



YWCA CANBERRA

YWCA CANBERRA ANNUAL REPORT

2023-24

ACKNOWLEDGEMENT OF COUNTRY

YWCA Canberra proudly recognises the rights of Aboriginal and Torres Strait Islander peoples to own and control their cultures and pays our respects 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 their culture and practices of their communities on Country.

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



YWCA Canberra
Annual Report
2023-24



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.

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

Through our national Affiliate Association with YWCA Australia, we are part of the World YWCA network, which connects over 100 countries across the globe.

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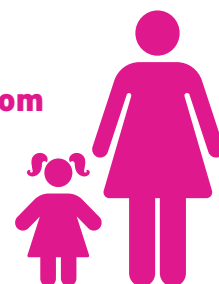
Snapshot of our impact in the ACT

Early Childhood and Education Centres



Across our 12 school-age care services we provided play-based leisure program to

1393 INDIVIDUAL CHILDREN from **1055 INDIVIDUAL FAMILIES**



Housing Services

Rentwell Services

2023-2024

116

Properties

149

People

Next Door and Housing Support Unit



Assisted over

342

women and children who were faced with homelessness or living in insecure accommodation

Common Ground Dickson has

40

units divided into

20
social



20

affordable

51

individuals and families supported

Mura Lanyon Youth and Community Centre

Received approx.

33.8

tonnes of food to support

375

clients over

2415

visits to the food hub



The MLYCC Festive Giving event supported

144

clients

Engaged

312

young people through YWCA Canberra led Youth Events, including She Leads High, She Leads College and LGBTQIA+ & Allies Prom.

Provided

1380

centre-based occasions of service including Clubhouse, Drop-In and A-Z

Education and Training Unit

42

students are currently working towards completing the She Leads Diploma, with 84 hours of face-to-face workshops per student



63

received a statement of attainment in first aid



She Leads



to the She Leads Conference, 2023

167

She Leads High and College students from ACT and regional NSW



Violence Prevention Unit / DV Support Service

During July 2023 to June 2024, our Domestic Violence Support Service received

283
new referrals

Domestic Violence Support Service assisted

170 WOMEN and
319 DEPENDENT CHILDREN

impacted by domestic and family violence

489

individuals received over one hour of 1:1 support

Supporters

23,806

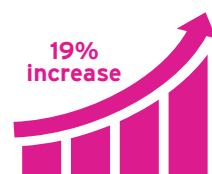
total followers across our 6 social media platforms



Financial Sustainability

Total revenue for the 2023-24 financial year was
\$31,127,965
representing a 19% increase from the last financial year.

\$31,127,965



\$26,212,965

President and Chief Executive Officer's Report 2023-2024

Over the past financial year, we have successfully refocused on our core business operations. We are deeply grateful for the continued support of our team and stakeholders, and we are excited to build on this momentum as we advance under our new strategic direction.

2023-2024 marks the first year of our new Strategic Plan for 2023-2028. This plan, grounded in our vision and mission, is designed to ensure we continue to adapt and thrive in a sector undergoing significant renewal. We are navigating evolving regulatory, compliance, and quality assurance mechanisms, alongside an intensified social and political focus on gender equality and housing.

This year has also been significant for our workplace relations as we successfully negotiated our current Enterprise Agreement. As a result of these negotiations, from December 2023, all staff are now entitled to a minimum of three days of paid shutdown leave over the end of year shut down period. Additionally, we introduced access to paid parental leave on commencement. These are significant improvements to workplace entitlements for our staff and recognise the valuable contribution of our workforce to the greater Canberra community.

We are immensely proud to have been endorsed by Reconciliation Australia for our fourth consecutive Stretch Reconciliation Action Plan (RAP). We are grateful for the work of the RAP Working Group committee, which oversees and reports on progress against Reconciliation and shares ways to improve our contribution more broadly. We are committed to working closely with the Ngunnawal community and to continuously improving our Reconciliation journey.

Our advocacy work continues to achieve results that benefit Canberrans. After a protracted period of delays, we finally launched YHomes, now known as Daridhawara, meaning 'safe place' in Ngunnawal. This project has since provided nine safe homes to older women and women and children facing crisis. Furthermore, our advocacy work successfully secured additional space at our Condor Community House under a peppercorn arrangement. This will allow us to provide desperately needed additional early learning places for Tuggeranong families in the new year.

We have been successful in our tender applications with the ACT Government, commissioning homelessness support services and securing ten-year funding agreements. This will provide for an expansion of our specialist homelessness services funding and program reach. In addition, we were successful in securing ongoing funding for our domestic and family violence support service.

Accreditation against the QIC standards supports us in delivering quality and safe services and improving client and community engagement. YWCA Canberra continues to be accredited in service standards for our key areas of work, including the National Quality Standard for Early Childhood Education and Care and School Aged Care, the National Regulatory System for Community Housing and the Registered Training Organisations Standards.

We were again awarded the Workplace Gender Equality Agency's citation as an Employer of Choice for Gender Equality - our 11th year of recognition and fifth year as the only Canberra organisation to achieve it.

YWCA Canberra's strong financial performance and governance, healthy balance sheet and prudent strategic decisions have allowed us to meet these challenges and continue to deliver the organisation's core objectives and mission.

As always, we would like to acknowledge and extend our sincere thanks to our staff, board directors, partners, members, fellow community organisations, donors, volunteers and friends for their loyalty and contribution to our vision for the Canberra community.

We are tremendously proud of the impact YWCA Canberra continues to have across our broad span of work, and we hope you enjoy learning more about our 2023-2024 achievements in this year's Annual Report.



Carina Zeccola
President



Frances Crimmins
Chief Executive Officer



YWCA
CANBERRA

Vision

GIRLS AND WOMEN THRIVING

Organisation Values

Our values reflect our commitment to the YWCA global movement

Courage

We are dauntless, agile, and resilient as we transform power structures. As a proudly feminist organisation, we challenge the status quo to benefit everyone. We have the passion needed to make a difference.

Equality

We value equality of opportunity, outcomes and rights for women, girls and non-binary people. We work with communities to achieve social, cultural, economic and political participation and prioritise the needs of the most vulnerable and marginalised.

Respect

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

We recognise that gender is a social construct, encompassing one's gender identity, experience, and expression – often linked to societal norms of masculinity, femininity and/or androgyny. We contribute to furthering gender equality for women and non-binary people.

Inclusion

We embrace the diversity of our communities and adopt an intersectional approach that respects differences including in gender and gender expression, culture, race, spirituality, age, sexuality, abilities, political beliefs and socioeconomic status.

Reconciliation

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

Responsibility

We are innovative, accountable and manage resources and risks to ensure the sustainability of the organisation. We are forward thinking and curious. We value collaboration and systems leadership so that our work results in positive outcomes for the change we want to see in our communities.

Mission

Gender equity by strengthening communities and empowering girls and women through our services and advocacy.

Goal

Progress towards gender equality in the Canberra region and beyond

Strategic Priorities

1

Children's & Community Services

Our services educate and empower children and young people in order to embed gender equity norms, strengthen communities and empower women to have economic agency.

2

Housing Services

Our housing services are safe, appropriate and affordable, with priority access for women experiencing violence and older women. We're contributing towards ending homelessness for women.

3

Training & Networking

Our training and networking programs promote agency for women's participation in the Canberra region and across Australia.

4

Advocacy

Our advocacy transforms power structures, enabling women and children to thrive.

5

Sustainable Organisation

Our transparent and inclusive practices through strong governance, management, service delivery and partnerships enable us to have a sustainable organisation.

Reconciliation Action Plan

Reconciliation is a core value of our organisation and in the first half of 2024, we launched our fourth Stretch Reconciliation Action Plan following endorsement by Reconciliation Australia. In showcasing the history of our RAPs, we have proudly framed and displayed all commissioned artwork which has contributed to our RAP story since 2010. Our 2024-2027 Stretch RAP includes an emphasis on procurement management with steps to improve data capturing on reconciliation related expenditure as well as targets in this regard. And our front-facing services continue to lead the way in cultural awareness and respectful and formative early education practices.

We proudly launched YHomes in December 2023. Ensuring the facility was culturally appropriate to future First Nations women who may use the accommodation, the launch featured a traditional smoking ceremony of the site and all attendees. Further, in consultation with the Winanggaay Ngunnawal Language Aboriginal Corporation a Ngunnawal name has been assigned to the YHomes accommodation: Daridhawara, meaning safe place in Ngunnawal.

Our front-line operations in early education and community services continue to set high expectations and standards regarding cultural awareness and promotion of reconciliation.

Our housing unit developed resources for clients on Aboriginal history in Australia, while staff at our Winyu early learning service worked with the children to create the Yumalundi meeting place, a special meeting place for the children to enjoy and for yarning circles and smoking ceremonies to take place.





Overview of our Strategic plan 2023 -2028

As we end our first year, we have been deeply committed to the 2023-28 Strategic Plan. This strategy is rooted in our vision of 'girls and women thriving' and reinforces our mission to 'strengthen communities by supporting girls and women through our services and advocacy.'

YWCA Canberra's values of courage, equality, respect, inclusion, reconciliation, and responsibility underpin the foundations of our efforts and demonstrate our dedication to the global YWCA movement. The value of courage clearly acknowledges this bond and our proud feminist legacy, aligning our priorities with the World YWCA's Envisioning 2035 goals.

Over the first year of the plan, we have successfully adapted and flourished in an industry undergoing substantial renewal. Throughout this operation, we have upheld a substantial level of infrastructure, enabling us to provide high-quality services and assume a leadership position within the sector.

Our longstanding dedication to delivering reliable services to the Canberra community has fostered a highly engaged and committed membership base, alongside a recognised and trusted advocacy presence.

With the launch of our Strategic Plan 2023-2028, we are committed to upholding our principles, fostering significant collaborations across various domains, acknowledging that societal transformation stems from collaborative endeavors, and guaranteeing the flourishing of girls and women within our community.

STRATEGIC PRIORITY 1

Children's & Community Services

Our services educate and empower children and young people in order to embed gender equity norms, strengthen communities and empower women to have economic agency.

Early Childhood and Education Centres

Our Children's Services represent a significant portion of both our workforce and our clientele at YWCA Canberra. With seven Early Childhood and Education Centres (ECEC) our mission is to provide high quality educational programs and care for children aged 0-5 years in the ACT and surrounding areas.

We are pleased to announce that we secured the lease for an additional space at Conder Community House. This expansion will allow us to accommodate an extra 20 children, pending the necessary license amendments. This is a significant step forward in addressing the high demand for community-based childcare for vulnerable families in the area.

Our services are now operating at 90% occupancy, demonstrating that families choose YWCA Canberra's services for the quality and affordability of our programs in this highly competitive market.

We have a wonderful partnership with the ACT Education Department and work hand in hand with them delivering the three-year-old initiative and free preschool across multiple services.

The Children's Services team successfully re-tendered for Currawong Child Care Service located at the Department of Foreign Affairs and Trade. This tender has been held by the YWCA Canberra since 2019 and now has contract through until 2026.

The Children's Service portfolio continues to work in partnership with the regulatory authorities to ensure we deliver education and care to create better outcomes for children.

The YWCA Canberra have invested back into the Reid Early Childhood Centre as a result of a significant bequest from the previous Parent Management Committee at Reid. This bequest has been used to upgrade the external outdoor yards with further plans moving into the new financial year.



We currently employ

170

educators with a range
of qualifications and
experience, and

5

employees in the Child
Care Coordination unit.

Provided education and
care to

741

total children from

650

families in the past year
across all ECEC sites.



27



children were supported
with emergency care plans
over the 12 month period

42



places were available
to children under the
3-Year-Old Preschool
Initiative

School Age Care Programs

We operate 12 School Age Care (SAC) services across the ACT, and 5 school holiday programs. These programs are designed to be integral parts of the school and local community. We provide families with high-quality options for social engagement and leisure for their children before and after the school day and during school holidays. Our goal is to create safe and welcoming environments for all participants.

All of YWCA Canberra's social and outside school hour programs are provided by National Regulations and the My Time Our Place 2.0 Framework.



