



30th Annual Report

2015/16



Ann-marie Brittain, Heather Bennett, Erica Pitman, Annele Watt
Picture Courtesy Matthew Watson, Western Advocate Newspaper

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Board Members Jilly Blanch (President) & Geraldine Sealey cooking at fundraising BBQ

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 to make informed choices throughout their lives.

We achieve this by:

- *providing a trauma specialist 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.

Feminism is concerned with (among other things) equality of opportunity, equality of education, the right to choose freely if and when to have children, welfare rights and access to affordable and appropriate health care. Feminism is also concerned with women who suffer double disadvantage as a result of their low socio economic status, or women from diverse cultural backgrounds, women with disabilities, lesbians and other disadvantaged groups of women.

CWWHC Policy & Procedures A:
Organisational Overview

Our Values

- *Dignity - we treat all people in a way that is respectful of their diversity and as valued individuals.*
- *Compassion - in our interactions with people, we strive to be kind and empathic.*
- *Optimism - the unwavering belief in the positive potential inherent in people and society.*

Our Funding

Funding source	Percentage of total funding	2015/16 Income
NSW Ministry of Health (WLHD)	60%	\$232,200
NSW Family & Community Services	27%	\$102,385
Bathurst Liquor Accord	1%	\$1,500
Centre Generated	12%	\$48,908
TOTAL		\$384,993

Our Services

Celebrating 30 years of providing services to the Bathurst community marks a milestone for our Centre. While much has been achieved over the decades of existence there is still a real need for the same sort of principles of care in our community.

In particular gender inequities and gender stereo-typing remain, beginning from childhood, which have been shown ultimately to contribute to domestic violence.

Let's change the story and make a difference is a theme that the Centre has been and will continue to work with, particularly in relation to domestic/family violence.

*In conjunction with the Rotary Club of Bathurst Daybreak we have commenced the **Bathurst Against Family Violence Education Project** which will build momentum over the next couple of years.*

*We received a grant from the Maddocks Foundation which will enable us to provide **case management** for our clients during the next financial year. We'll also be implementing "**The Miranda Project**" - targeting women with complex needs who are at risk of breaking the law or re-offending, in partnership with Corrective Services and the Community Restorative Centre.*

*We engaged with the Aboriginal community and specifically provided our "Living Well with Chronic Illness" and "Exploring Loss in Life" workshops for **Aboriginal women**.*

*We provided **outreach groups** for Seymour Centre and Women's Refuge. In partnership with the Bathurst Family Violence Awareness Group, Relationships Australia and Corrective Services NSW we were able to offer **facilitator training** for the Out of the Dark program.*

*We provided staff as **guest speakers** for the CWA, Encore, Seymour Centre, Bathurst Interagency, Senior Women's Forum Video Conference at Charles Sturt University, Wattle Tree House.*

Services offered 2015/16:

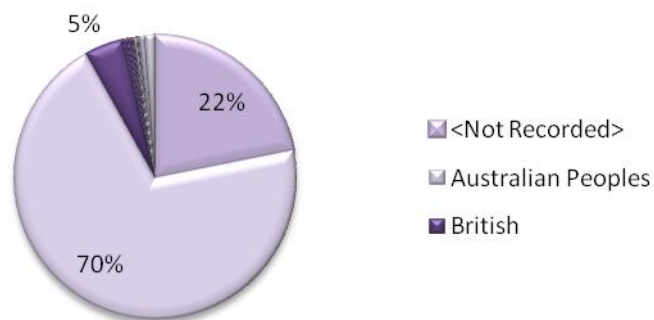
- Women's specific general practice
- Generalist counsellor
- Child, adolescent trauma counsellor
- Psychologists
- Massage therapist
- Reflexologist
- Yoga
- Women's walking group
- "Mothers & Daughters - Puberty Matters"
- "Midlife Metamorphosis - Menopause, mood & more"
- "Out of the Dark - A Family Violence Support Program for Women"
- Adults Surviving Child Abuse Educational Workshop"
- "Mindfulness"
- "Bringing up Great Kids"
- "Exploring Loss in Life"
- "Living Well with Chronic Illness"
- Contenance Information Sessions
- "Making a Difference to Domestic/Family Violence" - facilitated discussions.
- Health promotion activities.

