



31st Annual Report

2016/17



Heather Bennett, Ann-marie Brittain, Erica Pitman, Lorraine Prentice, Sue Wesson

Photo Courtesy Dave Rankine, Bathurst City Life Newspaper



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2016 Annual General Meeting & 30th Anniversary Celebrations. Board Members Jilly Blanch, Vanessa Pringle, Sylvia Latham, Annette Gainsford, Virginia Pascoe, Geraldine Sealey, Executive Officer, Erica Pitman

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 because 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	2016/17 Income
NSW Ministry of Health (WLHD)	55%	\$238,000
NSW Family & Community Services	23%	\$99,956
Bathurst Gardener's Club	3%	\$15,000
Maddocks Foundation	5%	\$20,000
Centre Generated	14%	\$62,069
TOTAL		\$435,025

Our Services

This year has seen the implementation and consolidation of projects commenced last year, including "The Miranda Project" targeting women with complex needs who are at risk of breaking the law or re-offending. Corrective Services and the Community Restorative Centre are partners in this project.

Funding from the Maddocks Foundation has assisted with providing case management for "Miranda" clients and other women with complex issues.

Our partnership with the Rotary Club of Bathurst Daybreak has built on our facilitated community discussions with the development of a two and half-hour workshop, "Making a Difference to Domestic/Family Violence".

This is an early intervention/prevention workshop specifically focusing on acting to address gender inequality and stereo-typing. These two issues are known as the key drivers of violence against women. The workshop is designed to be delivered to local businesses, community and sporting groups and other interested organisations.

We were the recipients of a very generous donation from the Bathurst Gardener's Club with proceeds collected from the Bathurst Spring Garden Spectacular. This donation is being used for a Women's & Children's Crisis Fund.

New initiatives included a "Health & Wellness Seminar for Post-Menopausal Women" and the "Eight-Stage Healing Process."

We provided outreach groups for CareWest, Whiddon Group, and St Philomena's School.

We provided staff as guest speakers for Bathurst Business Women's Network, Bathurst Interagency, Bathurst Spring Garden Spectacular Opening, Central West Human Resources Networking Group, Community Mental Health, Drug & Alcohol Team, Encore, Rotary Club of Bathurst Daybreak, TAFE Community Services Cert IV Students.

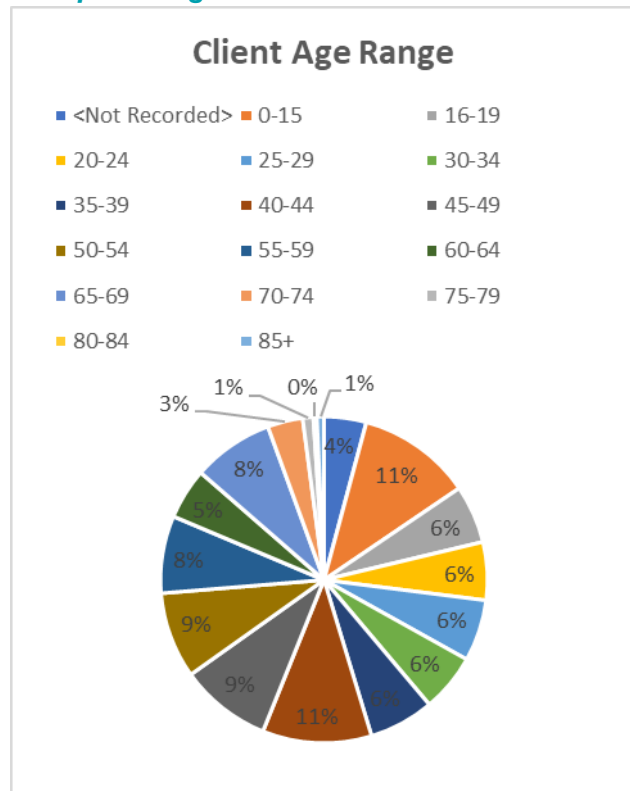
Services offered 2016/17:

- Women's specific general practice
- Generalist counsellor
- Child, adolescent trauma counsellor
- Psychologist
- 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"
- "Women Survivors Child Trauma & Abuse Educational Workshop"
- "8-Stage Healing Process: Women Survivors of Abuse"
- "Mindfulness"
- "Bringing up Great Kids"
- "Exploring Loss in Life"
- "Self-Care Matters"
- "Making a Difference to Domestic/Family Violence" - facilitated discussions.
- "Making a Difference to Domestic/Family Violence Workshop"
- "Health & Wellness Seminar for Post-Menopausal Women (over 65s)"
- Health promotion activities.