We currently employ

160

educators in the school age care programs unit.

We provided school-age programs to

1393

individual children from

1055

individual families

Parent Testimonial:

"Always a positive greeting by educators and they quickly engage with my children to make drop off easier."



Towards the end of 2023, YWCA Canberra successfully tendered Aranda Primary School. YWCA Aranda School Age Care joined our portfolio in February 2024.

We welcomed many of the educators, including the Program Manager from the previous provider as well as successfully recruiting new Educators that brought new skills and experience to the Aranda team.

We established a collaborative partnership with the school, holding regular meetings with the school's leadership to ensure transparency in communication as we transition the program to the protocols, policies, and procedures of YWCA Canberra.

Enrolments consisted of returning families from the previous provider and new families enrolling with the numbers quickly building throughout the term.

After a successful first two terms we have now extended our enrolments to include preschoolers after significant requests from the Aranda School community.



Case Study: Sally Smith (de-identified)

In mid-February 2024, we were contacted by the Children and Young People's Service (CYPS) to provide emergency care for Sally Smith, a First Nations child from a vulnerable family. According to CYPS, Sally's parents are separated and both are seeking employment. Additionally, Sally's mother is looking for a new residence due to the family's circumstances.

Sally required support in developing her communication skills. Her parents were concerned about the limited stimulation and interaction she was experiencing at home, as she had little exposure to other children. The frequent transitions between her parents' care during the week were unsettling for Sally. The care provided at our Early Learning Service offered her much-needed stability and consistency, which reassured her parents as they focused on finding work and a new home.

At our service, educators prioritised making Sally feel secure and fostering a sense of belonging in the learning environment. Initially, Sally struggled with separation anxiety, so educators dedicated time to comforting her during drop-offs and throughout the day.

Over the past three months, Sally has formed strong bonds with our educators. She has grown more comfortable and confident, engaging with the learning environment both independently and with her peers. She successfully participated in mealtimes and transitioned smoothly to nap time. After two weeks, Sally began to follow routines, such as collecting her water bottle and drinking her milk after lunch, indicating her progress in supporting her own mental and physical health while in our care.

Attending our Early Childhood Education and Care service has greatly benefited Sally's emotional and social development. She has become more independent in personal hygiene, washing her hands, and allowing educators to change her nappies. Sally now communicates her needs non-verbally, making eye contact with trusted educators, approaching the basket to collect her water bottle, or holding an educator's hand when she needs assistance with her favorite physical activities. She has developed meaningful relationships with the educators and knows how to seek comfort and support when needed.

This serves as a strong reminder of why Emergency Care Childhood places are so essential. It's crucial that we continue advocating for accessible care solutions for families in need. We also prioritise calling on the ACT Government to extend emergency placement funding to include children in primary school, ensuring that more families have access to critical support during times of crisis.



Mura Lanyon Youth Community Centre

Mura, meaning “Pathway” in Ngunnawal language has continued to diversify and thrive as a key pathway for community members in the Lanyon Valley, across the different age groups, to connect and find access services, supports and connection.

Over the past year, the Mura Lanyon Youth and Community Centre (MLYCC) has served as a hub for vital community gatherings, bringing together a wide range of individuals, groups, and organisations to strengthen community networks and foster collaboration. Our community hub has extended support to a range of services and organisations, including Conder craft group, MEGA Mums, Argyle Housing, the With Friends Initiative, Gymbaroo, Royal Life Saving and more. The centre also collaborated with the ACT Education Directorate, local playgroups, volunteers, and broader community members, enhancing opportunities for participation and joint initiatives.



YWCA Canberra and Gymbaroo have partnered together to offer the “Healthy Start in the Suburbs” program, giving eligible families free access to age-specific Gymbaroo classes for children aged 6 months to 4 years. These classes focus on enhancing physical, social, emotional, communication, and cognitive skills while also providing families with opportunities to connect with local services and support.



MLYCC hosted a Festive Giving event, allowing clients to select staple items, Christmas treats, children's toys, and Share the Dignity women's bags.

Thanks to community support, we raised

\$11,950

exceeding our \$10,000 goal.

The drive assisted:

131 MLYCC clients and

13 YWCA housing clients.

This success provided \$50 Wish vouchers for our clients, redeemable at Woolworths, Big W, or EG petrol stations. We received toy donations from Explore and Develop Conder, The Salvation Army, and the AFP, along with significant food donations from The with Friends Initiative, YWCA Children's Services, Deakin Croatian Soccer Club, and other community members.



Our Community Garden has flourished over the past few months, supplying fresh fruit and vegetables to our Food Hub. The garden has been tirelessly tended to by local volunteers to produce a wide variety of leafy vegetables, zucchinis, tomatoes, strawberries and more. This produce continues to aid our Food Hub client's access to fresh fruit and vegetables as the cost of living continues to rise.



Lanyon Food Hub

The Lanyon Food Hub, located at MLYCC, offers free emergency relief, regular food support, and material aid to vulnerable individuals in the Tuggeranong region. It provides a diverse selection of fresh and non-perishable food, made possible through funding from the Department of Social Services and Rotary Tuggeranong, and partnerships with Oz Harvest, Baker's Delight Lanyon, Share the Dignity, and Food Bank NSW & ACT.

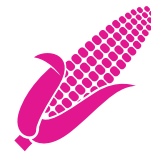
Recently, the Food Hub has experienced a significant surge in demand, with an increasing number of 70 new members from various demographics seeking emergency relief due to the ongoing cost-of-living crisis. During this reporting period, we have observed a dramatic increase of 151% in individuals accessing food relief requests, including individuals with disabilities, Aboriginal and/or Torres Strait Islander people, and those from culturally and linguistically diverse backgrounds. The food hub additionally provided 20 one off emergency relief to clients.



Received an average of

2.5 tonnes

of food each fortnight including:



1 tonnes

from Oz Harvest



1.5 tonnes

from Foodbank NSW



Approximately

100

bread items a week from
Baker's Delight



ad hoc donations from
members of the community



Approximately

**33.8
tonnes**

of food was stocked at the
Food Hub this year

Approximately

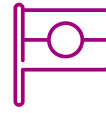
375

clients accessed the Food Hub
this financial year, totalling



2415

individual visits



**17.4% of clients identify
as Aboriginal or Torres
Strait Islander**



**231 clients identify as
female**



**91 clients
identify as male**



**33.1% of clients identify
as having a disability**

This year, we have seen a rise in clients from Culturally and Linguistically Diverse communities using our services, growing from 12.7% in 2023 to 19% of Food Hub members. Many are refugees facing barriers like limited English, poor knowledge of local services, and minimal resources—some even lack a refrigerator or kettle at home during their first visit.

Most popular items:

Meat



Fresh fruit and vegetables



Snack items for school



Milk



Youth Engagement Team

The MLYCC is central to the operation of the Youth Engagement Team to support young people aged 10-25 years, providing case work, group work, drop-in and school holiday programs.

In 2023 - 2024, the Youth Engagement Team have:



There was an average of



of 1:1 support through case work and one-off support

To celebrate ACT Youth Week, the Youth Team hosted the vibrant Creativity Con Market event, designed to showcase the diverse talents of Canberra's young people. The event featured numerous stalls where young entrepreneurs sold their handmade creations, alongside live music performances by talented local youth. Throughout the term, the Youth Team supported participants in creating goods to display and sell at the event. Seeing their stalls come to life was a proud moment, as it celebrated their dedication, skills, and creativity.



Coombs Community Centre

The **Coombs Community Centre** (CCC), managed by YWCA Canberra, is a versatile, fully accessible venue offering affordable hire rates. With modern amenities and a capacity of up to 150. CCC hosts a wide range of community activities, from workshops to parties, reflecting its growing popularity in the Molonglo Valley.

59

**one off events
(including single day
or part day hires)
were held at CCC
this financial year**

304+

**hours of long
term/weekly hall
hires**

1,294

**hours of short-
term hall hires**

The **Snow Foundation Bus** remains a highly valued community resource, serving multiple community groups and schools. It is used for various purposes, including casework, school holiday programs, and providing transportation for local students to attend school each week. Clients include Charles Conder School, Faith City, Samoan Methodist Youth Group, YWCA Canberra: Next Door Program and several more.

132

separate hires

530+

**hours of
transportation**



Clubhouse

The Clubhouse continues its operations at both YWCA Canberra's Richardson site and MLYCC, offering free, secure out-of-school learning space for vulnerable youth. Here, they collaborate with dedicated staff and mentors to delve into their own concepts, acquire fresh skills, and bolster confidence through technology utilisation.

The Clubhouse conducted 136 sessions at Richardson and Lanyon, offering a diverse range of activities for young people. Over 353 hours worth of sessions, activities like VR, 3D printing, photography, art, knitting, t-shirt design, spray painting, and music production occurred. Additionally, Clubhouse participants took part in the Schools Reconciliation Challenge, exploring and connecting with Aboriginal and Torres Strait Islander culture.

In 2023-2024, the Clubhouse achieved remarkable success by securing several grants and stipends, enhancing our ability to continue the incredible work we do.

This includes:

MTP Services sponsors one afternoon session weekly at the Lanyon location.

YWCA Canberra Clubhouse and the With Friends Initiative secured the 2023 **Canberra Foundations Collaborative Joint Grant**.

The grant funded an additional Clubhouse afternoon for young people aged 10-18 with neurodivergence and enabled the hiring of a Youth Engagement Officer to run this program and support other diversity-focused initiatives, such as the A-Z group and the Crystal Queer in-school program.

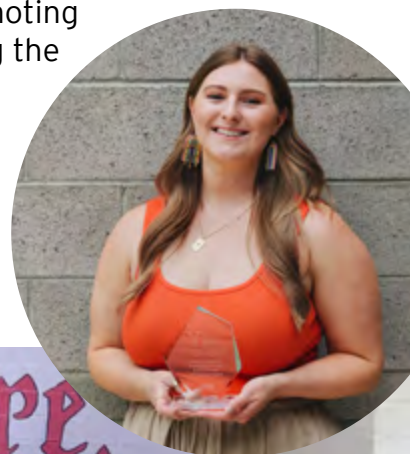
In 2023, the Clubhouse was one of 10 Clubhouses globally successful in a grant with the **International Clubhouse Network**. The \$10,000USD (\$14,000AUD) grant money was to deliver a Youth Activism and Advocacy program.

In 2023, the International Clubhouse Network granted a stipend of \$5000AUD to support the Clubhouse Coordinator to attend The Clubhouse Network's Annual Conference in Boston, Massachusetts.

In 2024, the International Clubhouse Network granted the Clubhouse \$2000USD (\$3000AUD) to deliver a Regional Teen Summit. This 4-day program spanning across 20 hours was delivered in the Winter School Holiday Program in July 2024, where participants developed skills in graphic design, 3D design, block-coding, virtual reality, digital game development, cyber security and more.

The funds were received in the 2023-2024 financial year, but we delivered the program in the 2024-2025 financial year.

The Clubhouse Coordinator partnered with Calwell High School to address homophobia and transphobia while empowering youth voices and promoting inclusivity. The project followed best practices by actively incorporating the 11 goals of the LGBTQIA+ working group. Over six months, participants met weekly to develop and implement initiatives aimed at fostering a more inclusive school culture and enhancing the mental health and well-being of LGBTQIA+ students. This program won the 'Outstanding Achievement in Youth Participation' award at the Youth Coalition of the ACT annual Youth Work Awards, known as "The Yogies"



Case Study | De-identified

"Before we found Clubhouse 3 years ago, Rowan my eldest son who has autism, really struggled to find activities outside of school, where he felt comfortable and safe to be himself. Rowan lit up after his first session at Clubhouse, he felt seen and heard. Clubhouse staff-built rapport with him instantly and were genuinely interested in finding out about his passions, to work on ways to build on those at Clubhouse. Rowan loves attending YWCA school holiday program as well, as he is unable to attend traditional school holiday programs. He partakes in lots of different activities, expanding his life experiences, all whilst building friendships and reducing his isolation.*

Clubhouse also provides respite for my other son Lewis. Having a sibling with disability can be stressful and lonely, Clubhouse provides a space for Lewis to relax, be himself and give him a break from stressful home life. Canberra really lacks a Sibling Support Group, so we feel so lucky that Clubhouse provides a space for Lewis to make friends and to just be a kid. Lewis absolutely loves going to Clubhouse, and since he has started, I have seen a positive shift in mental health and outlook on life."*

**Rowan and Lewis are fictional names to preserve Clubhouse attendees' privacy*



YWCA Canberra's LGBTQIA+ Prom was delivered for young people aged 12-25 years in the ACT on September 29, 2023. Young LGBTQIA+ people and their allies attended the event held at the Southern Cross Club, Woden. This year's theme was 'Up in the Stars', taking inspiration from glitter, galaxies, star-signs and sci-fi. This was a free event to ensure accessibility to all young people, with YWCA Canberra fundraising to cover the cost of tickets.