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.

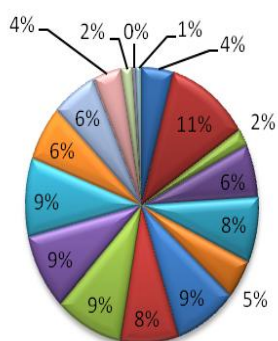
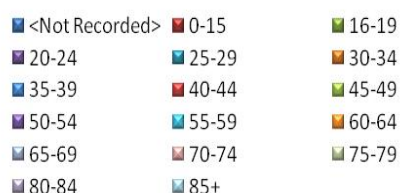
In 2015/16 a total of 10,673 presenting issues and 3,646 client contacts were recorded by staff providing direct services to clients.

Client Ethnicity



70% of clients identify their ethnicity as Australian, 22 % did not record their ethnicity, 5% British with the remaining 3% a mix of ethnicities.

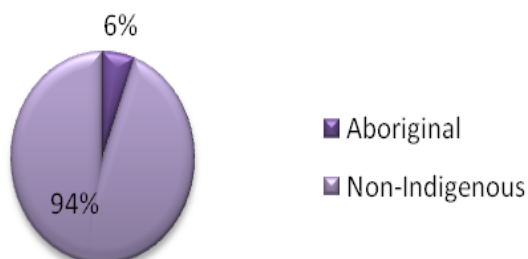
Client Age Range



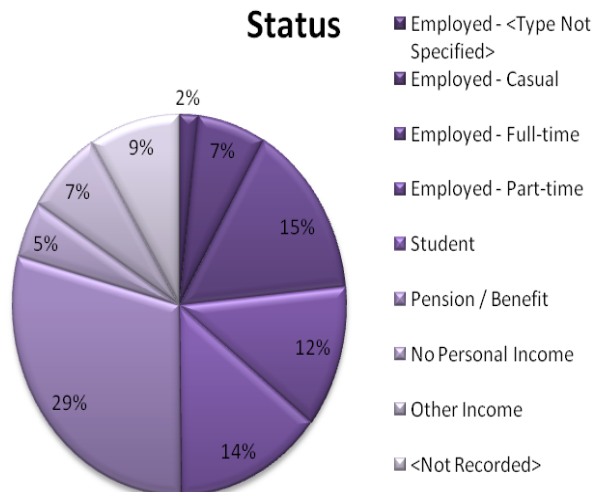
The age range most accessing our services is 0-15 (11%) which would be weighted by our Child, Adolescent Trauma Service which specifically services the age range 0-18 years. This is followed equally by 35-39, 45-49, 50-54 and 55-59 (all 9% for each age range).

6% of clients identified as Aboriginal.

Indigenous Status



Client Employment & Financial Status



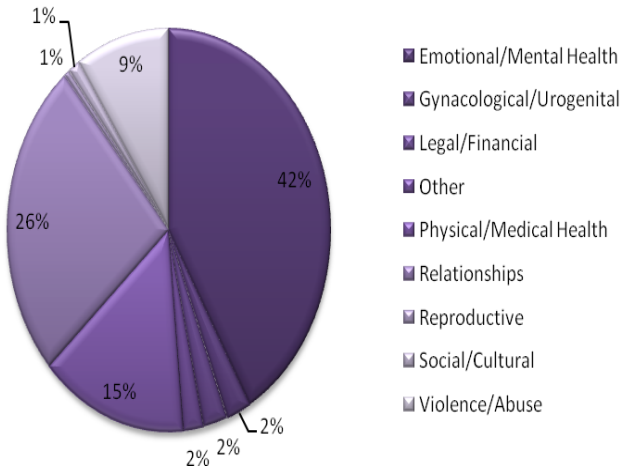
Clients on a pension/benefit make up the greatest number of clients (29%) accessing our service. This is followed by women working full-time (15%) and students (14%). Proportion of clients who are financially disadvantaged (55%) - includes casual employment, student, pension/benefit, and no personal income.

