted them to secure transitional housing and aim to secure permanent housing for them.

We have also given one-off advice to a further 18 older women.

"I wouldn't be here today if it wasn't for YWCA Canberra giving me my life back."

"[The Next Door] team saw beyond the disempowered woman I'd become. They knew stability was the crucial first step towards rebuilding my life."

- Next door clients



Transitional housing

We support women with children and single women who are homeless, or at risk of homelessness, with safe and affordable transitional housing and provide strengths-based, gender and trauma informed case management and case coordination to support them to stabilise their lives, to allow them to heal and move forward as a family group.

This year we provided crisis accommodation, family case management and outreach support to 286 clients, of which 175 were children or young people, 39 were Aboriginal and/or Torres Strait Islander and two clients were gender diverse.

Most of our clients have experienced domestic and family violence. Our work supporting LGBTQI+ rights in the homelessness sector is becoming well recognised.

Over the past year, we have been working on building stronger relationships with our community partners and finding innovative solutions for families in crisis. We have been able to add two new properties to our housing portfolio for a fixed-term period. This enabled us to work with two families who were homeless, to help them connect with external services and develop strong tenancy management skills, so they could be in a position to be signed in place at the end of our engagement.

We are pleased to have helped 11 of our housed families into their forever homes over the past year. This has meant that we have been able to offer places in our supported transitional housing properties to 11 new families who had been homeless and in crisis.

COVID-19 provided new challenges and a significant increase in women and children accessing our services. We responded with regular client check-ins with our housed and

outreach clients, as well as support packages of food and household products. We also developed activity ideas to keep younger children engaged while they were unable to undertake their usual activities and connected the older children and young people with our youth services both face-to-face and online.

We have an additional expertise in the services of a PhD-qualified Gender and Domestic Violence (DV) Specialist. This allowed our team to respond to the increased demand and develop safety plans, access court support and provide much-needed DV case management, case coordination support and advice for our clients.

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.

This year the service assisted 211 clients.

Affordable housing

We provided safe and affordable accommodation for older women in our Lady Heydon and Betty Searle houses, with all 13 rooms at these affordable share houses being occupied last year.

We supported one of the occupants to move from Lady Heydon House into the private rental market after she had stabilised her personal life and been able to secure well-paying full-time employment.

We advocated for two of our occupants to secure aged persons units with Housing ACT, as they required additional support due to failing health. This meant that we were able to offer two new older women in need of shared accommodation a place to call home.

In the past year, we have been able to successfully connect our share house occupants to the services of the Next Door program, including social occasions, to increase their sense of community connectivity.

We also provided two one-bedroom affordable housing properties in Bruce for women who

meet the eligibility criteria for the National Rental Affordability Scheme. In the last year, one of our long-term Eclipse Unit tenants completed her university studies and managed to secure a well-paying position that enabled her to afford a private rental. On leaving, she thanked YWCA Canberra for allowing her the opportunity to pay affordable rent in a time where she could not afford full market rent. She is delighted that she can now move on to allow the affordable property to be offered to another woman in need of extra assistance.

Case study

Eva* came to STS after experiencing domestic violence from a partner who had spent all their savings and isolated Eva from her wider family. Her three children had disengaged from school and work, and two had been suspended from Centrelink payments. Eva herself had applied for Centrelink payments but was experiencing difficulties with the system.

Although Eva was working part-time, her income was not enough to pay for rent while caring for her children. Her rent arrears were accumulating, and she had been served two Notices to Remedy.

The STS case manager helped connect Eva to Canberra Community Law to help resolve issues with Centrelink and to work with Eva's real estate agent to develop a plan going forward.

Eva decided to divorce her partner, so her STS case manager connected her to the Women's Legal Centre ACT.

The case manager visited Eva and met with her children, then referred them to a youth service for counselling. In time, with continued involvement from the STS case manager, the two children who had been suspended from Centrelink payments realised the seriousness of the situation and started cooperating with Eva to attend Centrelink appointments. One also found temporary employment.

Eva is now successfully repaying her rent arrears and her sons are contributing to household expenses and helping their mother more often. Eva is continuing to work with Canberra Community Law and Women's Legal Centre.

*not the client's real name

COVID-19 support

During the period of COVID-19 restrictions, many ACT women and families that had been couch surfing or staying with families and friends found themselves in need of housing support and assistance. With many services restricting services and support places, our housing support team scaled up to be able to take on additional cases.

With funding from the ACT Government's COVID-19 Client Support Fund, from late May we took on an additional 11 fixed-term leases to house older women and women with children made homeless during the pandemic. Of these, eight properties were used to house women with children escaping domestic violence.

With wrap-around support from YWCA Canberra, several of these families have since been able to move into the private rental market or public housing system.

"I felt scared after sleeping in my car for so long that I would have nothing... now I'm ready to find work again and get back on track."

"After the abuse I withstood for so long, I had no self-value... [YWCA Canberra's help] made me realise I do deserve things, and I will be supported by my community."

- YWCA Canberra housing clients.

Circles of Support

Circles of Support is a counselling service providing individual therapeutic support for families with children and young people aged five to 15 years. This service offers long-term support to parents, children and young people and aims to strengthen family relationships and improve wellbeing.

Although Circles of Support has traditionally been delivered through face-to-face sessions, we successfully adapted to COVID-19 restrictions through online and telephone service delivery. This allowed our counsellors to continue offering sessions to existing clients, and to engage with people impacted by COVID-19.

These options proved so popular that, as restrictions eased, we have continued to offer them to our clients.

Our Circles of Support program supported 114 people through trauma-informed and person-centred therapeutic counselling and intervention.

Of the parents we engage, most are women, although we also work with some men.

Two-thirds of our clients are from single-parent families.

Half of our clients are from the Tuggeranong region, where our main counselling rooms are located.

Case study

John*, a father of four, approached Circles of Support with concerns about his relationships with his children and overall family function. He had a significant trauma background from his childhood family, including family violence, a parent affected by substance issues and lack of connection with both parents. Although John had since found academic success and was now running a business, he felt the impact of his trauma was affecting his parenting.

John's therapist helped him explore his experiences and the impact it was having on his parenting and gave John space to explore emotions and experiences in a way he never had before. Through the sessions, John built up a better understanding of his behaviours and reactions in the context of his trauma.

This increased his compassion for himself and his family, including significant insight into his unacknowledged expectations of his eldest child that were affecting their relationship, and the impact his past had on his marriage.

