



YWCA CANBERRA

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ANNUAL REPORT

2022-23



YWCA Canberra Annual Report 2022-23



Acknowledgement

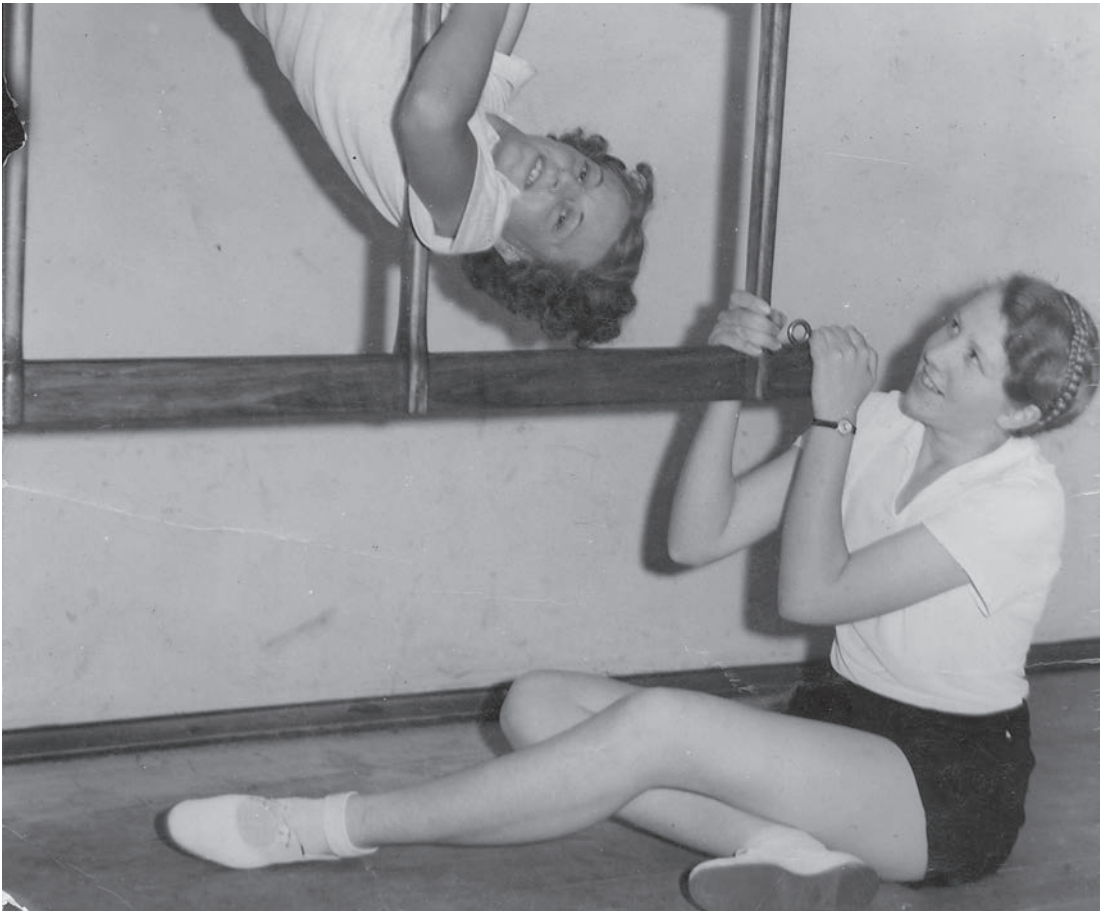
YWCA Canberra proudly recognises the rights of Aboriginal and Torres Strait Islander peoples to own and control their cultures and pays our respects to these rights. YWCA Canberra acknowledges the need to respect and encourage the diversity of Indigenous cultures and to respect Indigenous worldviews,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

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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.

Snapshot of our impact in the ACT

Early Childhood and Education Centres



Provided education and care to
1003 CHILDREN
in the past year across all
ECEC SITES



We operate
**12 SCHOOL
AGE CARE**
services across the ACT,
including 10 before-school-
age care programs, and 4
school holiday programs

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

**2481
INDIVIDUAL
CHILDREN**
from
**1782
INDIVIDUAL
FAMILIES**



Housing Services

Rentwell Services

2022-2023
90
Properties
130
People

Next Door and Housing Support Unit



Assisted over
439
women and
children who
were faced with
homelessness or
living in insecure
accommodation,
with over 300
support periods

Common Ground Dickson

40
UNITS DIVIDED INTO
20 SOCIAL
20 AFFORDABLE



Mura Lanyon Youth and Community Centre

Christmas
Hampers
Emergency
Relief

11177



The Lanyon Food Hub supported



**307
MEMBERS**

Engaged

353 YOUNG PEOPLE
through YWCA Canberra led
Youth Events, including She
Leads High, She Leads College,
LGBTQIA+ & Allies Prom, and
Multi Youth Fest

Provided **1760**
centre-based occasions of
service including Clubhosue,
Drop-In and A-Z

Education and Training Unit



180
of these were
new students

She Leads Diploma



students are currently
working towards completing
the qualification

She Leads



**8 SCHOLARSHIPS
PROVIDED**
attendees came from
15 local schools



to the She Leads
Conference, 2022



students from ACT and
regional NSW, including
Young and Harden

Violence Prevention Unit / DV Support Service

400 PEOPLE
participated in the ACTPS
DFV Training over 20 sessions
run by YWCA Canberra

During July 2022 to June
2023, YWCA Domestic
Violence Support Service had

**245
NEW REFERRALS**

Domestic Violence Support
Service supported

216 WOMEN

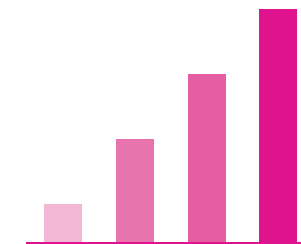
along with their families who
were impacted by domestic and
family violence

Membership



**16,138
FOLLOWERS**
and supporters across our
nine social media platforms

Financial Sustainability



Compared to the financial year
2021-2022, total revenue
from continuing operations
has increased by 25% from
\$21,199,773 to \$26,463,502

This past financial year, we have successfully transitioned back to our business as usual. Working with the restrictions of the pandemic fostered a period of immense change, adaptation and growth for YWCA Canberra. We are immensely grateful to all those who rose to those challenges with us, and we look forward to strengthening our core business and moving forward with our new strategic direction.

2022-2023 was the fifth and final year of our Strategic Plan 2018-23. This plan, coupled with our vision and mission, ensured that we adapted and thrived in a sector that was going through a significant renewal, with changing regulatory, compliance and quality assurance mechanisms, and a sharpening social and political focus on gender equality and activism.

As we turn towards the next five years, we would like to extend a big thank you to our staff, partners and supporters for being part of the last successful five years. The Board has invested significant time in developing a new strategic plan and theory of change. We are proud to present YWCA Canberra's Strategic Plan 2023-2028 later in this annual report.

This last financial year, we were delighted to work with the Reid Early Childhood Centre Association to transition the Centre over to YWCA Canberra. We thank them for their trust in transitioning the service to us and for their decades of service to the families and children who have been a part of the Centre. We are now operating seven Early Learning Centres and were successful in retendering for the Currawong ELEC in the Department of Foreign Affairs and Trade building for a further six years.

We were elated to see our YHomes development in Ainslie commence and reach

lock-up stage in 2022-2023. The YHomes project will build nine independent and supported housing dwellings, providing safe and affordable homes to women at risk of homelessness in Ainslie, and is on track to be completed by the end of 2023.

YWCA Canberra celebrated the commencement of the build phase with a sod-turning event in early 2023. We were fortunate enough to be joined by ACT Government Ministers, the ACT Opposition Leader, officials from the Department of Social Services, and Members of the Australian Parliament, reflecting the broad support for the project. Donations for YHomes have been overwhelming in this reporting period, and we successfully raised \$321,161.20 from the local community.

Our community service team have continued to grow their impact in support periods and outcomes across all our communities. Housing insecurity remains a critical issue in Australia, and we are proud to see our Rentwell, Next Door and Supportive Tenancy Services continue to thrive. Through Rentwell alone, YWCA Canberra was able to support 130 tenants across 90 properties in the Canberra community this last financial year - a remarkable increase since the program's inception in 2019-2022, where we supported 49 tenants across 25 properties.

Common Ground Dickson was officially opened in October 2022. The brand-new building provides 20 new social housing units alongside 20 new affordable housing units targeted toward some of our key cohorts; older single women, women with children experiencing DV, and single-parent families. We have had a wonderful first year of operation, working in partnership with CHC, who oversee the property and tenancy management, and look forward to welcoming new tenants into this important

and necessary community project.

YWCA Canberra's advocacy profile continues to grow, and our policy insight is widely respected and frequently called on by media, elected representatives, like-minded community organisations, and inquiries by the ACT Legislative Assembly and the Australian Senate. We used these opportunities to draw attention to local strategies to alleviate cost of living pressures for families, such as sport subsidy vouchers for low-income families and welfare reform at the federal level.