145

Young People attended



95%

**of attendees reported
they had a great time
in attendance.**

Over the past nine years:

**we've
showcased**

27

**incredible
performers**



**we've welcomed a
total of**

1,473

**attendees, each
experiencing a night of
acceptance and joy.**



Young people had a great time expressing their true selves at an evening of fun, featuring entertainment, dancing, and activities like the photobooth, glitter painting, and drawing. One of the highlights was Canberra's Premier Drag Entertainment Company, Phish and Phreak. Their incredible show was not only a crowd favorite but also showcased their genuine support and solidarity, contributing to a positive and inclusive space within the queer community.

Three awards were given to inspiring young people including:



A **Creative Contributions Award**, coverings, art music, drama, and any other creative skills, for an individual who has demonstrated outstanding creativity in elevating the experiences, narratives, and expressions of the LGBTQIA+ Community.



Resilience Award, a recognition of those who have turned obstacles into opportunities, inspiring others with their courage, strength, and unwavering pride.



Community Contributions Award, a testament to an individual who has gone above and beyond to nurture and support a cause that they are passionate about.



Tuggeranong Network Coordination

YWCA Canberra's Tuggeranong Network Coordination identifies unmet needs and service delivery gaps affecting vulnerable children, young people, and families in Tuggeranong and the broader ACT. The program promotes a collaborative effort among Canberra organisations to address these gaps.

The Tuggeranong Network Coordination, particularly under the Southside Initiative, has made significant strides in recent years, thanks to its dedicated efforts to forge strong relationships with key stakeholders, including local primary schools in the Tuggeranong region. This year marked the introduction of two innovative initiatives aimed at supporting local families: Cost of Living @ School and PERKS 0-8 (Parenting Workshops).

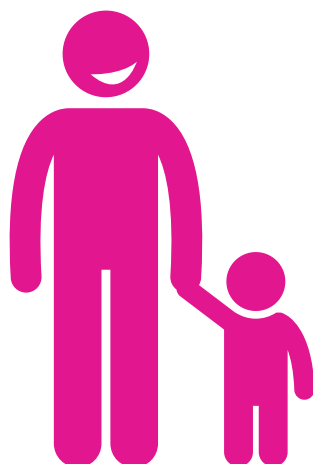
Cost of Living @ School

Cost of Living @ School launched in Term 1 at Wanniasa School and in Term 2 at Richardson Primary School, providing valuable resources and support to address financial pressures faced by families.

PERKS 0-8

In Term 2, the PERKS 0-8 initiative rolled out across three schools, featuring free workshops on Conflict and Kids, Early Child Development and Managing Big Feelings. Additionally, a Community Development Officer was introduced at Richardson Primary School, marking a pioneering effort in the region by dedicating one day a week to enhance community engagement.

49
parents
attended



26
children
attended

In 2024, the Healthy Schools Network ACT website underwent a significant upgrade, thanks to a successful grant from the Community Service Directorate Tech Upgrade Fund.

This upgrade, coinciding with the website's 10th anniversary, led to unprecedented pageviews and visitor numbers. The enhanced user experience and the inclusion of the Southside Initiative on the platform have broadened its reach and impact.

Healthy Schools Network ACT website page received



21,569

**views over the second half
of the financial year**



Warm Connections

Warm Connections is a YWCA Canberra counselling service providing individual therapeutic support for families with children and young people from birth to 15 years old. Warm Connections provides enduring assistance to parents/caregivers, children, and adolescents, with the goal of fortifying familial bonds and enhancing overall well-being.

In cases where necessary, Warm Connections collaborates with other YWCA Canberra services, including our Housing Support Unit and Domestic Violence Support Service team.

Offering both face-to-face and telehealth sessions, the service aids clients in honing skills such as self-regulation and maintaining composure, particularly in interactions with children. Additionally, it fosters healthy family dynamics and promotes self-esteem.



Client testimonial | de-identified

"I am very grateful for this service that has been pivotal in helping me better manage the needs of my children and to improve my overall well-being. My counsellor has incredible skills - a deep understanding of neurodiversity in girls that comes with a wealth of practical knowledge and skill building. I commit to regular appointments because of the crucial part it plays in supporting me and my family.

Lately I've even felt happier, more able to cope with the ups and downs, deeper insight into myself. I can see and imagine life into the future rather than surviving day to day.

This service has helped me to remain in the workforce which is beneficial to me personally and supports my family financially. My children can see the effort I put into therapy and they too now engage with their own therapy in a positive way. We are doing much better. Thank you for this life changing support, without it, we would not be on our way to thriving as I see happening now."

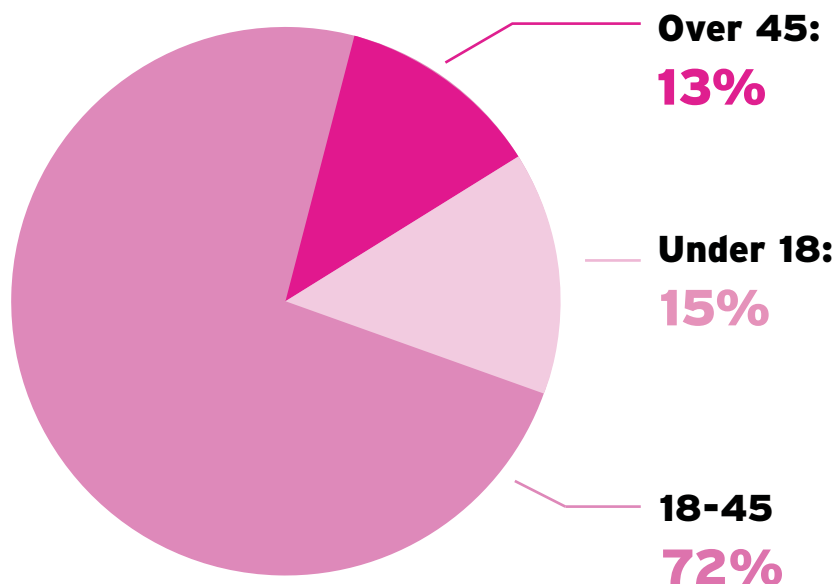
100%

of service users reported family relationships have improved.

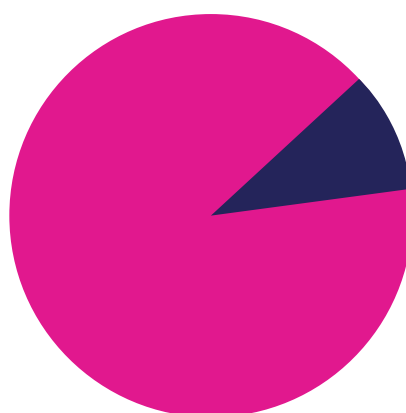
100%

of service users reported improvement within themselves.

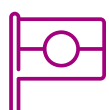
Age Breakdown



90% of clients supported were women.



10% of clients supported were men.



1.5% of clients identified as First Nations people.

Housing Services Overview

For over 80 years, YWCA Canberra has been a pillar of support for women and the wider Canberra community, beginning with the establishment of Leave House on Mort Street by Lady Gowrie in 1942.

Today, we continue this legacy by providing supported accommodation services on behalf of the ACT Government and as a registered community housing provider under the National Regulatory System for Community Housing.

Domestic and family violence remains a leading cause of homelessness for women and children in Canberra. Our housing services are dedicated to helping families secure housing, access vital information and resources, and connect with social supports. Through these efforts, we work to build resilience, prevent homelessness, and empower families to sustain their tenancies.

STRATEGIC PRIORITY 2

Housing Services

Our housing services are safe, appropriate and affordable, with priority access for women experiencing violence and older women. We're contributing towards ending homelessness for women.

Rentwell is YWCA Canberra's affordable housing program, designed for individuals with low to modest incomes who are unable to secure housing in the private rental market. As part of this service, we offer comprehensive property management for owners, which includes finding suitable tenants, managing bills, and keeping the properties maintained to a high standard.

Since its inception, Rentwell has managed 130 properties and successfully supported 583 tenancies. The program primarily leases properties from individual investors at a rate of 74.9% or less of the market value. In return, property owners receive ACT government land tax exemption and a charitable tax-deductible receipt for the difference between market rent and the affordable rent.

Rentwell Team Member Testimonial:

"We are committed to continue to grow the number of properties under our management because we see first-hand the positive impact in our community this has."

2019-2020	2020-2021	2021-2022	2022-2023	2023-2024
25 Properties	50 Properties	64 Properties	90 Properties	116 Properties
49 Leases	105 Leases	150 Leases	130 Leases	149 Leases

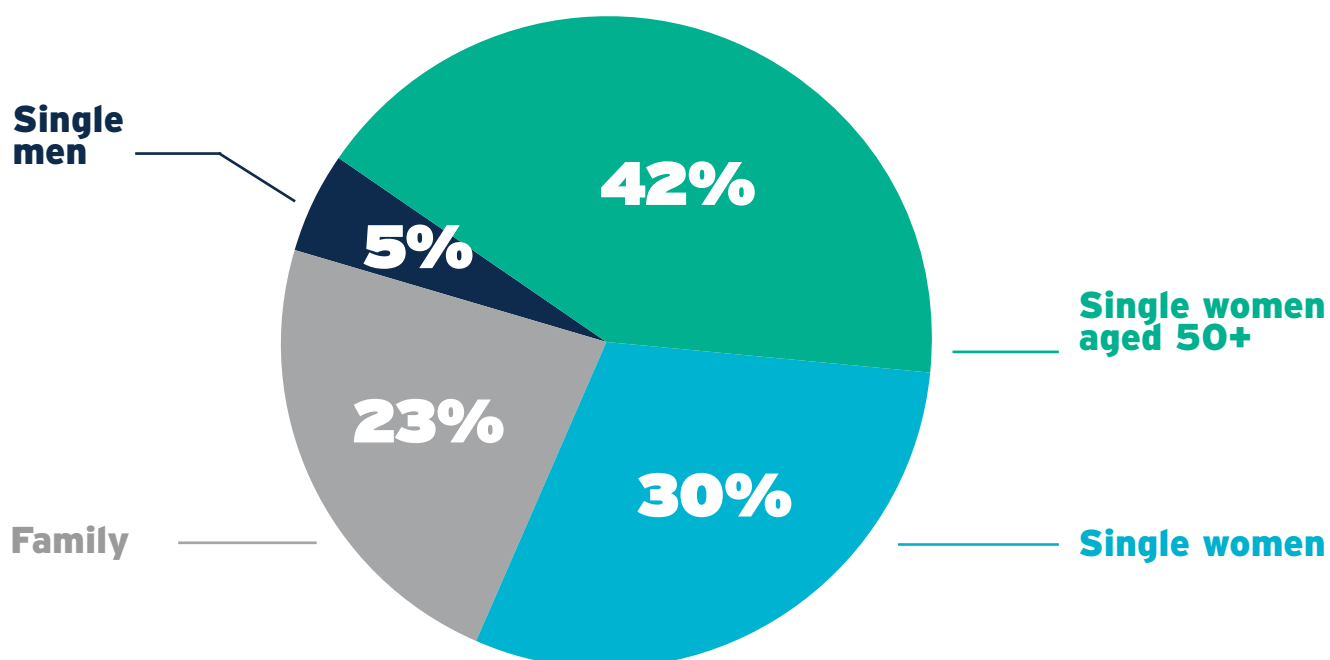
Approximately
30%

of tenants are individual
women with children

Nearly 55% of tenants
were not born in
Australia, amounting to

127
people

Family Formation (Tenant)





The Next Door specialised service program has just completed its fifth year of operation, assisting over 200 women aged 50+ and Aboriginal women aged 45 and over to find long-term, safe, and secure homes.