24% of clients identified as having a disability, with physical rating the highest (44%), followed by psychiatric (25%).

OUR CLIENTS

Presenting Issue

Clients may present with more than one issue at the same appointment. Total presenting issues 10,673



Emotional/mental health concerns (includes the following three highest sub-categories emotional trauma, stress, anxiety/panic disorders) were the highest presenting issues (42%), followed by **relationships issues** (includes the following three highest sub-categories relationships, family issues, childhood issues) rating the next highest (26%).

How Clients Heard About the Centre

The majority of returning clients heard about the centre from a friend, associate, or relative (41%). New clients heard about the centre from a professional or organisation (29%), followed by friend, associate, or relative (27%).

New Clients

How Heard	Percentage of Total
Not Specified	15%
Centre Flyer	5%
Friend/ Associate/ Relative	27%
Newspaper/ Magazine	7%
Other	10%
Professional/ Organisation	29%
Website - other	2%
Website - ours	4%
Website - WH NSW	1%
TOTAL	100%

Returning Clients

How Heard	Percentage of Total
Not Specified	7%
Centre Flyer	4%
Friend/ Associate/ Relative	41%
Newspaper/ Magazine	8%
Other	12%
Professional/ Organisation	23%
Website - other	1%
Website - ours	4%
Website - WH NSW	0%
TOTAL	100%



Visiting General Practitioner, Dr Fariya Kabir, with Centre Executive Officer, Erica Pitman

Picture Courtesy Dave Rankine, Bathurst City Life Newspaper



National & NSW Health Priorities

All services delivered at the Centre as part of our NSW Ministry of Health funding fit under the health priorities for the National and NSW Health Framework for Women's Health 2013, as listed in the below table.

Health Priority	Services Centre Offers to Meet Health Priorities
Supporting healthy lifestyles, including nutrition & physical activity	<ul style="list-style-type: none"> • Walking group • Yoga classes • Health promotion activities • Massage therapist & Reflexologist • Face book posts
Promoting awareness of the risks of chronic disease	<ul style="list-style-type: none"> • Health promotion activities • 'Living Well with Chronic Illness' workshop • Face book posts
Promoting good mental health & social wellbeing	<ul style="list-style-type: none"> • Generalist counselling • CAT counselling • Psychologist • General practice • 'Introducing Mindfulness' program • 'Exploring Loss in Life' workshop • 'ASCA Educational' workshop (trauma/abuse) • Health promotion activities • Walking group • Face book posts
Providing reproductive & sexual health prevention, screening, treatment, education & providing women with options for managing fertility	<ul style="list-style-type: none"> • General practice • 'Mothers & Daughters - Puberty Matters' program • 'Midlife Metamorphosis - menopause, mood & more' program • Health promotion activities • Face book posts
Improving responses to sexual, domestic & family violence against women	<ul style="list-style-type: none"> • Generalist counselling • CAT counselling • 'Out of the Dark - Family Violence Support Program for Women' • Participation in Women's Domestic Violence Court Advocacy Service (WDVCAS), Bathurst Court • Participation in Bathurst Family Violence Awareness Group • Participation in Family Law Pathways Network • Health promotion activities • Face book posts
Providing support for women with disability & women with caring responsibilities	<ul style="list-style-type: none"> • Generalist counselling • Health promotion activities • 'Managing Life Changes/Exploring Loss' workshops for Seymour Centre • Face book posts

NSW Health Goal
"to deliver services and foster environments in NSW which help women to meet their physical, social and economic potential, by increasing opportunities for women to be healthy at every stage in their lives and preventing avoidable detrimental health outcomes such as chronic disease."

NSW Health Framework for Women's Health 2013

To view our achievements for each of the above health priorities please see the sections below, 'performance & quality' and 'service statistics & reports'.

Working Partnerships

Solid, working relationships with partner organisations is one of the keys to the success of the Centre. Below 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.

"Philanthropy is commendable, but it must not cause the philanthropist to overlook the circumstances of economic injustice which make philanthropy necessary."