Under the management of YWCA Canberra, the National Women's Safety Alliance (NWSA) continues from strength to strength. We have grown membership of NWSA to over 400 and has taken part in over 40 submissions and consultations with government on women's safety.

2022-2023 has been an important milestone for reconciliation at YWCA Canberra as we proudly joined Reconciliation Australia and more than 70 other businesses and non-government organisations to publicly support the 2023 constitutional referendum on the Voice to Parliament.

In 2022-2023, we prepared for our mid-cycle assessment for the externally accredited Quality Improvement Council (QIC) Health and Community Service Standards (7th Edition).

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 10th year of recognition and fourth year as the only Canberra organisation to achieve it.

YWCA Canberra has posted a positive financial result for the 2022-2023 financial year with a surplus of \$840,209 (2021/22: \$2,374,949). The Company continued to show strong revenue growth in 2022-2023, particularly in childcare fee income (up by 32%), government grant funding (up by 15%), and donations to YHomes supported housing development (up by 49%).

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 our staff, board directors, partners, members, fellow community organisations, donors, volunteers and friends for their loyalty to the organisation and contribution to our vision for the Canberra community.

We are tremendously proud of the impact the organisation is having across our broad span of work, and hope you enjoy finding out more about YWCA Canberra's 2022-2023 achievements in this year's Annual Report.



Carina Zeccola
President



Frances Crimmins
Chief Executive Officer

Overview of our Strategic Plan 2018 - 23

We are now in the fifth and final year of our *Strategic Plan 2018-23*. This plan was grounded in our vision of 'girls and women thriving' and affirms 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 our work and reflect our commitment to the global YWCA movement. The value of courage explicitly acknowledges this connection and our proud feminist history, and our priorities are aligned to World YWCA's Envisioning 2035 goals.

Over the last five years of the plan, we have adapted and thrived in a sector that is going through a significant renewal. Throughout this process we have maintained a significant level of infrastructure, so we can deliver high-quality services and play a leadership role in the sector.

Our long history of delivering quality services to the Canberra community has built an engaged and committed membership base, and an established and trusted advocacy profile. 2022-2023 has been an important milestone for reconciliation at YWCA Canberra as we proudly joined Reconciliation Australia and more than 70 other businesses and non-government organisations to publicly support the 2023 constitutional referendum on the Voice to Parliament.

As our *Strategic Plan 2018-2023* comes to a close, we reflect on the significant progress we have made toward these objectives. With our new Strategic Plan 2023-2028 we will continue to embody our values, develop meaningful partnerships across all sectors, recognising that social change is only ever achieved through collective effort, and ensure girls and women thrive in our community.



STRATEGIC PRIORITY ONE

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

Early Childhood and Education Centres



Children's services cover a large component of active employees and clients for YWCA Canberra. We have 7 Early Childhood and Education Centres (ECECs) where our drive and vision is to deliver high-quality educational programs and care for children 0- 5 years old in the ACT and surrounding regions.



WE CURRENTLY EMPLOY

151

EDUCATORS WITH
A RANGE OF
QUALIFICATIONS
AND EXPERIENCE



44

PLACES ARE AVAILABLE
TO CHILDREN UNDER
THE 3 YEAR OLD
PRESCHOOL INITIATIVE

In 2022-2023 we found that more families are using emergency care placements for longer periods of time. A number of these families will then move onto ACCS and choose to remain at the Centre they are currently at due to the support, education and care provided by YWCA Canberra's child support services.



PROVIDED EDUCATION AND CARE TO

1003 CHILDREN

IN THE PAST YEAR ACROSS ALL
ECEC SITES



43 CHILDREN

WERE SUPPORTED WITH
EMERGENCY CARE PLANS
OVER THE 12 MONTH PERIOD

Our footprint continues to grow, with a new service acquired in Reid, and successfully re-securing the contract for the Currawong Childcare at the Department of Foreign Affairs and Trade for an additional six years. We have expanded to 40 emergency care/CSP placements spaces across to provide much-needed support to children and families in the community that need it most.

School Aged Care Programs

We have 12 School Aged Care (SAC) programs and 4 holiday care programs. The focus of these programs are to be part of the school & local community and provide families with a quality options for social engagement and leisure for their child both before and after the school day and on school holidays. We strive to ensure these are safe and welcoming environments for all. We have nine Family Day Care (FDC) services, where Qualified Care providers provide care and education in private home-based settings that support families' needs in our wider community.

9 Family Day Care Services



Our school aged care programs foster genuine community connections and have built ongoing partnerships with regular excursions to places such as local Bunnings, the Green Shed, and Pride Week activities.

All of YWCA Canberra's social and leisure based experiences are guided by National Regulations and the My Time Our Place 2.0 Framework.



WE CURRENTLY EMPLOY

138 EDUCATORS

IN THIS UNIT

Across our 12 School Aged Care services we provided play-based leisure programs to 2481 individual children from 1782 individual families



Case Study | De-Identified

Jacob started his care in one of our School Age Care services with a diagnosis of global developmental delay, intellectual and gross motor. Mum notified at the time of enrolment that she is a single mum and requires care for Jacob so she can continue her job. Because of Jacob's additional needs, he is in nappies and requires assistance when changing or using the toilet.

The main obstacle for the School Age Care educators was to provide the right support and an environment holistically inclusive for all children. We reflected upon routines, transitions, and care practices, learning about diversity with openness and respectfulness.

We met with the mum to unpack Jacob's needs and collaborated with a learning support assistant from the school to better understand his diverse needs and abilities. With the consistent support of our educator's and positive family involvement and contribution from the school community we were able to successfully transition Jacob from school to the after-school care program.

Jacob established trusting relationships with educators and enjoys interacting with his peers. One day Mum told us that Jacob was playing at home with his favourite toys-- Oshies and had given YWCA educators' names to his Oshies.

Parent Testimonial

We love Fairley! The educators are kind, caring and professional. The programs they implement are suitable for my child's development and I've noticed my child learning so much!



Child Testimonial

I like to play outside and with my friends and the dinosaurs. I like it when Wendy gives me food and crackers. I like to read books, my favourite book is the Octopus book.

Housing Services

YWCA Canberra has provided housing support to women and the broader Canberra community for nearly 80 years, commencing with the opening of Leave House on Mort St by Lady Gowrie in 1942.

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

Domestic and family violence remain a leading cause of homelessness for women and children in Canberra. Our housing services help families access housing, information, resources, and social supports to build capacity, prevent homelessness and empower families to maintain their tenancy.



Rentwell is YWCA Canberra's affordable housing program, which provides housing to people on a middle income who are unable to access housing in the private rental market. As part of this service, we provide a full property management service to owners, finding suitable tenants, managing bills and ensuring the properties are maintained to a high standard. Since its commencement, Rentwell has managed 100 properties and has successfully supported 431 tenants.

Primarily, the program leases properties from mum and dad investors at a rate of 74.9% or less of the market value. The owners receive a land tax exemption on the property and receives a charitable tax deductible receipt for the value between market and affordable rent.

2019-2020

25

Properties

49

People

2020-2021

50

Properties

105

People

2021-2022

64

Properties

150

People

2022-2023

90

Properties

130

People



The Next Door program has just completed its fourth year of operation, assisting over 200 women aged 50+ and Aboriginal women aged 45 and over to find long-term, safe and secure homes where they can age in place.

Through its holistic approach the program not only provides long-term housing solutions, but also seeks to help women address the issues that have impacted their housing situation. 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 a wide range of opportunities for social interactions, as women become socially isolated when they are experiencing unstable housing. These social events, ranging from coffee groups, guest speakers and cultural events, allow women to meet and build friendships in a supported way. The program also works with women on an individual level to link them with social activities, volunteering opportunities, educational programs and employment.



YWCA CANBERRA



Assisted over

220

women who were faced with homelessness or living in insecure accommodation, with over 300 support periods



90%

of clients made significant progress towards or completely achieved their goals



6.3%

of those engaged in the program during this reporting period identify as Aboriginal but not Torres Strait Islander



41%

of clients were born overseas and 23 clients spoke a language other than English at home



over 75%

of clients were satisfactorily housed in the last 12 months

100%

of women felt their lives had improved

Supportive Tenancy Service

The Supportive Tenancy Service (STS) provides support, advocacy and referral for people who are homeless, at risk of homelessness, or living in unsatisfactory housing. Starting in 2009, Supportive Tenancy Service has operated as part of a consortium of Woden Community Services, Capital Region Community Services and YWCA Canberra as the gender specialist supporting tenancies for women.



To date, 788 people have been supported through the Supportive Tenancy Service

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.