Through its holistic approach, the program offers long-term housing solutions while addressing the underlying issues that have impacted women's housing situations. This often means working with health professionals; legal services; financial services and DV services to ensure that women receive all the supports needed.

The program offers numerous opportunities for social interaction, recognising that women often become socially isolated when facing unstable housing. These events, including coffee groups, guest speakers, and cultural activities, help women meet and form friendships in a supportive environment. Additionally, the program works individually with women to connect them with social activities, volunteering opportunities, educational programs, and employment.

**This year
Next Door provided**

149

support periods

**400 support periods since
the service began**



**9 clients identify as
First Nations people**



**49 clients were born
overseas**



**45 clients speak a
different language at
home**



90%

**of service users said
they achieved all
their goals**



95%

**of service users reported
improvements in their
housing, safety, and
social engagement**

43

**service users were supported to
secure affordable housing at the
end of their support period**

Next Door Cookbook

Throughout the year, Next Door demonstrated their creativity and sense of community by producing a cookbook calendar for 2024. This project sought to shine a light on the rich and diverse backgrounds of participants, “dedicated to all the incredible women that have overcome adversity and allowed Next Door to walk beside them on their journeys.”

Global recipes came from South America, Africa, Europe and Asia reflected the vitality of culture, family, friends and connections through cuisine. The cookbook aimed to empower those through celebrating differences in flavours, spices and cooking practises.

Food is a fundamental human experience that allows us to connect regardless of differences in backgrounds. We are very proud that through this cookbook calendar, members of the Next Door community were able to share their history and culture through food.

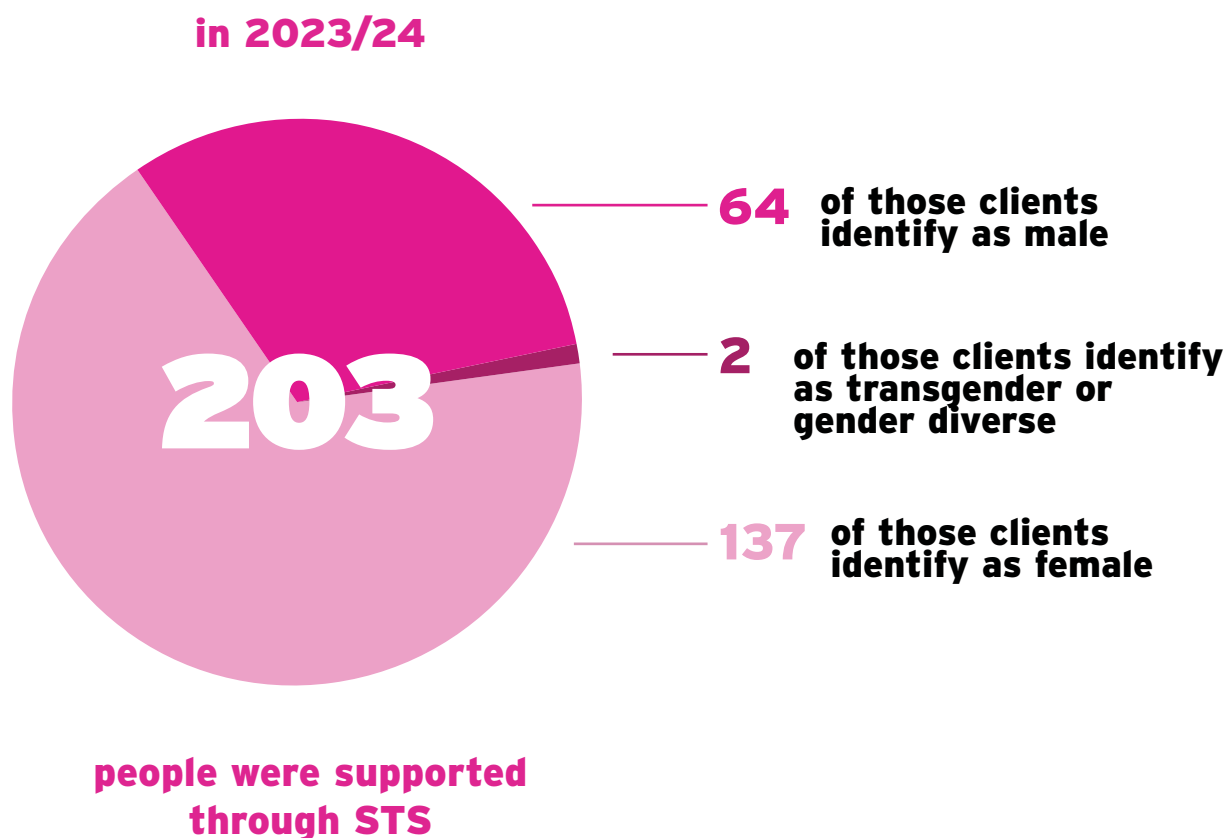


Supportive Tenancy Service

The Supportive Tenancy Service (STS) offers support, advocacy, and referrals for individuals who are homeless, at risk of homelessness, or living in inadequate housing. Since 2009, STS has operated as part of a consortium alongside Woden Community Services, Capital Region Community Services, and YWCA Canberra, serving as the gender specialist focused on supporting tenancies, primarily for women.

Supportive Tenancy Service works with people whose tenancy is at risk or who are facing barriers in establishing a private tenancy. The service uses a strengths-based approach in a trauma-informed and person-centred framework to bring about positive outcomes for its clients and 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.

One of our most significant initiatives recently is the partnership with Migrant and Refugee Settlement Services (MARSS), aimed at supporting asylum seekers and refugees in their settlement journey.



Main reasons for housing insecurity:

34

clients identified their main issue to find safe housing was due to having **employment difficulties**

33

clients identified that they **lacked family and community support**

41

clients identified they experienced either **domestic violence** or **family violence**

144

clients identified they had issues with **housing affordability**

'It's incredibly rewarding to be able to provide people with the knowledge to upgrade their life skills and connect them with training and job opportunities.'

- STS Team member

Housing Support Unit

YWCA Canberra's Housing Support Unit provides safe and affordable transitional housing in the ACT for women with children experiencing homelessness, at risk of homelessness, or escaping domestic and family violence. We offer gender responsive support through a person-centred, trauma-informed approach, helping our service users and their children reconnect with the community.

We advocate for long-term, safe, secure, and affordable housing solutions through collaboration with local services to assist our clients in finding stability, achieving their individual goals, and progressing as a family toward their best possible future.

Our Housing Support Unit offers assistance through case management and referrals to other services, guiding families as they transition into temporary housing, often with only the belongings they can carry. We aid them in sourcing everything necessary for settling into their transitional housing, then help them to establish long-term accommodation after thorough exploration of options to ensure the safest, quickest, and most suitable solution.



780

**of 1:1 support for
housed service users**



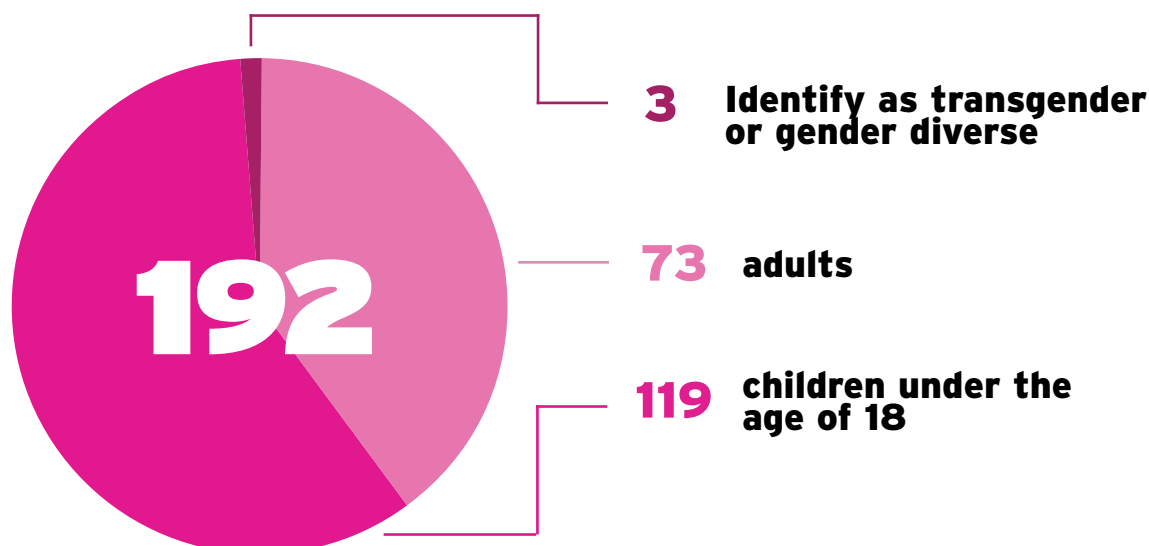
1040

**of 1:1 support for
outreach service users**

Client Testimonial:

"Thank you for your support letter it was written in a culturally appropriate manner and was respectful of my lived experience."

The Housing Support Unit aided



people this financial year

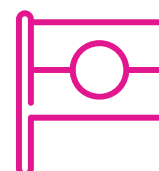


141

clients identify as culturally or linguistically diverse

54

identify as First Nations people



Through our holistic approach, we collaborate with childcare providers and schools, facilitating access to funding to ensure children can participate in formal education. We also assist in connecting them with sports and extracurricular activities, ensuring they do not miss out on opportunities enjoyed by their peers.

Pathways Program

The Pathways Program was launched in May 2024 in collaboration with Companion House, a local community organisation specialising in torture and trauma support. The Pathways Program helps individuals and families facing uncertain visa status, and challenges with employment, health, or income support rights. They are some of the most vulnerable people in our community.

Within this partnership, the YWCA Canberra provides tenancy management and case work to families and individuals. This involves coordinating a range of wraparound supports tailored to each client's unique situation. We work closely with clients to address their specific needs, including access to healthcare, legal assistance, education, employment services, and social integration resources.

The program is funded to support 29 single men and 13 families, all of whom have uncertain visa status.

"We are very excited to be working in collaboration with Companion House to support people with uncertain visas in establishing and maintaining accommodation as well as building capacity and helping them to connect to community."

- Pathways Team member



Common Ground Dickson

Common Ground Dickson (CGD) represents YWCA Canberra's housing-first model, offering long-term social and affordable housing. In partnership with CHC, who provide tenancy management, YWCA Canberra provides support services and community development programs.

This year, CGD has supported

51

individuals and families including:



21 people identify as female (including 1 transgender woman)



6 people identify as male (including 1 transgender man)



19 children and people under 18



7 people identify as First Nations



15 people identify as culturally or linguistically diverse

CGD has supported:

58

Individuals and families since it began

CGD has 40 units divided into

20 social

20 affordable



Client Testimonial:

"It's been a pleasure living at Common Ground. My boys are thriving and I'm finally able to call a place, home."

91%

of those surveyed reported improvement in their wellbeing since settling into CGD. Living standards, housing, and safety remains the highest in the ranking, with these three domains increasing from 23% to 32%.



YHomes is our development initiatives program in which we build or purchase affordable, suitable, and stable homes. YHomes offers women on modest incomes the opportunity to live independently with dignity.

As a key initiative within our social housing efforts, YHomes Housing Development represents the next step in our commitment to supporting homeless older women, survivors of domestic violence, and their children. By offering secure housing, we aim to create an environment where residents can thrive, with access to the resources and support networks they need.

YWCA Canberra received approval to construct a mix of supported homes on land we've owned for 30+ years, a project that highlights our innovative use of assets for community benefit.