Our Clients

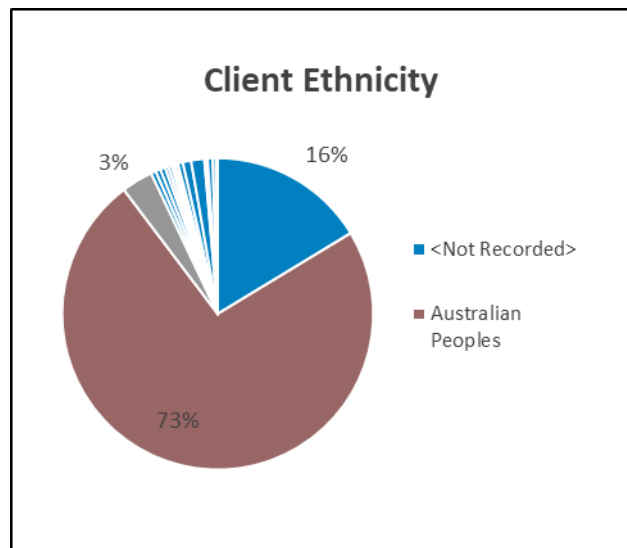
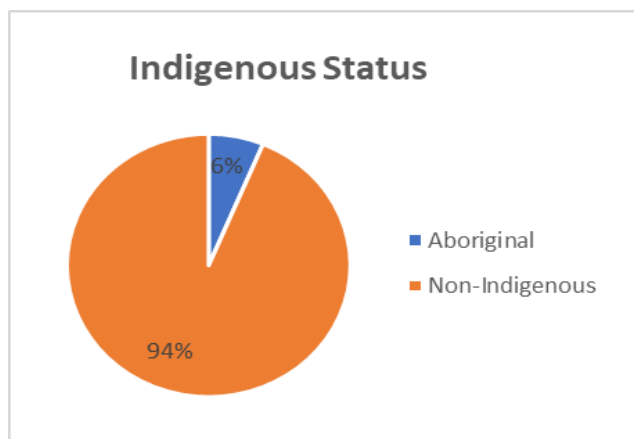
Central West Women's Health Centre uses the Women's Health NSW's statistical database. The database captures client demographics, the range of services and referrals provided, including up to 150 presenting issues.

In 2016/17 a total of 11,989 presenting issues and 3,008 client contacts were recorded by staff providing direct services to clients.

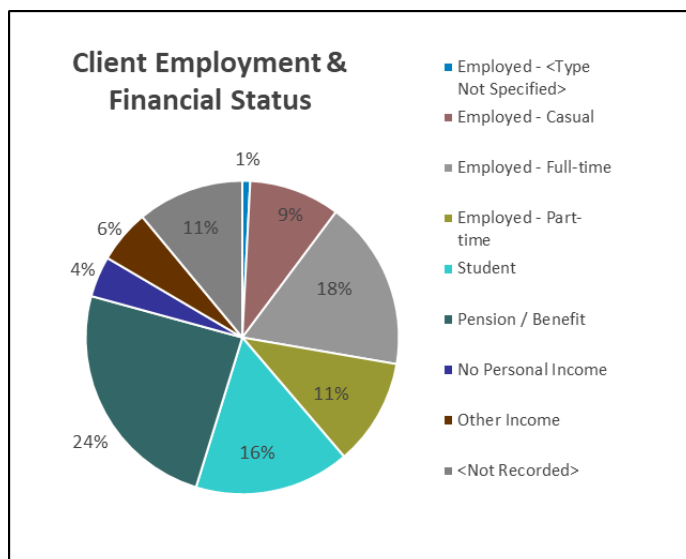


The age range most accessing our services is 0-15 (11%), which would be weighted by our Child, Adolescent Trauma Service which specifically services the age range 0-18 years, and 40-44 years (11%).

6% of clients identified as Aboriginal.



73% of clients identify their ethnicity as Australian, 16% did not record their ethnicity, 3% British with the remaining 8% a mix of ethnicities.