IN 2022/23



164 PEOPLE

WERE SUPPORTED THROUGH STS

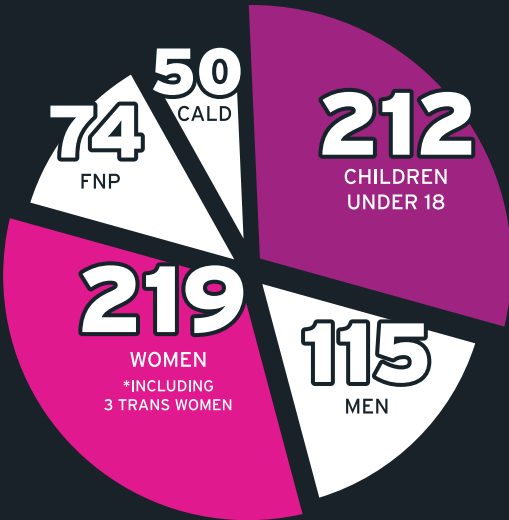
72.2%



OF THOSE SUPPORTED IN 2022/23 ARE WOMEN

Housing Support Unit

YWCA Canberra's Housing Support Unit provides women with children who are homeless, at risk of homelessness, or escaping domestic and family violence, with safe and affordable transitional housing in the ACT. We offer non-judgmental support from a person centered trauma-informed approach and help our service users and their children to feel connected to community again.



We advocate for long-term safe, secure and affordable housing solutions and collaborate with other local services to help our service users stabilise their lives, reach their individual goals and move forward as a family to live their best lives.

Our Housing Support Unit provides support by case management and referrals to other services while helping families move into transitional houses, often with only the clothes they can carry. We help them source everything the family needs to settle into their transitional housing and then we help them move into their long-term housing after we have supported them to explore their options and find the safest, fastest and most suitable solution.

Through our holistic approach, we also liaise with childcare and schools and assist in accessing funding to help the kids access formal education. We help them access sports and extra circular activities so they don't miss out on what their peers are doing.

"The quote of the season was from one of the young children who had been sleeping in the car with their mum. When they walked through their new transitional properties and saw the Christmas tree, they looked up at the worker and said, "now Santa will know where to find us". And that's why the team work so hard to help families transition through our program have safe and secure housing is so important for a family to thrive."

- HSU Team Member

Common Ground Dickson

Common Ground Dickson is a YWCA Canberra housing-first model that provides long-term social and affordable housing. It is run in partnership with CHC, who manage the tenancy management while YWCA provides the support and community development program.

40

UNITS DIVIDED INTO

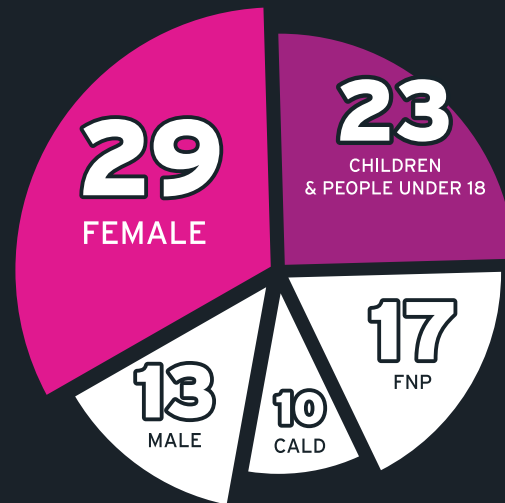
20

SOCIAL



20

AFFORDABLE



There are currently 42 active clients being supported by the team

"It is widely known that art reduces stress levels and helps to manage ones mental health and Common Ground's Recreational Art sessions have given residents opportunities to express their creative side. We mostly conduct free creative art where participants are given visual inspirations, but they have free rein on what they want to create.

The craft sessions have become more popular with many of the residents participating regularly and others jumping in on sessions that interest them. Craft sessions have covered clay art, acrylic on canvass, string art and will continue to explore other types of creative expressions as the classes continue."

- Common Ground Team Member



Older women remain the fastest-growing cohort experiencing homelessness, and domestic and family violence remains one of the key drivers of women's homelessness. Our YHomes project is on track to be completed by the end of 2023 and will build nine independent and supported housing dwellings, providing safe and affordable homes to women at risk of homelessness in Ainslie.

YWCA Canberra celebrated the commencement of the build phase with a sod-turning event in early 2023. We were fortunate enough to be joined by ACT Government ministers, the ACT Opposition Leader, officials from the Department of Social Services, and members of the Australian Parliament, reflecting the broad support for the project. Donations for the project have been overwhelming and in the reporting period, we successfully raised \$321,161.20 from the local community. We have continued to provide regular updates to our supporters on the status of the build and to call for donations to assist with peripheral elements of the build including fit-out works.

Over the last two and a half years, YWCA Canberra has been overwhelmed with the immense amount of support toward this project from the Canberra community, including from Ainslie residents.



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.

This service offers long-term support to parents/caregivers, children and young people and aims to strengthen family relationships and improve wellbeing. When required, Warm Connections collaborates with other services within YWCA Canberra, such as our Housing Support Unit and Domestic Violence Support Service team.

The service offers both in-person and telehealth sessions to assist clients developing skills such as self-regulate and staying calmer in general and with children, as well fostering good family relationships and self-esteem.



100% of service users reported family relationships are improved/more harmonious



100% of service users reported improvement



Client Testimonial | De-Identified

"My healing journey saw the progress I have made, it was amazing! I am healing. This service has probably saved my life and/or saved my soul and I have tools to keep going.

The importance of long-term support and therapy for people like me who have endured long-term abuse is so needed and I am a better person and parent for it. Thank you so much."



There were on average

**66 ACTIVE CLIENTS
AT ANY ONE TIME**

receiving therapeutic services

6.06%

of clients identified as Aboriginal and/or Torres Strait Islander



In the second two quarters of 2022-2023 FY - the number of new clients was **30%** higher than the previous 6 month period: a significant increase

Client Testimonial | De-Identified

"The techniques used during the session was helpful for me and thank you for the program as woman from CALD background this program is a life saver. I gained so much confidence in myself, and knowledge to communicate with others. I felt heard and understood.

Thank you so much for everything. I hope this program continues to support parents, especially mothers who have a lot happening in their life and from CALD community."



Mura Lanyon 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 lifespan, to connect and find access services, supports and connection.

In 2022-2023, the Mura Lanyon Youth and Community Centre (MLYCC) has facilitated a number of key groups on site including the Aboriginal Women’s Group and Senior Women’s Group.

Our vibrant community asset has also supported and hosted services and groups such as Relationships Australia, Ngunnawal Bush Healing Farm, With Friends Initiative, MEGA Mums, A Gender Agenda and a local vaccination clinic.

The Snow Foundation Bus continues to be a highly valued

community asset, with the bus utilised by 21 different community groups and schools for uses such as case work, school holiday programs, Aboriginal Women’s Group cultural trips and to support local students to attend school each week.

A highlight for the MLYCC and community was our Community Twilight Garden Party to celebrate SouthFest in the suburbs, an evening including a live band, pizzas from the woodfired oven, and an art installation from Local Aboriginal artist Cyndy Newman. The MLYCC also celebrated Floriade in the suburbs, partnered with Hepatitis Australia for Australia’s Biggest Quiz and ran several community garden working bees.



Food Hub

The Lanyon Food Hub which is situated in MLYCC provides emergency relief, regular food relief support and material aid completely free of charge to vulnerable members of the Tuggeranong region. The Lanyon Food Hub provides a wide variety of fresh and non-perishable food through funding from the Department of Social Services and relationships established with Oz Harvest, Baker’s Delight Lanyon, Share the Dignity and Food Bank NSW & ACT.

The Food Hub has seen an overwhelming increase in new members of different demographics seeking emergency relief support amidst the cost-of-living crisis, this reporting period we have seen a steady increase of people with a disability, Aboriginal and/or Torres Strait Islander people and people from culturally and/or linguistically diverse backgrounds accessing food relief.

The Food Hub has been strengthened by a grant provided by the ACT Government for two new standing freezers, providing additional and much-needed storage and more energy efficient appliances, reducing running costs.

YWCA CANBERRA

The Lanyon Food Hub supported 307 members, with:



18.2%

Identifying as Aboriginal and/or Torres Strait Islander

29%

Identifying as having a disability



12.7%

Are culturally and/or linguistically diverse



Christmas
Hampers
111

Emergency
Relief
77

2132

Food Hub Services

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 2022 - 2023, the Youth Engagement Team have:

Engaged

353 YOUNG PEOPLE

through YWCA Canberra led Youth Events, including She Leads High, She Leads College, LGBTQIA+ & Allies Prom, and Multi Youth Fest

Provided

1760 CENTRE - BASED OCCASIONS OF SERVICE

including Clubhouse, Drop-In and A-Z

Supported

29 YOUNG PEOPLE

through individualised case work

Supported

7 WORK PLACEMENTS

for Social Work Masters and Community Services Students

In 2022-2023, the Youth Team worked with artist Leah Pearson to create a new mural on the skatepark with young people from drop-in programs, celebrating diversity and showcasing young people.

Young people also worked with Aboriginal artist Grace Currey to design and complete a permanent mural in the Youth Hub at MLYCC.



