



YWCA OF CANBERRA

ANNUAL REPORT 2011 – 2012

WOMEN'S LEADERSHIP | ADVOCACY | COMMUNITY RESOURCES | CHILDREN'S AND COMMUNITY SERVICES

YWCA of Canberra ABN 48 008 389 151

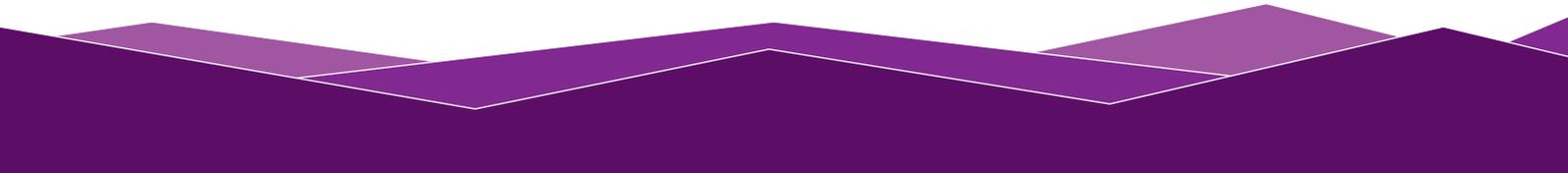
Cover photo of YWCA of Canberra Family Day Care Educators
by Hilary Wardaugh Photography.

ACKNOWLEDGEMENT OF COUNTRY

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

CONTENTS

GLANCE AT THE YWCA OF CANBERRA	02
PRESIDENT AND EXECUTIVE DIRECTOR'S REPORT	03
2011–2012 BOARD MEMBERS	04
ORGANISATIONAL STRUCTURE	05
WORKING TOWARDS OUR STRATEGIC GOALS	06
WOMEN'S LEADERSHIP	07
ADVOCACY	11
COMMUNITY SERVICES	15
CHILDREN'S SERVICES	21
COMMUNITY RESOURCES	25
THE YWCA OF CANBERRA IS A LEADING, ETHICAL AND SUSTAINABLE ORGANISATION	27



GLANCE AT THE YWCA OF CANBERRA

THE YWCA OF CANBERRA IS A FEMINIST, NON-PROFIT COMMUNITY ORGANISATION WHICH HAS BEEN PROVIDING COMMUNITY SERVICES AND REPRESENTING WOMEN'S ISSUES IN THE CANBERRA COMMUNITY SINCE ITS ESTABLISHMENT IN 1929.

In Australia the YWCA is established in all states and territories and delivers services to more than a quarter of a million women, men and children through over 100 sites across rural, regional and metropolitan areas.

Globally the YWCA of Canberra is part of the World YWCA, one of the world's largest and oldest women's organisations. Represented in over 122 countries, the YWCA has a global reach of 25 million women and girls. As part of the international movement the YWCA of Canberra seeks to play its part in working for a world where reconciliation, justice, peace, health, human dignity, freedom and care for the environment are promoted and sustained through women's leadership.

The philosophy and strategic directions of the Organisation enable us to use a strengths-based approach to empower and encourage our clients. We deliver 28 quality programs, across 20 locations, in children's services, community services, community resources, advocacy and training.

A VALUES BASED ORGANISATION

OUR VISION: Women achieving their potential.

OUR PURPOSE: Through the leadership of women and girls the YWCA of Canberra is building a better community for all.

OUR VALUES: As a feminist organisation, the YWCA of Canberra believes that everyone who is part of the community has the right to contribute to, and share equally in, the benefits of the community's social, cultural, and economic development.

The values which guide and inspire our work are:

- » Equity and fairness
- » Diversity
- » Self-determination and empowerment
- » Women's leadership
- » Reconciliation with Indigenous Australians
- » Stewardship.

PRESIDENT AND EXECUTIVE DIRECTOR'S REPORT

A YEAR OF CHANGE AND NEW BEGINNINGS

A WISE MEMBER OF OUR BOARD TOLD US RECENTLY THAT 'YOU CAN JUGGLE ANYTHING AS LONG AS YOU JUGGLE WITH JOY', AND THIS HAS CERTAINLY BEEN A YEAR OF JUGGLING.

2011–12 was also a year of change and growth. We farewelled our longstanding Youth Services programs and expanded our Children's Services portfolio. A major focus was on investing in our affordable housing portfolio—a new venture for us but strongly linked to the history and strategic directions of the YWCA of Canberra.

We were delighted this year to be one of only three locally based organisations to receive a citation from the Equal Opportunity for Women in the Workplace Agency, and even more delighted to be recognised as one of their four case studies for best practice this year. This case study profiled our Board Traineeship Program as best practice in governance and board succession planning.

As always, our activities remain linked to our vision of *women achieving their potential* and creating a better community for all through developing the leadership of women and girls.

In Community Services we have embarked on work to redevelop our Spence site into a group house to support older women. We also provided a range of services from

Mura Lanyon Youth and Community Centre including a new innovative literacy project and the STEPS program for young parents.

Our Youth Services program has undergone significant change as the Youth and Family Support sector in the ACT undergoes reform. SCOPE and Navigate were services that supported young people and their families for many years and we wish both staff and clients well as they transition to new programs. The change process in Youth Services has enabled us to expand the age group to include children and young people from the age of eight, particularly in our new therapeutic counseling service *Circles of Support*.

New programs have been welcomed into our School Age Care. These additional programs reflect both the challenges that stand alone providers are experiencing in meeting the new National Quality Framework and our excellent reputation in the community. We were also delighted to welcome Family Day Care (FDC) staff from Belconnen Community Services to the Organisation late in the financial year. This development sees the YWCA of Canberra as the largest employer based FDC provider in the ACT and strengthens our ability to provide this vital form of care.

We continue to develop our work in advocacy and policy. Our expertise is demonstrated by invitations to participate in the governance processes both locally and nationally around violence against women and contribute to the advocacy work of both the YWCA Australia and the World YWCA.

2011–2012 BOARD MEMBERS

PRESIDENT: Erica Lewis

VICE PRESIDENTS: Rachel Atkinson*, Jude Burger

TREASURER: Elizabeth McLardy

DIRECTORS: Joanna Allebone*, Jane Alver, Betty Ferguson, Jac Torres Gomez*, Heather McAulay*, Ruth Pitt*, Courtney Sloane*

EXECUTIVE DIRECTOR: Rebecca Vassarotti

The Executive Director also fulfils the role of Company Secretary.

NATIONAL BOARD REPRESENTATIVE: Roslyn Dundas

BOARD TRAINEES: Kate Chipperfield, Emily Hall, Michelle Lauder

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

For a number of years the Board has made a strategic investment in the Respectful Relationships program and we are very pleased to have secured government funding for this important suite of activities. The new funding will enable us to develop a new respectful relationships program for children in the last two years of primary school which will be delivered in the second half of 2012.

The YWCA is a membership movement and we remain invested in growing and engaging our membership. The YWCA of Canberra was strongly represented at World Council and we were proud to support young women staff and members in their participation. We continue to support members' projects through *Great Ydeas* and leadership projects.

We continued to be blessed with dedicated and skilled members willing to provide their time and talent to sitting on the board, participating as trainees or being part of committees.

We see our connection with our members, supporters, Corporate Partners and others as a vital way to connect with our local community. We have seen the development of new relationships, including with The Ian Potter Foundation and seen a deepening of the relationship with our current Corporate Partners.

Once again the successes of this year have only been possible due to the dedication and support of staff, Board, members, partners and friends. We work together to create an equal, just and fair community.