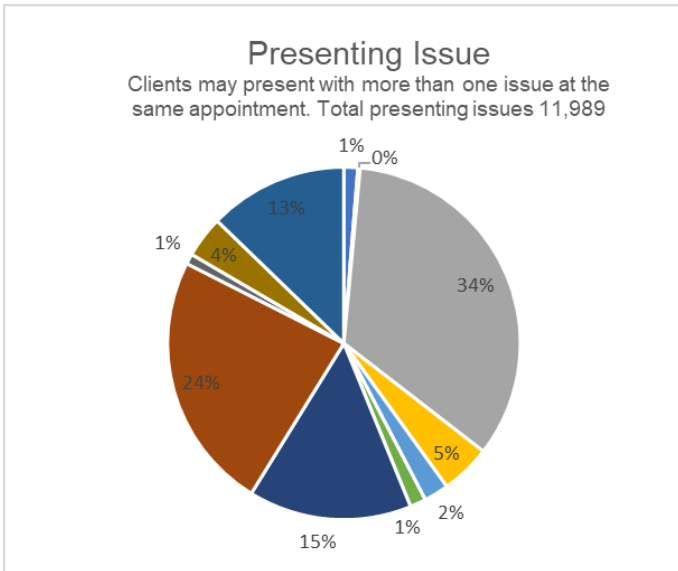


Clients on a pension/benefit make up the greatest number of clients (24%) accessing our service. This is followed by women working full-time (18%) and students (16%).

Proportion of clients who are financially disadvantaged (53%) - includes casual employment, student, pension/benefit, and no personal income.

20% of clients identified as having a disability, with physical rating the highest (53%), followed by psychiatric (22%).

OUR CLIENTS



Emotional/mental health concerns were the highest presenting issues (34%), followed by **relationships issues** rating the next highest (24%). The other issues were physical/medical health (15%), violence/abuse (13%), gynaecological/urogenital (5%), social/cultural, legal/financial, other, addiction, reproductive, breast.

How Clients Heard About the Centre

The majority of returning clients heard about the centre from a friend, associate, or relative (45%). New clients heard about the centre from a friend, associate, or relative (37%), followed by professional or organisation (21%).

New Clients

How Heard	Percentage of Total
Not Specified	17%
Centre Flyer	4%
Friend/ Associate/ Relative	37%
Newspaper/ Magazine	4%
Other	11%
Professional/ Organisation	21%
Website - other	2%
Website - ours	3%
Website - WH NSW	1%
TOTAL	100%

Returning Clients

How Heard	Percentage of Total
Not Specified	10%
Centre Flyer	5%
Friend/ Associate/ Relative	45%
Newspaper/ Magazine	6%
Other	9%
Professional/ Organisation	21%
Website - other	0%
Website - ours	3%
Website - WH NSW	1%
TOTAL	100%



Health Promotion Worker, Ann-marie Brittain & Executive Officer, Erica Pitman

Photo 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 • 'Health & Wellness Seminar for over 65's' • Face book posts
Promoting good mental health & social wellbeing	<ul style="list-style-type: none"> • Generalist & CAT counselling • Quest for Life 'Self-Care Matters' Workshop • Psychologist • General practice • 'Introducing Mindfulness' program • 'Exploring Loss in Life' workshop • 'Blue Knot' workshop (trauma/abuse) • Health promotion activities • Walking group; Face book posts • 8 Stage Healing Process (Abuse Survivors)
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 & CAT counselling • 'Making a Difference DFV Workshop' • '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 Grief & Loss' workshop for CareWest • 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'.

PARTNERSHIPS & SUPPORT

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.

Organisation	Working Partner
Bathurst City Life Newspaper	Dave Rankine & team
Bathurst Community Health Centre	Sally Bembrick, Louise Linke, Lynette Turner, Therese Sharpe, Anne Smart
Bathurst Community Interagency	John Kellett & members
Bathurst Family Support Service	Annarelle Channing, Kate Duffy
Blue Knot Foundation	Mirna Tarabay
Bathurst Women's & Children's Refuge	Teagan Schatz
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
Quest for Life Foundation	Margie Braunstein
Radio 2BS Gold & B-Rock FM	Various team members
Relationships Australia	Therese Spacov
TAFE (Student Placement)	Amanda Crosbie
Western Advocate Newspaper	Eve Capper & team
Women's Health Nurse (casual)	Lee Hagan
Yoga Instructor	Tracey Carpenter & Kate Smith

We also wish to acknowledge the following people or organisations:

- ClubGrants (Bathurst Regional Council, Bathurst RSL & Panthers Bathurst) for funding provided last financial year enabling us to continue to cover the cost of childcare for our clients.*
- Spotless & Ministry of Gardens (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.*

*Most important thing learnt:
"Knowing that I could be helped & understood without judgement."*

*How benefited:
"Made progress, achieved goals."*

Case Management Client

- CWA (particularly Joy Press) who provide all the catering for each "Out of the Dark" program (four times per year).*

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 Family Violence Awareness Group.