YWCA Canberra's application to develop housing for women at risk of homelessness was finally given the green light by Planning and Land Management, in 2022 allowing us to finally move forward with the project after facing opposition from a handful of local residents for the past two years. CEO Frances Crimmins expressed gratitude for the community support, underscoring that the development has gone through extensive community consultation and adjustments based on local feedback.



YHomes Housing Development is more than just housing—it's a catalyst for positive change. By addressing the urgent need for accessible housing, we aim to create a ripple effect that benefits not only individual lives but also the broader community. Through YHomes, we provide affordability and inclusivity in Canberra's housing landscape, reinforcing our dedication to social equity and justice.



Many local residents supported us along the way with many highlighting the project's potential to provide safe, affordable housing, thereby contributing to addressing the pressing housing crisis in Australia.

Perseverance has been crucial for YWCA Canberra in advancing the YHomes initiative, especially in the face of opposition. Despite the challenges and delays, the commitment to provide safe and affordable housing for vulnerable women demonstrates a steadfast dedication to community needs, reflecting our resilience and determination to create meaningful change amid a significant housing crisis in Australia.

We extend our deepest gratitude to the generous members of our community for their donations and unwavering support since the inception of YHomes in 2019. We also thank the Department of Social Services for their funding, along with Homes for Homes and Anne-Marie Siitari, and Iain Hercus for their invaluable contributions.

Since its commencement on the 14th of December 2023, YHomes has provided



1500

individual nights of safe and secure accommodation

Client testimonial | de-identified

"YHomes [unnamed location] gave me a place to catch my breath and regroup after leaving a horrible situation. My children and I feel lucky to have found this place. We have now moved into our own rental property feeling much more settled."



STRATEGIC PRIORITY 3

Training and Networking

Our training and networking programs promote agency for women's participation in the Canberra region and across Australia.



Sheleads



She Leads is YWCA Canberra's flagship leadership program for women and non-binary people.

The program equips the next generation of women and non-binary 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 years 11 and 12



She Leads High Conference - for years 9 and 10





12
students graduated with a
**She Leads Diploma of Leadership
and Management**



4 2
students are currently working towards
completing the qualification



8
YWCA Canberra Staff were sponsored
to undertake the Diploma

84

84
hours of face-to-face
workshops per students

**The overall learner
satisfaction rate
for 2023-24 is**

84.9%

**Employer overall
satisfaction score is**

85%

Sheleads
DIPLOMA



The She Leads Diploma expands on the traditional Leadership and Management Diploma, offering a pathway for women and non-binary individuals to develop their leadership potential. It addresses unique challenges and opportunities, incorporating intersectional issues and diverse leadership styles.

The program now features three key modules: Leading Self, Leading Others, and Leading Organisations. Students will enhance their emotional intelligence, communication, team management, critical thinking, and people performance skills. They will also learn to lead diversity and inclusion, manage operational plans, handle project human resources, and coordinate health and wellness programs.

In dividing the She Leads Diploma into these three modules, students may be enrolled into each section allowing the possibility of receiving the content as micro-credentials. These short courses can be accredited or non-accredited based on learner needs, to make the program more accessible and specialised for each student.

Student Testimonial

"I was so pleased, and I really have the course to thank for this. I have felt a lot more confident in my leadership abilities since starting the diploma, and I've learned a lot of new skills. So, thank you!"



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

Our ninth She Leads Conference, held at the National Convention Centre, focused on the theme of 'Disrupt.' This theme encouraged challenging systems that perpetuate inequality, dismantling biases, and disrupting the status quo to foster positive societal change.

A diverse lineup of speakers, including Distinguished Professor Fang Chen, Professor Renee Leon PSM, Vanessa Turnbull-Roberts, and Angela Fredericks, enriched the discussion and broadened perspectives.



3 Panels:



**Empowering
Change in Work
Culture & Systems**

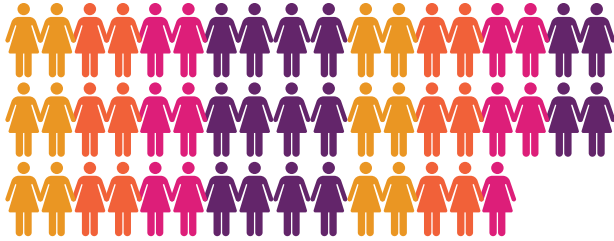


**Challenging Social
Norms in Sports,
Art, and Culture**



**Creating the Future:
Disrupting Science,
Technology, Health,
and Climate**





51 Students



6 Teachers



came from 5 local schools

7

Speakers



YWCA Canberra's 6th She Leads High Conference was a thought-provoking, one-day leadership event held at the Ann Harding Conference Centre, University of Canberra.

This year's theme, 'Disrupt,' emphasised the importance of embracing leadership to challenge and transform systems that drive inequality, and to confront biases and the status quo.

Targeted at young women and non-binary individuals in years nine and ten, the event aimed to provide attendees with a foundational understanding of leadership. It also explored crucial topics such as social and emotional development, peer relationships and pressures, self-esteem, and critical thinking.

84%

of students attending said they were satisfied with the conference

87.1%

of students students agreed that due to attending the conference, they gained motivation to pursue their leadership goals.



The She Leads College Conference is a one-day leadership event specifically targeted at young women and non-binary people in years 11 and 12. This year, the conference's theme was 'Rise up' and focused on challenging the status quo, breaking barriers, and defying societal expectations.

Every year, this conference provides a unique out-of-school opportunity to explore and solidify their leadership identity and reflect on their experiences, strengths, values, and goals and features young, dynamic presenters and interactive workshops.

2 Workshops:

'S.M.I.L.E.' focused on empowering individuals through the cultivation of self-care practices to foster inspirational leadership emergence.

'Trail Blazer' which engaged young people in identifying negative relationships within a number of settings, including school, home, and community.

Student Testimonial

"I really enjoyed attending and I learnt a lot from all the inspirational speakers. It was great to hear from a range of people, backgrounds and experiences."

116 Students

18 Teachers

FROM ACT AND REGIONAL NSW



7

Speakers

Speaker Testimonial

"The She Leads College Conference does wonders for student confidence, knowledge, and skills. Over multiple years now, I have had the privilege of watching the young women and non-binary people blossom in one short day."

Education and Training Unit

YWCA Canberra's training and networking programs empower women to actively participate in the Canberra region and across Australia. As a Registered Training Organisation (RTO National Number 1373) with accreditation renewed until 2031, we offer consulting, training, and facilitation services to individuals, government agencies, private businesses, and community organisations.

YWCA Canberra established its Education and Training Unit, twenty-eight years ago to specifically train staff to work in Children's Services and as a professional development opportunity for managers. This core mission continues to guide our efforts today.

We offer a Certificate III and Diploma in Early Childhood Education and Care, a Diploma of Leadership and Management, and professional development programs for the education and care sector, as well as for emerging managers.

This financial year our RTO successfully gained 50 places of Skilled Capital* funding for Early Childhood Education and Care courses; the financial subsidy of this funding exceeds \$500,000

This year, three of our Trainers and Assessors were nominated for the ACT VET Teacher/Trainer of the Year at the ACT Training Awards 2024, with **Deanne Ranyard** advancing as a finalist.

Additionally, five of our students were nominated and became finalists in the ACT Vocational Student of the Year and ACT Trainee of the Year categories:

Philippa Northam - She Leads Diploma - ACT Trainee of the Year

Elizabeth Pallas - She Leads Diploma - ACT Vocational Student of the Year

Ariah Holmes - She Leads Diploma - ACT Vocational Student of the Year

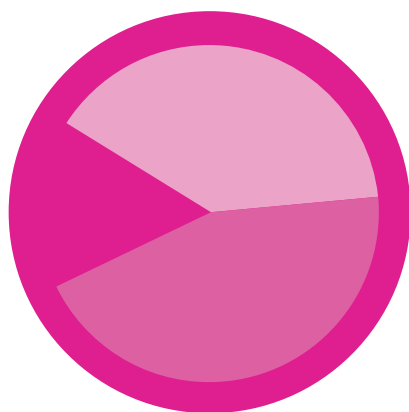
Henry Deane-Dare - Diploma in ECEC - ACT Vocational Student of the Year

Rosa Pena-Cordova - Cert III in ECEC - ACT Vocational Student of the Year



In 2023 -2024, we delivered certified training in Early Childhood Education and Care, and Leadership and Management.

268 Students received training



106 of these were new students

120 students are currently completing training

79

User Choice trainees were engaged under the national funding for Australian Apprenticeships



Received a statement of attainment in first aid

In 2023-24, we had:

41

new students enrolled through Skilled Capital* funding.

During this period, we had:

91

students studying through SC funding.*

3 of those students were self-funded

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

84.9% 90%.

2022-
23

2023-
24

In 2023-24, the overall learner response rate increased from 84.9% in 2022-23 to 90%.



Employer satisfaction response rates climbed up to the 90% level in 2023-2024.



ECEC Student Testimonial

"I am very excited to have completed my Diploma, I can't describe my feelings with words. I thank again everyone who has conducted and supported this amazing program. I would like to express my sincere gratitude to my trainer who has been more than a trainer. I can definitely say that I wouldn't have been able to complete my studies without her support."



Board Traineeship Program

Launched in 2002, our Board Traineeship Program is a key component of our dedication to fostering leadership opportunities for young women and non-binary individuals. This program allows participants to engage actively with our Board while avoiding the financial and legal responsibilities of full Directorship.

Central to our commitment to diversity, the program upholds a quota ensuring that 30 percent of our board positions are held by young women aged 30 or under. This approach helps maintain a diverse Board culture and promotes intergenerational dialogue that enriches our work.

This year

3

**women participated in the
program**

Board Trainee Testimonial

"YWCA Canberra's Board Traineeship Program has been an incredible opportunity to learn about governance and how a board works. All members of the Board were incredibly encouraging and generous in sharing their knowledge and experience with trainees.

In 12 months, I have grown my understanding of the responsibilities of a board and developed a deep appreciation for good governance. Learning alongside and getting to know the other trainees has also been such a wonderful benefit of this program.

Thank you, YWCA Canberra, for giving young women the opportunity to learn and practice governance skills and gain important experience for future board positions."

Policy and Advocacy

YWCA Canberra has continued to set a high standard for community sector advocacy in the ACT. Our policy team has made valuable contributions to the public discussion and reform agenda for a suite of deeply felt community issues including poverty, violence against women and children, housing and homelessness and community sector resourcing and sustainability. Our advocacy reach continues to grow through strategic engagement with both traditional and social media and the growing profile of our Our Lives: Women in the ACT survey.

The third survey focused on cost-of-living as a central theme and the findings were released in November 2023. We have since used the report to inform our policy agenda, and reinforce the research base that underlies our advocacy.

We continue to work closely with the Domestic, Family and Sexual Violence Office within the ACT Government to draw attention to issues regarding transparency and vision. In early 2024, we responded to the request for feedback on the ACT Domestic, Family, Sexual Violence Strategy, consultation draft. We raised significant concerns, which were raised by other sector stakeholders, regarding the absence of strategic vision or agenda setting of this draft in writing noting it needed to be re-developed in consultation with the sector. As a result of our advocacy, the draft strategy was removed from immediate consultation by the ACT Government, with the proposal that it will return to the agenda in the future along with a stronger consultation process.

For the year ahead, YWCA Canberra has prepared our 2024 ACT Election Platform which will inform our core policy priorities for the next four years as well as lead our engagement with the incoming ACT Government.

STRATEGIC PRIORITY 4

Advocacy

Our advocacy transforms power structures, enabling women and children to thrive.



National Women's Safety Alliance

The National Women's Safety Alliance (NWSA) unites individuals with lived experiences and women's organisations to offer policy guidance, share knowledge and provide frontline expertise. The NWSA aims to shape national policies and reforms for women's safety. Supported by the Department of the Prime Minister and Cabinet's Office for Women, the NWSA is one of six National Women's Alliances and operates under contract of YWCA Canberra.

