

CENTRAL WEST

**WOMEN'S**  
**HEALTH CENTRE**

SUPPORT FOR WOMEN & CHILDREN

**36TH ANNUAL REPORT**  
**2021/2022**



PREPARED FOR

**The Annual General Meeting**  
**2022**

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Centre Manager; Karen Boyde with board members Margaret Shearer, Anna Lewis Donna Bridges Arlia Fleming (President), Gerarda Mader, Kymberley Allen and Denele Crozier (CEO Women's Health NSW)

## President's Report

I am yet again proud to write this report as the President of the Central West Women's Health Centre. The 2021-2022 financial year has been a good one for the centre. Settling in at Boyd Street has meant that the staff had made significant efforts to make the centre a warm and inviting place. For those who visit the centre the sense of community and care is very evident.

The centre's staff have continued to show their absolute dedication to serving the women of Bathurst and surrounds going from strength to strength. The board knows how hard everyone works and we appreciate the staff's commitment to women's health.

This year the centre's big achievement has been a new funding source, through the Westpac Safer Communities grants. This 3-year grant has enhanced the existing child and adolescent youth counselling service, which provides vital supports to both young people and their parents.

Karen continues as Centre Manager and the board is grateful for her frankness, humour, ability to get things done, as well as her wealth of experience.

I am also grateful to my fellow Board members, Donna Bridges, Kymberly Allen, Gerarda Mader, Anna Lewis and Margaret Shearer. Each brings different experience to the board, and it is greatly valued. We said farewell to Kayana Theobald who resigned in May 2022 for personal reasons.

We have this year instituted 2 board sub-committees, one for Corporate Governance as well as a Finance

committee. These committees will mean that the board is able to consider matters more deeply.

Despite a challenging year I acknowledge the continuation of the delivery of quality services to women, children and young people in Bathurst and surrounds.

*Arlia Fleming*  
CWWHC Board President



*A feminist philosophy continues to underpin all that CWWHC undertakes.*

*The 2022 International Women's Day theme was #BreakTheBias.*

*CWWHC became part of a movement, partnering with Bathurst Regional Council to challenge and call out gender bias and inequality. Collectively, we can all forge women's equality and break free of bias, stereotypes, and discrimination.*

[www.internationalwomensday.com](http://www.internationalwomensday.com)

## Our Mission

Central West Women's Health Centre provides a unique, holistic, women-centred preventative and treatment approach to health and well-being.

This approach aims to empower women and children from all cultures, sexual orientation, and gender identity, to make informed choices throughout their lives.

## We achieve this by:

- providing a trauma-informed service with a variety of approaches
- educating women and children
- providing a safe place for women and children to access services
- advocating for and supporting women from a feminist perspective

Our early intervention, prevention and treatment approaches assist with reducing future health costs by addressing the many underlying issues that lead to adverse mental and physical health conditions if not treated appropriately.



**OUR VALUES**

- RESPECT
- COMPASSION
- INTEGRITY
- EMPATHY

WE BELIEVE ALL WOMEN HAVE THE RIGHT TO MAKE INFORMED CHOICES ABOUT THEIR HEALTH AND THEIR LIFE.

## Our Funding

Funding source	Percentage of total funding	2021/22 Income
NSW Ministry of Health (WLHD)	40%	\$268,100
NSW Family & Community Services (DCJ)	19%	\$124,427
Westpac Scale Grant	15%	\$100,000
Centre Generated	5%	\$35,117
Other Income	21%	\$140,471
<b>TOTAL</b>		<b>\$668,115</b>

## Our Services

CWWHC transitioned successfully into the new Boyd Street premises in Kelso, with minimal interruption to service delivery. Change is inevitable, and we farewelled some Board and Team members and welcomed some new faces during the reporting period.

The Centre continued to network and collaborate with relevant services such as NSW Local Health District Women's Health Nurse, Housing Plus, the Women's Refuge and Relationships Australia, in the delivery of domestic and family violence services, health promotion, events and education.

We were thrilled to have the vivacious Miss Betty Confetti as Mistress of Ceremony and honoured to welcome Jane Caro, author, columnist, broadcaster and social commentator as keynote speaker at the International Women's Day 2022 dinner at Mount Panorama.