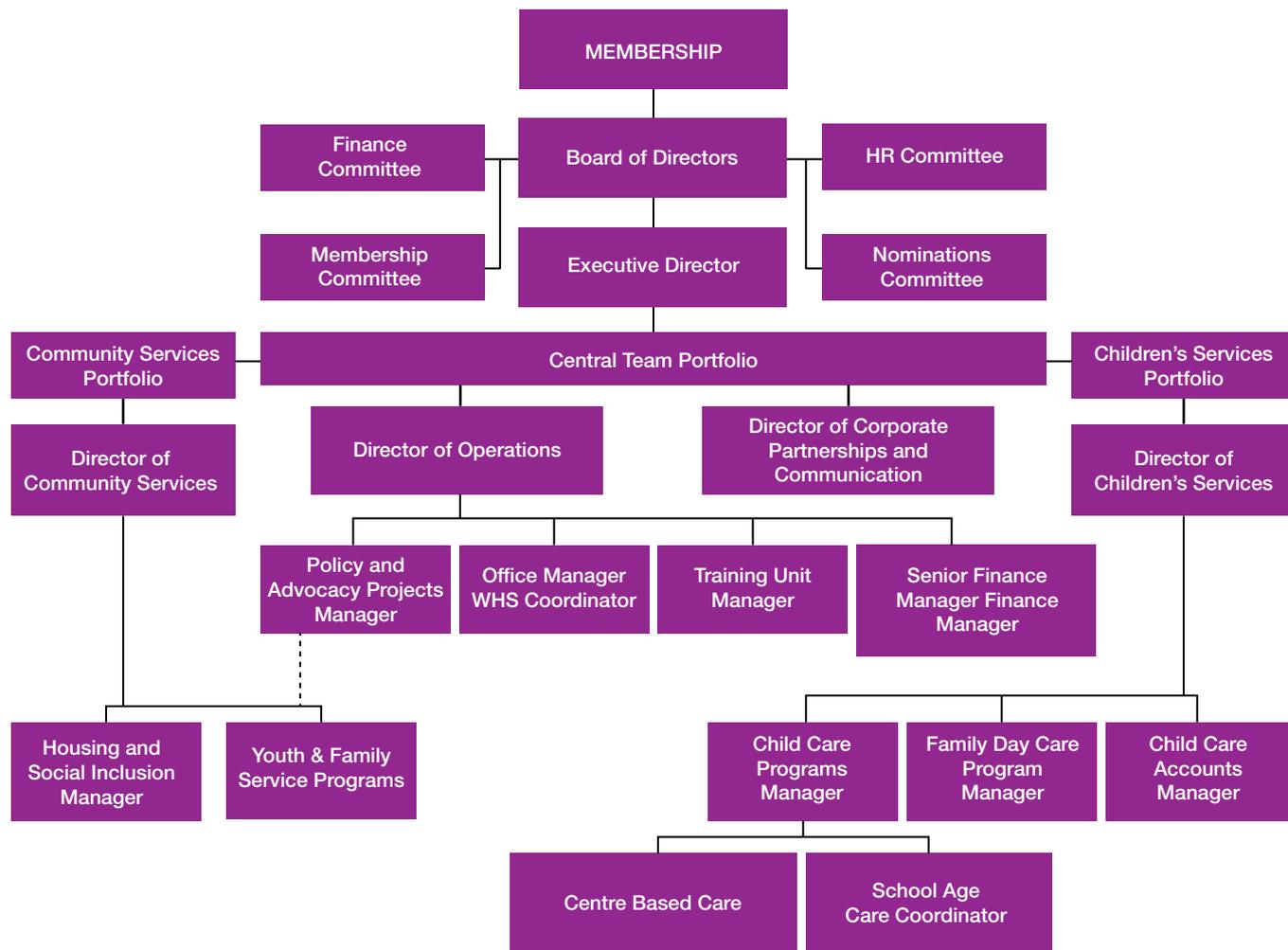


**Erica Lewis,
President**



**Rebecca Vassarotti,
Executive Director**

ORGANISATIONAL STRUCTURE OF THE YWCA OF CANBERRA



WORKING TOWARDS OUR STRATEGIC GOALS

Strategic Goals	Women's Leadership	Advocacy	Children's and Community Services	Community Resources
Women influencing, leading and deciding	<ul style="list-style-type: none"> » <i>Women Out Front</i> Forum » Board Traineeships » Training Unit 	<ul style="list-style-type: none"> » Representation World Y Day Policy Work » Commission on the Status of Women 	<ul style="list-style-type: none"> » Young Women's Workshops 	<ul style="list-style-type: none"> » <i>Great Ydeas</i> » Online Mentoring » Governance and Finance Workshops » Working in the Pacific
Women achieving security and independence through their economic participation	<ul style="list-style-type: none"> » Links with Y Australia and the Equality Rights Alliance 	<ul style="list-style-type: none"> » Australian Council of Social Services involvement 	<ul style="list-style-type: none"> » Child care » Energy Efficiency Outreach » STEPS » Return to Work 	<ul style="list-style-type: none"> » Bicultural Support Pool
Women and their families have access to conditions and resources to lead healthy lives	<ul style="list-style-type: none"> » Participation in Women's Services Network 	<ul style="list-style-type: none"> » Anti Poverty Week » Tenancy Week 	<ul style="list-style-type: none"> » Affordable Housing » Housing Support Unit » ENCORE » Breaking the Cycle 	<ul style="list-style-type: none"> » Food Hub
Communities that are safe and connected	<ul style="list-style-type: none"> » ACT Council of Social Services involvement 	<ul style="list-style-type: none"> » White Ribbon Campaign » Reclaim the Night » Week Without Violence » Celebrate You 	<ul style="list-style-type: none"> » Mura Lanyon Community Centre » Getting Healthy in the Inner North 	<ul style="list-style-type: none"> » Relationship Things » Respect, Communicate, Choose
Children and young people build the skills to create a better future	<ul style="list-style-type: none"> » Participation in Youth Coalition 	<ul style="list-style-type: none"> » Children's Week » Youth Week 	<ul style="list-style-type: none"> » Child care » Circles of Support » Mura Lanyon Youth Centre » Youth Connections » Youth Engagement » Youth Literacy Project 	<ul style="list-style-type: none"> » Relationship Things
The YWCA of Canberra is a leading, ethical and sustainable organisation	Financial sustainability, Organisational renewal, Reconciliation Action Plan, Environmental policy, Results Based Accountability, Enterprise Bargaining Agreement, 2012 EOWA Employer of Choice for Women citation			

WOMEN'S LEADERSHIP

WOMEN OUT FRONT

Our *Women Out Front* program continues to go from strength to strength. In the past year we have run two Young Women's Leadership Workshops, our popular Women on Boards Finance and Governance Workshops, WOF Plus and our annual Leadership Forum.

This year's Leadership Forum was hosted by Ernst & Young in July. Helen Conway, Director of Equal Opportunity for Women in the Workplace Agency (EOWA) was key note speaker; and Catherine Friday, Partner, Risk Practice Lead, Ernst & Young and Elizabeth McLardy, Honorary Treasurer, YWCA of Canberra, spoke on the interactive panel. The event was designed to inspire women and invigorate them about their own personal leadership journeys.