John has reported significant benefits from this work, including better relationships within his family, particularly with his eldest child, more positive feelings about himself, a clearer story of his own life and greater ability to manage his inner critical voice which at times had paralysed him. John also reported getting on better with his wife, as he understood his reactions and was better able to respond to her.

*not the client's real name

Mura Lanyon Youth and Community Centre

Located in Conder in the south of Tuggeranong and funded by ACT Government, YWCA Canberra's 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.

In August 2019, the centre received a donation from Gordon Neighbourhood Watch that enabled us to work with Canberra Institute of Technology Community Development students to develop a transition to high school program that incorporates the young people's interest in scooters, skateboards, repairs and maintenance. The Centre adjusted its operations in the first half of 2020 to ensure it complied with COVID-19 restrictions while still delivering essential services to the community, and is undertaking a staged return to full service (in line with government recommendations) from June 2020 onwards. As part of keeping the community connected during the pandemic, we successfully applied for several small grants to respond to community need for digital inclusion and social connection. We developed wellbeing activity packages for young people, families and older people and commenced wellbeing connections via telephone and online.



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.

Through our MLYCC we have welcomed the CatholiCare Canberra and Goulburn counselling program to provide an accessible hub for people in the Tuggeranong region for counselling services.

"It was my pleasure to meet with YWCA staff. They were understanding, helpful and empathetic. I had no issue disclosing my sensitive circumstances to them as she made me feel at ease as soon as we met."

I am truly grateful for the support YWCA Canberra has provided and the kindness they have offered me.

It is not easy to find the courage to admit when one needs a hand in life and I believe YWCA Canberra treated me with genuine dignity and respect."

- MLYCC client

Additional funding from the Australian Department of Social Services and the Snow Foundation allowed us to provide an expanded program of emergency relief in response to increased demand as a result of the bushfire impacts and the pandemic, with assistance expanding across Canberra to include essential support for transport, medical, training, clothing, utility bills and healthcare expenses.

From late April to late June 2020, YWCA Canberra provided emergency relief assistance packages to 147 families, with most of these clients accessing YWCA Canberra's services for the first time.



The Lanyon Food Hub supported 583 members and provided one-off emergency relief to over 100 families in 2019-20.

The Food Hub remained open throughout the pandemic, continuing to provide food parcels containing pantry items, frozen items and fresh produce to community members experiencing financial hardship. Operations were changed to adhere to strict social distancing and hygiene protocols, including opening for an additional day to allow people different options to access the Food Hub.

Our children's services team supported a food drive in our early childhood services to act as donation points for food for our Lanyon Food Hub and housing clients. We were overwhelmed by the generosity of children's services clients and it has been positive to showcase the variety of work that YWCA Canberra undertakes in the community.

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.



Tax Help 2019

This year marked the 31st anniversary of the Tax Help Program across Australia and the 12th 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 46 community members to complete their tax returns in 2019.

Youth programs

Our Youth Programs support young people age 10 to 25 years in the Tuggeranong region. Working with young 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. Under the program, our Youth Engagement team 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.

These 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:
- fourth Annual LGBTQIA+ & Allies Prom 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
 - Y-Aspire program
 - helping young people complete their Road Ready course
 - NSW Reconciliation Council's Schools Reconciliation Challenge 2019.

The Youth Engagement team's work was recognised in the 2019 Youth Coalition of the ACT Yogie awards. The team won the Outstanding Achievement in Youth Engagement Award for their work with LGBTQIA* young people through the Sexuality and Gender Alliance program at Calwell High School, and Youth Programs Team Leader Ciára Duggan was selected as the 2019 Youth Work Champion.

YWCA Canberra Clubhouse

YWCA Canberra's Clubhouse is a free, out of school learning space that provides young people, aged 10 to 18 in the Tuggeranong region, with access to the latest technology, as well as mentoring and support to grow their skills in science, technology, engineering, arts, mathematics, and music (STEAMM).

The YWCA Canberra Clubhouse is part of the Clubhouse Network, a global community of 100 Clubhouses in 20 countries.

The program exists to deliver better socio-economic outcomes for the Tuggeranong community and better STEAMM employment outcomes for women and young people from Aboriginal and Torres Strait Islander and culturally diverse backgrounds. With the essential support from our cross-sector partners, volunteers, Tuggeranong community, and our dedicated staff, our members have access to cutting-edge technology, industry mentors and a supportive environment that fosters their creativity and independent learning almost every week of the year.

We had 153 young people as Clubhouse members this year. Of those members, 80 per cent are in primary school, 24 per cent are girls, and 11 per cent are Aboriginal or Torres Strait Islander young people.

Students generally attend the Clubhouse at least three days a week. For nearly half of the members, the Clubhouse provides access to a



computer with internet access that they do not have at home. In a recent survey, 90 per cent of members said that coming to the Clubhouse helps them be happier in life.

Due to the COVID-19 crisis, the Clubhouse was forced to close for a period. During this time, we implemented many alternative methods for members to continue engaging in the Clubhouse. This included online engagement sessions with young people, which were an opportunity for young people to check in about their wellbeing, update others about what they have been up to, and connect.

The YWCA Canberra Clubhouse's 2019-20 program was enabled by partnerships with the Snow Foundation, NTT Global, Richardson Primary School and our Clubhouse Ambassador, Hala Batainah.

Y-Aspire

Y-Aspire is a free eight week, young women's leadership program for girls, including female-identifying and non-binary students, in Years 7 and 8. Through a series of two hour workshops, combining knowledge-based and interactive activities, the participants are provided with the opportunity to identify and build on existing skills, explore topics such as identity, body confidence, respectful relationships, self-care, creativity, resilience and leadership to achieve their potential at school and beyond.

In 2019-20, we delivered four series of Y-Aspire training to 31 young women (although one series had to be suspended after five weeks due to COVID-19). The schools involved were Calwell High School, Caroline Chisholm High School, Namadgi High School and Wanniasa High School.

At Namadgi High School, one of the eight sessions involved an excursion to the YWCA Canberra Clubhouse, to develop an entry into The Global RE@CH (Revolutionizing Expression @ the Clubhouse) Media Festival. The RE@CH festival provides an outlet for youth around the world to express themselves and explore issues most important to them.

What Y-Aspire participants from Calwell High learnt:

"That I need to love myself for who I am more."

"To accept who I am; everyone is different."

"Made me think about what I like, what I support and what I think about myself and others."

LGBTQIA+ & Allies Prom

Our 2019 annual LGBTQIA+ & Allies Prom brought together 200 young people age 12 to 25 from across Canberra and surrounds.