Clubhouse

YWCA CANBERRA

The Clubhouse continues to operate from both YWCA Canberra's Richardson site and the MLYCC, providing vulnerable young people with a safe out-of-school learning environment where they work with staff and mentors to explore their own ideas, develop new skills and build confidence through the use of technology.



The Clubhouse has delivered 70 Clubhouse sessions at Richardson and 33 at Lanyon last financial year, engaging young people in everything from VR, 3D printing, photography, art, knitting, t-shirt design, spray painting and music production. Clubhouse participants also engaged in the Schools Reconciliation Challenge, delving into and connecting with Aboriginal and Torres Strait Islander culture.

In 2022-2023, the Clubhouse was successful in gaining several grants and stipends to support the amazing work that we do. This includes:



Tech Refresh grant which allowed us to resource the MLYCC with a state-of-the-art 3D printer, new equipment for the music studio and resources for vinyl printing.

Youth Activism Grant to support a youth-led initiative to eliminate trans and homophobia in schools.

A **stipend** to assist our Clubhouse Coordinator to attend the international Clubhouse Network Conference in New Orleans to connect with Clubhouse leaders from 123 Clubhouses across 19 countries.



YWCA Canberra's LGBTQIA+ Prom was delivered for young people aged 12-25 years in the ACT on September 30, 2022. 180 young LGBTQIA+ people and their allies attended the event held at the Southern Cross Club Woden. This was a free event to ensure accessibility to all young people, with YWCA Canberra fundraising to cover the cost of tickets and receiving a financial contribution from Meridian. Young people enjoyed expressing their authentic selves throughout an evening of entertainment, awards, activities, and dancing.



The 2022 Prom featured a DJ and light show, LGBTQIA+ young people awards, makeup artist, drag performance, photobooth, glitter bar, gift bags, quiet zone, crafting area, a non-alcoholic bar and a buffet dinner. The night was a true example of collaboration across the sector in support of gender and sexuality diverse young people, with AGA, Meridian, ACT Government's Pride Network, Northside Community Services, Capital Region Community Service, all supporting the event on the night.



AWARDED FOR INNOVATION IN SERVICE DELIVERY

The Annual YOGIE awards recognise, celebrate, promote and reward outstanding practice in working with young people in ACT and surrounding area.

This year, YWCA Canberra's Youth Engagement Team were successful in winning the award for Innovation in Service Delivery- for their work in creating and delivering the successful They Leads Conference for LGBTQIA+ young people.

Tuggeranong Network Coordination

YWCA Canberra's Tuggeranong Network Coordination identifies areas of unmet need and service delivery gaps that impact vulnerable children, young people and families living across Tuggeranong and the wider ACT. The program fosters a collaborative approach across Canberra organisations to address these gaps.

2022-2023 saw the exciting formation of The Southside Initiative, a collaboration between Woden Community Service, YWCA Canberra, Community Service #1 and Communities at Work. The initiative coordinates services and provide networking opportunities for early childhood services.



Loose Parts Playgroup

An early learning and play opportunity for children, where kids engage in unstructured play, while parents have an opportunity to connect with each other and a range of services, including health and early learning professionals.

Networking Events

The Southside Initiative planned and delivered three information and networking forums throughout the year that were well attended.





Coombs Community Centre

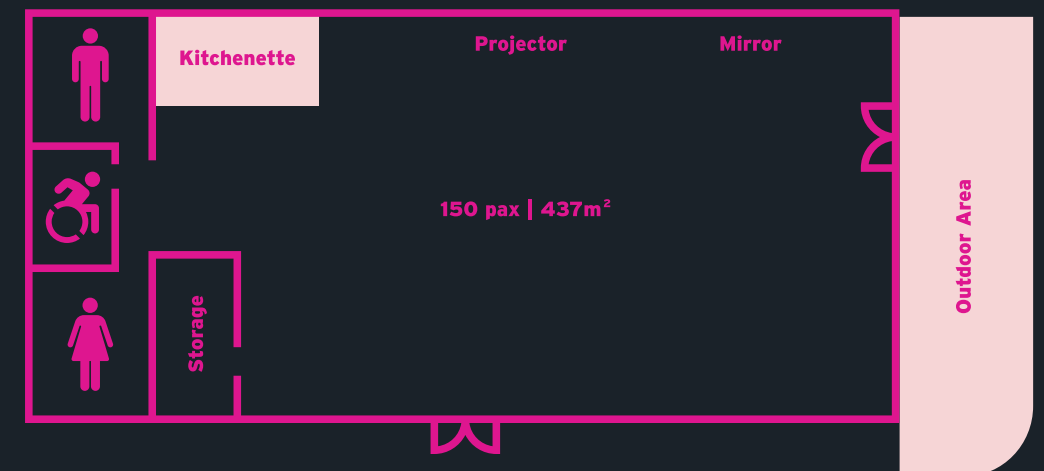
The Coombs Community Centre is a fully accessible venue available for hire by the Molongo Valley community and broader community members. Operated by YWCA Canberra since May 2022, the venues include a variety of spaces to choose from with an array of convenient facilities at each.



The Coombs Community Centre provides a large open hall available to a diverse range of community groups and individuals at an affordable community rate.

This includes parents' groups, Prayer group meetings, birthday parties, art groups, music groups, Mindfulness classes, Nutrition sessions and kids learning programs. With the ability to host up to 150 people, the space includes modern amenities and features technology for audio-visual presentations, a kitchenette, and bathrooms.

Across 2022-2023 we had regular and new bookings.





National Women's Safety Alliance

The National Women's Safety Alliance (NWSA) brings together individual and organisational members to provide policy guidance, lived experience and frontline expertise to inform national policy and reform on women's safety. NWSA is one of six National Women's Alliances supported by the Department of the Prime Minister and Cabinet's Office for Women and is operated under the auspice of YWCA Canberra.

40

GOVERNMENT SUBMISSIONS

NWSA has taken part in over **40 submissions** and consultations with government on women's safety.

430+

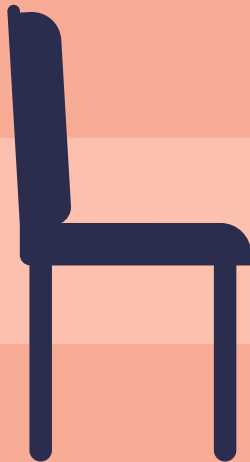
MEMBERS

The NWSA is the largest collective of leading organisations and individuals that provides direct advice to all levels of government on policy on gender-based violence. NWSA has over **400 members** and continues to grow, attracting subject matter experts and people with lived experience. Our partners include Our Watch, ANROWS, DV-alert and the Office of the eSafety Commissioner.

50+

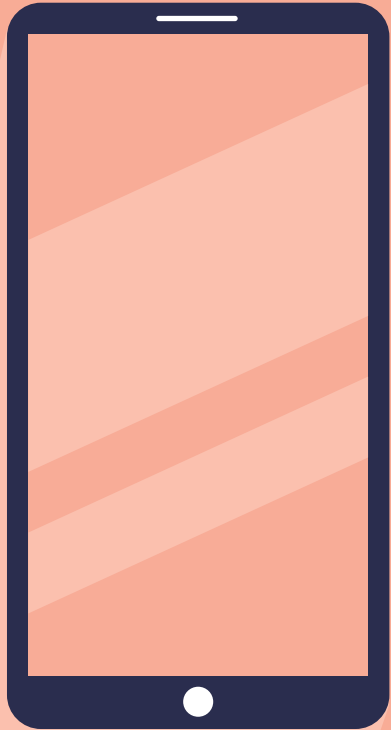
ORGANISATIONS

NWSA's membership is very broad and includes the domestic, family and sexual violence sector, academics, researchers, victim-survivors and corporates. We have established working groups to look at specialist areas in women's safety for policy discussion and advocacy.



3 EXPERT REFERENCE GROUPS

2022-2023 has been unprecedented in the focus on Women's Safety - NWSA have participated in consultations across all areas of government and established ourselves as a trusted advisor and advocate to federal and state governments, highlighted by our memberships in various federal committees and participation in Ministerial Roundtables.



715
LINKEDIN FOLLOWERS



638
INSTAGRAM FOLLOWERS



642
TWITTER FOLLOWERS



STRATEGIC PRIORITY TWO

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



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**
-  **She Leads In-Conversation series**
-  **She Leads Workshops**



students graduated with a She Leads Diploma of Leadership and Management



students are currently working towards completing the qualification



YWCA Staff were sponsored to undertake the Diploma



YWCA Canberra understands that there is no one way of leading. People from diverse backgrounds lead differently, and this helps organisations grow and consider a broad spectrum of ideas, experiences, and opinions. However, too often diverse voices are left out of the conversation and their leadership potential ignored in the workplace.

The She Leads Diploma builds upon a traditional Diploma of Leadership and Management providing a pathway for women, including female-identifying and non-binary people, who are looking to explore and develop their leadership potential. The Diploma is focused on acknowledging and addressing the perspectives, challenges and opportunities for women and non-binary people in leadership. It includes additions specifically for diverse leaders, considering intersectional issues and a range of leadership styles.