The NWSA has taken part in over 50+ submissions and consultations with government on women's safety:

25

**submissions and
consultations**

20

**meetings
with Federal
Government
Members**

7

**National
Roundtables**

2

Senate Inquiries

The NWSA is the largest collective of leading women's civil society organisations and individuals with lived experiences dedicated to providing direct advice to Federal Government on policies addressing gender-based violence. With over 670+ members and growing, the NWSA attracts subject matter experts and individuals with lived experiences. Our partners include Our Watch, ANROWS, DValert, the Office of the eSafety Commissioner, Women and Children First, Your Reference Ain't Relevant, Single Mother Families Australia and Women's Legal Service Australia

We have grown membership
of NWSA to over 670.

670+

Members

The NWSA has collaborated with over 50 organisations.

NWSA's diverse membership encompasses the domestic, family, and sexual violence sectors, as well as academics, researchers, victim-survivors, and corporate partners. We have established working groups to focus on specialised areas of women's safety, facilitating policy discussions and advocacy.

50+

Organisations



9

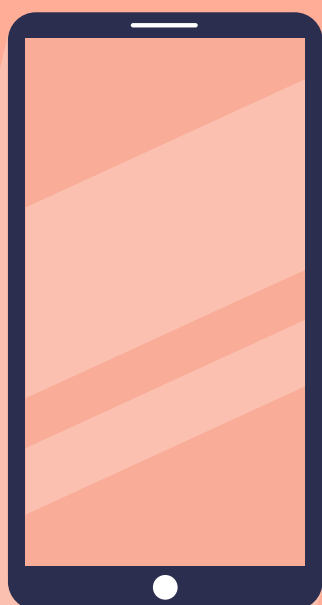
expert reference groups

6 external

3 internal

2023-2024 has marked an unprecedented focus on women's safety. During this time, NWSA has engaged in consultations across all levels of government, establishing ourselves as a trusted advisor and advocate to the Federal Government. Our active participation in various federal committees and Ministerial Roundtables underscores our prominent role in shaping policy.

In 2024, Australia marked a pivotal moment in family law with landmark reforms designed to enhance protection and support for victims of domestic, family and sexual violence (DFSV). These changes, which include streamlined legal processes and improved access to safety measures, aim to address the complex dynamics of DFSV with greater sensitivity and effectiveness. The National Women's Safety Alliance played a crucial role in these reforms, advocating for policies that prioritise the safety and well-being of women and children. Our collaboration with policymakers and stakeholders ensured that the reforms are robust and responsive to the needs of those affected by DFSV, reinforcing Australia's commitment to a safer, more equitable legal system.



2,182

LinkedIn Followers



1,181

Instagram Followers



843

X Followers

Violence Prevention Unit

YWCA Canberra's Violence Prevention Unit researches, develops, and delivers a diverse array of programs, including training and educational opportunities, aimed at preventing and addressing violence against women both in the community and in workplaces.

Community Services has been running the Confidence, Clarity, and Care program, funded by ACE Grants from the Chief Minister, Treasury and Economic Development Directorate. This free program consists of eight workshops designed for women and non-binary individuals aiming to boost their confidence and take the next step toward employment. Participants develop the self-assurance and clarity needed to become job-ready, learning in a safe, supportive, and nurturing environment. The program has successfully completed four cohorts, with each cohort participating in weekly sessions over an 8-week period.



80

hours

**of the Confidence, Clarity
and Care program has so
far been delivered**



We have enrolled

37

**participants across
the four cohorts and
are meeting our target
successfully**



**Most participants rated this
workshop as effective in
rebuilding their confidence.**



**Numerous participants have
reported that they have
been successful in getting
paid work while undergoing
workshop and after
attending our workshop.**

In addition to the in-person group sessions, we offer personalised one-on-one coaching to further support participants in achieving their goals.



The program, widely advertised to stakeholders and our network of community service partners, has received enthusiastic referrals from agencies such as Karinya, Red Cross, St. John's Care, and our own Community and Children's Services programs.

Other Trainings conducted this year:

Trauma Informed Support Training:

YWCA Canberra's Trauma-Informed Support Training equips participants with the skills and strategies to offer compassionate, person-centred support to individuals affected by sexual harassment, discrimination, and bullying.

Spanning six hours, the workshop integrates recommendations from the Respect@Work report by the Australian Human Rights Commission (2020).

Domestic Violence Support Service

YWCA Canberra's Domestic Violence Support Service provides free, confidential, and non-judgmental case management for women and children affected by domestic and family violence in the ACT. Our multilingual team ensures accessibility for women from Culturally and Linguistically Diverse (CALD) backgrounds, and with the support of Aunty Tanya Keed, we offer culturally sensitive assistance to First Nations clients.

We deliver early intervention and support to help women and children manage their safety. The service has experienced consistent high demand, receiving referrals from Supportlink, Onelink, Victims Support ACT, Family Violence Safety Action Program of ACT, Domestic Violence Crisis Service, Women's Legal Centre, Housing ACT, and other sources, as well as self-referrals. In its four years of operation, our service has assisted over 700 women.

In December 2023, we launched the YHomes Domestic Violence Units as part of the Department of Social Services Safe Place Federal Government initiative. These three units provide crucial crisis housing for women fleeing domestic violence, marking our expansion from outreach to short-term crisis accommodation.

YWCA Canberra has been lobbying for greater transparency on the Safer Families Levy, a flat rate applied to all households, since 2018. Finally, as a result of our advocacy the ACT Audit Office commenced an audit of the Levy and its effectiveness and use in 2023. We participated in interviews with the Audit Office in the second half of 2023 to further reinforce our public advocacy on the use of the Levy. In anticipation of the Audit report being released the 2024-2025 ACT Budget finally redirected the majority of the revenue from the Safer Families Levy towards frontline services. While we are waiting for the release of the Audit report, the audit report and the reallocation of the revenue in the most recent Budget are themselves a testament to the effectiveness of our advocacy work.

**From July 2023 to June 2024,
our Domestic Violence Support**

Service received

283

new referrals

Our service receives

24

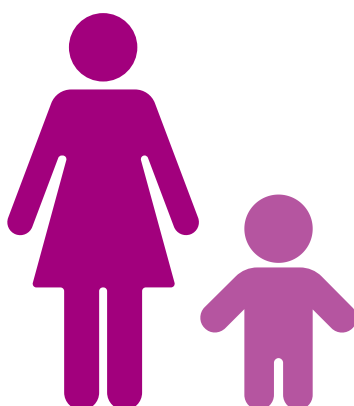
**new referrals each
month**



In July 2023, we secured a three-year funding grant from the ACT Government for two dedicated Domestic Violence case managers, officially recognising YWCA Canberra as a specialist provider in this field. Our service is now listed among the top domestic violence support providers on the ACT Government's website.

We supported

170
women



and

319
dependents/
children

489

individuals received
1:1 support

53

women received
one-time support

The service has consistently operated at or above capacity, optimising support in short-term, long-term, and one-off category. The significant proportion of self-referrals in 2022-2023 highlights our ability to provide crucial pre-crisis support to individuals who might otherwise have been overlooked.



WORK RESPECT

Work Respect is a new social enterprise developed by YWCA Canberra. The online training toolkit is designed to provide employers with evidence-based advice and practical tips to understand, implement, and sustain organisational change to prevent and respond to workplace sexual harassment.

Legal Compliance & Support

By helping employers meet their Positive Duty obligations, Work Respect supports legal compliance and is aligned with the recommendations outlined in the Anti-Discrimination and Human Rights Legislation Amendment (Respect@Work) Act 2022 (Cth) strategic framework.

Development and Market Introduction

The Work Respect program benefited from the guidance and knowledge of organisational experts throughout its development and launch. YWCA Canberra's Dr Tulika Saxona, a renowned gender-based violence expert, and Gender Specialist, Joyce Das provided valuable insights and recommendations throughout the program's development. Saxona's and Das' expertise ensured that the program's content and strategies were grounded in evidence-based approaches. After a dedicated three-year development period, Work Respect was introduced to the market in February 2024. The soft launch occurred at a trade show, where the team presented the toolkit to a select group of ACT businesses, marking the beginning of its journey.

National Marketing Strategy

Since its launch, Work Respect has been marketed nationally to a diverse array of Australian businesses, organisations, and government departments. Our comprehensive marketing strategy includes:

- Direct email and telephone outreach
- A strategic and robust social media presence
- Participation in relevant business trade shows

Market Reception and Engagement

The response to Work Respect has been highly encouraging. We have recorded sales across various industries, including mining, automotive, and clubs. Our team continues to engage in meaningful dialogues with government departments and agencies at federal, state, and local levels, as well as with national and local businesses and organisations.

Commitment to Excellence

The Work Respect Toolkit is integral to our mission to end violence against women and aligns with our vision of "Girls and Women Thriving."

416

**Work Respect
users**



8

industries



7

**consulting
professionals
who assisted
in the design**



**Hours of Work
Respect completed:**

853

& counting!

Great Ydeas

YWCA Canberra's Great Ydeas Small Grants Program offers financial support to local women, girls, and nonbinary individuals, empowering them to pursue their passions and make a positive impact in our community.

YWCA Canberra's Great Ydeas Small Grants Program offers up to \$2,500 to support women, girls, and non-binary people in the ACT in pursuing their passions and enhancing the community. Launched in 2010 to mark our 80th anniversary, the program has awarded over 90 grants, funding diverse projects, including a conference for women of colour, public awareness campaigns, empowerment programs, a toolkit for victim-survivors of sexual violence and financial literacy workshops for young women and launching social enterprises. Priority is given to initiatives that empower the local community and have potential for growth beyond the initial funding.

Each year, \$9,000 in micro-grants is distributed to foster impactful projects in the Canberra region.

We were thrilled to fund projects like Lew Ching Yip's Project Chosen Family, which supports culturally and racially marginalised female-identifying youth with strained familial relationships, and Dr. Chloe Lim's Culturally and Linguistically Diverse Voices in STEM Podcast, amplifying the voices of culturally and linguistically diverse women in STEM. We also supported Megan Tennant's Girls for the Environment, empowering young girls, women, and non-binary individuals with the skills to become environmental champions, and Emma English's Student Scholarship for Singing Lessons to aid in confidence building. From uplifting marginalised youth to amplifying diverse voices in STEM and fostering environmental stewardship, these projects truly embody the spirit of empowerment and transformation.



World YWCA Day

YWCA Canberra is dedicated to expanding the global influence of the World YWCA movement by actively promoting and supporting the efforts of YWCAs worldwide.

This year, the World YWCA Day theme was “Resist, Reclaim, Revolutionise: No to Rollbacks,” a direct call to advocate against those attempting to undo the hard-won progress toward gender equality. Globally, a troubling pattern is emerging as anti-rights movements work to roll back the freedoms and rights attained through decades of advocacy and struggle.

Each of us has the power to affect change within our own communities by advocating for reforms, increasing representation, and implementing new policies that advance equality and justice, especially in women’s empowerment. The women’s sector is a strong local and global voice for advocacy and reform, continuously fighting for a sustainable sector where everyone can receive the support they need.

Our dedication to supporting survivors and ending the cycle of violence is unwavering. We will continue to stand shoulder to shoulder with those in need until every woman can live free from fear and abuse.

We reaffirmed our commitment to advocating for survivors and fostering a society where every individual can live free from the fear of domestic violence.

“Providing flexible support to survivors that meets their needs and makes them safe is very critical. However, current funding to these services does not allow this. If resources being generated in the ACT to support domestic, family and sexual violence survivors reached frontline services, we would be able to better assist women and children to take steps towards their safety.” - Dr. Tulika Saxena, YWCA Canberra’s Director of Prevention of Violence and Domestic Violence Responses.



YWCA Australia

We were excited to join YWCA Australia at the launch of the Song Hotel in Sydney—a profit-for-purpose initiative where 25 cents of every dollar spent supports YWCA Australia’s vital work. The funds contribute to improving safety, wellbeing, and opportunities for women, young women, and girls, particularly in the areas of housing and homelessness.

We commend YWCA Australia for their continued commitment to empowering women and creating a safer, more supportive community.

YWCA World Council

The YWCA World Council, held every four years, unites YWCAs from around the globe to address governance, share collective impacts, and celebrate our global movement. This year, we are proud to announce that Renee Mastrolembro, YWCA Canberra’s Young Woman Director, has been elected to the World Board for the Pacific region.