In celebration of NAIDOC Week in July, the YWCA of Canberra held a women's Oztag competition at Dickson Playing Fields. The event was designed to bring Indigenous and non-Indigenous women together to celebrate women's participation in sport. This is the second consecutive year we have run this event, with the idea developed by participants of the YWCA of Canberra's Young Women's Aboriginal and Torres Strait Islanders Leadership Project in 2011. The event continues to be successful with feedback from players, organisers and supporters extremely positive.



BOARD TRAINEESHIPS

As part of our commitment to fostering young women's leadership, the YWCA of Canberra offers Board Traineeships to young women interested in learning about board membership and director responsibilities, but who may not yet feel ready to take on a full board position.

We are proud that our Board Traineeship program was written up as a case study of best practice by the Equal Opportunity for Women in the Workplace Agency (EOWA) 2012.

WORLD COUNCIL

The YWCA World Council took place in Zurich Switzerland during July 2011. A number of YWCA of Canberra members were privileged to actively participate in this event and the associated International Women's Summit.

World Council is an opportunity to develop and deepen friendships and professional relationships. We connected with YWCAs from around the world including Rwanda, Chile, Fiji, New Zealand, Canada, United States of America and Sri Lanka. Through World Council activities, including regional meetings, we were also able to develop stronger relationships with our YWCA sisters in the Pacific. We are very excited about the opportunities that this will present over the next four years.



We were also reminded of the tremendous challenges still requiring action. Some of these include challenges around sexual and reproductive health and the difficult task of meeting the United Nations Millennium Development Goals.

Through World Council we also contributed to the global governance of our organisation, engaging in the voting process for World Board, resolutions and constitutional change. We welcomed a new President and Board, and farewelled and thanked those saying goodbye.

WORKING IN THE PACIFIC

As part of a national and global movement, the YWCA of Canberra looks for ways that we can develop relationships with our Pacific YWCA sisters.

One of the highlights of YWCA World Council was the launch of the Pacific Young Women's Leadership Strategy. The Strategy provides a framework for leadership work in the Pacific to be developed and it was extremely exciting to see this project come to fruition.

Executive Director, Rebecca Vassarotti travelled to Papua New Guinea to work with YWCA PNG and provide assistance with the governance and policy and procedures of the organisation. We were delighted to learn how YWCA PNG is using our Respectful Relationships resource *Relationship Things*, and reflected on ways that we could adapt this resource to ensure it is culturally appropriate.



The *Great Ydeas Small Grants Program* supported two of our members to undertake a feasibility study looking into the development of reusable sanitary products from recycled products in communities in PNG and the Solomon Islands. This investment enabled them to travel to PNG to connect with YWCA PNG and see how their idea could be developed as an income generating project.

YWCA of Canberra members also continue to be involved in the YWCA Timor Leste Committee, and we continue to support this through fundraising activities.

COMMISSION ON THE STATUS OF WOMEN

The YWCA of Canberra was delighted to take a lead role in the YWCA Australia delegation to the 56th Session of the UN Commission for the Status of Women (CSW). Executive Director, Rebecca Vassarotti led the delegation which included four other talented and skilled women from Victoria, NSW and Queensland. This year they joined the delegation of over 40 YWCA women from around the world, who contributed to this year's theme: The empowerment of rural women and their role in poverty and hunger eradication, development and current challenges.

YWCA Australia contributed to the program in a range of new ways. For the first time, YWCA Australia led a workshop in the parallel NGO program of events, exploring the use of Reconciliation Action Plans as a way that NGOs can engage in national reconciliation processes, and sharing the success of YWCAs in Australia around this process. We also used this opportunity to learn from other Ys through sharing stories and site visits, and visiting the Ys of Toronto to learn about the great housing programs run by this association.

Progressing the World YWCA policy advocacy work was still a priority, and we worked hard to influence governments including the Australian Government on issues of violence against women, women's leadership and sexual and reproductive health rights. We were extremely disappointed that governments were not able to develop a joint agreed conclusions statement and hope that this will change in the future.

TRAINING UNIT

The Training Unit has had a significant increase in enrolments and students successfully graduating in their qualification during this year. New qualifications are also being delivered to both internal and external clients. The Training Unit has successfully supported 64 job seekers to complete a qualification in children's services with the majority finding work in both YWCA or other child care centres and after school care programs across the ACT. This is a very exciting program for us to be delivering to see the students completing qualifications in the Child Care sector which is experiencing a skilled workforce shortage.

This year also saw the Training Unit providing our first interstate delivery of Certificate IV in Training and Education to 14 staff of the YWCA Queensland and YWCA Australia.

A series of workshops on Cultural Awareness was also coordinated for staff and Board members. The six hour training focused on awareness of kinship connections,

traditional way of life, community interactions and service provision and integration.

The Training Unit was successful in obtaining National Registration under the new standards of Vocational Education and Training Quality Framework for Registered Training Organisations. This accreditation is for five years and the external audit demonstrated that we are meeting all the quality standards in service and delivery of our qualifications.

The list of qualifications we have been delivering this year are:

- » Certificate IV in Training and Education
- » Certificate III in Children's Services
- » Diploma in Children's Services
- » Certificate III in Business Administration
- » Certificate IV Front Line Management
- » Diploma of Management
- » Statement of Attainment in First Aid.



ADVOCACY

YWCA AUSTRALIA LOCAL CHANGE, NATIONAL AND GLOBAL CONNECTIONS

This year YWCA Australia has worked to strengthen YWCA connections nationally, regionally and internationally. A major innovation has seen us working with our Members to create *Every Girl*—the transformative self-esteem program for girls 9–14 years of age. The first pilot was held in Queensland in late 2011 to rave reviews. Excitingly, we ended the year with the announcement of \$150,000 of Australian Government funding to roll the program out into ten schools across Australia.

In July, 37 YWCA Australia members joined with YWCA members from across the globe at the World Council Meeting. YWCAs from across Australia presented six workshops during the meeting, and celebrated the global launch of the World YWCA Pacific Young Women's Leadership Strategy. World Council saw Susan Brennan voted back onto World Board as a Vice President, following on from an amazing term as World YWCA President. Roslyn Dundas was also elected to the World YWCA Nominations Committee.

YWCA Australia has lobbied the Australian Government to increase the funding available for the provision

of affordable housing options. We have also participated actively in a range of reforms targeting the not-for-profit sector in Australia and the regulation of national community housing structures. YWCA Australia also contributed to successful advocacy which ensured that *Respectful Relationships* funding targeted a lower age group. A key initiative during the year was our partnership with Women on Boards and the Australian Council for Social Service—with whom we conducted a survey of gender diversity on community sector boards. Over 600 responses were received and we are looking forward to launching the report next year.

YWCA Australia has continued to manage the Equality Rights Alliance and auspice the National Aboriginal and Torres Strait Islander Women's Alliance—both of whom have had strong years informing policy debates on women's issues.

In partnership with the World YWCA we led the delegation to the civil society meetings held during the Commonwealth Heads of Government Meeting in Perth in October, including welcoming Penny Williams, the Australian Government Ambassador for Women and Girls, at the Australian launch of the Pacific Young Women's Leadership Strategy. YWCA members from across Australia also made tremendous contributions to

the World YWCA advocacy at the UN Commission on the Status of Women in March this year, including an exciting opportunity for Marnie Grogan, who attended CSW with the support of the Una Porter Fund for young women, when she addressed the CSW on behalf of the Young Women's Caucus.

In July we welcomed over 70 staff and volunteers from Member Associations across the country to our Program Meeting, hosted at YWCA NSW Hotel Y. Across Australia Encore has also thrived with contributions from Member Associations to keep the program running. We have been fortunate to secure funding nationally that has enabled updates to the website, the exercises and to ensure that the program is meeting the safety standards expected of a high quality program like Encore.