For 47 of them, it was their first time at this event. The Prom provides a safe and inclusive space to celebrate the young LGBTQIA* community.

Young people were involved in all aspects of the Prom, including planning, marketing and entertainment. Thanks to an ACT Government Capital of Equality grant, this year, YWCA Canberra was also able to partner with Canberra Institute of Technology to deliver a two-day course in Event Foundations for 10 young people involved in organising the Prom, helping them gain employable skills.

The night included two incredible performances by young LGBTQIA+ people and, for the second year, we had the LGBTQIA+ & Allies Prom Awards, recognising six exceptional young people for their contributions to our community.

"I didn't know there was so many queer youth in Canberra, I don't feel alone anymore."

"I've been to every Prom so far and they just keep getting better!"

"Thank you for putting on such an inclusive event every year."

- 2019 LGBTQIA+ & Allies Prom attendees

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 includes working closely with OneLink to develop a strong feedback loop regarding current needs, with a focus on youth homelessness in 2019-20.

Key priorities that were progressed this year were supports for young people with ADHD and their families, providing input on workforce needs through the ACT Government's Child,

Youth and Family Services Program (CYFSP) Workforce Development and Training sub-committee and working with other network coordinators and peak bodies on a survey and report to identify sector gaps and client needs across Canberra as a result of COVID-19.

SouthFest 2019

We participated in the Tuggeranong Community Council SouthFest Subcommittee to deliver the SouthFest Community Festival for the Tuggeranong community. This event was held on Saturday 16 November 2019, 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.

Through our Tuggeranong Network Coordination, we worked within the Subcommittee to promote the 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 people 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 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

At YWCA Canberra, we proudly believe in and develop intergenerational, authentic and transformational leadership. The She Leads Diploma of Leadership and Management provides women leaders, including female-identifying people, and non-binary people 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 course 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 allows participants to develop professional networks.

This year, 24 students graduated with a She Leads Diploma of Leadership and Management and there are 31 students currently working towards completing the qualification.

"I was a bit scared to go back and study. I didn't know how much of a commitment it was going to be. But I just found it was such a supportive environment."

"The Diploma gave me more confidence to deal with difficult situations and armed me with tools to manage people more effectively".

"The practical skills that I learnt through the course have really set me up. They have sort of grounded me more and given me confidence in my ability."

"It was great to hear from other professionals and leaders during the panel sessions, they were very genuine and honest, and I could really relate to them".

- She Leads graduates



She Leads Conference

The 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.

This year, our sixth annual conference, was the largest to date, with around 400 people in attendance.

The conference was emceed by media personality, Jan Fran, and featured keynote speakers including Yumi Stynes, Debby Blakey, Deborah Cheetham AO and Marina Go.

Panel discussions centred on two different concepts 'What are your limits' and 'Great Expectations'. Panellists included Karlie Noon, Zakia Patel, Commander Kelly Haywood, Tarla Lambert, Kemi Nekvapil, Nakari Thorpe, and Clare Moore. The panel facilitators were 2019 ACT Young Australian of the year, and founder of national non-for-profit Country to Canberra, Hannah Wandel, and youth activist Kemiso Matlho.

Attendees rated the conference highly, with 99 per cent of attendees rating it as 'Excellent' or 'Good' and 95 per cent of respondents indicating that they would attend the conference next year. Furthermore, 99 per cent stated that they were likely to recommend the conference to other women.

"Firstly ask yourselves what we need to do in order to thrive, and then how can we be that place that somebody else can thrive from."

- Jan Fran at the She Leads Conference

"It would be nice for us to be on the same page. Some of us aren't even reading the same book, and some haven't even been to a library."

- Deborah Cheetham AO at the She Leads Conference





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 kickstart their leadership journeys.

This year's She Leads College Conference involved over 120 young women attend from colleges across Canberra, the surrounding regions and rural NSW.

Themed 'Unstoppable', the event featured local comedian Maddy Weeks as our MC, and a keynote presentation by law student and activist Vanessa Turnbull Roberts. It also included two skills-based workshops run by Canberra acting

group Lightbulb Improv and YWCA Canberra's Youth Engagement team. There was a panel featuring Vendulka, Gina Zheng and Mariam Mohammed, facilitated by Taylor Fitzgerald. Each woman spoke candidly about their leadership journey, the challenges they faced and their key motivations. Our last keynote speaker was Han Worsley, a student, community volunteer and young entrepreneur.

Students rated the conference highly, 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.

Teachers also acknowledge the benefits of the conference, with 100 per cent of teachers saying they would recommend the conference to students and other teachers.

She Leads High Conference

She Leads High Conference is a one-day leadership event specifically targeted at young women, including female-identifying people 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 She Leads High Conference brought together more than 65 young women from schools across the ACT and Canberra region.

Two workshops were run on the day: Finding the Courage to Speak Up, facilitated by Defence Force Recruiting, and B.R.A.V.E (Building Resilience and Voicing Equality), hosted by YWCA Canberra's Youth Engagement team. Lightbulb Improv also conducted a session on Prepare to be Unprepared: Communicating Effectively on the Spot.

The day's keynote speaker was Melissa Breen, the current record holder for the Australian Women's 100m sprint.

A panel on 'Finding Your Voice' was facilitated by Camille Schloeffel, the founder of the STOP Campaign, and included panellists Sandra Elhelw Wright, Asha Clementi and Nicola Louise Barker.

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 98 per cent stating that they would recommend the conference to other students.

Teachers also acknowledge the benefits of the conference, with 100 per cent of teachers saying they would recommend the conference to students and other teachers.

"Don't let others define your success."

- Melissa Breen at the She Leads High Conference 2019

"The fact that there are barriers means that you are doing something worthwhile."

- Sandra Elhelw Wright at the She Leads High Conference 2019





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. Due to the COVID-19 crisis, we were only able to hold two of these events in 2019-20. We hosted Mariam Veiszadeh interviewed by Yasmin Poole and Maxine Beneba Clarke interviewed by Zoya Patel, with 115 people attending.

"Women before me have taken more risks and helped to pave the way and I want to do the same. Throughout history, change has been made by groups of agitators and disrupters."

- Mariam Veiszadeh at She Leads In-Conversation

She Leads Workshops

She Leads Workshops are designed to develop women's skills and confidence to take on leadership roles within their community, and promote our goal of women influencing, leading and deciding.

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

These skills-based sessions address the under-representation of women in leadership roles, by building the capacity and confidence of women who strive to contribute to community leadership, especially through board and committee membership.