We continued to support women with many effective groups, initiatives and events, including:

- Yoga

- Community working bee in the establishment Wellness Garden
- Women's crises support through Country Women's Association evening branch and Support the Dignity
- Introducing mindfulness
- Take a Walk in Their Shoes to reclaim the night Bathurst Family Violence Community Action Network
- Mothers and Daughters Puberty Matters
- That Girl instilling feminism
- Heart Up free kids school holiday program
- Generous donation VERTO raffle fund raiser for IWD
- Boyd street family fun day
- Winter wellness workshops
- Basket weaving Lanny Mackenzie
- the Parenting with GRIT Guts Resilience Initiative Tenacity
- Advancing with Style Health and wellness seminar for over 65s
- Out of the Dark family violence support

COVID-19 infections impacted the Centre resulting in staff absences and client cancelations during the year, the staff soldiered on to provide a quality Covid safe service to the women and children.

**Services offered in 2021/22:**

- Generalist Counsellor
- Child, Adolescent Trauma Counsellor
- General Practitioner and Women's Health Nurse Clinic
- Yoga Classes
- Women's Walking Group
- Inhouse groups: Mother's & Daughters - Puberty Matters, Introducing Mindfulness, Health & Wellness Seminar for Post-menopausal women, Midlife Metamorphosis - Menopause, Mood & More
- Education, information, and support sessions: Wellness Garden, Women: Choice & Change with Relationships Australia, Out of the Dark.

**Regular fortnightly/monthly Women's Health Nurse clinic continued, and we welcomed Dr Rachel Jack as our General Practitioner to the Centre.**

**Ms Breanna Carmody a Master of Counselling and Psychotherapy student undertook a student placement with CWWHC through the Australian College of Applied Psychology. This successful placement resulted in Bre being invited to join our Counselling team.**

**In line with Public Health Orders, the centre's door remained open despite the challenges of COVID-19. We continued to offer safe, responsive, and accessible services to the most vulnerable women, children and young people.**



Dr Rachel Jack utilising our clinic space to provide a GP service to Centre clients.



Counsellor Breanna Carmody celebrates Women's Week 2022 with two of our "That Girl" graduates.



Centre staff and clients celebrate International Women's Day 2022 – Break the Bias.



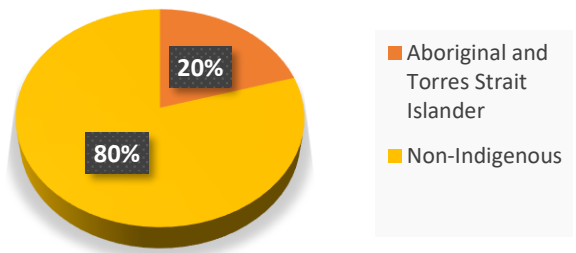
An army of volunteers helped to construct our wellness garden.

## Our Clients

Central West Women's Health Centre uses the Women's Health NSW's statistical database. The database captures client demographics, the range of services and referrals provided, including up to 150 presenting issues.

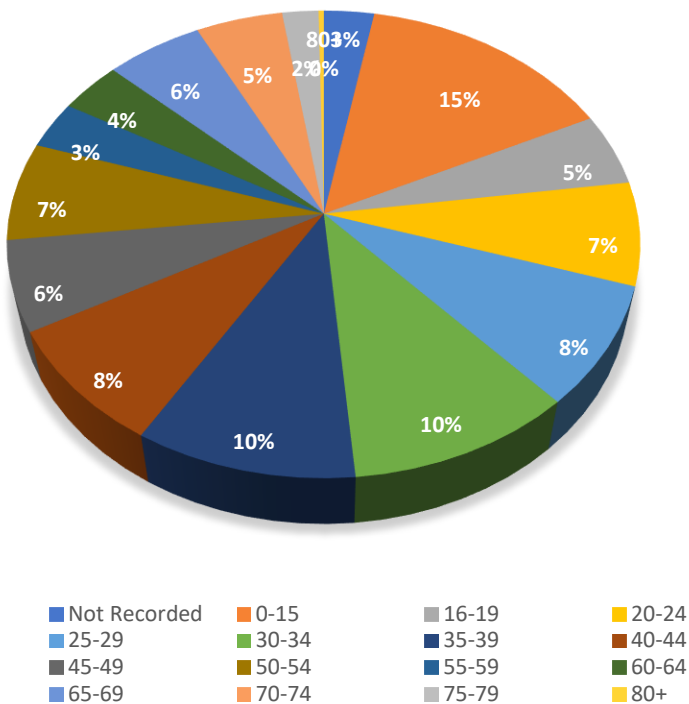
In 2021/22 a total of **3,816** presenting issues and **1,804** client contacts were recorded by staff providing direct services to clients. This is up from **1,517** last year.