The YWCA Australia Board has been working exceptionally hard this year. The Policy Advocacy Protocol adopted in November is strengthening our work with Member Associations. Governance practices around quota were codified at AGM. We have been working with members to prepare for Convention, which will be held in Albury-Wodonga in November 2012. Board will present a resolution on Constitutional Amendments and the Strategic Directions 2013–2016. An important piece of work has been to finalise a review of funds held on our Balance Sheet, and we are looking forward to being able to fund a range of small projects each year from our named Trust Funds—targeting local, national and international activities, a fitting tribute to the many women who have given money to the YWCA over the years.



WORLD YWCA DAY

The Round the World breakfast is held each year by YWCAs globally to celebrate World YWCA Day (24 April). The breakfast is a fundraising initiative for the World YWCA Global *Power to Change* Fund, which supports a range of initiatives reaching women at all levels—local, regional, national and global—developing women's leadership skills.

This year we welcomed ACT Chief Magistrate Lorraine Walker as keynote speaker, and we were delighted to raise \$1500 for the *Power to Change* Fund.

CELEBRATE YOU WEEK

In May 2012, the YWCA of Canberra and the ANU Gender Institute hosted a screening and panel discussion of *Miss Representation*, a documentary

COLLABORATIVE CAMPAIGNS

The YWCA of Canberra continues to contribute to local campaigns that address high rates of physical and sexual abuse in our community.

Week Without Violence is a worldwide YWCA initiative recognised in over 100 countries each October, which aims to encourage the community to identify sustainable alternatives to violence.

In 2011 we celebrated Week Without Violence by launching *76 Rose Street* – an interactive exhibition that provided a unique opportunity to visualise domestic violence through a simple recreation of an ordinary apartment – in Canberra on the International Day for the Elimination of Violence Against Women (November 25). We were delighted to have our Patron, Her Excellency the Governor-General, Ms Quentin Bryce AC CVO, officially open the exhibition.

Complementing the exhibition is our interactive web tool which raises public awareness of domestic violence in Australia and informs people about how to get help should it be required.

The YWCA of Canberra also enjoyed being a part the coalition of women's organisations that each year brings Reclaim the Night to the streets of Civic. Women took to the streets blowing their whistles, waving their banners, raising awareness about sexual violence against women and demanding their right to live without fear and reality of rape and male violence.



COMMUNITY SERVICES

HOUSING AND SOCIAL INCLUSION UNIT

HOUSING SUPPORT SERVICE

The Housing Support Service works with families who are homeless or at risk of homelessness and provides medium to long term supported accommodation and outreach services for families in the Canberra region. This year the Housing Support Service has been restructured and has worked towards enhancing and streamlining services through additional staff professional learning and the integration into the service of the national homelessness data base, SHIP. The professional learning program included:

- » Child centred, family focus strengths based practice
- » Neurobiology of Trauma
- » Collaborative Practice
- » Cultural Conversations
- » Drug and Alcohol training

This has led to an improvement in service delivery that has been reflected in client survey and evaluation results. This year we provided supported accommodation to 45 families, outreach to 85 families and post service support to 19 families.

The Housing Support Service received funding from Ernst & Young to run groups for women who have experienced domestic violence. This funding will enable staff to run two programs: *Making Safe Connections* and *My Journey, My Choice*.

SUPPORTING TENANCY SERVICE

The Supporting Tenancy Service (STS) is a partnership between the YWCA of Canberra, Woden Community Service and Belconnen Community Service that is funded by ACT Housing. STS works with people to help them to retain their current tenancies if they are in rental properties or to manage mortgage repayments if they are purchasing their own home. The YWCA of Canberra provides support to people in the inner North of Canberra and in Tuggeranong. This year we have worked collaboratively within the partnership to develop shared practice when working with clients.

GETTING HEALTHY IN THE INNER NORTH

This project aims to support and encourage low income earners in Canberra's Inner North to address the issues of healthy eating and exercise.

Successful programs include a Quit Smoking group, Tai Chi classes, Thursday Dance Group, a women's art and drama group and a monthly information hub.

“The Wednesday lunch is the best meal I have all week and it's great to sit down and chat with people.”

“Fancy healthy food being this delicious!”

Another positive part of the project is the community garden which has been established to grow food for the Wednesday lunches at the Boomerang Centre.

ACT Health Promotions partially funded the program this year. The program has continued to operate through other funding sources. The YWCA of Canberra is continuing to explore alternative funding options to support this program.

“Tuesdays and doing art work with Janet is the best day of the week for me.”

SCOPE

SCOPE was supported by the Community Services Directorate, ACT Government.

The program was a free and confidential support service for young people aged 12–25, offering support, information, referral, advocacy and outreach. Funding for the program ended on 29 February due to the implementation of the ACT Government's new Children, Youth and Family Support Program.

NAVIGATE

Navigate was supported by the Community Services Directorate, ACT Government.

The program provided high quality counselling and intensive case management support to young people aged 12–18 years and their families, and built resilience to better deal with adverse experiences and promote general wellbeing. Funding for the program ended on 29 February due to the implementation of the ACT Government's new Children, Youth and Family Support Program.



MURA LANYON YOUTH AND COMMUNITY CENTRE

The Mura Lanyon Youth and Community Centre continues to provide a much needed venue for a range of sporting, cultural and special interest groups to run programs that promote participation for people in the Lanyon Valley. This year the ACT Government Community Services Directorate, ACT Government completed the extension of the Mura Lanyon Youth and Community Centre. The extension provides space for a food hub and a training café. The existing building received a number of upgrades including a new heating system and new lighting. The skate park has been relocated to the front of the building and the building has been surrounded by a secure perimeter fence. The building work meant that the Centre was closed for the month of June and not fully operational until the middle of July.

BREAKING THE CYCLE

This program was funded in 2011 through The Ian Potter Foundation and commenced in September. The program aim is to work with children, young people and families who have experienced homelessness to respond to the intergenerational and underlying causes of homelessness. A qualified behaviour change specialist has been employed to work with children and young people and to provide parenting support to their parents through the *Circle of Security Parenting Program*.

ENERGY EFFICIENCY OUTREACH

The Energy Efficiency Outreach Program has continued to help assist people in financial hardship and on low incomes to meet their household energy cost. This program provides assistance through education to householders about energy efficiency and retro-fitting their homes to make them more energy efficient and by providing energy efficient appliances.



STEPS

The STEPS Program has continued to provide health and wellbeing programs as well as positive parenting support to young pregnant and parenting mothers. This year STEPS has incorporated the *Circle of Security Parenting Program* as its main support for positive parenting and this has been very well received by the participants. The program runs twice a year for seventeen weeks and incorporates presentations from Nutrition Australia, the Cancer Council, MACH nurses and The Junction to name a few. STEPS is supported by ACT Health, ACT Government.



ENCORE

YWCA Encore is a program for women who have experienced breast cancer at any time of their lives. It involves slow movement floor and warm pool exercise and relaxation techniques, and is safe, fun and therapeutic. YWCA Encore can play a vital role in a woman's recovery process.

We were delighted to have the support of Calvary John James Hospital for the free use of hydro-therapy pool and gym area and lounge for break out facilities. Staff at Calvary John James also raise funds through fundraising activities.