"[The workshop] confirmed my desire to be involved in board work and the importance of women-led boards and more diversification."

"[The workshop] has made me feel less shy about pursuing board opportunities, making them seem less foreign."

- Board Readiness She Leads Workshop attendees

Due to the COVID-19 crisis, we were forced to cancel planned workshops in the first half of 2020. However, in late 2019 we ran workshops on board readiness, building confidence in public speaking, and planning and goal setting, with 46 attendees.

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 intergenerational dialogue that guides the work we do.

Since its inception, 68 women have participated in the program, many of whom have subsequently served on the YWCA Canberra Board as Directors. This year, three women participated: Kayannie Denigan, Cherise Halloran and Vivian Chan.

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.

In October 2019, we launched Bringing on Board, a guide to establishing a diverse board through a traineeship program. This publication will help other organisations implement similar programs to create more diverse, representative and high-performing boardrooms.



"The opportunity to become a trainee for the YWCA Canberra Board has been fundamental in developing a sense of self-efficacy. Exposure to the lived experience and expertise of Board members and development of mentor relationships has provided constant avenues for self-development and allowed me, as a trainee, to gain a thorough understanding of the practical role of a Board of Directors and the process required to undertake efficient and effective decision making."

YWCA Canberra amplified my voice and supported me to develop my confidence to use it in avenues that make a real impact."

- Cherise, 2019-20 board trainee

"The board traineeship program provided a rare opportunity to gain insights into board governance, finance and strategic management – especially for young, queer women of colour."

I was encouraged to engage in conversations, contribute ideas, and develop invaluable skills with the immense support of board members."

This experience with the YWCA Canberra Board inspired me to pursue corporate governance as a career direction, as I have been able to use the skills I developed as a board trainee in other community projects and in my employment."

- Vivian, 2019-20 board trainee

Education and training

YWCA Canberra provides 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 and school age education and care, 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 RTO is renowned for inclusion and the support we provide to our students.

Our courses have remained popular year with:

- 275 students receiving training
- 115 new students across all qualifications
- 105 students graduating with a nationally recognised qualification
- 56 students receiving a statement of attainment in first aid
- 108 funded student places via Skilled Capital*
- 52 User Choice trainees engaged under the national funding policy for Australian Apprenticeships**
- a 92 per cent satisfaction rate from students
- an 80 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

Childhood education and care

We are passionate about providing quality professional development to people who are entering or currently working in the early childhood or school age 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), an 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
- Certificate IV in School Age Educate and Care (CHC40113), a new offering from our RTO in 2019-20, for people who are interested in pursuing a career in school age 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.

"I was very fortunate to have a YWCA Canberra trainer to guide and support me through my Diploma. My trainer was extremely helpful and went above and beyond to ensure I felt confident and capable when putting theory into practice.

With face to face check-ins and constant communication through emails, my trainer was there when I needed to ask a question or quiz her brain on her previous experience in the early childhood and education setting."

- YWCA Canberra training graduate

This year:

- 52 students graduated with a Certificate III in Early Childhood Education and Care, with an additional 65 students working towards completion
- 29 students graduated with a Diploma of Early Childhood Education and Care, with an additional 74 students working toward completion
- 20 students began a Certificate IV in School Age Education and Care
- 85 per cent of our graduating students gained employment in the childhood education and care industry.

'The trainers are fantastic and versatile and will go out of their way to teach you in your own learning style. They are kind, intelligent and funny. I have thoroughly enjoyed studying through YWCA Canberra.'

- YWCA Canberra training graduate

Our Early Years Career program provides people who are interested in working in the early childhood education and care sector with the opportunity to study and work for YWCA Canberra at the same time. The program provides participants with a secure employment and study regime, setting them up for a successful career ahead in the sector.

With what we have learned from the Early Years Careers program, in 2020 we were successful in obtaining an ACT Government grant to train more Canberrans in childhood education and care, expanding the program with traineeships across other employers in the ACT. This program, called Educate, Inspire, Excel, will run from 2020 to 2022.



Preventing and managing violence against women

Bystander approaches at workplaces

YWCA Canberra secured an ACT Government Women's Grant to deliver training on bystander approaches at workplaces. This approach aims to build the capacity of small and medium private sector employers to adopt and promote a gender-equitable work environment, through an evidence-based workplace bystander intervention training package. The project targets businesses which have regular and direct engagement with community members, and which tend to operate in male-dominated settings.

YWCA Canberra's Gender and Domestic Violence Specialist conducted three training sessions in February and March 2020. Unfortunately, further planned sessions had to be postponed due to the COVID-19 crisis.

Employees who undertook the training reported enhanced capacities in using bystander intervention and a greater understanding of gender equality and respect within a workplace.

Change the Story

YWCA Canberra conducted a one-day training program called Change the Story in September 2019 as part of an Our Watch pilot project. Twenty-one participants from within YWCA Canberra's Community Services portfolio attended the training.

This one-day course is based on Australia's national framework to prevent violence against women and their children.

Awkward Conversations

YWCA Canberra presented respectful relationships training to around 50 parents of pre-teens during the Awkward Conversations Forum sponsored by the North Ainslie Primary School P&C.

ACT Public service training

YWCA Canberra was selected in a panel of trainers for ACT Public Service Domestic and Family Violence Frontline Worker/Managers Training in 2019. In 2019-20, YWCA Canberra provided two training sessions to ACT Public Service employees, with a total of 40 attendees.

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 and surrounding region.

In October 2019, we released the results of our survey of over a thousand Canberra women in *Our lives: Women in the ACT*.

We heard from diverse women across age brackets and postcodes. The launch event at the ACT Legislative Assembly was attended by elected representatives from the Legislative Assembly and Australian Parliament and featured a panel of intergenerational and culturally diverse women who shared their insights on living and working in Canberra. The results of the survey have informed our advocacy agenda and reinforce the importance of gender-disaggregated and current data in robust public policy development.

The report showed that gender-based discrimination and abuse are still a significant part of the lived experiences of an unacceptable number of women.

Our survey found that women are acutely aware of their safety and surroundings at night, with 55 per cent of women feeling 'somewhat unsafe' or 'very unsafe' when accessing public spaces after dark.

And younger women, aged 18 to 24, experienced this fear at heightened levels, with 72 per cent feeling somewhat or very unsafe out in public at night.

Abuse sadly remains a part of too many women's lives in Canberra, with 16 per cent of women having experienced physical, emotional, verbal or financial abuse in a domestic or interpersonal relationship in the last year alone.