We also extend our heartfelt thanks to Emma McCarthy, who has completed an impressive eight years as Treasurer of World YWCA. Emma’s dedication has been recognised with a life membership, honouring her significant contributions to the global movement.



Supporters

YWCA Canberra takes pride in our vibrant and active community of women and gender-diverse members, united by a shared passion for gender equality.

Additionally, we have consistently connected our members to key leadership opportunities, including the Great Ideas Small Grants Program and Board Traineeships. Each year, we offer \$5 memberships to attendees at our She Leads Conference, ensuring that our membership remains accessible to a diverse range of people. This commitment helps us continue growing our community in the ACT.

In 2023-2024, we expanded our online community to 23,806 followers and supporters across 6 social media platforms. This growth has fostered an active and vibrant community that positively engages with our posts, celebrating the impactful work we do.

Through these communication channels, our subscribers stay informed about our leadership events, community news, services, and advocacy content every month. We are proud to see our online community grow and our supporter base expand and mobilise around our work and advocacy efforts.



Affiliated Channels

1,437 Followers on the She Leads Facebook Page

340 Followers on the She Leads LinkedIn Page

536 Followers on the YWCA Canberra Clubhouse Facebook Page

815 followers on the YWCA CBR Youth Engagement Team Instagram



STRATEGIC PRIORITY 5

Sustainable Organisation

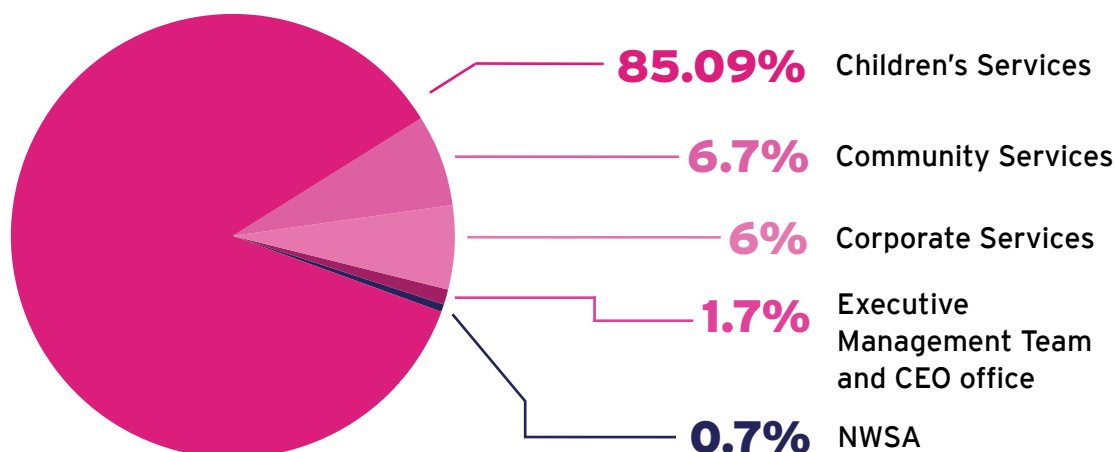
Our transparent and inclusive practices through strong governance, management, service delivery and partnerships enable us to have a sustainable organisation.

Our Workforce

At YWCA Canberra, we strive to create a workforce that encourages, respects, and empowers individuals from all walks of life, providing them with the opportunity to thrive in a supportive environment. We recognise the immense value and perspectives that come from a community forged from diverse circumstances and backgrounds. As a result, our workforce reflects this rich diversity, embracing varied experiences and viewpoints to foster innovation and inclusivity.



Division of people within the organisational structure:



Children's Services - 85.09%

School Age Care - **45.40%**
 Early Childhood Education and Care - **38.31%**
 Childcare Accounts - **1.38%**

Community Services - 6.7%

Housing and Homelessness - **4.14%**
 MLYCC - **1.15%**
 DV - **0.70%**
 Therapeutic Services - **0.70%**

Corporate Services - 6%

Finance - **1.84%**
 Communications, Advocacy and Engagement - **1.60%**
 Education and Training Unit - **1.38%**
 People and Capability - **0.70%**
 Quality and Risk - **0.50%**

Executive Management and CEO office - 1.7%

Executive Management Team - **1.20%**
 CEO office and Reception - **0.50%**

NWSA - 0.7%

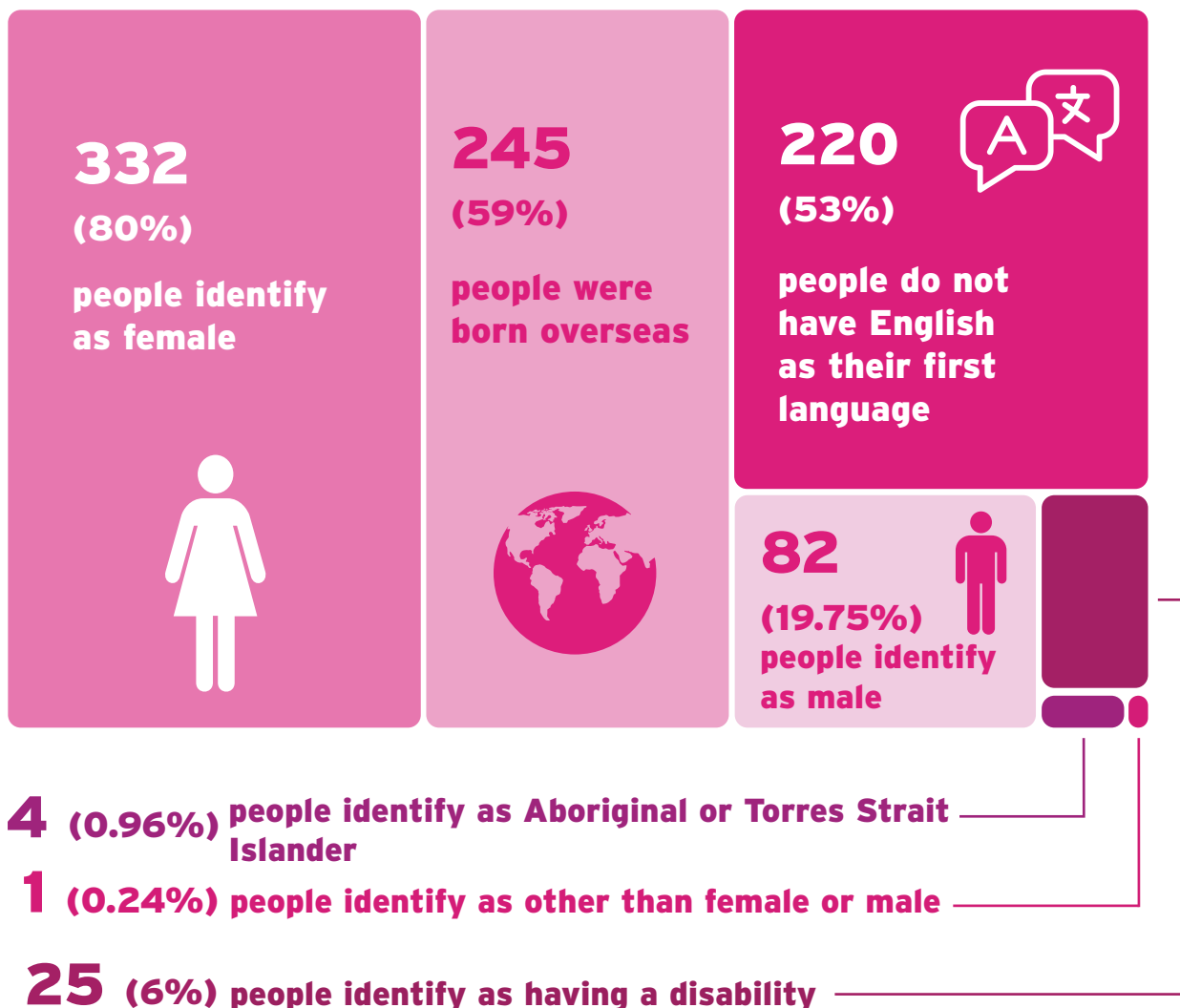
192 new employees
were recruited
in 2023-24

100
casual

60
part-time

32
full-time

About us:



Governance and Corporate Structure

YWCA Canberra operates under a robust governance model, overseen by a board of up to 12 directors who define the organisation's strategic goals. The Board of Directors adheres to a Code of Ethics and Proper Practice, and their work is guided by a comprehensive governance manual, which outlines the relationship between the Board and the Chief Executive Officer. Our Constitution, which sets forth the fundamental principles governing our organisation, was last amended at the Extraordinary General Meeting on May 16, 2018.

Our Executive Management Team adopts a holistic organisational approach, guiding pivotal decisions on strategic directions, accountability frameworks, organisational development, policy formulation, and quality assurance. The team includes the Chief Executive Officer, Chief Operating 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. As the sole employee of the Board, the Chief Executive Officer bears responsibility for the organisation's day-to-day management.



2023-2024 Board Directors



Frances Crimmins
Chief Executive Officer



Carina Zeccola*
President



Kristin Blume
Vice President



Natalie Hyde
Treasurer



Julie Lean
Board Member



Maree Harman
Board Member



Renee Mastrolembo*
Board Member



Lauren Hassall
Board Member



Fern Denton-McDermott*
Board Member



Caroline Khalil
Board Member



Jacqui Dowling*
Board Member



Kirsty Martin*
Board Member

Independent members of the Audit and Risk Committee



Bridget Browne
Chair



Victoria Oakden
Deputy Chair

* 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.

Workplace Gender Equality Agency

YWCA Canberra is honoured to receive the Employer of Choice for Gender Equality Citation from the Workplace Gender Equality Agency (WGEA) once again. This recognition highlights our commitment to gender equality and the diverse needs of our employees, solidifying our role as a leader in fostering an inclusive workplace.

We are proud to be the only Canberra-based organisation to receive this citation, demonstrating our dedication to setting high standards for gender equality. CEO Frances Crimmins expressed, "This achievement underscores YWCA Canberra's commitment to gender equality, and we encourage more Canberra organisations to join us in making gender equality a workplace norm."

This year, WGEA also published the gender pay gaps for Australian employers with over 100 employees. YWCA Canberra continues to stand out with a negative gender pay gap of -10.5 which was confirmed in our 2023-24 Gender Equality Reporting. Importantly, our Enterprise Agreement ensures no gender-based pay gap for identical roles, reinforcing the value of clear, equitable pay structures. Our continued recognition as an Employer of Choice since 2014 reflects our unwavering commitment to gender equality. We also provide above-award salaries, generous paid parental leave on commencement, and flexible working arrangements through our YWCA Canberra Enterprise Agreement 2023-2027.



Workplace Gender Equality Agency

At YWCA Canberra, we pride ourselves on our generous parental leave provisions and a myriad of flexible work options designed to foster a healthy work-life balance.

These include:

9-day

fortnight

4-day

compressed
work week

Paid

parental leave
on commencement



**WGEA Employer of
Choice for the past
13 years**

YWCA Canberra

Gender Pay Gap

-10.5%

Total Workforce



84%
women



16%
men

WGEA Average

Gender Pay Gap

+21.7%

Total Workforce



51%
women



49%
men

-10.3%

**Median Base Salary
Gender Pay Gap**

The YWCA Canberra is a part of the **79% of employers** with a policy/strategy in place to support gender equality in the workforce.

The YWCA Canberra is a part of the **31% of employers** who consulted with employees on gender equality issues.

Quality Assurance and Risk Management

Throughout 2023-2024, YWCA Canberra reviewed organisation wide systems and processes, and undertook a project to introduce a cloud based Quality and Risk Management System (Beakon) to the organisation.

This platform includes various modules which will help to record and manage numerous processes within the organisation, including:

- Incident and hazard management
- Compliments, complaints and feedback management
- WHS Site Audits
- Contract management
- Compliance management

In 2023-2024, we were successful in completing our mid-cycle assessment for the externally accredited Quality Improvement Council (QIC) Health and Community Service Standards (7th Edition).