LANYON CLAIM LITERACY PROJECT

The Lanyon Claim Literacy Project has been developed through a collaborative partnership between the YWCA of Canberra, Lanyon High School and U-Can Read University

of Canberra. The identification of the need for such a project was through the implementation of the Youth Connections program and other programs delivered at the Lanyon Youth Centre. Members of staff at the Centre have identified a cohort of young people who have significant literacy skills deficits that constitute a considerable barrier to their engagement with education and training. The project has been funded through the ACT Education and Training Directorate Youth Attainment Grants. Lanyon High School selected ten students in years seven and eight to participate in this twenty week project which commenced in March. Participants have attended Lanyon Youth Centre twice a week for two hours throughout the Project and engaged in an intensive literacy program with the support of individual trained tutors. The project has been an outstanding success with all participants improving their literacy skills and with very positive feedback from the young people, their parents and school staff.

CIRCLES OF SUPPORT

Circles of Support is a new therapeutic program that has been funded under the new Child, Youth and Family Support Program by the ACT Government Community Services Directorate. *Circles of Support* is based at Watson but provides outreach counselling services to children and young people aged 8-15 years at Kippax, Phillip, Lanyon as well as Watson. The program began taking client referrals in June and has the capacity to work with 16 children, young people and their families at any time and focusses on improving family relationships and family function.

LANYON FOOD HUB

This year a Food Hub has been developed to run out of the extension of the Mura Lanyon Youth and Community Centre. The Food Hub will incorporate the Emergency Relief funding that the YWCA of Canberra receives from the Commonwealth Government, free food from Lanyon Woolworths and donations from the Yellow Van (previously OzHarvest). Emergency Relief funding is used to purchase food from the Food Bank in Sydney and this allows the funding to go much further than if we had to purchase food from major retailers like Coles and Woolworths. The Food Hub is run by a team of dedicated volunteers, many from the Argyle Housing complex located adjacent to the Community Centre. The Food Hub will be officially launched in October during Anti-Poverty Week, 2012.

WOMEN'S RETURN TO WORK

This program is funded by the ACT Office for Women to provide flexible training and accredited programs to young women to support them to enter or re-enter the workforce. HSBC Bank Australia further supported this initiative through the provision of their ACT Community Chest Donation for 2012.

YOUTH CONNECTIONS

Youth Connections is a consortium of agencies, with Anglicare as the lead agency, funded by the Commonwealth Government to support disengaged young people reengage with education and training or to support them to enter the workforce. The YWCA of Canberra Youth Connections Officer works in the Tuggeranong region and is based at



the Mura Lanyon Youth and Community Centre. The Youth Connections Officer provides intensive case management for individual young people as well as runs group programs in High Schools and colleges. This year several very successful groups have been run including a photography group in conjunction with Photo Access, and a DIY workshop that built dog kennels for the RSPCA, supported by Bunnings Tuggeranong.

YOUTH ENGAGEMENT

This is a new program funded by the ACT Government Community Services Directorate in the new Child, Youth and Family Support Program. The YWCA of Canberra runs Youth Engagement in the Tuggeranong region in partnership with Communities@Work. A part time Youth Engagement Coordinator was employed in May to provide outreach in schools and supported drop in programs at the Lanyon Youth Centre for disengaged young people.

AFFORDABLE HOUSING FOR WOMEN AND FAMILIES

For a number of years the Board of Directors have been working on how to respond to the emerging concern of rental affordability in the local community. As a homelessness service provider we have seen an increase in the instances where housing affordability has been the primary cause of homelessness. We have also had great

difficulty in identifying appropriate housing for people when they are ready to leave our service. In addition to our experience, emerging evidence has been provided that highlights the looming issues for particular groups including older women, women with families and young women.

We have been exploring a variety of ways to contribute to the solution and have been working closely with Community Housing Canberra, a not for profit property developer and tenancy manager. Through this relationship we have developed an understanding of how we may be able to develop and manage our own affordable housing properties. During 2011–12, the YWCA of Canberra has been doing the planning work for this program and have committed to providing seven affordable housing tenancies for disadvantaged older women. As part of this we are redeveloping our Spence property into a group house for five women and will also be purchasing two one bedroom apartments in Bruce.

We were delighted when we were identified as one of the major recipients of the Franklin Charity House Project. This is a joint project between the Land Development Agency, the Masters Builders Association and the ACT Government, where a house will be built using donated products and services and the proceeds of the sale will be distributed amongst identified charities. This is likely to occur in early 2013 and the funds provided to the Organisation will assist in the development of the affordable housing program.

CHILDREN'S SERVICES

CAMPBELL COTTAGE CHILD CARE CENTRE

2011–12 was a year of change at Campbell Cottage Child Care Centre.

With the implementation of the National Quality Framework, Campbell Cottage was well placed to meet transitional arrangements as the Centre had been operating at low staff to child ratios for a number of years. To achieve the Framework's qualification standards, education and training became a priority throughout 2011–12 and trainees worked towards Certificate III and Diploma qualifications.

Campbell Cottage was also successful in securing funding under the ACT Government's Early Childhood Scholarship Program for two educators who did not qualify for traditional traineeships.

“My four children have each attended [Campbell Cottage] over a period of 14 years. Despite the fact that geographically Campbell is well out of my area, I have always returned to this service for the excellence of care, consistency of wonderful staff and commitment to providing care and learning experiences suitable for each individual child.”



“Your staff [educators] have also provided invaluable support for us as our child moves through a challenging phase behaviourally.”

A strong focus was placed on the inclusion of environmental education within the curriculum, culminating in the growth of various plants, vegetables and flowers in Campbell Cottage's three gardens. This curriculum direction was supported by the parents and families of the service who held an extremely successful fundraiser in September.

“A great balance of learning through play, social interactions and fabulous staff.”

“I liked the relaxed and homely feel of the centre from the first time we had visited.”

A challenging time was the relocation of the Nursery and Toddler children and educators to a temporary facility at the Hackett Community Centre. This move was to allow for the extension and renovation of Campbell Cottage that was due to commence in April 2012. Due to unforeseen circumstances the extension was delayed, causing uncertainty as the prospect of a temporary relocation turned into a much more long term move.

The Campbell Cottage community has remained strong and is excited about the year to come with a newly refurbished centre and an exciting new curriculum framework.

CONDER CHILD CARE CENTRE

The focus for 2011–12 at Conder Child Care Centre was to build on respectful and meaningful relationships with the families attending the Centre and also to increase the profile within the community. Educators had conversations with families on a daily basis, as well as sending home questionnaires and surveys which assist in engaging all families and receiving quality feedback.

“We love the care our child gets. He is really growing and learning so much.”

This year has seen the implementation of the National Quality Framework and Early Years Learning Framework. Educators have accessed training, information sessions and meetings as a team, to assist with implementation and preparation of the Centre’s curriculum. Part of this process has seen the children have more input into the program, and educators are using their suggestions as a base for setting curriculum. This has provided a positive outcome, especially in the pre school room with the children regularly voicing their suggestions. All educators and families have provided input into the Centre’s Quality Improvement Plan.

“The staff were so supportive and very patient and nurturing when my child first started. He is now settled and they are very encouraging of his independence.”

“My child loves childcare and has made many friends. She always surprises us with new things she has learnt.”



Coles and Landcare provided funds through a grant which enabled the Centre to build a vegetable garden and also provided some indoor plants and science activities for the children. The children have been very involved in planting and learning about the lifecycle of vegetables.

Another grant was received from ACT Health Promotions in the Healthy Schools Healthy Children funding round. This funding allowed the Centre to purchase a permanent outdoor climbing structure for the playground. Educators, families and children had input into choosing this much valued piece of equipment which has provided much enjoyment for all the children at Conder Child Care Centre.