This was again significantly higher for women aged 18 to 24, where the number who had been abused in a domestic or interpersonal relationship in the last 12 months rose to 24 per cent.



We continue innovate in digital storytelling to incorporate the lived experiences of women in Canberra in our advocacy. Following on from *Our Lives: Women in the ACT*, our 2020 International Women's Day event featured a short film of three young Canberra women sharing their experiences with sexual harassment in public and the workplace.

Recent advocacy wins include the release of the Australian Human Rights Commission (AHRC) report *Respect@Work*, for which YWCA Canberra made both written and verbal submissions. Our submission was informed by a member-based survey which elicited informative responses. The Commissioner's recommendations reflected a number of those presented by YWCA Canberra, including the implementation of respectful relationships programs in Australian schools, external transparency in reporting for corporate and public sector employers, and adequate training for staff serving in appointed or elected workplace mediation or representative roles. We continue to lobby the ACT Government for progressive workplace reforms that would improve workplace participation of women in line with recommendations from the AHRC.

YWCA Canberra also contributed to important public inquiries related to the Australian and ACT governments responses to COVID-19. Our advocacy has highlighted the valuable role of early educators during COVID-19 lockdowns and we have also worked with other front-line women's sector providers to highlight the experiences of women and children who are in lockdown with others who use violence against them.

The first interim report from the ACT Legislative Assembly COVID-19 committee inquiry supported our advocacy position to lift the cap on properties rented through community housing providers that are eligible for land tax exemptions.

We also continue to contribute to national campaigns at the local level, such as Anti-Poverty Week 2019, for which we were part of the local committee and ran our annual Mura Lanyon Pantry Dash. This year the Pantry Dash provided nutritious meals to members of the Food Hub and was attended by representatives of the Legislative Assembly who were able to meet with members and see the work of our Tuggeranong-based community services team first-hand. During Anti-Poverty Week, we also held a stall at the Canberra Homeless Connect

event to help connect people experiencing homelessness with available services and supports.

Quotes from the survey:

"[I hope for] financial security, to age well in my own home, to be able to focus on my wellbeing and my adult children's wellbeing."

- respondent age 55-64

"[I fear] climate impacts, global conflict, becoming obsolete and not having enough money to support myself into the future."

- respondent age 45-54

"[I fear] filling all of my available hours with low-paid/unpaid work, trying to make ends meet without a real shot at ever having a life that feels bearable."

- respondent age 35-44

"I cut short my own leisure time and sleep in order to complete all the caring and domestic duties I have."

- respondent age 35-44

"[I fear] not being able to pay the mortgage if something happens to my husband."

- respondent age 25-34

"I hope that paying for a house doesn't mean I can't save anything for retirement."

- respondent age 25-34

"[Sexism] impacted my daily behaviours and how I went to and from work, where I walked my dog, and if I should stand up for others"

- respondent age 25-34

Second Action Plan

Alongside the Women's Centre for Health Matters and the ACT Council of Social Services (ACTCOSS), YWCA Canberra worked with the ACT Government's Office for Women to provide advice and support for the development of the Second Action Plan 2020-22 under the ACT Women's Plan 2016-26. The team produced a report which provided context analysis of the gender-responsiveness of policies, programs and services in the ACT Government and community. This helped the ACT Government design the Women's Summit held in October 2019 and the ACT Women's Action Plan, released in March 2020.

Domestic violence support service

In December 2019, YWCA Canberra expanded its work in domestic and family violence with a dedicated domestic violence support service. With guidance from our PhD-qualified Gender and Domestic Violence Specialist, this service provides specialist outreach support to women experiencing domestic and family violence presenting to our homelessness programs.

The DV support staff use best practice and evidence-informed principles to assess risk for the clients, plan for their safety and help them find accommodation that supports their wellbeing. For those eligible clients with no other housing options, we provide support letters from a Domestic Violence Specialist to assist in ACT Housing applications. We also provide DV specialist case management and case coordination.

Demand for this service increased significantly during the COVID-19 pandemic and we were successful in receiving additional funding for this program in April, May and June 2020 from COVID-19 response programs and will be

expanding the scale and scope of the service in 2020-21 by recruiting an additional Specialist Domestic Violence Case Manager.

Stop DV Conference

YWCA Canberra was given the opportunity to present on our work on Bystander Approaches at Workplaces at the 2019 STOP Domestic Violence Conference on the Gold Coast in December 2019. Bystander approaches are positive ways people can intervene in violence, harassment or other anti-social behaviour they observe or know of, to prevent and reduce harm to others. They are a primary prevention technique, for which workplaces are key settings.

About 370 participants from all over Australia, from government, community services sector and universities, as well as violence survivors, participated in the conference this year, with the aim to come together as one and provide a unified voice for change.

Presentations across the conference focussed on sharing best practices across sectors, including health, education, legal, policing and specialist domestic violence services. Major themes were primary prevention, turning theory into practice, and tertiary interventions to efficiently respond to survivors.

YWCA Canberra's Gender and Domestic Violence Specialist presented on our work during a panel session on primary prevention within organisations and workplaces. This was complemented by a presentation about prevention efforts in rural Victoria by Women's Health Grampians and a presentation by Shantiworks on intersectionality.



Strategic priority four

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



World YWCA Council

Members of YWCA Canberra attended the 29th World YWCA Council in Johannesburg, South Africa from 17 to 22 November 2019 as both delegates and observers. The 29th World Council theme was 'Young women transforming power structures for gender equality'.

Attendees were selected by YWCA Australia following an expression of interest process. Our Chief Executive Officer attended as a delegate for YWCA Australia to the council in the company of four members, three of whom were young women. Our attendees actively participated in workshops covering topics such as membership and governance to policy-related priorities, including environmental activism, peace and justice and trafficking and exploitation.

Our active social media feed during this time gave members and followers a window into the excitement and purpose of World Council and also promoted the work of YWCA Canberra to the global YWCA movement more broadly. Our attendees followed up on their return to Australia by sharing their experiences through blog articles capturing the learning experience and highlights.

YWCA Canberra presented at a workshop on social media engagement, drawing upon our experiences in making Hidden Women. Through this presentation and our participation in thematic forums, YWCA Canberra has developed mutually positive and supportive relationships with representatives from the global YWCA movement. Our recent publication on creating board diversity through encouraging young women in governance, *Bringing on Board*, was also shared and circulated with the leadership of World YWCA. Our engagement with the World YWCA movement continues and we have engaged with the World YWCA office through sharing stories of our local achievements and providing feedback on its new website design.