Rev. Dr. Martin Luther King Jr.

Organisation	Working Partner
Bathurst City Life Newspaper	Dave Rankine & team
Bathurst Community Health Centre	Lisa Collins, Louise Linke, Lynette Turner, Rebecca Williams, Joanne Young
Bathurst Community Interagency	John Kellett & members
Bathurst Family Support Service	Annarelle Channing
Blue Knot Foundation	Merle Conyer
Blue Mountains Women's Health Centre	Women's Domestic Violence Court Advocacy Service
Accredited Clinical Psychosexual Therapist	Lynda Carlyle
General Practitioners	Dr Tamara Ford & Dr Fariya Kabir
Massage Therapist	Kirsty Lewin
Psychologist	Nicole Sudmalis & psychAbility
Psychologist	Nicole Johnson
Radio 2BS Gold & B-Rock FM	Various team members
TAFE (Student Placement)	Amy Field
Wambigi	Tiffany Stonestreet & her team
Western Advocate Newspaper	Eve Capper & team
Women's Health Nurse (casual)	Lee Hagan
Yoga Instructor	Tracey Carpenter

- **Bathurst Liquor Accord and Blue Knot Foundation (formerly ASCA) for the delivery of their educational workshop for women survivors of childhood trauma and abuse.**
- **Continnence Foundation of Australia for providing funding for the delivery of continence sessions in partnership with Louise Linke from Bathurst Community Health.**
- **Kinga Macpherson, Volunteer Management Programs Trainer, Central West Volunteering, for providing Board training.**
- **Wambigi (CentaCare) for assisting with the recruitment and organisation of workshops for Aboriginal women.**
- **CWA who provide all the catering for each "Out of the Dark" program (four times per year).**

We also wish to acknowledge the following people or organisations:

- **ClubGrants (Bathurst Regional Council, Bathurst RSL & Panthers Bathurst) for providing funding to cover the cost of childcare for our clients.**
- **Spotless (contracted via WLHD) for the provision of cleaning and maintenance services.**
- **NSW Ministry of Health & Western Local Health District for their continued support through providing our premises.**
- **Joblink Plus & Mission Providence who provide administration staff as part of the work for the dole scheme.**

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

Bathurst Community Interagency, Family Law Pathways Network, Bathurst Joint Investigation Response Team Local Management Group, Cooperative Legal Service Delivery, Bathurst Youth Network, Bathurst Child & Family Network, Bathurst Multicultural Reference Group, Bathurst Family Violence Awareness Group, Western Region Australian Psychological Society, Central West Facilitators, Central West Volunteer Manager's Network, Western Women's Health Consortium.

Other events we partnered in included:

CSU Wellness & Wellbeing Expo, CMCA Rally (DV Seminar), International Women's Day Forum, White Ribbon Day, 16 Days of Activism to Stop Violence Against Women.

Our Effectiveness

The Centre is committed to delivering the highest quality of service with all areas of service provision being monitored regularly. Every aspect of our service has a full evaluation summary available - please visit our website cwwhc.org.au to view your area of interest.

Here is a snapshot of our effectiveness:

Generalist counselling clients reported after counselling completion (average 40.57 sessions, over 81.86 weeks) - 92.8% improvement in level of coping with situation/issue; 80% improvement in their ability to implement necessary changes in life; & 81.4% increase in the degree to which life has improved.

Child, adolescent trauma counselling clients reported after counselling completion (average 17.18 sessions, over 30.73 weeks) - 82.8% improvement in coping since coming to counselling; 74.6% improvement at school since coming to counselling; 87.2% improvement in family since coming to counselling.

Evidenced based group programs include "Out of the Dark - a family violence support program for women"; "Mothers & Daughters - Puberty Matters"; "Midlife Metamorphosis - menopause, mood & more"; "Bringing up Great Kids". Each program has two parts to evaluation - program aims (outcomes) which differ for each program. To view individual program outcomes visit our website cwwhc.org.au

"I have been extremely ill over the past 6yrs & have been to many clinics and seen a huge amount of therapists, none of which has helped me like the counselling I'm getting now".