Other events we partnered in included:

CSU Wellness & Wellbeing Expo, Homelessness Week, International Women's Day Forum, White Ribbon Day, 16 Days of Activism to Stop Violence Against Women, Women's Health Week.

"Great to have the spotlight on issues that affect gender equality, etc. - facts & pictures emphasise/reinforce the information."

Participant, "Making a Difference to Domestic/Family Violence" Workshop.



"Making a Difference to Domestic/Family Violence" Pilot Workshop with Members of Rotary Club of Bathurst Daybreak

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 18.47 sessions, over 37.87 weeks) – 84.6% improvement in level of coping with situation/issue; 75.4% improvement in their ability to implement necessary changes in life; & 75.4% increase in the degree to which life has improved.

Most important thing learnt:
 "Not to put my unhappiness on my children, to love your children unconditionally".

'Bringing up Great Kids' Participant

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", 8-Stage Healing Process for Women Survivors of Abuse. 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've had a couple of counsellors now and I feel Sue is one of the best I've had. I feel understood and comfortable".

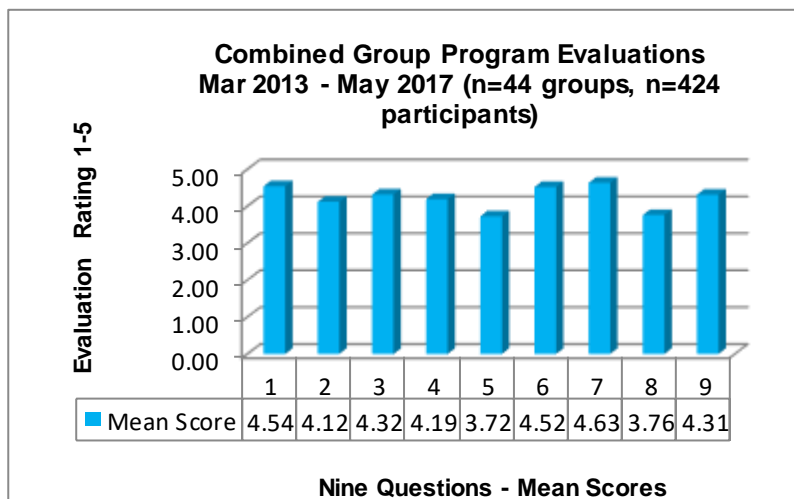
"VERY grateful to the service making it affordable."

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 ranged from 3.72 (74.4%) to 4.63 (92.6%) 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	92.7 – 95.9%
VP - Yoga Instructor	Tracey Carpenter & Kate Smith	96.9 – 98.6%
VP - Massage Therapist	Kirsty Lewin	97.1 - 99.3%
VP - Psychologist	Nicole Sudmalis	97.8 – 98.8%

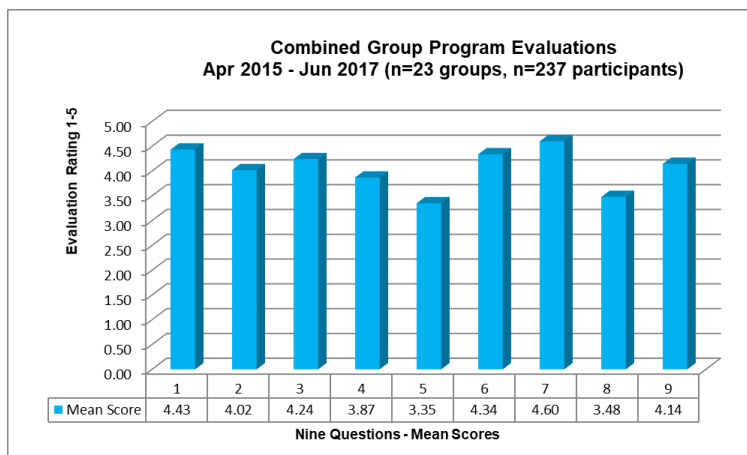
"It was good [counselling]. I did 'Out of the Dark' here ... being a known quantity & knowing what this great organisation is doing and benefitting from it means a lot".

Out of the Dark Participant & Counselling Client

Health promotion group programs include Living Well with Chronic Illness; Exploring Loss in Life; Mindfulness; Quest for Life Self-Care Matters; Walking Group; Health & Wellness Seminar for over 65s. 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 3.35 (67%) to 4.60 (92%) out of 5.



Service accreditation - the Centre achieved Certificate level Australian Service Excellence Standards in June 2014 which was valid until March 2017. We are expected to achieve the higher level of Award accreditation by October 2017.