Student Testimonial

"The She Leads Diploma of Leadership and Management has been a really great experience, and I would recommend it to anyone looking to enhance their leadership qualities and improve their ability to be a good leader as well as a good manager. The workshops were excellent safe spaces to learn from and share with other women and non-binary people."

The course coordinator was always really supportive, and the content was interesting and relevant. I think this course suits both those who have little management experience but want to be both a good colleague or a future leader, and those who have more leadership experience."



300
ATTENDEES



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

Our eighth She Leads Conference was held at Kambri Cultural Centre and explored the theme of 'Dauntless'. Attendees were invited to examine the theme through the prism of finding it within ourselves and being dauntless, looking at change in the face of uncertainty, the pursuit of equality and values-based leadership through adversity, and caring for ourselves for positive mental health.

The 2022-2023 event's speakers included Dr Kylie Moore-Gilbert, Veronica Gorrie, Bec Brideson and Dr Clara Tuck Meng Soo.

93%

of attendees were
satisfied with their
conference experience

4

scholarships including
Jacq Burridge and
Betty Ferguson

26 Speakers



96.5%

attendees rated the program
as excellent or good



Attendee Testimonial



"Thank you for putting together this incredible day. I think what made it so unique and invaluable was that it was for all women and non-binary folk, rather than one specific type of professional, so we had such a diversity of speakers and content covered."





YWCA Canberra's 5th She Leads High Conference was held over two days at Kambri, Australian National University. This year's theme was 'Dauntless' and aimed to celebrate and showcase how women and gender diverse people can be resilient despite the challenges and adversity they face everyday.

This annual event targeted at young women and non-binary people in years nine and ten aims to provide attendees with an understanding of the fundamentals of leadership and explores topics such as social and emotional development, peer relationships and pressures, self-esteem, and body image.

Teacher Testimonial

"I think my students came away feeling more empowered and ready to lead. I particularly enjoyed seeing them interact with the presenters and other students and become more outgoing and inclusive throughout the day."

8 SCHOLARSHIPS PROVIDED



ATTENDEES CAME FROM 15 LOCAL SCHOOLS

8 Speakers



110

STUDENTS FROM ACT AND REGIONAL NSW, INCLUDING YOUNG AND HARDEN

Speaker Testimonial

"It was a brilliant day and I was super inspired by the diverse speakers, panelists and students. It was honestly a very smooth and professional experience for me from start to finish, and I would love to be involved in any way in the future."



5 Speakers

10th



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. For its 10th year, the conference's theme was 'Disrupt' and focused on highlighting and embracing leadership to disrupt the systems that drive inequality, challenging biases and the status quo.

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.



4 SCHOLARSHIPS PROVIDED

Student Testimonial

"A truly inspirational event, with exceptional women and non-binary leaders and advocates supporting emerging leaders on their journey."



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

She Leads In-Conversation with Professor Michelle Ryan and Hala Batainah

51 REGISTERED ATTENDEES



50% said they were more inspired and motivated to pursue their goals.

75% of attendees were very satisfied or satisfied

75% strongly agreed or agreed that the event discussed leadership, facing the unknown and overcoming challenges when advocating for change.

She Leads In-Conversation with Saxon Mullins & Katrina Marson

59 REGISTERED ATTENDEES



90% strongly agreed or agreed that they were more inspired and motivated to pursue their leadership and advocacy goals.

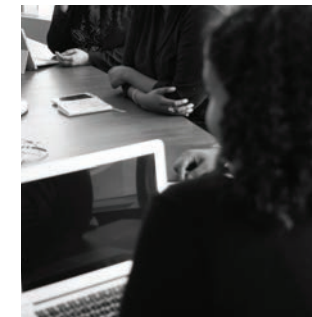
100% of attendees were very satisfied or satisfied

100% strongly agreed or agreed that the event discussed leadership, facing the unknown and overcoming challenges when advocating for change.



Breaking the Imposter Syndrome Cycle

In 2022-2023 we delivered a two-hour workshop on negotiation to 20 staff from Victim Support ACT on Breaking the Imposter Syndrome Cycle.



Board Readiness and Governance

In 2022-2023 a three-hour workshop was delivered to the National Rural Women's Coalition by negotiation for 20 participants on board governance awareness.



2022 Audrey Fagan Board Traineeship Program

Funded by ACT Office for Women, 25 women of ACT developed skills and expertise to increase participation in decision-making and leadership roles and improve the gender balance on Boards and Committees. This program ran over several months with a commitment from 25 mentees, 25 mentors and Boards across ACT.

Education and Training Unit

YWCA Canberra's training and networking programs promote agency for women's participation in the Canberra region and across Australia. We are a Registered Training Organisation (RTO National Number 1373) through which we provide consulting, training and facilitation services for individuals, government agencies, private businesses, and community organisations.

YWCA's Education and Training Unit specialises in delivering nationally accredited training in Certificate III and Diploma in Early Childhood Education and Care, a Diploma of Leadership and Management and professional development for the education and care sector, and emerging managers.

In 2022-2023, YWCA Canberra was a finalist for 'ACT Large Employer of the Year' at the ACT Training Awards. Our students the students gave an 89.2% satisfaction rate for our training courses, and employers of YWCA Canberra's students, had an 84.9% satisfaction rate with their performance.



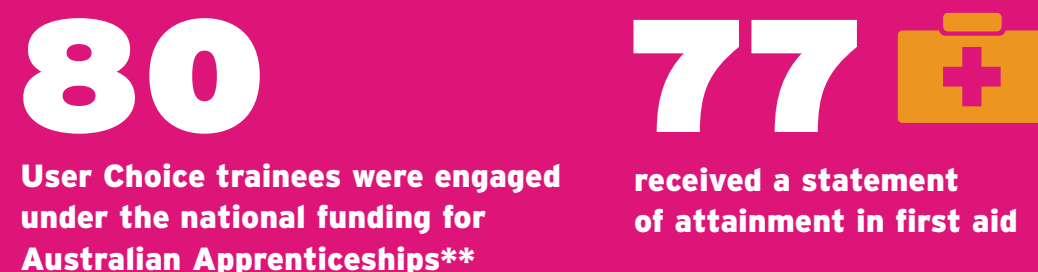
Case Study | De-Identified

"J.C, an older woman, was previously working as a mental health carer for a woman with complex mental health issues but was keen to change careers and decided that she could translate her existing skills in care into the early childhood sector.

J.C. became a trainee with YWCA Canberra, returning to learning while also working was challenging but J.C. was grateful for the personalized support from her trainer and the on-the-job training. J.C. was able to use her newly acquired knowledge and skills across all the age groups and became a key educator for three toddlers (under supervision) and is keen to continue her studies when she completes her certificate and undertake a Diploma.

J.C. has increased her confidence and says that she is enjoying the work and is keen to explore career development opportunities with YWCA Canberra."

In 2022-2023, we delivered certified training in Early Childhood Education and Care, and Leadership and Management.



Overall, employers of YWCA Canberra's students have an



Board Traineeship Program

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

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



This year three women participated in the program



Board Trainee Testimonial

"Being a Board Trainee / Observer on the Board for YWCA Canberra has been an empowering and enriching experience.

It was great to connect with other passionate women who are supporting gender equality in the community and I learned so much about how a Board operates and its relationship to the organisation and CEO.

I also learned what it takes to run a strong and sustainable organisation, how to balance and integrate resources and social impact in an organisation, how to evolve an organisation to meet a changing social landscape.

YWCA Canberra is such a strong and established organisation, and I'm so grateful to have had the opportunity to learn from such an experienced Board and CEO."

Violence Prevention Unit

YWCA Canberra's Violence Prevention Unit researches, develops and delivers a range of programs including training and education options that help prevent and respond to violence against women in the community and in our workplaces.

One of the Violence Prevention Unit's key achievements in 2022-2023 has been completing ACTPS DFV Training program. This project was able to provide one year of support for the ACT Government's Family Safety Coordinator General's Domestic and Family Violence Training program. This included updating and modifying the existing training contents and delivering Tier 1 training programs targeted towards ACTPS employees who provide mainstream services in community.

The Violence Prevention Unit has delivered:

- ❖ **Pilot online learning package for addressing sexual harassment in the workplace for Respect@Work, through the Women's Safety Grant.**
- ❖ **Conducted twenty sessions of training for the ACTPS DFV Training program for a total 400 people.**
- ❖ **Two sessions of Respectful Relations education to YWCA childcare program managers with 12 participants and one session at Lyneham YWCA after school with about 35 young people in attendance.**
- ❖ **Cofacilitating a session for the CFMEU Respectful Workplaces Workshops and provided post session advice and support.**
- ❖ **Conducted two 'train the trainers' sessions with 30 participants for the ACTPS DFV Training.**
- ❖ **Developed a half-day training program and conducted five sessions Australian for the Labor Party Trauma Informed Support Training Program.**

YWCA Canberra proudly says 'Yes' to the Voice to Parliament.