### Indigenous Status



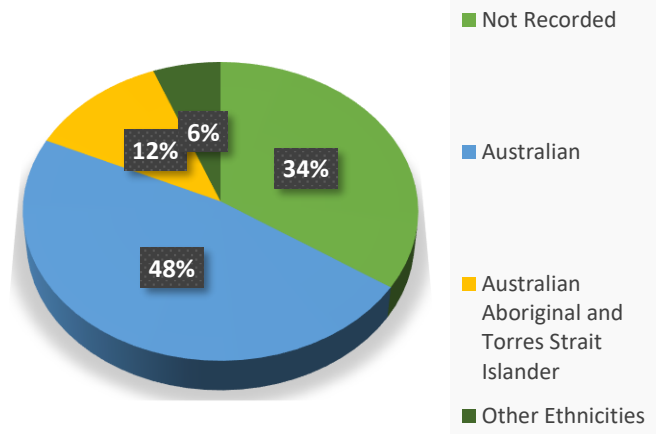
20% of clients identify as Aboriginal/Torres Strait Islander.

### Client Age Range



The age range most accessing our services is 0-15 (15%) weighted by our Child and Adolescent Trauma Service. This remains consistent with last year's data. Women in their 30's make up our largest adult cohort for a combine total of 20%. Adults 50-54 and those aged 25-29 make up our next largest client group; with both cohorts accounting for 8% of our client group.

### Client Ethnicity



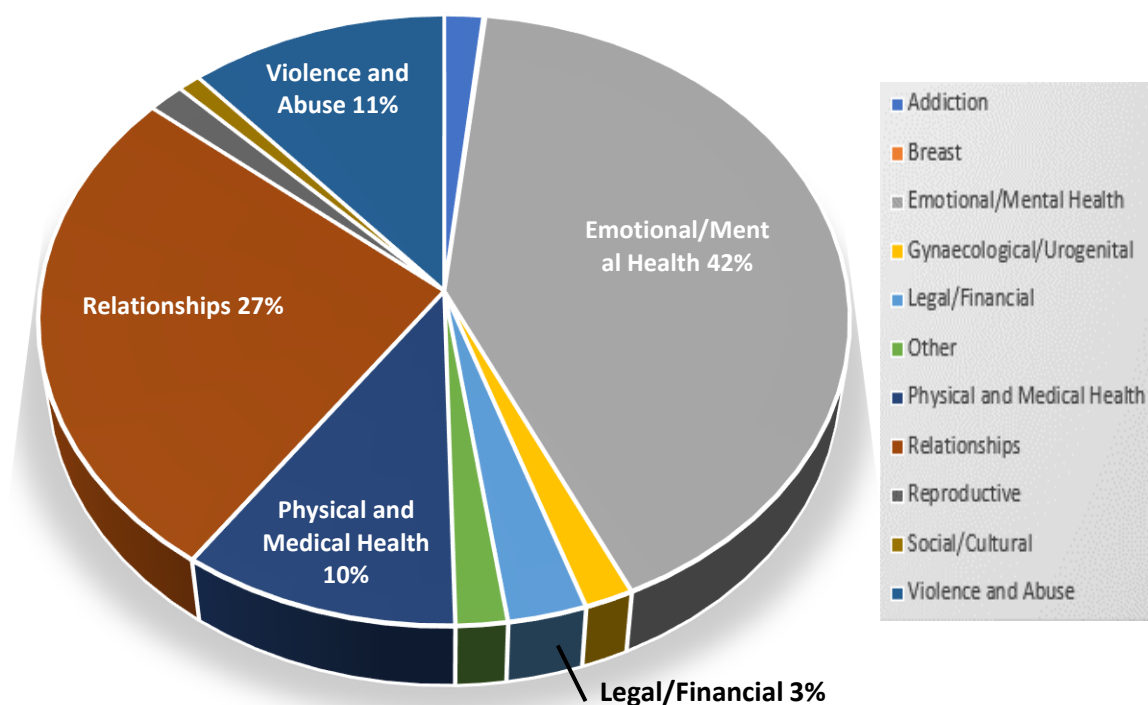
60% of clients specified their ethnicity as Australian (including clients who identify as Aboriginal/Torres Strait Islander). This is a reduction of %5 when compared to last year's data. 34% did not record their ethnicity, while the remaining 6% are from a range of ethnicities.