SCHOOL AGE CARE

School Age Care maintained a strong focus within the Children's Services Portfolio.

In early June we were delighted to welcome Majura Primary School into our portfolio after being invited to take over the management of the program. This brought many new educators and families to the Organisation and reflected the fantastic cooperation of both school and P&C.

Majura operates After School Care and School Holiday Care. Before School Care will be considered as interest from families arises.

“The experience of assessment encouraged us to view and review all aspects of our program in detail. It was a very positive experience for all involved.”



“The focus was more on the children and experiences we offer them at our program. The experience was much less overwhelming than the previous accreditation system.”

January heralded operation under the National Quality Framework (NQF) for all our programs. Part of this included the introduction of the new Assessments and Rating system, replacing the old licensing system. Two programs have already been assessed under the new system with another two coming up later in the year. Our first assessed program has already been informed that its overall rating is Exceeding National Quality Standards. This is the highest rating achievable through the ACT Children's Policy and Regulation Unit.

There were also some fantastic learnings from the procedure which will be extremely helpful to other programs awaiting assessment. In 2011 and early 2012, educators focused on training and development in preparation for the NQF and it is pleasing to see this focus paying dividends now. The second program that has been assessed is currently awaiting the results.

FAMILY DAY CARE

The Family Day Care scheme (FDC) is a community based quality child care service that offers care for children up to 12 years of age in the private homes of approved FDC workers.

The YWCA of Canberra now employs over 60 educators on full terms and conditions. These employees are largely from culturally diverse backgrounds and often find securing

permanent employment challenging. All educators are studying towards or hold a Certificate III in Children's Services and many elect to go on and study for their Diploma in Children's Services. This model of care offers parents a truly flexible and unique alternative to Long Day Care and the Organisation is delighted to support this model into the future. More flexibility is demanded by government of child care providers and employer based FDC is extremely well placed to provide this flexibility.

In April this year the FDC coordination unit moved from Spence to the beautifully refurbished premises at Ainslie. This was a very exciting time and although many found saying goodbye to the Spence premises sad, having been there for 25 years, it was fantastic to relocate to Ainslie following its makeover during March and April. The site now offers professional office accommodation in a very central location.



COMMUNITY RESOURCES

GREAT YDEAS

We received a fantastic response to the call for applications for our *Great Ydeas Small Grants Program* in April 2012. Now running for its third year, the small grants program offers financial assistance to women in Canberra to help them develop their skills and enhance their contribution to themselves, their families and their community. Through the program we were able to assist a diverse range of projects which will:

- » Raise awareness of the importance of sexual and reproductive healthcare and rights in achieving gender equality and other major developmental goals
- » Support artisans in Papua New Guinea through an online store
- » Teach young women at college art and create artworks through setting up a small home business
- » Support a group of social entrepreneurs to take their initiatives to the next level

“The Great Ydeas grant has breathed life on my dreams. It has opened up a door where I can help and empower women in my country and in the Pacific.”

ONLINE MENTORING FOR WOMEN

Funded by the ACT Community Services Directorate Office for Women, *Online Mentoring for Women* is an innovative program designed to provide women in the ACT with an opportunity to experience and gain the benefits from mentoring relationships.

Online mentoring saw phases one and two of the program completed in 2010 and in 2011 progressed into a third phase: Interactive Elements. Phase three of Online Mentoring saw the development of the technical component of the program, a dedicated Online Mentoring for Women mini-site.



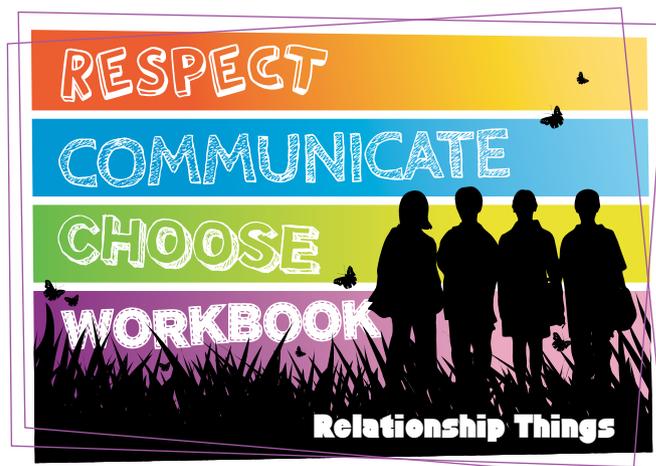
A pilot was completed in 2012 where eight mentoring pairs tested the functionalities of the program.

The *Online Mentoring for Women* program aims to introduce women to mentoring and increase the participation of women in mentoring, offering support to women, by women, to achieve their potential.

RESPECT, COMMUNICATE, CHOOSE

In March 2012 the YWCA of Canberra received an ACT Women's Grant to develop *Respect, Communicate, Choose*—a primary violence prevention program targeted at children ages 9–12 to be delivered in primary schools. *Respect, Communicate, Choose* builds upon the YWCA of Canberra's existing *Relationship Things* work which aims to better equip young men and women to develop and maintain safe and respectful relationships, with the ultimate goal of preventing violence against women. The program aims to prevent violence by:

- » Raising **AWARENESS** about unequal gender and power relations and options for accessing help.
- » Deconstructing **ATTITUDES** that are based on inequality.
- » Building **SKILLS** to negotiate non-violence and respectful relationships.
- » Supporting children to create a respectful school **ENVIRONMENT**.



In April 2012 the YWCA of Canberra in partnership with the YWCA of Adelaide received funding from the Australian Government as part of its Gender Equality for Women program and the *National Plan to Reduce Violence Against Women and their Children* to deliver *Respect, Communicate, Choose* into 12 primary schools across Canberra and Adelaide in 2012–13. The YWCA of Canberra will be working with six ACT primary schools and approximately 300 years 5 and 6 students in delivering this program.

BICULTURAL SUPPORT POOL

The Bicultural Support Pool (BSP) provides support to children and families with English as a second language who attend Children's Services in Canberra, assisting children to feel comfortable in their new surroundings and helping staff and other children learn about the child's culture.

THE YWCA OF CANBERRA IS A LEADING, ETHICAL AND SUSTAINABLE ORGANISATION

ORGANISATIONAL SUPPORT AND RENEWAL

The YWCA of Canberra is committed to a process of continuous improvement.

Our key focus of work over 2011–12 was the implementation of a new evaluation and outcomes reporting framework –Results Based Accountability. This means that we will be assessing the performance of our work not just on an outputs framework but also from the perspective of what impact we are making in the community. Over the last year, we have focused on developing appropriate performance measures in relation to measuring how our programs are performing on the basis of ‘how much’ ‘how well’ and ‘what impact did it make’. This work has involved assessing all programs and training staff on methods of collecting information around these issues. Board has also looked at how we might be able to assess if we see change at a population level in areas identified through the strategic directions we have articulated as an organisation. As per our forecast in last year’s Annual Report we have now implemented the new reporting framework across the organisation and will be reporting to Board and funders

in this format. We are now moving to ensure we move from reporting to how we use this approach to drive our continuous improvement processes.

GOVERNANCE AND CORPORATE STRUCTURE

Our management structure consists of a Board of twelve company directors who govern and define strategic goals under best practice accountability, financial and compliance standards and processes. The Executive Director, as the sole employee of the Board, is accountable for the day-to-day management of the Organisation.