YWCA Canberra, on Ngunnawal country, proudly accepts the invitation in the Uluru Statement to walk with Australia's First Nations people and their children towards a better future.

Our footprint on Ngunnawal country stretches back just 95 years, a fleeting window of time against sixty millennia of sacred possession and ancestral ties between Aboriginal and Torres Strait Islander people and the land.

While an intimate comprehension of the last two-hundred years of crisis and torment, which disrupted this ancient sovereignty, may be difficult for many, it cannot remain unaddressed or untold.

Our work in the community with women and girls of all age-brackets and walks of life, gives us rich insight into the value of collaboration, truth-telling and self-determination.

The Voice is an aspirational pathway towards a fair, truthful, and flourishing future.

We say Yes to the Referendum, and we invite other Canberrans to read the Uluru Statement from the Heart and join us in this unique journey and opportunity.

STRATEGIC PRIORITY THREE

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





Reconciliation Action Plan

2022-2023 has been an important milestone for reconciliation at YWCA Canberra. Our Stretch Reconciliation Action Plan status was confirmed by Reconciliation Australia for the fourth consecutive year.

Additionally, we proudly joined Reconciliation Australia and more than 70 other businesses and non-government organisations to public support the 2023 constitutional referendum on the Voice to Parliament. Reconciliation has also been centred in our new Strategic Plan and Strategic Priorities 2023-2028 which includes our commitment to engaging with Aboriginal and Torres Strait Islander stakeholders and supporting the self-determination and agency of Aboriginal and Torres Strait Islander girls and women and proactively work with communities to achieve reconciliation.

Our portfolio areas continue to set the standard through embedding reconciliation in their outreach, early education programs, advocacy, and event scheduling.



The team at Mura Lanyon Youth and Community Centre continue to perform a vital role in the welfare support, youth engagement, and outreach to the Tuggeranong area. The team works closely with our advocacy unit to ensure that the unique needs of Aboriginal families and clients are considered when lobbying for improved services and access. This includes a combined effort to recently advocate to reform the process to access replacement birth certificates which invertedly precluded many clients who were in out-of-home care or otherwise not able to access or afford a replacement birth certificate. The Lanyon team also continue to showcase our organisational value of reconciliation, and on the 15th anniversary of the National Apology, the team worked with young people to create digital artwork about the importance of saying sorry in our everyday lives and the moments in our lives when we need to say sorry.

Our She Leads program continues to highlight First Nations excellence across the spectrum from young Aboriginal people to Aboriginal women well-established in their careers, and scholarships are available to local Aboriginal women or staff who work in frontline services to attend.

The She Leads Conference is our flagship leadership event, and we continue to meet our targets of showcasing Aboriginal women as keynote speakers and presenters.



Reconciliation in Action at YWCA Canberra

- **An updated procurement policy that allocates 4% of expenditure be spent on First Nations providers as a new target.**
- **Developed an Early Learning Framework for our services which contain specific and deep references to reconciliation as an educational focus for children.**
- **Amended program enrolment applications for Aboriginal and Torres Strait Islander parents to note the specific nation or 'mob' they identify with.**
- **School Aged Care programs continue to host professional development sessions on reconciliation and cultural awareness for managers every six weeks, including tours on country, exploring Indigenous documentaries and new educational resources.**
- **She Leads Conference, as well as She Leads High and College events regularly featuring inspiring young First Nations students and leaders as keynote speakers.**

DV Support Service

YWCA Canberra's Domestic Violence Support Service provides free, confidential, non-judgmental case management support to women and children impacted by domestic and family violence in ACT. Our multilingual team increases access for Culturally and Linguistically Diverse (CALD) community women, and with the support of Auntie Tanya Keed, we are able to provide culturally appropriate support to our First Nation's clients.



During July 2022 to June 2023, YWCA Domestic Violence Support Service had 245 new incoming referrals.

Our service always receives 20+ referrals each month on average.

Supported a total of 216 women along with their families who were impacted by domestic and family violence in the July 2022 - June 2023 year.

To June 2023, the service has supported 521 women since service inception.

Our service provides early intervention and support to women and children in ACT in taking steps towards managing their safety.

Our service has received persistent significant demand and has received referrals from various sources, such as Supportlink, Onelink, Victims Support ACT, Family Violence Safety Action Program of ACT, DVCS, Women's Legal Centre, HACT and others as well as self-referrals.

YWCA Canberra DV Support Service has continually operated at or above capacity and have streamlined our support in categories such as; short-term support, long-term support and interim or one-off support. This has enabled us to provide support to more clients. 2022-2023 again saw a significant proportion of our clients were self-referrals which shows that our service was able to provide critical pre-crisis support, to women and children, who most likely, would otherwise have "fallen through the cracks".

Case Study

"Our service received a referral from Onelink for a 58-year-old single woman in March 2023. The Client was admitted to Calvary Hospital due to several health conditions and had various vulnerability factors including multiple physical and mental health conditions. PUV was extremely controlling, skilled at technological abuse and financial coercion, and had installed a tracking system on the clients' devices, email accounts, and bank accounts. DVSAT score was 13. The Client was very scared of PUV as he suspected the client was receiving some sort of help from social worker at Calvary.

Our DV Support Service was able to provide the Client immediate safety planning while in Calvary, assisting with relocation within a short amount of time. We were also able to assist the Client in accessing immediate needs payment from Victim Support, EVP, and SFA, amount to \$15,000, and successfully seeking a 2-year FVO."



Policy & Advocacy

YWCA Canberra's advocacy profile continues to grow, and our policy insight is frequently called on by media, elected representatives, like-minded community organisations, and governments. Through the reporting period we continued to monitor increase demand for our front-line services and advocate strongly for sustainable funding to food relief programs and other social support services throughout the ACT. We were invited to participate in the ACT Legislative Assembly inquiry into Cost of Living Pressures and the Australian Senate inquiry into The Extent and Nature of Poverty in Australia. We used these opportunities to draw attention to local strategies to alleviate cost of living pressures for families, such as sport subsidy vouchers for low-income families and welfare reform at the federal level.

Our continued policy work and expert advice had drawn support for all levels of government and encouraged greater engagement and collaboration between parliamentarians and YWCA Canberra. The Advocacy team attended several Food Hub events at the Mura Lanyon Youth and Community Centre with members of the ACT Legislative Assembly and Australian Parliament to draw attention to the significant increase in demand for the service.

In 2022-2023, we relaunched the successful Our Lives Survey for women in the ACT which will inform our advocacy agenda and priorities into the immediate future. This is the third iteration of the survey, and we have been able to draw upon progressive results of the survey to reinforce our messaging on the ongoing cost of living crisis and women's economic security. In a first, thanks to our partners at Sustineo and our staff, the survey is now available in three languages other than English and has been promoted on Canberra's light rail network, increasing public awareness and expanding the diversity of responses.

In the first quarter of 2023, we celebrated turning-the-sod at the YHomes site, which will eventually house older women in financial crisis and women who are rebuilding their lives after violence. We were grateful to have members of the ACT Government Executive and the Opposition attend the event.

We've continued to engage our members and supporters to gain insight into what they enjoy about our work and public recognition. Our 2022 survey of members and supporters, conducted in the reporting period, continued to indicate high levels of support for our advocacy work and strong engagement among the broader public.



STRATEGIC PRIORITY FOUR

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

Membership

YWCA Canberra is proud to have such a rich and engaged community of women and gender-diverse people in our membership, drawn together by our shared passion for gender equality.

Over the past financial year, we have continued to identify and develop new ways of engaging members with our advocacy work, including developing advocacy training that was trialed in the second half of 2022, with the view to extend into a more ongoing training series in the coming 12 months. In addition, we have continued to connect our members to key leadership opportunities, including the Great Ydeas Small Grants Program and Board Traineeships. Each year, we offer attendees at our She Leads Conference \$5 memberships, and this ensures we continue to provide accessible membership to a diverse range of people, continuing to grow our community in the ACT.

In 2022-2023 we built our online community to 16,138 followers and supporters across our nine social media platforms, bringing together an active and vibrant community that positively engages with our posts that celebrate the work we do.

Through these communication channels, our subscribers connect with our leadership events, community news, services and advocacy content every month. We are proud to watch our online community continue to grow. Our community supporter base continues to expand and mobilise around our work and advocacy in the community.



Affiliated Channels

1,300 Followers on the She Leads Facebook Page

513 Followers on the YWCA Canberra Clubhouse Facebook Page

725 followers on the YWCA CBR Youth Engagement Team Instagram



National & Global YWCA Day

YWCA Canberra continues to contribute to the global reach of the World YWCA movement and share the work of other YWCAs worldwide.

The 2023 Round the World Breakfast was held on Thursday, 4th of May at Ainslie Football Club. This breakfast is a fantastic opportunity for our community to come together and celebrate the global YWCA movement, as well as to recognise the efforts of our 2023 Great Ydeas Small Grant recipients and fundraise for our YHomes project.