Professional registrations - staff and visiting practitioners maintain professional registrations with Psychotherapy & Counselling Federation of Australia, Australian Register of Counsellors & Psychotherapists, Holistic Therapists Australia Inc, Australian Psychological Society, Massage Australia, Medical Board of Australia, Australian Health Practitioner Regulation Agency. 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	325
• # individual occasions of service for allied health & complementary consultations	110	339
• # of Yoga sessions provided	120	91*
• # of Yoga participants at sessions	570	391*
• # of women's walking group sessions conducted	40	55
• # of walking participants at sessions	240	302
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	383
• # of evidenced based group programs delivered	10	15
• # of evidenced based group sessions delivered	42	64
• # of clients attended evidenced based group programs	88	553
• # of health promotion/education activities	10	15
• # of participants attending health promotion/education activities	200	336
Advocate for the holistic health & well-being needs of women in the community		
• # of activities	24	88
• # of Face book 'likes' & total 'reach'	180/5000	805/23,274

* Yoga sessions provided under target due to a decrease in the number of sessions provided by our visiting instructor.

Most difficult part of counselling: "How tied everybodys [sic] hands are at stopping abuse when it comes from someone who knows how to manipulate the system"

Generalist Counselling Client

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 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	202
• # of evidenced based group programs delivered	4	2
• # of evidenced based group sessions delivered	24	11
• # of clients attended evidenced based group programs	32	19



Lorraine Prentice, CAT Counsellor, in Centre Play Room

Photo Courtesy Dave Rankine, Bathurst City Life

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	Virginia Pascoe	28/10/14-12/4/17
Secretary	Sylvia Latham	24/10/06
Treasurer	Jane Sisley	28/10/14
Ordinary	Geraldine Sealey	22/10/13
Ordinary	Annette Gainsford	7/7/16
Ordinary	Vanessa Pringle	25/10/16

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	Tara Beynon	31/5/16-22/3/17
	Sue Richards	31/10/16
Generalist Counsellor/Group Facilitator	Annele Watt	12/06/12-6/10/16
	Sue Wesson	4/10/16
Child, Adolescent Trauma Counsellor	Jessica Smith	14/03/16-25/8/16
	Lorraine Prentice	31/1/17
Health Promotion Worker & Case Management	Ann-marie Brittain	20/07/15
VP - General Practitioner	Dr Fariya Kabir	20/04/16
VP - Yoga Instructor	Tracey Carpenter	03/02/14
	Kate Smith	3/1/17
VP - Massage Therapist	Kirsty Lewin	10/03/11
VP - Psychologist	Nicole Johnson	04/08/14-10/10/16
	Nicole Sudmalis	02/12/15
VP - Reflexologist	Suzanne Li	17/11/15

"Ethics is a code of values which guide our choices and actions and determine the purpose and course of our lives."

Ayn Rand

"Ethics is knowing the difference between what you have a right to do and what is right to do."

Potter Stewart



Fundraising succulent party organised by Vanessa Pringle Florist

Photo Courtesy Dave Rankine, Bathurst City Life Newspaper

Board members continued fundraising BBQ's at Bunning's Warehouse and hosted a succulent party through Vanessa Pringle Florist, to boost Centre funds. Considerable 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 As at 30 June 2017

	Note	2017 \$	2016 \$
ACCUMULATED FUNDS			
Represented by:			
Current Assets			
Cash at Bank and On Hand	2	151,792	220,095
Investments	3	100,256	-
Accounts Receivable		437	4,220
Other Assets	4	225	225
Total Current Assets		252,710	224,540
Non-Current Assets			
Fixed Assets	6	8,614	4,043
Formation Expenses		78	78
Total Non-Current Assets		8,692	4,121
Total Assets		261,402	228,661
Current Liabilities			
Trade Creditors		255	355
Unearned Income		22,399	20,000
Accrued Expenses		18,473	14,578
GST Liabilities		4,812	4,376
Payroll Liabilities	5	16,710	12,053
Finance Lease Liabilities	9	2,462	1,667
Total Current Liabilities		65,111	53,029
Non-Current Liabilities			
Long Service Leave	5	13,736	13,096
Finance Lease Liabilities	9	3,966	2,645
Total Non-Current Liabilities		17,702	15,741
Total Liabilities		82,813	68,770
Net Assets		178,589	159,891

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

Staff Members, Sue Wesson & Heather Bennett, planting natives in the back garden of the Centre after the Ministry of Gardens, through Spotless, prepared the area for a makeover.

Photo Courtesy Dave Rankine, Bathurst City Life Newspaper



Central West Women's Health Centre Inc.

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