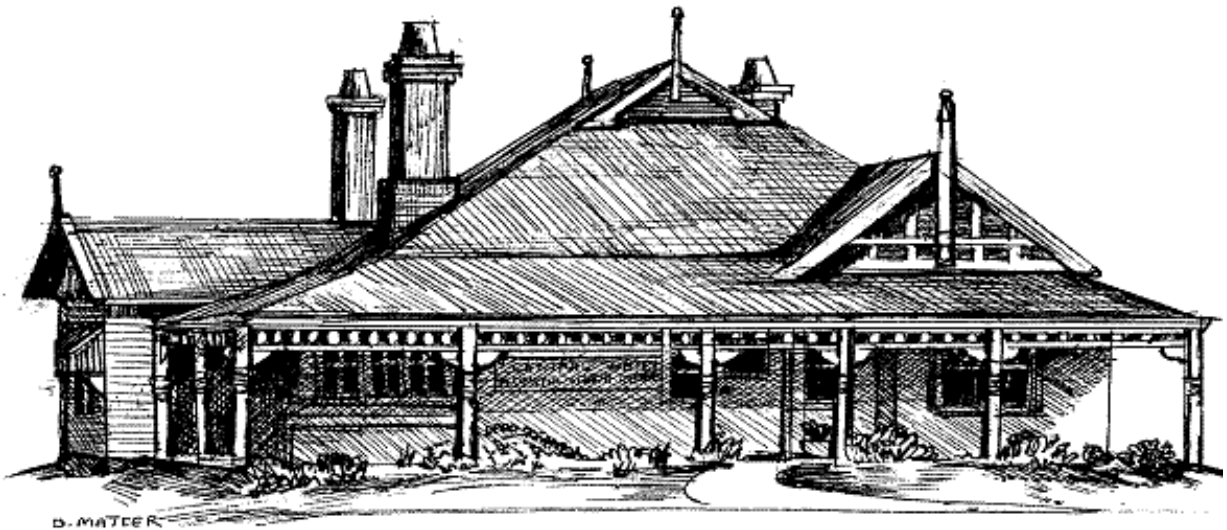


# Central West Women's Health Centre



## 27<sup>th</sup> ANNUAL REPORT July 2012 – June 2013



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Funded by  
NSW Health (Western Local Health District)  
NSW Department of Family & Community Services

ABN 28 614 767 988

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## **Our Mission:**

We provide a unique, holistic, women-centred approach to health and well-being to empower women and children to make informed choices.

## **We achieve this by:**

- Providing a holistic women’s health service to the community.
- Educating women and children so they can make informed choices about healthcare and well-being.
- Empowering women and children to make informed choices throughout their lives.
- Providing a safe place for women and children.
- Advocating for and supporting women from a feminist perspective.

## **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.

## Annual Report Vice Chairperson – Kerry Silverson Marston

I am thrilled to be writing this report as a representative of the Central West Women's Health Centre (CWWHC) Board. CWWHC is responsible for the provision of services and resources with prioritised sections of the population, namely women and children in the Bathurst regional area.

CWWHC has established strong working relationships with community partners, and the network of other Health Centres involved with Women's Health NSW, to develop resources to improve the lives of women. These improvements occur through the provision of preventative health care, informative workshops, community education, community development, advocacy and resources to support women and children to make informed decisions about their lives.

*“Be the change you want to see in the world.” Mahatma Ghandi*

This year has been a year of continuous change for the Board and staff of CWWHC. Our President, Jennifer Quill, unfortunately had to resign her position due to health issues and she has been missed. Jen brought a unique energy and breath of knowledge with her across almost five years as a Board member. Jen has moved to the Newcastle area and has recently taken positive moves towards a healthier future.

We had the privilege of new faces joining the Board after last year's AGM. Jilly Blanch brings with her a wealth of knowledge and drive to do many things in a day and she has a bright view of where CWWHC can go in the future. Sharon Mulligan has a calm energy and a positive outlook for life and work which she shares with those around her. Doris Bornemann returned to the Board with wisdom and opinions to make sure we paid attention. Sylvia Latham continues to be our administrative saviour. As is evident the Board of the CWWHC has a strong desire to keep CWWHC as an active and dynamic part of the Bathurst community.

We started our term with a new constitution and with that the mission and value statements have also been updated. The policies of CWWHC are in the process of being updated to represent the current environment. This change process continues with the Board undertaking a performance review to identify areas for improvement and growth for the upcoming year.

We as a Board are excited to develop and grow continuing to keep the CWWHC as the active and vibrant place it has been for over 26 years. We look forward to seeing what comes next.