### Disability

24% of clients identified as having a disability, down from 32% last year. Of those with a disability, 91% of clients opted not to record disability type. Physical disabilities made up 9% of disabilities recorded. While Chronic health conditions contributed to 6%, along with psychiatric disability making up 4% of those recorded.



## Presenting Issues



**Emotional / Mental health** was the highest presenting issue (42%), followed by **Relationships** (27%, a decrease of 4% last year), **Violence / Abuse** (11%) which rose from last year's 7%, and **Legal / Financial** issues (4%). Physical and Medical Health made up for (10%) of client presentations which reflects the GP and Women's Community Health Nurse service which operated during this reporting period.

*Note that clients may present with more than one issue at the same appointment.*

## Employment and Financial Status

Status	Percentage of Total
Employed - casual	7%
Employed – full time	13%
Employed – part time	11%
Pension/Benefit/Student	47%
No personal income	4%
Other income	4%
Not recorded	14%
<b>TOTAL</b>	<b>100%</b>

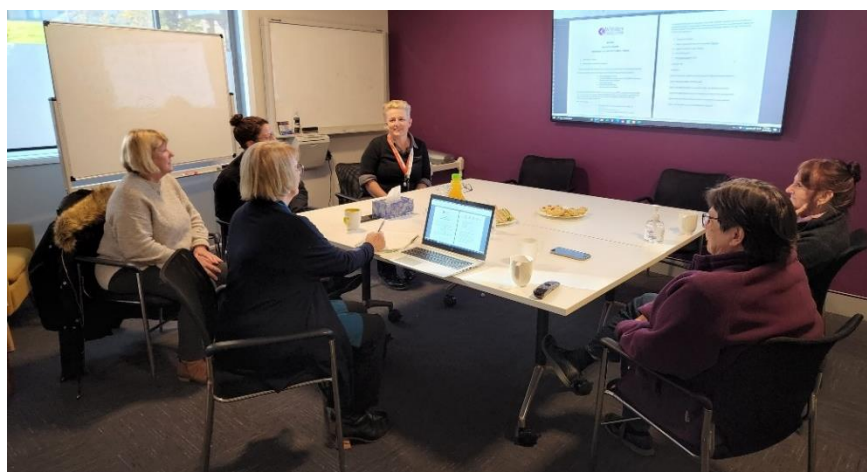
Women working full-time make up just 13% of our clients, this remains steady from the last reporting period. The proportion of clients who are considered **financially disadvantaged** is 58% - this includes casual employment, student, pension/benefit, and no personal income. This is a decrease on last year's figures (70%).

Clients on a pension/benefit/student allowance continue to make up the highest proportion of clients (47%) accessing our service.

### How New Clients Heard About the Centre

How Heard	Percentage of Total
Centre Flyer	3%
Friend/ Associate/ Relative	23%
Newspaper/ Magazine	1%
Other	5%
Professional / Organisation	36%
Social Media	4%
Website - ours	10%
Website – WHNSW	1%
Walk In	1%
Not Specified	16%
<b>TOTAL</b>	<b>100%</b>

Of new clients, most heard about the Centre from a professional or organisation (36%), followed by from a friend, associate, or relative (23%).