This year, YWCA Canberra went back to our roots by extending the invitation to our members, supporters, partners, and friends to celebrate World YWCA Day, with 150 guests in attendance. This is a day where YWCAs around the world celebrate and acknowledge the YWCA movement's efforts to create positive change for women and girls across the globe. It is an excellent opportunity for us to come together and celebrate the impact of our organisation on a local level.

We held our annual event to acknowledge International Women's Day. This year's theme was "Cracking the Code: Innovation for a Gender Equal Future", and YWCA Canberra decided to explore how we can 'crack the code' to achieve meaningful wage growth in the early childhood education and care sector. For this event, we were joined by Kasey Tompkins, Secretary of Unions ACT, Saowanee (Sanny) Saengmanee, Director of Campbell Cottage Early Childhood Service at YWCA Canberra and Dana Hanna, Associate Dean (Education) and Senior Lecturer in the Research School of Economics at the ANU. Kasey spoke about her advocacy work with the Big Steps for Early Education campaign, Sanny shared her experiences as director of an early childhood service, and Dana provided valuable insights into her research on the wage impacts of parental leave and gender literacy in education.



Great Ydeas

YWCA Canberra's Great Ydeas Small Grants Program provides funds to support local women, girls and nonbinary people to pursue their passions and improve our community.

Priority is given to projects that empower women and non-binary people in our local community and that have the potential to grow beyond the initial funding provided. The program was launched in 2010 in celebration of our 80th anniversary. Each year, the organisation provides \$9,000 in micro-grants to women, girls and non-binary people in the Canberra region to pursue their passions and improve our community.

To date, Great Ydeas Small Grants Program has helped more than 90 local women, girls and non-binary people to progress projects, including launching a conference for women of colour, creating a toolkit for victim-survivors of sexual violence, providing financial literacy workshops for young women and launching social enterprises.

In 2022-2023, Beyond Bank, Sustineo, Ernst & Young and The Joyful Business Club each sponsored an additional grant, bringing the total funding pool on offer up to \$18,500. The recipients for this year's Great Ydeas Grants are testimony to the talent pool of compassionate advocates, creative thinkers, and entrepreneurs we have in our community.

We were excited to fund projects such as building financial literacy for neurodivergent women, providing grassroots support for isolated pregnant women and new mums, volunteer programs to build self-esteem in young women, and contributing towards developing an app for pharmacists to help patients come off anti-depressants.



STRATEGIC PRIORITY FIVE

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

Governance and Corporate Structure

YWCA Canberra operates under a strong governance model and is governed by a board of up to 12 company directors who define the strategic goals of the organisation. Our Board of Directors operates according to a Code of Ethics and Proper Practice. A governance manual guides the work of the Directors and establishes the relationship between the Board and the Chief Executive Officer. Our Constitution guides our work and sets out the fundamental principles under which our organisation is governed. It was last amended at the Extraordinary General Meeting on 16 May 2018.

Our Executive Management Team takes a whole-of-organisation perspective, making key decisions about strategic directions, accountability frameworks, organisational development, policy and quality assurance. The team comprises of 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, and Executive Director of Strategic Development. The Chief Executive Officer, as the sole employee of the Board, is accountable for the day-to-day management of the organisation.

In 2022-2023, the Board's commitment has been to ensure we create a comprehensive, realistic plan and effective in achieving our vision. We are confident that the Strategic Plan 2023-2028 will help guide our organisation to maintain our successful services to Canberra and the surrounding region. We will also be releasing our 15-year vision statement and road map that states our vision for the best possible outcomes for girls and women in Canberra and the surrounding regions.



2022 – 2023 Board Directors



Frances Crimmins
Chief Executive Officer



Carina Zeccola*
President



Kristin Blume
Vice President



Natalie Hyde
Treasurer



Di Bakon
Board Member



Elaine Dargan*
Board Member



Julie Lean
Board Member



Kirsty Martin*
Board Member



Maree Harman
Board Member



Renee Mastrolemba*
Board Member

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

Independent members of the Audit and Risk Committee



Bridget Browne
Chair



Victoria Oakden
Deputy Chair

Workplace Gender Equality Agency

YWCA Canberra maintained its commitment to gender equity in 2022-2023 by retaining accreditations and citations for our work in recognising and modelling workplace gender equity.

The Workplace Gender Equality Agency (WGEA) advised that our 2022-2023 report is complaint, and YWCA Canberra has once again received the Employer of Choice for Gender Equality (EOCGE) citation by WGEA. This voluntary initiative recognises workplaces that have demonstrated a genuine and structural commitment to gender equality. YWCA Canberra is the only Canberra-based employer that has held this citation continuously since 2014.

The evaluation process for EOCGE is demanding and requires a resolute dedication to gender equality initiatives across the entire organisation. We are delighted that YWCA Canberra fosters such a culture, which is nationally acknowledged. We are proud of all the staff members who have contributed to the implementation of these initiatives and furnished evidence to WGEA, allowing us to maintain our commendable status.

This year is the first time WGEA will publish the gender wage gap of all employers with staff of 100 or more as well and the Australia Public Service. YWCA Canberra has an overall pay gap of 13.3% in favour of women. We know from the report that this is due to having an all-women executive team. Importantly the workplace profile report provides that our Enterprise Agreement positions there is no gender-based paid gap. This demonstrates the importance of an enterprise agreement that transparently classifies the same role at the same pay rate.



Of note, YWCA Canberra offers above award salary payments, generous paid parental and domestic violence leave provisions, and creative, flexible working arrangements in our Enterprise Agreement which contributed to maintaining our citation for the review period (2021 - 2023). Our CEO, Frances Crimmins, continues her hard work in advocacy for workplace gender equity as an Equity Ambassador and a Flexible Work Ambassador. Both roles see Frances actively promoting pay equity, flexible work options, sharing and profiling equity and work.





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.



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.

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.

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 and 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.

Quality Assurance and Risk Management

Throughout 2022-2023, YWCA Canberra reviewed and redefined our practices, focusing on risk management, incident reporting, complaint management, and our ICT systems and processes. This has improved our quality of service provision and the internal systems that support our programs.

In 2022-2023, we prepared for 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.

We have also been reviewing 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 outstanding feedback from the Authorised Officer regarding our services, environments, and practices within each site, and no areas of concern.



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

- Regular updates to assessment materials to improve student satisfaction and outcomes
- Industry consultation to guide best practice
- 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 areas of work:

Australian Charities and Not-for-profits Commission

National Quality Standard for Early Childhood Education and Care and School Aged Care

National Regulatory System for Community Housing

Registered Training Organisations Standards

Suitable entity under the Children and Young People Act 2008

Risk

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 and COVID risk response to the Government's mandates and vaccination programs.

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 has posted a **positive financial result** for the 2022-2023 financial year with a surplus of \$840,209 (2021-2022: \$2,374,949). The Company continued to show strong revenue growth in 2022-2023, particularly in childcare fee income (up by 32%), government grant funding (up by 15%), and donation to Y Homes supported housing development (increased by 49%).

Compared to the financial year 2021-22, total revenue from continuing operations has increased by 25% from \$21,199,773 to \$26,463,502.

Overall, YWCA Canberra has gradually returned to “business as usual” environment. **We have gone through a sustainable, resilient recovery post COVID-19** as evidenced in the positive financial result we achieved in 2022-2023 financial year.

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. At the time of reporting, there are no strong indicators to suggest material financial impacts to the Company’s results in future financial years from on-going operations.

Financial Position

YWCA Canberra remains in a sound financial position with net assets as at 30 June 2023 of \$14,365,498 (2021-2022: \$13,134,648), representing an increase of \$1,230,850 (9%).

Cash and Cash Equivalents increased by \$114,996 (2%) from \$5,473,247 in 2021-2022 to \$5,588,242. This adequately meets our short-term financial needs.

Total financial assets increased by

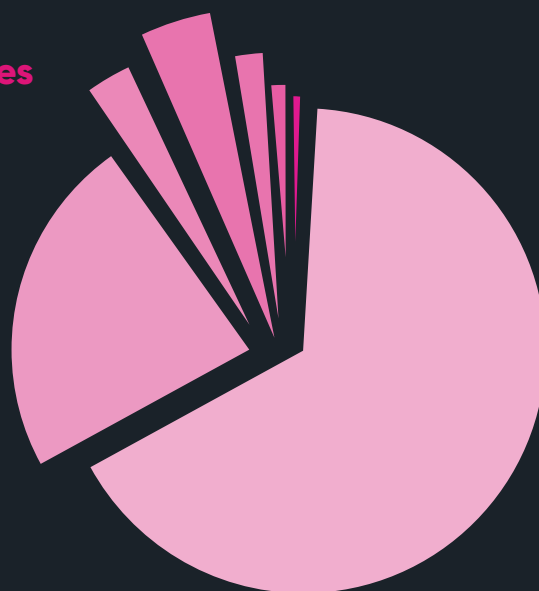
**\$896,293 (12%) from
\$7,428,610 in 2021-22 to
\$8,324,903 in 2022-2023**

predominantly due to the improved and stronger performance in the equity market in the first half of 2023 compared to prior year.