Membership

An engaged and diverse membership base is pivotal our success, and 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 an awareness of our advocacy work and be involved in achieving positive outcomes for women and girls in Canberra.

We continue to innovate in how we engage the membership base. This year, our International Women's Day digital project featured three members of YWCA Canberra who shared their experiences with public and workplace sexual harassment. The digital project was informed by the results of our 2019 survey project, *Our lives: Women in the ACT*.

Our delegation to the 29th World YWCA Council included three young members who were sponsored by YWCA Canberra to attend. Our members fully participated in plenary sessions and workshops with delegates from across the world and shared their experiences through our blog series on return to Australia.

Our last event for the 2019 calendar year was our member event, a free end-of-year celebration for members to attend and mingle with peers and members of the ACT Legislative Assembly.

Our financial year membership system is now fully implemented, simplifying the process of joining and renewing membership to YWCA Canberra and providing an opportunity for members to donate to our fundraising efforts.

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 manual guides the work of the Directors and establishes the relationship between the Board and the Chief Executive Officer.

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

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:

- Chief Executive Officer
- Executive Director of Finance and Corporate Services
- Executive Director of Community Services
- Executive Director of Children's Services
- Executive Director of Communication, Advocacy and Engagement
- Executive Director of Business Development.

The Chief Executive Officer, as the sole employee of the Board, is accountable for the day-to-day management of the organisation.

2019-20 Board Directors



Frances Crimmins
Chief Executive Officer



Carina Zeccola*
President



Ashleigh Streeter*
Vice President



Skye Saunders
Vice President



Katie Whitehead
Treasurer



Julie Lean
Board Member



Kristin Blume
Board Member



Sophie Fisher*
Board Member



Emma Fitch*
Board Member



Anita Vardanega
Board Member



Di Bakon
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.

Independent members of the Audit and Risk Committee

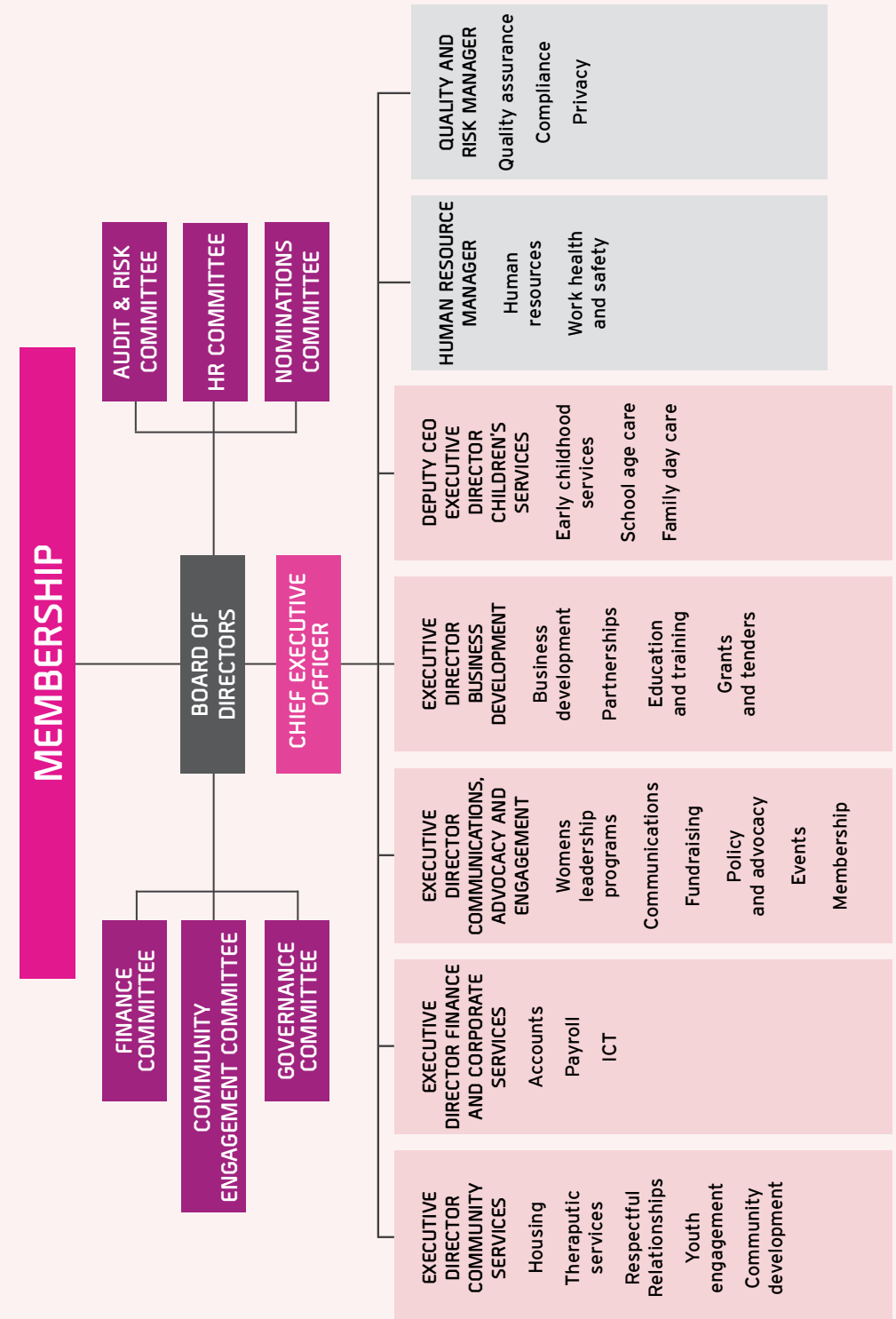


Bridget Browne
Chair



Victoria Oakden
Deputy Chair

Organisational structure





Reconciliation action plan

YWCA Canberra is committed to working towards reconciliation to strengthen relationships between Aboriginal and Torres Strait Islander peoples and the wider community, for the benefit of all Australians. Our vision for reconciliation remains one where the ACT and the surrounding region truly acknowledges, pays respect to, and celebrates Aboriginal and Torres Strait Islander cultures, contributions, knowledge and histories. 2020 was a significant year in our reconciliation journey as we launched our third consecutive Stretch Reconciliation Action Plan (RAP) and continued embedding reconciliation in all our services and governance operations. In developing this RAP, we partnered with a local Ngunnawal/Wiradjuri artist, Megan Daley whose artwork, *Thriving Communities*, features on the document.