Centre Manager, Karen Boyde, hosts a community advisor group meeting as a way of welcoming client feedback and refining our services. (2021)



Counsellors Lorraine Murphy, Breanna Carmody and Centre Manager Karen Boyde meeting with Deputy Premier Paul Toole, and the Minister for Women, Regional Health, and Mental Health; Bronnie Taylor.

## National Women's Health Strategy

**The table below shows how services offered at the Centre fit in with the Priority areas within the National Women's Health Strategy 2020-2030**

Health Priority	Services Centre Offers to Meet Health Priorities
Maternal, sexual and reproductive health	<ul style="list-style-type: none"> <li>• Women's Health Clinic and General Practitioner</li> <li>• <i>'Mothers &amp; Daughters - Puberty Matters'</i> program</li> <li>• <i>'Midlife Metamorphosis – Menopause, Mood &amp; More'</i> program</li> <li>• Health promotion activities</li> <li>• Facebook posts</li> </ul>
Healthy ageing	<ul style="list-style-type: none"> <li>• Health promotion activities</li> <li>• <i>'Health &amp; Wellness Seminar for Postmenopausal Women'</i></li> <li>• Yoga classes</li> <li>• Walking group</li> <li>• Facebook posts</li> </ul>
Chronic conditions and preventive health	<ul style="list-style-type: none"> <li>• Generalist &amp; CAT counselling</li> <li>• Yoga classes</li> <li>• <i>'Introducing Mindfulness'</i> program</li> <li>• Health promotion activities</li> <li>• Walking group</li> <li>• Facebook posts</li> </ul>
Mental health	<ul style="list-style-type: none"> <li>• Generalist &amp; CAT counselling</li> <li>• Wellness Garden</li> <li>• <i>I have a Worry</i> group program</li> <li>• <i>Parenting with GRIT</i></li> <li>• <i>Winter Wellness</i> Workshops</li> <li>• Walking group</li> <li>• <i>'Introducing Mindfulness'</i> program</li> <li>• Yoga classes</li> <li>• Health promotion activities</li> <li>• Facebook posts</li> </ul>
Health impacts of violence against women and girls	<ul style="list-style-type: none"> <li>• Generalist &amp; CAT counselling</li> <li>• Domestic Violence therapeutic outreach group</li> <li>• <i>'Women: Choice &amp; Change'</i> Cofacilitation</li> <li>• Facilitation of in Bathurst Family Violence Community Action Network</li> <li>• <i>Take a Walk in Their Shoes</i> – remote Reclaim the Night event</li> <li>• Health promotion activities</li> <li>• <i>Seeds of Violence</i> – online awareness campaign for 16 Days of Activism Against Violence Against Women</li> <li>• Facebook posts</li> </ul>

### NSW Women's Strategy 2018-2022 Vision:

*The Vision of the NSW Women's Strategy is that women and girls in NSW have full access to opportunity and choice, their diversity is recognised, they are valued for their contributions and are able to participate in all aspects of life freely and safely.*

## Working Partnerships

Solid working relationships with partner organisations is one of the keys to the success of the Centre. To the right we acknowledge the working partners who assist with actual delivery of our services primarily through providing direct service delivery to clients, co-facilitation for our group programs, or support through free advertising or training.

We also wish to acknowledge the following people or organisations:

- Bathurst Regional Council
- The Macquarie Lions Club of Bathurst, Bunnings, Bathurst Garden Club for assistance and support in developing our Wellness Garden
- Housing Plus
- The Neighbourhood Centre and Greens on William for providing us with spaces to continue to facilitate groups when Covid restrictions impacted service delivery
- Country Women’s Association – Evening branch

Our team also participates in the following local groups/networks:

Bathurst Community Interagency, Family Violence Community Action Network, Bathurst Child & Family Network, Health Promotion Workers Collaboration – Women’s Health NSW.

Other events or partnerships included:

Women’s Health Week, International Women’s Day, the Seeds of violence campaign for the 16 Days of Activism Against Violence Against Women.