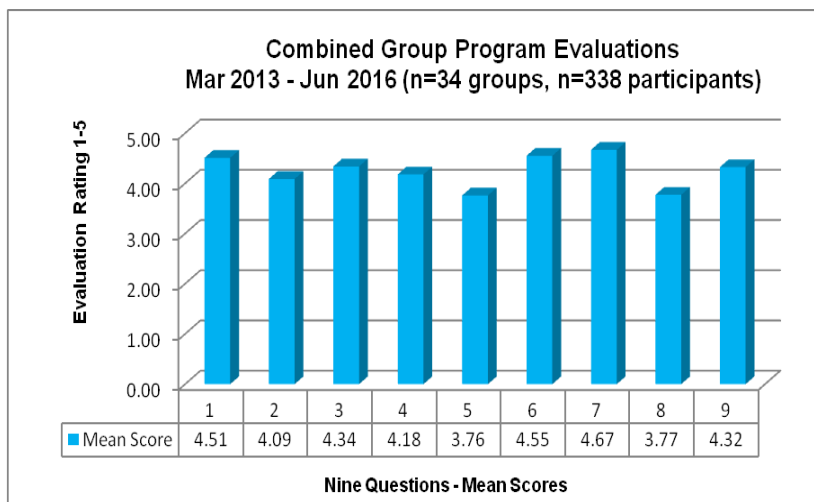
"Annele is an amazing counsellor."

Generalist Counselling Clients

The graph to the left combines the evaluation of the nine questions asked for every evidenced based group program.

The table below lists the nine questions asked for each of these programs:

Question Number	Question
1	Appropriateness of group content
2	Degree of comfort discussing feelings & experiences
3	Level of coping with situation/issue
4	Ability to make positive changes in life
5	Degree to which life has improved
6	Overall satisfaction with group experience
7	Likelihood to recommend group to others
8	Degree of connection with others in community
9	Ability to access support in future



Overall evaluations rated highly ranging from 3.76 (75.2%) to 4.67 (93.4%) out of 5.

PERFORMANCE & QUALITY

Visiting practitioner session evaluations - clients are encouraged to complete a simple session evaluation after each session (or in the case of Yoga, at varying intervals during the Yoga terms).

The session evaluations ask six questions. To view the evaluation for each service visit our website cwwhc.org.au

A summary of the overall satisfaction rating for each practitioner is listed in the below table:

Visiting practitioner position	Visiting practitioner name	Overall satisfaction rating
VP - General Practitioner	Dr Fariya Kabir	90.9 - 94.4%
VP - Yoga Instructor	Tracey Carpenter	93.5 - 96.5%
VP - Massage Therapist	Kirsty Lewin	99 - 99.4%
VP - Psychologist	Nicole Johnson	94.7 - 97.7%
VP - Psychologist	Nicole Sudmalis	94.8 - 97.5%

"Please give your receptionist a medal. She handles a busy desk & that phone that never stops, while remembering all our names & a lot more I expect. Admin staff are never appreciated for their true worth".

A Mindful Person Attending Session

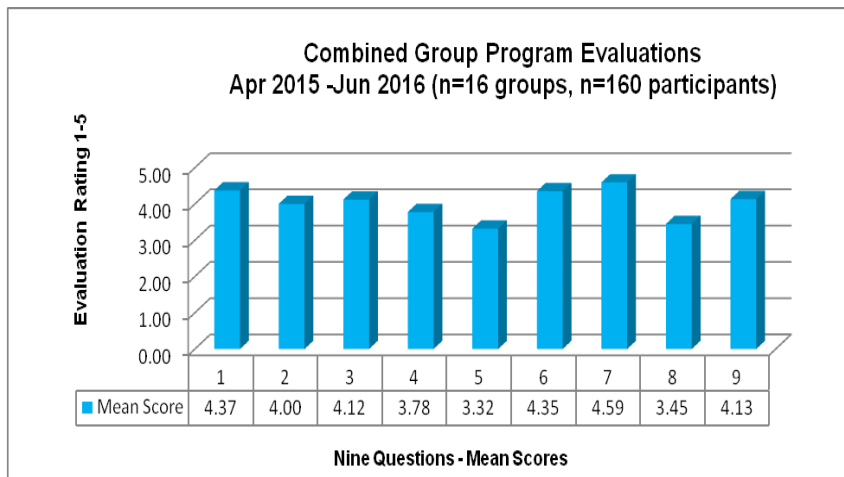
Health promotion group programs include Living Well with Chronic Illness; Exploring Loss in Life; Mindfulness; Quest for Life Self-Care Matters; Walking Group. Each program (apart from the walking group) has two parts to evaluation - program aims (outcomes) which differ for each program. To view individual program outcomes visit our website cwwhc.org.au