The RAP continues to be championed by our Chief Executive Officer, with progress monitored by a working group and the executive management team.

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 RAP commits us to increasing the participation of Aboriginal and Torres Strait Islander women in our She Leads program and board traineeships, hosting internal National Reconciliation Week activities across all our services and lifting our First Nations pedagogical resources for children in our early learning and school aged care centres.

We have also committed to greater strategic engagement with members of the Aboriginal and Torres Strait Islander community over the years 2020 to 2023. We have made progress on this to date with our community services team engaging with the ACT Nannies Group, a group of First Nations women, to elicit valuable feedback which informs our advocacy priorities, particularly in the cultural sensitivity of our Next Door housing program. We also included a member of the Nannies in the recruitment panel for the manager role of our Mura Lanyon Youth and Community Centre, given the position's close working relationship with the Nannies and the local community.

For NAIDOC Week 2019, we worked with nine other community groups to celebrate Aboriginal and Torres Strait Islander cultures and community in the Woden Town Centre. This event included live performances, interactive art displays and children's workshops. Our staff volunteered their time and talents to ensure its success.

We were successful in obtaining an ACT Government grant to provide two Aboriginal and Torres Strait Islander women with the opportunity to undertake our She Leads Diploma of Leadership and Management.

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 reflected on what reconciliation means to them.

This year we offered six full scholarships to Aboriginal and Torres Strait Islander girls and women to attend our She Leads events.

Our flagship event, the She Leads Conference, involved at least 15 Aboriginal and Torres Strait Islander attendees and three First Nations speakers including a keynote by Yorta-Yorta woman Deborah Cheetham OAM. In total, the She Leads series engaged seven Aboriginal and Torres Strait Islander women in speaking roles across our 2019-20 events, amplifying First Nation voices across audiences.

Within our children's services, the RAP forms part of the basis of our educational program and pedagogies, and plays an active role within the education and care we provide to children. Children's learning across our services is linked to the eight Aboriginal ways of learning. All services have unique and age-appropriate Acknowledgements of Country which were developed in consultation with Traditional Owners.



Throughout 2019-20, we have included Dreamtime storytelling and Aboriginal and Torres Strait Islander arts and crafts into our children's services. Children and educators together have marked significant Aboriginal events such as Reconciliation Week and NAIDOC Week by participating in a variety of activities and excursions to gain a greater understanding of Aboriginal knowledge and practices.

Our Fairley Early Childhood Service had a significant focus throughout the year on their reconciliation journey. They held an event at the beginning of the year to acknowledge the anniversary of the national apology. This was led by local Biripi man Adam Duncan, who talked to the children about what it meant to him personally and told contemporary dreaming stories. Aboriginal families within our Fairley service have also told their perspectives on how to engage children with their culture.

Within our school age care educational programs, we have a strong focus on community participation and support, including actively and meaningfully educating children about our local and wider Aboriginal communities. We have developed and maintained partnerships with a local Aboriginal storyteller, a local DJ who regularly sets up discos for the children, and Active Attitudes, an organisation that implements physically active experiences for children.

We will continue to strive to increase program managers' and educators' awareness and knowledge of the significance of Aboriginal and Torres Strait Islander traditions and protocols.

Workplace gender equality

For the sixth consecutive year, we received the prestigious citation as an Employer of Choice for Gender Equity from the Workplace Gender Equity Agency (WGEA). This citation is designed to encourage, recognise and promote active commitment to achieving gender equality in Australian workplaces.

It sends a strong message to employers from all sectors about the importance of equal opportunity and equal pay for all staff, regardless of their gender.

This year, the requirements were even more stringent, so this citation recognises our deep commitment to gender equality. This has included progress against our Gender Equality and Equity Strategy, including impressive parental leave options and provision of domestic violence leave in our Enterprise Agreement, increased uptake in flexible working arrangements, and the continuation of staff scholarships for our She Leads Conference and She Leads Diploma.

As an added commitment to workplace gender equality, our CEO Frances Crimmins is a Pay Equity Ambassador and has pledged to help 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.

Frances is also proud to be a Flexible Work Ambassador and is committed to increasing flexible working options.



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, added soft plastics recycling practices, and increased our organic waste.

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

- re-purpose furniture
- use recycled items for craft activities
- 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-use, up-cycling and a sharing economy help in the communities' zero waste practices.

Quality assurance

After becoming externally accredited against the Quality Improvement Council (QIC) Health and Community Service Standards (7th Edition) last year, we have begun implementing projects identified in our QIC Quality Improvement Plan. Our projects include:

- initial review of risk management and records management processes across programs
- development of an online managers' forum
- development of a Child Safe Organisation accreditation working group
- development of a Rainbow Tick accreditation working group.

We have started the process of migrating all our individual organisational policies into various policy manuals. We have made them easily accessible on our intranet so that all staff can find and understand the policies and procedures.

This year saw the unprecedented events of fires and smoke across Canberra and then COVID-19. This required urgent attention to policies, procedures and risk planning across the organisations to ensure continued quality support to service users and staff.

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*.

Risk

The Audit and Risk Committee is provided regular reports on such things as internal audits, external audits, high-risk events, and any matters that require expert advice. This year we appointed a second independent member to our Audit and Risk Committee. Our independent members are the Chair and Deputy Chair of the committee.

In particular, in the latter half of the financial year, we developed and reviewed business continuity plans for the Canberra-region bushfires and then the COVID-19 pandemic. We worked diligently at ensuring we had the right supports as well as comprehensive documentation to enable us to manage our programs during this period. Our insurance broker commended us on the breadth and quality of our COVID-19 documents and policies.



Financial sustainability

We have achieved a surplus of \$1,872,832 in 2019-20 compared to \$1,388,705 in 2018-19. This is a positive result given the uncertainty and unprecedented external conditions during the 2020 environment.

Building on our financial sustainability, the first three quarters of 2019-20 provided strong outcomes across all programs. To rapidly adapt in the final quarter, when COVID-19 impacted significantly on our ability to operate, we utilised the financial stimulus packages provided by both the ACT Government and the Federal Government, resulting in a further enhancement in the organisation's financial sustainability.

Total income for 2019-20 was \$20,819,896, an increase of \$2,638,914 (15 per cent) compared to 2018-19. Income growth was contributed to the increase in government grants and stimulus packages along with the increase in investment property revaluation. The increase was, however, partially offset by the fee free childcare from April to June 2020.