Organisation	Working Partner
Bathurst Community Interagency	John Kellett & members
Bowman Dental	Dr Kathy Bowman and team
Breast Screen	Kay Smith & the Health Promotion team
Ms. Betty Confetti	Jonathan Hosking
CWA	Local Bathurst Evening Branch
Sex & Relationship Therapist	Lynda Carlyle
Central Tablelands and Blue Mountains Community Legal Centre	Arlia Fleming and team
Housing Plus	Bathurst Team
Lifeline	Central West team
Women's Health Nurses	Lee Hagan, Anne Smart, Kathryn Packham
Yoga Instructor	Fran Pappalardo
Relationships Australia, NSW	Bathurst team
Share the Dignity	
Cleary Fairbrother Property	
Central West Village Voice -Newspaper	
Western Advocate Newspaper	
Radio 2BS / B-Rock FM	
Volunteers	Leanne Ryan, Kara Longman , Melissa, Amanda Dent and Oliver, Max, Sullivan. Kernie Whitson, Gavin Pears, Christine McInerney, Sarah Stroud, Imam Wahyuti, Christine Wright, Chantel Albert, Kellie Bowman, Bronwyn Newcombe



Senior Generalist Counsellor, Lorraine Murphy (Left), was a finalist in the Bright Sparks Awards 2022

## Our Effectiveness

The Centre continues to maintain certificate level accreditation under the Australian Services Excellence Standards and is committed to delivering the highest quality of service with all areas of service provision being monitored regularly.

The Centre is now using an online model for evaluation surveys for client counselling appointments.

*Health promotion group programs* delivered during this year were: Mother's & Daughters – Puberty Matters; Introducing Mindfulness; Midlife Metamorphosis - Menopause, Mood & More; Health & Wellness Seminar for Post-menopausal Women; Walking Group and Parenting with GRIT.

*Professional registrations* - staff maintain professional registrations with Psychotherapy and Counselling Federation of Australia (PACFA) or the Australian Counselling Association (ACA). To maintain these registrations staff are required to attend a prescribed minimum amount of professional development and supervision annually.



Conversation & Craft – group participants experiment with paint pouring techniques.



Centre Manger, Karen Boyde, with Breanna Carmody (Counsellor), Lorraine Murphy (Senior Counsellor), Antonia Ravesi (CATS Counsellor) and Alison Browett (Client Intake Officer and Parent Support)

## Key Performance Indicators 1 July 2021 to 30 June 2022

The table to the right outlines our *NSW Health* key performance indicators and results relating directly to client contacts.

COVID-19 continued to impact on the Centre’s ability to deliver group programs and medical/nursing and allied health consultations. We were able to meet the high demand for counselling with 641 counselling sessions delivered, well exceeding Health targets. These sessions were delivered face-to-face when that was possible and using remote technology (phone and online) complying with NSW Health orders at various peaks of the pandemic.

With funding through NSW Department of Communities and Justice (DCJ), and Westpac Scale Grant under the Safer Children, Safer Communities work program our Child and Adolescent Trauma Service (CATS) delivered 378 individual occasions of service (counselling / therapy) during 2021-22. This was again substantially impacted by COVID-19, as staff, children, young people, and their carers experienced illness. In addition, counselling services to children were not able to be delivered as successfully using online technology during the height of new variant waves.

Objectives		
<ul style="list-style-type: none"> <li>To promote Healthy Relationships by engaging with women and girls to ensure healthier relationship choices.</li> <li>To encourage Healthy Minds through informing, supporting and empowering good mind / mental health</li> <li>To encourage Healthy lifestyles by promoting good nutrition, encourage physical activity and promoting awareness of the risks of chronic disease.</li> <li>Advocate for Safety for Women and girls through provision of information, support and referral.</li> <li>To enable Integrated Care through creating a no wrong door approach to accessing health (physical, mental, sexual and emotional) services</li> </ul>		
Key Performance Indicator	Target	Result
# Individual occasions of service for individual counselling	360	641
# Individual occasions of service for Women’s Health Clinic	66	34
# Individual occasions of service for Allied Health and Complementary Health	110	0
# Yoga sessions	80	28
# Walking Group sessions	48	38
# Health Promotion/education activities	32	28
# Participants attending Health Promotion/education activities	409	158



Lorraine Murphy (Senior Counsellor), Sarah from Bunnings (project sponsor) and Karen Boyde (Centre Manager) inspect the wellness garden.