**Board Members at Lee Hagan's Farewell  
Kerry Silverson Marston,  
Sharon Mulligan,  
Jilly Blanch**

## Annual Report Manager – Erica Pitman

This year has seen positive change and consolidation for our service as we meet the challenges of changed funding arrangements and tighter key performance indicators. All Child Sexual Assault Counsellors funded by the NSW Department of Family & Community Services were uncertain about on-going funding and this meant that our counsellor, Sandy Keech, departed from our service in October. After considerable negotiating with Family & Community Services we were able to secure funding for a further two years with some slight changes to our service. Jem Maddox is now employed as our Child, Adolescent Trauma Counsellor and Jem provides further details in her report about this changed service.

All non-government services funded by NSW Health have been under review as part of the Grants Management Improvement Program. Funding under current arrangements was to cease by 30 June 2013, however has been extended until 30 June 2014 while the review and changes are implemented. After 30 June 2014 funding will no longer be provided under the current structures. We will be moving to contestable funding and a new structure. At this point we are awaiting further information as to what this will mean for our service.

We are committed to providing on-going professional development opportunities as well as adequate clinical and management supervision for our staff. Below is a summary of some of these and other activities that take place outside of direct client contact.

| Activity   | Staff  | # Sessions | Total Hours |
|--|--|------------|-------------|
| Board Meetings   | Manager  | 8          | 15          |
| Clinical/Professional Supervision (provided by external supervisors) | Counsellors, Manager, WHN                            | 26         | 26.25       |
| Management Supervision (provided by Manager)                         | All staff  | 92         | 114         |
| Peer Supervision   | WH Nurse   | 12         | 6.5         |
| Staff Meetings   | All staff  | 25         | 59          |
| Training/Professional Development attendance                         | All staff  | 16         | 91.5        |
| Webinar attendance   | Administrator, CAT Counsellor, Health Promo, Manager | 20         | 16.5        |

After almost eight years of service at the Centre our Women's Health Nurse, Lee Hagan, departed in June to commence a new role (Lee provides further details in her report). Lee was a valuable staff member and her departure has been a great loss for the Centre.



**Staff Members at Lee Hagan's Farewell**  
**Lee Hagan,**  
**Erica Pitman**  
**Heather Bennett**

Our Health Promotion Worker, Annelie Watt, started at the end of the last financial year so this year Annelie has focused on implementing health promotion activities and evidenced based programs that are in line with women's health priorities for NSW and nationally. Developing and maintaining working partnerships has also been a primary focus, as well as developing our Facebook page. Annelie provides further details in her report.

Our Administrator, Heather Bennett, has worked in-conjunction with our accountant to streamline our accounting processes ensuring that we have financially robust systems in place to manage our finances effectively.

Karen Mounce-Stephens came to our Centre through Verto for six months on a work placement in administration and then continued as a volunteer for some months. Karen's contribution during her time with us was greatly appreciated by all staff.

With assistance from BINC Volunteer Training we updated our Constitution, refined our mission and developed our values.

Contracts for our external clinical supervision have been rigorously improved with the introduction of much greater accountability and assessment of skills. Outcome rating and session rating scales have been introduced for all counselling sessions. A new evaluation to be completed at the end of counselling has been introduced to determine if intended outcomes are being achieved.

We have embarked on the process of gaining the Australian Service Excellence Standards (ASES) Certificate so considerable work has commenced to introduce completely new policies and procedures. New templates have been provided by Women's Health NSW and these are now being checked against the ASES. This process is to be completed in time for our audit in March 2014.

With assistance from Medicare Local we have been able to recruit a General Practitioner who will be commencing Wednesday afternoon clinics in the new financial year. This is a much needed service for the women of Bathurst.

The following reports provide a summary and snapshot of the services provided by the Centre this year.



**Enjoying Lee Hagan's Farewell, Staff Members Jem Maddox, Annelie Watt and Massage Therapist Kirsty Lewin**

## Board Members 2012/2013

| Name  | Office Held     | Occupation      |
|---|-----------------|-----------------|
| Jennifer Quill (Resigned 8/5/13 due ill health) | President       | Public Servant  |
| Kerry Silverson Marston                         | Vice President  | Educator        |
| Sylvia Latham                                   | Secretary       | Retired         |
| Vacant  | Treasurer       |                 |
| Jilly Blanch                                    | Ordinary Member | Farmer          |
| Doris Bornemann                                 | Ordinary Member | Retired         |
| Sharon Mulligan                                 | Ordinary Member | Project Manager |

## Staff 2012/2013

### Funded by NSW Health (Western Local Health District - WLHD):

| Name            | Position              | Hours p/week |
|-----------------|-----------------------|--------------|
| Heather Bennett | Administrator         | 21           |
| Lee Hagan       | Women's Health Nurse  | 21           |
| Linda Leard     | Generalist Counsellor | 21           |
| Erica Pitman    | Manager               | 22.5         |
| Annelie Watt    | Health Promotion      | 21           |