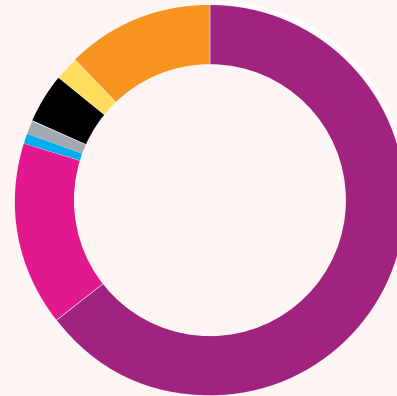
We continue to demonstrate financial security through a disciplined focus and commitment in our stewardship and responsibility in managing our resources and risks to ensure the organisation's long-term sustainability.

Our cash reserve has been increased from \$4,090,000 in 2018-19 to \$4,380,000 in 2019-20. This adequately meets our short-term financial needs.

Total equity as at 30 June 2020 is \$9,285,426 (2019: \$9,035,091).

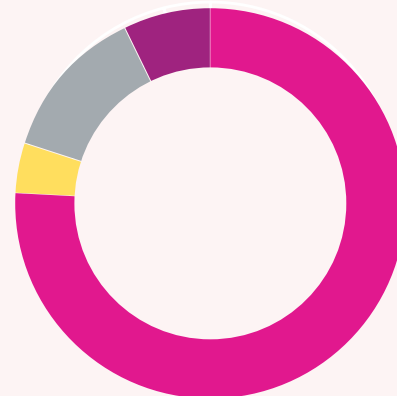
Our audited financial statements for the 2019-20 financial year are available online at www.ywca-canberra.org.au

YWCA Canberra income sources
Year ending 30 June 2020



- Children's services: 64%
- Government funding: 15%
- Event income: 1%
- Donation income: 1%
- Investment income: 4%
- Training: 2%
- Other income: 12%

YWCA Canberra expenses
Year ending 30 June 2020



- Staffing expenses: 76%
- Services and utilities expenses: 4%
- Admin and operational expenses: 13%
- Equipment expenses: 7%

Our security as at 30 June

	2018/19	2019/20
Cash reserves	\$4.09m	\$4.38m
Property, plant and equipment	*\$3.65m	*\$3.86m
Investment portfolio	\$3.11m	\$4.63m

*Revaluation of property takes place every three years and was last performed in June 2020.

Where did our income come from?

	2018/19	2019/20
Community services	\$2.65m	\$3.41m
Children's services	\$13.96m	\$11.59m
Managed fund investment	\$0.22m	\$0.16m
Affordable housing rental income owned by YWCA Canberra	\$0.15m	\$0.15m
Training and education services	\$0.65m	\$0.51m
Other services	\$0.34m	\$0.58m
Government COVID-19 financial relief	-	\$4.14m
TOTAL	\$17.97m	\$20.54m

Past two years operational and reportable results

	2018/19	2019/20
Operational result	\$1,406,705	\$1,946,325
Board strategic allocation	(\$18,000)	(\$73,493)
Reportable bottom line	\$1,388,705	\$1,872,832

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:

A Gender Agenda
Academy of Interactive Entertainment
ACT Child and Family Centres
ACT Community Services Directorate
ACT Education Directorate
ACT Emergency Services
ACT Government
ACT Nannies Group
ACT Office for LGBTIQ Affairs
ACT Office for Women
ACT Parks and Conservation Service
ACT Property Group
ACT Shelter
ACTCOSS
Ainslie Football Club
Allhomes
Anglicare | NSW South, NSW West & ACT
ANU Gender Institute
Aspen Medical
Australian Women Against Violence Alliance (AWAVA)
Baker's Delight Lanyon
Barnardos
Bellchambers Barrett
Beryl Women Inc.
Beyond Bank
Calwell High School

Canberra Gay and Lesbian Qwire
Canberra Gay and Lesbian Tennis Club
Canberra Institute of Technology
Capital Chemist
Capital Region Community Services
Care Inc.
CatholiCare Canberra & Goulburn
CBR Innovation Network
Charles Conder Primary School
CHC Australia
Christine Shaw Properties
Communities@Work
Community Services #1
Department of Industry, Innovation and Science
Department of Foreign Affairs and Trade
Department of Social Services
Directions Health Service
Doris Women's Refuge
Equality Rights Alliance
EY
Families ACT
Food Bank NSW & ACT
For Purpose
GIVIT
Good 2 Give
Gordon Garling Moffit Lawyers
Gordon Neighbourhood Watch
Gordon Primary School
Griffin Legal
Gungahlin Child and Family Centre
Hands Across Canberra
Havelock House
Health Pride Committee
HerCanberra
HESTA
Icon Water

KDNGroup
Lake Tuggeranong Lions Club
Lanyon High School
Libraries ACT
Lightbulb Improv
Marymead
Mercy Foundation
Meridian
Microsoft
National Council of Women Australia
Northside Community Service
NSW Reconciliation Council
NTT Global
Our Watch
Oz Harvest
PriceWaterhouseCoopers
Prinstant
Quiz Master
Richardson Primary School
Rotary - Inner Wheel Club of Canberra Belconnen
Roundabout Canberra
Rowdy Digital
Rubik3
Sexual Health and Family Planning ACT
Share the Dignity Handbags
Singed Sisters
Snow Foundation
SOULution Yoga
South Woden Uniting Church
Spence Children's Cottage Association
Toora Women Inc.
Tuggeranong Community Council
University of Canberra
Woden Community Service
Women with Disabilities ACT
Women's Agenda
Women's Centre for Health Matters
Women's Legal Centre ACT

World YWCA
YMCA Canberra
Youth Coalition of the ACT
YWCA Australia
YWCA Hunter Region
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:

Alana Fraser
Aleysha Ingram
Alycia Melder
Amanda Jupp
Angel Hellyer
Ann Maloney
Anna Neilan
Annette Weier
Aoife Herrick
Betty Ferguson
Bonnie Pearl
Bray Kargas Family Fund
Brodie Jacobsen
Bronwen Jones
Caroline Roga
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Samantha Palmer
Shanty Sunitha Thomson
Sophie Fisher

Tahlia-Rose Vanissum
Tara Cheyne
Teone Nutt
Tobie Garrick
Vivienne Sandrini
Wendy Mason

Volunteers

CIT Community Development students
Denis Boutcher
Lauren Booth
Alex Bareham
Jesse Townrow
Nat Oliver
Dane Roberts
Corey Trembath
Emma Donohoe
Lauren Parker
Lanyon Food Hub volunteers





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