YWCA Canberra continues to demonstrate financial security through a disciplined focus and commitment in our stewardship and responsibility in managing our resources and risks to ensure the organisation’s long-term sustainability. As we move into 2023-2024 the financial outlook for YWCA Canberra remains positive.

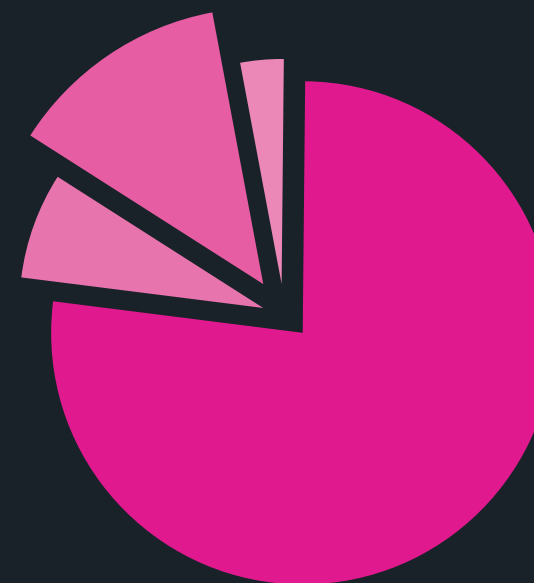
YWCA Canberra Incomes Sources Year Ended 30 June 2023

- 67% Children's Services
- 23% Government Funding
- 4% Donation Income
- 3% Investment Income
- 2% Training Income
- 1% Event Income
- 0% Other Income



YWCA Canberra Expenses Year Ended 30 June 2023

- 77% Staffing Expenses
- 13% Admin & Operational Expenses
- 7% Equipment Expenses
- 3% Services & Utilities Expense



Financial Sustainability

Our security as at 30 June		
	2021-2022	2022-2023
Cash reserve	\$5.47m	\$5.59m
Property, plant and equipment	*\$4.62m	\$5.62m
Intangible assets	\$0.071m	\$0.22m
Investment portfolio	\$7.43m	\$8.32m

*Revaluation of property takes place every three years and was last performed in June 2022.

Where did our income come from?		
	2021-2022	2022-2023
Community services	\$5.61m	\$6.43m
Children's services	\$13.25m	\$17.48m
Affordable Housing Income owned by YWCA Canberra	\$0.22m	\$0.40m
Rentwell charitable property management service -landlord donation by way of executed payment direction deed	\$0.43m	\$0.54m
Training and education services	\$0.82m	\$0.66m
Managed fund investment	\$0.35m	\$0.36m
Other services	\$0.54m	\$0.34m
Fair value adjustment to investment property	\$0.73m	-
Government COVID-19 financial relief	\$1.00m	-
TOTAL	\$22.95m	\$26.21m

Past two years operational and reportable results		
	2021-2022	2022-2023
Operational result	\$2.66m	\$0.85m
Reportable bottom line	\$2.38m	\$0.84m

Acknowledgements

Community Partners and Supporters

- A Gender Agenda
- A Village for Every Child
- ACON
- ACT Community Services Directorate
- ACT Education Directorate
- ACT Office for Women
- Anglicare NSW South, NSW West & ACT
- Australian Catholic University
- Australian Taxation Office - Tax Help
- Baker's Delight Lanyon
- Baringa Early Learning Centre
- Barnardos
- Beryl Women's Inc
- Bunnings Tuggeranong
- Calwell High School
- Canberra Innovation Network
- Canberra Rape Crisis Service
- Canberry Properties
- Capital Chemist
- Capital Region Community Services
- Care Financial
- Charles Conder Primary School
- CHC
- CIT Students Association
- Communities at Work
- Community Services #1
- Computer Clubhouse Network
- Country to Canberra
- 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 Right Alliance
- Erindale Collage
- Families ACT
- Food Bank NSW & ACT
- GIVITT
- Go Foundation
- Gordon Community Centre
- Gordon Neighbourhood Watch
- Greater Canberra
- Griffin Legal
- Havelock Housing
- Healthy Schools Network ACT
- HerCanberra
- HESTA
- Homelessness Australia
- Karina House
- Kids Into Sport - Tuggeranong
- Lake Tuggeranong College
- Limelight Cinema Tuggeranong
- Little Luxton
- Lush Canberra
- M&K Meats
- Marymead Catholic Care Canberra and Goulburn
- Meridian
- Molonglo Valley Community Council
- Movement Centre Canberra
- Multicultural Hub
- Mynx Beauty
- Ngunnawal Bush Healing Farm
- Northside Community Services
- OneLink
- Oz Harvest
- Physh and Phreak Production
- Pipeline
- Playgroups ACT
- Red Cross
- Relationships Australia
- Richardson Primary School
- Roundabout Canberra
- SeeChange ACT
- Sexual Health and Family Planning ACT

Acknowledgements

- Share the Dignity
- Snow Foundation
- Sustineo
- The Big Issue
- Toora Women Inc
- Tuggeranong Child and Family Centre
- Tuggeranong Community Council
- Tuggeranong Arts Centre
- University of Canberra - Health Faculty
- University of Canberra - UCX
- Woden Community Services
- Women's Agenda
- Woolworths at Work
- World YWCA
- YMCA Canberra
- Youth Coalition of the ACT
- YWCA Australia

- Gallagher
- Hands Across Canberra
- HESTA
- MTP Services
- My New Best Friend
- National Australia Bank Foundation
- Parker Coles Curtis
- Prinstant
- Project Coordination
- Pulse8 Strategies
- Rowdy Inc
- Singed Sisters
- Snow Foundation
- Sustineo
- Tall Foundation
- Women Who Walk
- Woolworths at Work

Individual Donors

- Anne-Mari Siteri and Iain Hercus
- Adam Wielemborek
- Adrienne Sykes
- Amy Kingham
- Bernadette Carbin
- Betty Ferguson
- Brendan and Jackie Bilston
- Carmel McCrow
- Carina Zeccola
- Castaly Haddon
- Chia-Jung Hsiao

- Clare Moss
- Colin Hauff
- Colleen Lupton
- D W
- David Kimmorley
- David Pearce
- Deborah Burrridge
- Debra Parker
- Diana Exon
- Diane Bell
- Eliza Wilson
- Elizabeth and David Teather
- Elizabeth Kentwell
- Elizabeth Reid
- Ellen Samuels
- Emma Davidson
- Frances Ballard
- Gordana Morphet
- Grant Milthorpe
- Greg Taylor
- Greg Rodwell
- Greg Tannahill
- Hala Batainah
- Halinah Sacksady
- Hannah Wandel
- Hazel Moir
- Heather Carman
- Hedda Murray
- Helen Di Pauli
- Helen Todd
- Jade Burnell
- James House

- Jane Alver
- Jane Wilson
- Janette and Paul Wojtaszak
- Jazmeen Payne
- Jennie Granger
- Joanne Clay
- Joansy King
- Jordan Maloney
- Joyce Das
- Jude Burger
- Judith Norris
- Judy Putt
- Julia Burns
- Julie Lean
- Karen Downing
- Katarina Jakubaszek
- Kate Boston
- Kristin Blume
- Kylie Dennis
- Kylie James
- Lachlan Blain
- Lauren Waring
- Leah Dwyer
- Leo Kasim
- Leonie Whyte
- Lily Harrison
- Lisa Buffinton
- Liz Holcombe
- Liza Holmes
- Llewella Jago
- Lorraine Tomlins
- Luke Hadfiel

- Maree Harman
- Margaret Beerworth
- Marion Reilly
- Mark Tesseyman
- Marthes Pattman
- Mary Burton
- Matt Allen
- Melissa Wales
- Meredith Edwards
- Merryn Orchard
- Mia Swainson
- Mimi Musolino
- Molly Kenny
- Nadia Pessarossi
- Nicole Deen
- Nicole Short
- Pam McDougall
- Pamela McGrath
- Penny Collings
- Peter Lee
- Peter Cain
- Rachael Healy
- Rebecca Vassarotti
- Renee Fuller
- Renee Mastrolembro
- Rhiannon Cameron
- Ros Kewley
- Rosalind Raddatz
- Russell Ayres
- Sandra Billman
- Sarah Burr
- Sarah Mebrahtu

- Sarah Niall
- Sarah Queenan
- Savannah Daoud-Opit
- Sean Loftie-Eaton
- Serina Bird
- Shereen Crowe
- Sophie Coulter
- Sophie Holland
- Tania Maxwell
- Tiffany King
- Tim Dingwall
- Tracy O
- Ying Xia
- Yuko Kinoshita

Volunteers

- Lanyon Food Hub volunteers
- MLYCC working bee group volunteers
- Abbie Turner
- Annette Maunsell
- Alice Turner
- John Grayson
- Rotary - Tuggeranong
- ADFA Weary Dunlop Project
- Denis Boutcher
- Warehouse Circus

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