The YWCA of Canberra’s Senior Management Team takes a whole organisation perspective, making key decisions about strategic directions, accountability frameworks, organisational development, policy and quality assurance. The Senior Management Team is supported by Unit and Program Managers who have supervisory and service delivery responsibilities.

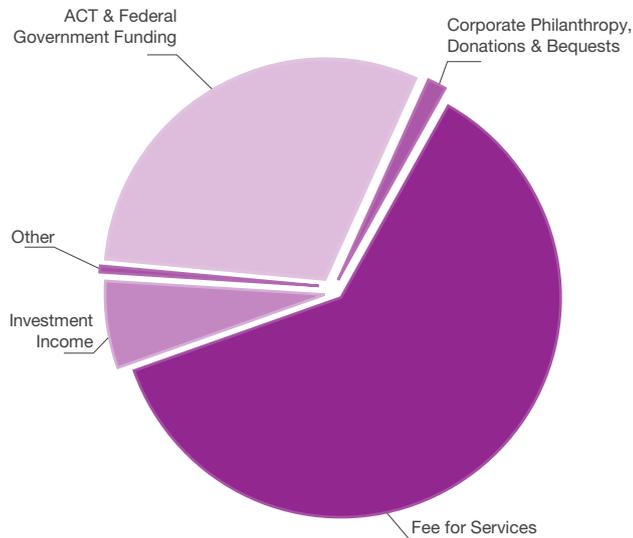
FINANCIAL SUSTAINABILITY

The YWCA of Canberra continues to enjoy significant financial security due to being a conservative manager of its resources over the years. The cash reserves and property have grown or been maintained during the past five years.

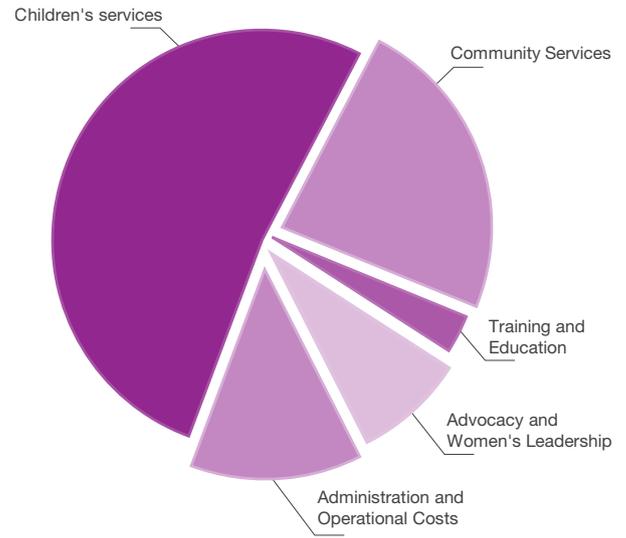
All or the majority of these annual surpluses are derived from accumulated investments and property income over the past years. The total accumulated funds (net assets) at 30 June 2012 is \$7,502,057 (2011 \$7,438,210).

Copies of the Board Report and Audited Financial Statements for the year ended 30 June 2012 are available from The Secretary, YWCA of Canberra, GPO Box 767, CANBERRA ACT 2601 or may be accessed from the website www.ywca-canberra.org.au.

WHERE OUR MONEY COMES FROM



HOW WE SPEND OUR MONEY



These cash reserves have been maintained despite the necessary investment required to meet the growth in activities of the Organisation as follows:

Our security as at 30 June

	2008	2009	2010	2011	2012
Cash Reserves	\$3,079m	\$3,277m	\$3,719m	\$3,973m	\$4,393m
Property	\$3,685m	\$3,685m	\$4,002m	*\$4,457m	*\$4,474m

*Revaluation of property takes place every three years and was conducted in June 2011.

Where did our income come from?

	2007/08	2008/09	2009/10	2010/11	2011/12
Community Services	\$2,738m	\$2,850m	\$2,497m	\$2,734m	\$2,791m
Children's Services	\$3,766m	\$4,698m	\$5,650m	\$6,323m	\$5,653m
Other Services	\$ 196,000	\$151,000	\$256,000	\$284,000	\$668,936
Investment & Property Income	\$610,000	\$517,000	\$492,000	\$515,000	\$618,556
Total	\$7,310m	\$8,216m	\$8,895m	\$9,856m	\$9,732m

During the past five years the operational results (surpluses) have been as follows:

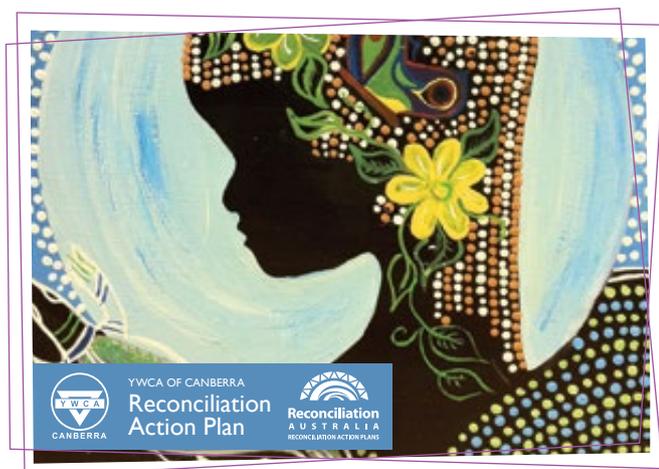
	2007/08	2008/09	2009/10	2010/11	2011/12
Operational Results – Surpluses	\$369,000	\$567,000	\$339,000	\$519,000	\$480,721
Board Strategic Allocations		\$145,000	\$187,000	\$275,000	\$387,000
Reportable Bottom Line	\$369,000	\$422,000	\$152,000	\$244,000	\$87,163

RECONCILIATION ACTION PLAN

The YWCA of Canberra was proud to launch our new Reconciliation Action Plan (RAP) during NAIDOC Week 2011, representing our continued commitment to reconciliation and detailing how we will put this into practice over the coming three years.

Our new RAP (2011–2013) builds on our achievements and our learnings, and endeavours to advance our contribution to reconciliation. The actions set out in the new RAP reflect the ideas of our staff from across the Organisation, which were gathered during consultation sessions.

Work on many of the actions set out in the RAP has already begun. Ensuring we deliver on our RAP commitments is the joint responsibility of our staff, managers, Board and members. Our progress against our actions and targets will be reported on annually to Reconciliation Australia.



ENVIRONMENTAL SUSTAINABILITY

The YWCA of Canberra recognises the importance of operating sustainably and we are committed to integrating environmentally responsible practices into our work. Our daily practice is guided by our organisation's Environmental Policy.

Our Energy Efficiency Outreach programs are targeted at low income families with high energy consumption, providing energy audits and education to reduce their carbon footprint. Our Housing and Social Inclusion Unit provides advice to clients through a booklet covering topics such as energy usage and what to plant in the garden.

Children in our Children's Services programs participate in recycling and planting vegetable gardens as part of a curriculum that raises awareness of environmental issues.

ACKNOWLEDGEMENTS

FOR VALUED SUPPORT IN THE PROVISION OF SERVICES, THE YWCA OF CANBERRA WOULD LIKE TO THANK...

OUR STAFF

Thank you to our wonderful team of staff for their hard work over the past year.