The graph below combines the evaluation of the questions asked for the health promotion group programs. The questions are the same as for the evidenced based programs (as listed on the previous page) however not all questions (ie. 5 & 8) are asked for each group.

Overall evaluation ratings ranged from 3.32 (66.4%) to 4.59 (91.8%) out of 5.

Service accreditation - the Centre achieved Certificate level Australian Service Excellence Standards in June 2014 which is valid until March 2017. We are currently working toward re-accreditation and at the higher Award level.

Professional registrations - staff and visiting practitioners maintain professional registrations with Psychotherapy & Counselling Federation of Australia, Australian Register of Counsellors & Psychotherapists, Australian Psychological Society, Massage Australia, Australian Health Practitioner Regulation Agency. In order to maintain these registrations staff are required to attend a minimum amount of professional development and supervision annually.



Key Performance Indicators

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

Key Performance Indicator	Target	Result
To promote physical, mental & emotional health & well-being for women by providing specialised medical, nursing allied health & complementary health services.		
• # individual occasions of service for medical/nursing consultations	270	220*
• # individual occasions of service for allied health & complementary consultations	110	432
• # of Yoga sessions provided	120	115
• # of Yoga participants at sessions	570	553
• # of women's walking group sessions conducted	40	53
• # of walking participants at sessions	240	403
To promote physical, mental & emotional health & well-being for women by providing specialised clinical, counselling, health promotion & education services including domestic violence & sexual assault services.		
• # individual occasions of service for generalist counselling	360	479
• # of evidenced based group programs delivered	10	13
• # of evidenced based group sessions delivered	42	45
• # of clients attended evidenced based group programs	88	197
• # of health promotion/education activities	10	20
• # of participants attending health promotion/education activities	200	446
Advocate for the holistic health & well-being needs of women in the community		
• # of activities	24	127
• # of Face book 'likes' & total 'reach'	180/5000	761/31,764

* Medical consultations under target due to visiting GP position being vacant for six months.

"Learnt the importance and value of playing with my daughter."

CAT Counselling Parent

"She [Jem] is awesome [sic]"

CAT Counselling Client (12 yr old girl)

The below table outlines our NSW Family & Community Services (FaCS) key performance indicators and results for our Child, Adolescent & Trauma Service (CATS). NB: This position was vacant for 4.5 months, hence targets set by our Centre were not met, however we did meet the targets set by FaCS.

Key Performance Indicator	Target	Result
• # individual occasions of service for counselling	468	292
• # of evidenced based group programs delivered	4	2
• # of evidenced based group sessions delivered	24	12
• # of clients attended evidenced based group programs	32	14



Jessica Smith, CAT Counsellor, in Centre Play Room

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 seven volunteer Board members with elections taking place at the annual general meeting each October. Association members elect the Board. Day to day management of the Centre is delegated to the Executive Officer.