Accreditation against the QIC standards support us to deliver quality and safe services, to improve client and community engagement and to ensure diversity and cultural appropriateness. It also aligns with our work to ensure effective management and governance systems, while committing to a cycle of continuous quality improvement.

In the second half of the year we introduced a new outcome measure tool, the Home Star to our Community Services Team. We use the Outcomes Star as part of our direct one-to-one work with clients. The Star enables staff and clients to work together to reflect on the current situation, to identify next steps and to compare progress over time.

We have reviewed all children's services policies and procedures to ensure that we are meeting the new changes in the National Quality Framework and continuing to deliver the highest quality education and care to our community. With each new update, the staff are embracing and reflecting on their practices to meet these changes. Over the reporting period, we have had five compliance visits from our Children's Services Regulator across multiple services. We have received positive feedback from the Authorised Officer regarding our services, environments, and practices within each site.

Within our Education and Training Unit our quality focus has been on

- Regular updates to assessment materials to improve student satisfaction and outcomes
- Monitoring of student and employer satisfaction through Australian Quality Training Framework (AQTF) feedback on course completion

In addition to the QIC standards, YWCA Canberra continues to be accredited against the following external client-related service standards for our key business portfolios:

- 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

Our diligent Work Health and Safety Committee, made up of Health and Safety Representatives from across the organisation, continued to monitor workplace incidents, near misses, and hazards. The committee assisted with communication and consultation across teams for the organisation's incident reporting systems. Various members of the Work, Health, and Safety Committee then undertook higher-level training in the areas identified as potential risks to workers. This then allows the trained Committee members to tailor staff professional development to be site-specific.

We have undertaken Cyber Security Audits to assess our alignment with the Essential 8 Cyber Security Maturity Model and transitioned to a new Managed Service Provider to support us to move towards full compliance. We have also started the process of reviewing our IT Business Continuity and Disaster Recovery Plan.

The Audit and Risk Committee comprises members of the Board and is chaired by an external and independent member. The Audit and Risk Committee received reports on internal and external audits conducted, discussed the challenges for upcoming community projects and services and provided advice and support for the organisation's response to identified risks.

Financial Sustainability

YWCA Canberra continued to provide critical services to the community while maintaining financial sustainability. Despite the challenges of rising costs and increasing demand for services, we have successfully met our budget, expanded programs, made strategic investments in our affordable housing portfolio, upgraded our childcare centres and invested in technology to enhance service delivery and operational efficiency.

YWCA Canberra ended the 2023-24 financial year with a surplus of **\$1,530,007 (2022-23: \$840,209)**.

Financial Performance

Revenue:

Total revenue for the 2023-24 financial year was **\$31,127,965**, representing a **19% increase** from the last financial year. (2022-23: \$26,212,965).

The growth was primarily driven by:

Expansion in children's services portfolio and improved occupancy (20%)

Increase in grant funding from government agencies (11%)

Surge in donations and sponsorship income (28%)

Our ability to diversify funding sources has strengthened our financial position and reduced reliance on any single funding stream.

Expenses:

Total expenses for the 2023-24 financial year amounted to **\$29,597,989**, representing a **17% increase** from the last financial year. (2022-23: \$25,372,756).

The increase in operating expenses was marginally below the increase in income, demonstrating our effective cost control measures during uncertain economic time and a rising costs environment.

Majority of the spending was directed towards our program services, reflecting our commitment to delivering high quality support to the community.

The breakdown of the expenses is as follows:

Administrative Expenditure: \$4,142,227 (14%)

Equipment Expenditure: \$2,165,688 (7%)

Staffing Expenditure: \$22,427,441 (76%)

Services and Utilities Expenditure: \$862,633 (3%)

Financial Position

YWCA Canberra remains in a sound financial position with net assets as at 30 June 2024 **\$16,410,168** (2022/23: \$14,365,498), representing an **increase of \$2,044,670 or 14%**. The increase in net assets was primarily attributable to income growth in children's services due to improved occupancy, increase in capital grants and donations for YHomes affordable housing project, and gains in our investment portfolio. These key factors have strengthened our asset base and providing additional resources for future sustainability. This will enable us to expand our services and respond to future community needs.

Operating cash flow decreased by **\$137,234 or 5%** as at 30 June 2024, ending the year at **\$2,806,354, down from \$2,943,588** in the last financial year. The decrease was contributed to increased operating expenses due to high inflationary pressures on wages and energy prices. Rising inflation led to increased staffing costs while we tried to remain competitive and support our workforce.

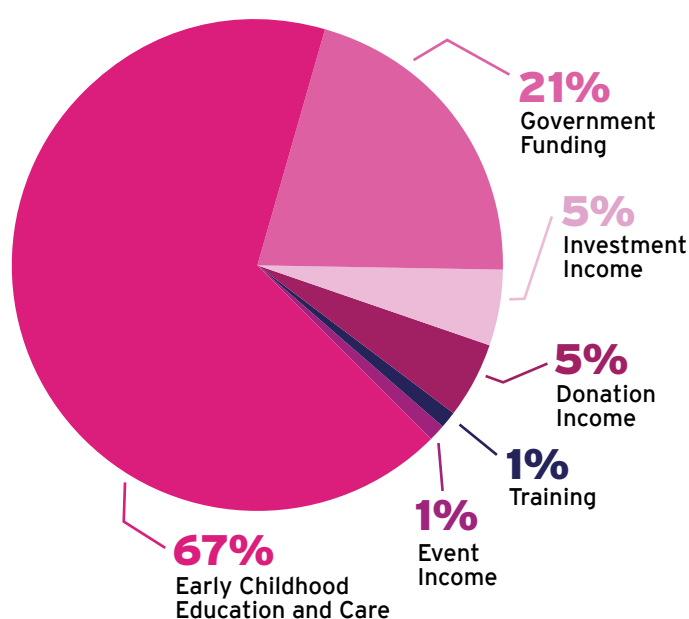
Despite the decrease in operating cash flow, we continue to maintain a healthy liquidity position. Efforts are being made to improve cash collection processes and manage operating costs more efficiently moving forward.

Outlook and Sustainability

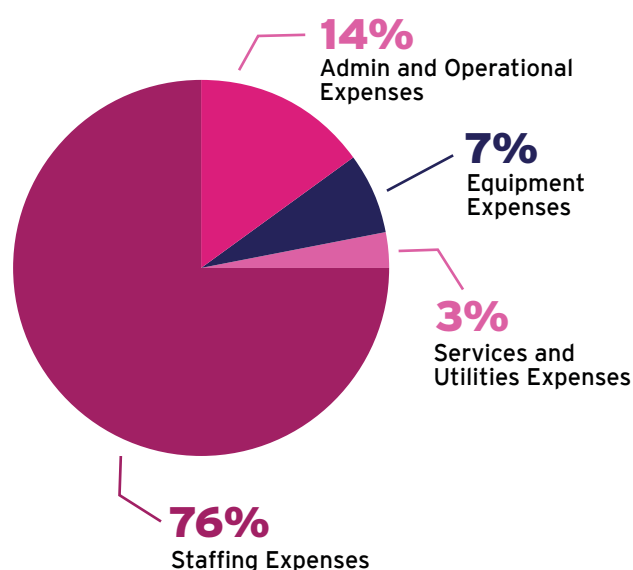
YWCA Canberra remains committed to long-term financial sustainability. Our focus on cost management, diversified revenue streams, and prudent capital allocation positions us well to navigate market uncertainties.

Looking ahead, the organisation is financially well-positioned to sustain growth and achieve its strategic goals. Our commitment to financial transparency and accountability remains central to our operations, ensuring that we can continue to deliver meaningful, impactful services to the community.

**YWCA Canberra Income Sources
Year Ended 30 June 2024**



**YWCA Canberra Expenses
Year Ended 30 June 2024**



Acknowledgements

Community Partners and Supporters

- ACON
- ACT Community Services Directorate
- ACT Education Directorate
- ACT Office for Women
- ACT Property Group
- A Gender Agenda
- Anglicare NSW South, NSW West & ACT
- Australian Catholic University
- Australian Federal Police
- Australian Taxation Office - Tax Help
- A Village for Every Child
- Baker's Delight Lanyon
- Baringa Early Learning Centre
- Barnardos
- Beryl Women's Inc
- Bunnings Tuggeranong
- Calwell High School
- Canberra Rape Crisis Service
- Canberra Rex Hotel
- Capital Chemist
- Capital Region Community Services
- Care Financial Counselling
- Carol Morgan
- CECA
- Charles Conder Primary School
- CHC
- CIT Students Association
- Communities at Work
- Community Services #1
- Companion House
- Computer Clubhouse Network
- Country to Canberra
- Deakin Football Club
- Department of Foreign Affairs and Trade
- Department of Social Services
- Direction's Health Service
- Diversity ACT
- Domestic Violence Crisis Service Canberra
- Doris Womens Refuge
- EACH
- Equality Rights Alliance
- Erindale Collage
- Families ACT
- Federal Office for Women
- Food Bank NSW & ACT
- GIVITT
- Go Foundation
- Gordon Community Centre
- Gordon Neighbourhood Watch
- Greater Canberra
- Griffin Legal
- Havelock Housing
- Healthy Schools Network ACT
- Karina House
- Kids Into Sport - Tuggeranong
- Koori Curriculum Club
- Lake Tuggeranong College
- Limelight Cinema Tuggeranong
- M&K Meats
- Marymead Catholic Care Canberra and Goulburn
- Meridian
- Mitch Daley
- Molonglo Valley Community Council
- Movement Centre Canberra
- Multicultural Hub
- Ngunnawal Bush Healing Farm
- Nick the Stockman
- Northside Community Services
- OneLink
- Oz Harvest
- Physh and Phreak Production
- Pipeline
- Playgroups ACT
- Reconciliation Australia
- Red Cross
- Relationships Australia
- Richardson Primary School
- Roundabout Canberra
- Running 4 Happiness Project
- SeeChange ACT
- Sexual Health and Family Planning ACT
- Share the Dignity

- Sustineo
- The Big Issue
- Toora Women Inc
- Tuggeranong Child and Family Centre
- Tuggeranong Community Council
- Tuggernanong Arts Centre
- University of Canberra - Health Faculty
- Woden Community Services
- Woolworths Conder
- World YWCA
- Yerrabi
- YMCA Canberra
- Youth Coalition of the ACT
- YWCA Australia

Organisational Donors

- Beyond Bank Foundation
- Bunnings Warehouse
- Country Women's Association of New South Wales
- Canberra College
- Canberra Labor Club
- Gallagher
- Hands Across Canberra
- HESTA
- MTP Services
- NAB Foundation
- NTT Ltd Australia
- Parker Coles Curtis
- Prinstant

- Pulse8 Strategies
- Rotary Club
- Rowdy Inc
- Snow Foundation
- With Friends Initiative
- Woolworths at Work
- Zonta

Individual Donors over \$200.00

- Adele H
- Anna Howe
- Barbara Podger
- Betty Ferguson
- Colin Hauff
- David and Elizabeth Teather
- David And Emma Pocock
- Diana Exon
- Fiona Morris
- Frank Cui
- Georgie-Rae Lorenzi
- Greg Tannahill
- Helen Hill
- Helen Todd
- Ian Bennett
- James House
- Jennifer Granger
- Jo Clay
- Katie Whitehead
- Kim Harrison
- Lachlain J Blain

- Linda Nelson
- Linh Vu
- Lorraine Tomlins
- Luke Hadfield
- Meredith Edwards
- Michael Tench
- Mike Tenchmikten
- M McAlister
- Pamela McDougall
- Phillippa Jacomb
- Rachel Stephen-Smith
- Salene Sharp
- Sally-Anne Leddy
- Sarah Khoo
- Tammy Ven Dange
- Vicky Miller
- Vrushali Bafna
- Yuko Kinoshita

Volunteers

- Annette Maunsell
- Abbie Turner
- Alice Turner
- Brian Harris-Mayes
- Denis Boutcher
- Geoff Pearce
- Lynda Curry
- MLYCC Working Bee Crew
- Peter Curtis
- Peter Gilligan
- Rotary Club of Tuggeranong

YWCA CANBERRA

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