OUR PATRON

Her Excellency Ms Quentin Bryce AC, Governor-General of the Commonwealth of Australia

FUNDING BODIES

ACT Department of Education and Training

ACT Department of Territory and Municipal Services

ACT Health

ACT Office for Ageing (CSD)

ACT Office for Children, Youth and Family Support (CSD)

ACT Office for Women (CSD)

Australian Government Department of Education, Employment and Workplace Relations

Australian Government Department of Family, Housing, Community Services and Indigenous Affairs

Housing & Community Services ACT (CSD)

Social Housing and Homelessness Services (CSD)

FOUNDATIONS

The Ian Potter Foundation

The Snow Foundation

CORPORATE PARTNERS



CORPORATE FRIENDS

ActewAGL

Aspen Medical

The Australian National University

Canberra Deakin Football Club

Canberra Toyota

LJH Commercial – Canberra

Moore Stephens Canberra

Mosaic Recruitment

Think Act Relate

University of Canberra

Voodoo Creative

Westpac Social Sector Banking

Yellow Edge

OUR DONORS

Ann Quadroy
Anna Wise
Barbar Podger
Betty Ferguson
Brooke Yates
Cathi Moore
Courteny Sloane
Elizabeth Kentwell
Elizabeth McAllister
Elizabeth McLardy
Erica Lewis
Gai Brodtmann
Hanna Bathula
Heather McAuley
Heni Pancantyingtas
Hilary Wardhaugh
Jacq Burridge
Jane Alver
Janet Hope
Kathy Gardiner
Margaret Pender
Marion Reilly
Maureen Gambale
Michelle Lauder
Monica Glenn
Nikki Wright
Pauline Quinane
Rachel Atkinson
Rachel Muscat
Renee Jones
Ruth Fiona
Ruth Pitt
Wendy Mason

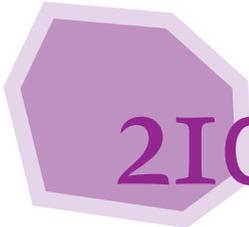
COMMUNITY PARTNERS, SUPPORTERS AND VOLUNTEERS

ACT Inclusion Support Agency
ACT Mental Health Consumer Network
ACTCOSS
Anglicare Canberra Youth Connections
ANU Gender Institute
Aunty Agnes Shea, Ngunnawal Elder
Belconnen Community Service
Bing Lee Belconnen
Brumbies Rugby
Bunnings Tuggeranong
Calwell High School
Canberra Convention Bureau
Canberra Mothercraft Society
Canberra Museum and Gallery
Canberra Rape Crisis Centre
Care Financial
Caroline Chisholm High School
Centrelink
Communities @ Work
Community Housing Canberra
Domestic Violence Crisis Service
EMC Technology
Emma Robertson
Erindale College
Families ACT
Fernwood Civic
Forrest Hotel and Apparments
Franklin Charity House
Fujitsu Canberra
Ginger Catering
Gugan Gulwan Aboriginal Corporation
Hands Across Canberra
Hawker Primary School

Headspace ACT
HESTA Super Fund
Institute of Child Protection Studies at Australian Catholic University
Kingsford Smith School
KPMG Canberra
Land Development Agency
Lanyon High School
Lorraine Walker
Lyneham Primary School
Macquarie Primary School
Majura Primary School
Master Builders Association
Morag McArthur
Mount Rogers Primary School
Natasha Drumgold
Ngunnawal Primary School
Northside Community Services
O'Connor Cooperative School
Photo Access Gallery
QEII Family Centre
Reconciliation Australia
Relationships Australia
Rosary Primary School
Salvation Army
Sarah Jewell
Sean Davey
Sexual Health and Family Planning ACT
Siobhan Heanue
St Bede's Primary School
St Benedict's Primary School
St Thomas More's Primary School
St Vincent de Paul
The Cancer Council
The Photography Room

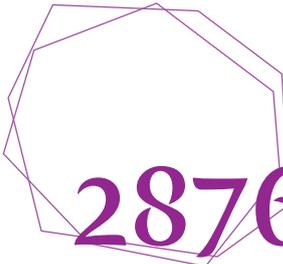
The Yellow Van
Tosolini's Food to Go
TransACT
Tuggeranong Child and Family Centre
Tuggeranong College
Turner School
U-Can Read Program, University of Canberra
United Way
Wanniassa High School
Winnunga Nimmyjah Aboriginal Health Service
Woden Community Service
Women's Centre for Health Matters
Women's Electoral Lobby
Women's Information and Referral Centre
Woolworths Lanyon
Yarralumla Primary School
Youth Coalition of the ACT





2108

Number of crisis accommodation nights provided by our Housing Support Service



2876

Number of transitional accommodation nights provided by our Housing Support Service



245

Number of women who participated in our women's leadership events



257

Number of people who attended our advocacy events



687

Number of clients provided with Emergency Relief



97

Number of people with high energy related debt who were provided with assistance to reduce energy through our Energy Efficiency Outreach program



269

Number of families assisted by our Housing Support Service



300

Number of people we supported to access training and other education and employment opportunities

IN CHILDREN'S SERVICES, WE CARE FOR



938

children weekly in our School Age Care programs



117

children weekly in our School Holiday Care programs



150

children weekly in our Long Day Care programs



326

children weekly in our Family Day Care Scheme



44

children with special needs access care weekly at our programs

JOIN OR DONATE

MEMBER DETAILS

Name

Postal address

Postcode

Date of birth

Phone (h) _____ (m) _____
(w) _____

Email

Occupation

New Member Renewing Member

Would you prefer all possible communications from the YWCA of Canberra to be via email?

Yes No

Gift Membership

Is this a gift membership?

Yes No

If yes, please provide your contact details

Name

Postal address

Postcode

Contact Number

Email

Are you a member of the YWCA of Canberra?

Yes No

A receipt of payment will be sent to the membership donor and a new membership package and all future communication will be forwarded to the gifted member.

DIVERSITY

The YWCA of Canberra is committed to ensuring the diversity of our membership and responding to the specific needs of our members. If you identify as a member of one or more of the following groups we invite you to share your identity with us.

- Aboriginal and/or Torres Strait Islander person
- Culturally and linguistically diverse person
- Person with a disability

DECLARATION*

I apply for membership of the YWCA of Canberra. I accept the aims and objectives of the association and agree to be bound by the terms of its Constitution, which is available upon request.

Signed

Date

* If you are gifting membership no signature required.

PAYMENT

Full voting member (per year)

- Women 18 and over \$35
 Concession* \$15
 Women under 18 \$10

Affiliate members (per year – precludes the right to vote**)

- Men and women \$25

* Concessions are available to health care card holders, students, pensioners and seniors.

** Members who are eligible to vote can opt to be affiliate members

Duration

- 1 year
 2 years

Membership payment \$ _____

DONATIONS

I would like to make a tax deductible donation with my membership payment to support the work of the YWCA of Canberra.

Donation payment \$ _____

Thank you for your contribution

TOTAL

Total payment \$ _____

PAYMENT DETAILS

- Cheque / money order made payable to:
YWCA of Canberra
- In person at the YWCA of Canberra Central Office
- Credit Card Mastercard
 Visa

Name of Cardholder _____

Card Number _____

Expiry Date _____

Signed _____

Date _____

The YWCA of Canberra's membership is renewable on 1 July each year. Applications received after 1 April each year will be applied to forthcoming financial year.

All amounts GST inclusive.

YWCA of Canberra ABN: 48 008 389 151

Please send me more information about:

- Workplace Giving
 Corporate Friends Program
 Including the YWCA of Canberra in my will

MAIL TO

YWCA of Canberra
GPO Box 767
Canberra ACT 2601
02 6175 9900

PRINTED ON 100% RECYCLED PAPER

FOLLOW US:  YWCA of Canberra

 @YWCACanberra



CANBERRA

www.ywca-canberra.org.au