Board position	Board member name	Date commenced on board
President	Jilly Blanch	23/10/12
Vice President	Belinda Head	28/10/14
Secretary	Sylvia Latham	24/10/06
Treasurer	Jane Sisley	28/10/14
Ordinary	Geraldine Sealey	22/10/13
Ordinary	Maureen Bates-McKay	28/10/14-24/5/16
Ordinary	Virginia Pascoe	19/1/16

Staff or visiting practitioner (VP) position	Staff or visiting practitioner name	Date commenced at Centre
Executive Officer	Erica Pitman	02/04/12
Administrator	Heather Bennett	04/07/11
Casual Administration	Renae Lawson	08/10/14
	Amy Field	28/01/16
	Tara Beynon	31/05/16
Generalist Counsellor/Group Facilitator	Annele Watt	12/06/12
Child, Adolescent Trauma Counsellor	Jem Maddox	29/10/12-29/10/15
	Jessica Smith	14/03/16
Health Promotion Worker	Ann-marie Brittain	20/07/15
VP - General Practitioner	Dr Tamara Ford	03/07/13-15/09/15
	Dr Fariya Kabir	20/04/16
VP - Yoga Instructor	Tracey Carpenter	03/02/14
VP - Massage Therapist	Kirsty Lewin	10/03/11
VP - Psychologist	Nicole Johnson	04/08/14
	Nicole Sudmalis	02/12/15
VP - Reflexologist	Suzanne Li	17/11/15
Work for the Dole Administration	Natascha Hicks	09/09/15-18/01/16
	Tara Beynon	28/01/16

"Innovation in any sector is driven by people - their motivation, their ability to communicate and collaborate, their agility in generating and executing ideas, and the ability of leaders to reward those within the organisation who are, in fact, innovative and creative."

The Innovation Index - Australian Not-for-Profit Sector 2015



L to R: Board Members - Geraldine Sealey, Jane Sisley, Jilly Blanch, Virginia Pascoe with Kinga Macpherson (Volunteer Management Programs Trainer, Central West Volunteering)

Board members commenced fundraising BBQ's at Bunning's Warehouse this year to boost Centre funds. Significant time and commitment is offered by Board members to attend meetings, training and trawl through copious emails and paperwork to oversee the governance of the Centre.

The Central West Women's Health Centre Inc

Consolidated Balance Sheet
for the Year Ended 30th June 2016

	Note	2016 \$	2015 \$
ACCUMULATED FUNDS			
Represented by:			
Current Assets			
Cash At Bank and On Hand	2	220,095	252,496
Accounts Receivable		4,220	894
Prepayments	3	-	2,703
Other Assets	4	225	225
Total Current Assets		<u>224,540</u>	<u>256,318</u>
Non-Current Assets			
Fixed Assets	6	4,043	-
Formation Expenses		78	78
Total Non-Current Assets		<u>4,121</u>	<u>78</u>
Total Assets		<u>228,661</u>	<u>256,396</u>
Current Liabilities			
Trade Creditors		355	110
Unearned Income		20,000	77,400
Accrued Expenses		14,578	13,004
GST Liabilities		4,376	12,706
Payroll Liabilities	5	12,053	14,931
Finance Lease Liabilities	9	1,667	-
Total Current Liabilities		<u>53,029</u>	<u>118,151</u>
Non-Current Liabilities			
Long Service Leave	5	13,096	11,607
Finance Lease Liabilities	9	2,645	-
Total Non-Current Liabilities		<u>15,741</u>	<u>11,607</u>
Total Liabilities		<u>68,770</u>	<u>129,758</u>
Net Assets		<u>159,891</u>	<u>126,638</u>

For a full set of accounts, email: manager@cwwhc.org.au or visit our website: cwwhc.org.au, about us, governance

An open letter received by the Centre following an 'Out of the Dark Family Violence Support Program'

Ladies,

I was born in 1951. I was married in 1972. When I started work in 1968, I was paid half the salary of a male for equal work. It wasn't until after 1972 that I earned equal pay. Women who were married could not work in banks and some government departments because they were expected to have children and so were seen as a liability.

Things that I have had happen to me and burdens that I have carried for years have been hard for me to speak about, because of this I want to say this to you. We still have a long way to go but by coming here, by listening, by telling your story, by sharing with each other helps. It may make us sad but by god its better than not speaking out.

Don't feel alone, don't feel unworthy. You are a valuable human being and everything you feel and suffer is valid and important. Everything that has happened to you is not normal and should not be considered by society as such.



Central West Women's Health Centre Inc.

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