## Organisational Structure

Central West Women's Health Centre is an incorporated association and a registered charity regulated by NSW Fair Trading and the Australian Charities and Not-for-profits Commission (ACNC).

The organisation is governed by a volunteer Board with elections taking place at the Annual General Meeting each year. Association members elect the Board. Day to day management of the Centre is delegated to the Centre Manager.



International Women's Day MC Betty Confetti with Centre staff, Breanna Carmody, Karen Boyde (Centre Manager) and Lorraine Murphy

Central West Women's Health Centre Inc Organisational Structure					
Board					
<b>President</b> Arlia Fleming					
<b>Vice President</b> Kayana Theobald	<b>Treasurer</b> Anna Lewis	<b>Secretary</b> Kimberly Allen	<b>Ordinary Member</b> Margaret Shearer	<b>Ordinary Member</b> Donna Bridges	<b>Ordinary Member</b> Sharna Beeson
Centre Manager and Public Officer					
Karen Boyde					
Practitioners					Health Promotion
<b>Snr Generalist Counsellor</b> Lorraine Murphy	<b>CATS &amp; Generalist Counsellor</b> Antonia Ravesi	<b>Generalist Counsellor</b> Bre Carmody	<b>Contracted Psychologist</b> Sonja te Braak	<b>Generalist Counsellor</b> Marie Bourke	<b>Health Promotion Officer</b> Ann-marie Brittain
Visiting Practitioners			Finance	Administration	
<b>Women's Health Nurse</b> Kathryn Packham	<b>Yoga Instructor</b> Vacant	<b>Massuese</b> Marie Bourke	<b>Finance officer</b> Faye Starr	<b>Administration/ Client Support</b> Megan Jackson	<b>Case management</b> Vacant



## Consolidated Balance Sheet

	2022 \$	2021 \$
<b>Current Assets</b>		
<i>Cash at Bank and On Hand</i>	247,775	285,194
<i>Investments</i>	191,340	189,956
<i>Accounts Receivable</i>	960	180
<i>GST Receivable</i>	0	0
<i>Other Assets</i>	225	225
<i>Total Current Assets</i>	440,300	475,555
<b>Non – Current Assets</b>		
<i>Fixed Assets</i>	1,322	4,272
<i>Formation Expenses</i>	78	78
<i>Total Non-Current Assets</i>	1,400	4,350
<b>Total Assets</b>	<b>441,700</b>	<b>479,905</b>
<b>Current Liabilities</b>		
<i>Trade Creditors</i>	2,143	3,288
<i>Unearned Income</i>	91,149	108,305
<i>Accrued Expenses</i>	43,428	3,591
<i>GST Liabilities</i>	3,593	9,950
<i>Payroll Liabilities</i>	14,633	3,286
<i>Employee Leave Provisions</i>	17,438	16,197
<i>Finance Lease Liabilities</i>	0	289
<i>Total Current Liabilities</i>	172,384	144,906
<b>Non-Current Liabilities</b>		
<i>Employee Leave provision</i>	0	8,234
<i>Finance Lease Liabilities</i>	840	3,357
<i>Total Non-Current Liabilities</i>	840	11,591
<b>Total Liabilities</b>	<b>173,224</b>	<b>156,497</b>
<b>Net Assets</b>	<b>268,476</b>	<b>323,408</b>

For a full set of accounts, email: [manager@cwwhc.org.au](mailto:manager@cwwhc.org.au) or visit our website: [cwwhc.org.au](http://cwwhc.org.au) | [About Us](#) | [Governance](#)





CENTRAL WEST  
**WOMEN'S  
HEALTH CENTRE**  
SUPPORT FOR WOMEN & CHILDREN



Funded by NSW Ministry of Health (WLHD) & NSW Family & Community Services

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