### Funded by NSW Department of Family & Community Services:

| Name                                    | Position           | Hours p/week |
|---|--------------------|--------------|
| Heather Bennett                         | Administrator      | 7            |
| Alexandra (Sandy) Keech (until 4/10/12) | CSA Counsellor     | 27           |
| Jem Maddox (from 29/10/12)              | CSA/CAT Counsellor | 28           |
| Erica Pitman                            | Manager            | 7.5          |

### Funded by NSW Health (WLHD) & Fees:

|                |                 |       |
|----------------|-----------------|-------|
| Beryl Shephard | Yoga Instructor | 3.5-4 |
|----------------|-----------------|-------|

### Visiting Practitioner:

|               |                   |     |
|---------------|-------------------|-----|
| Kirsty Lewins | Massage Therapist | 5-8 |
|---------------|-------------------|-----|

### Work Placement & Volunteer:

|                       |                |   |
|-----------------------|----------------|---|
| Karen Mounce-Stephens | Administration | 7 |
|-----------------------|----------------|---|



Enjoying Lee Hagan's Farewell, Staff Member Heather Bennett & Volunteer Karen Mounce-Stephens

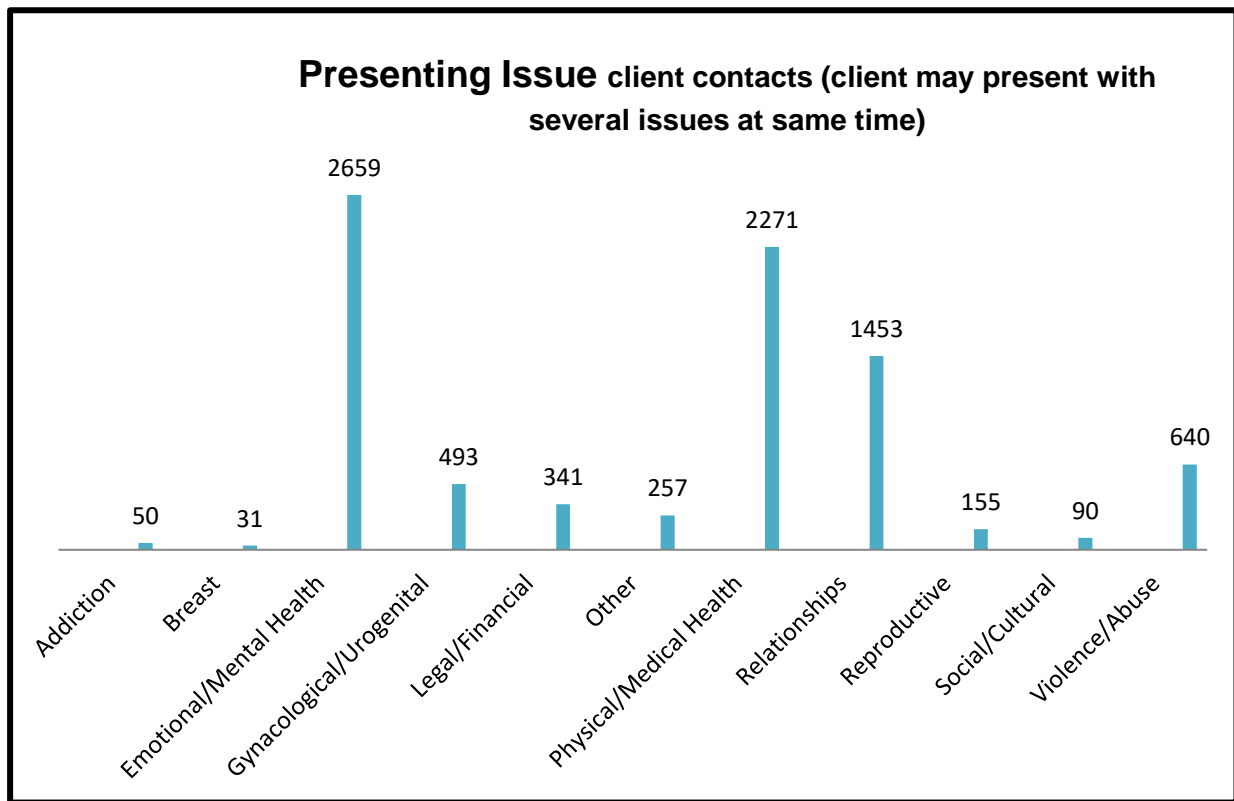
## Report Summary

Total Income \$339,274.00

### By Funding Source

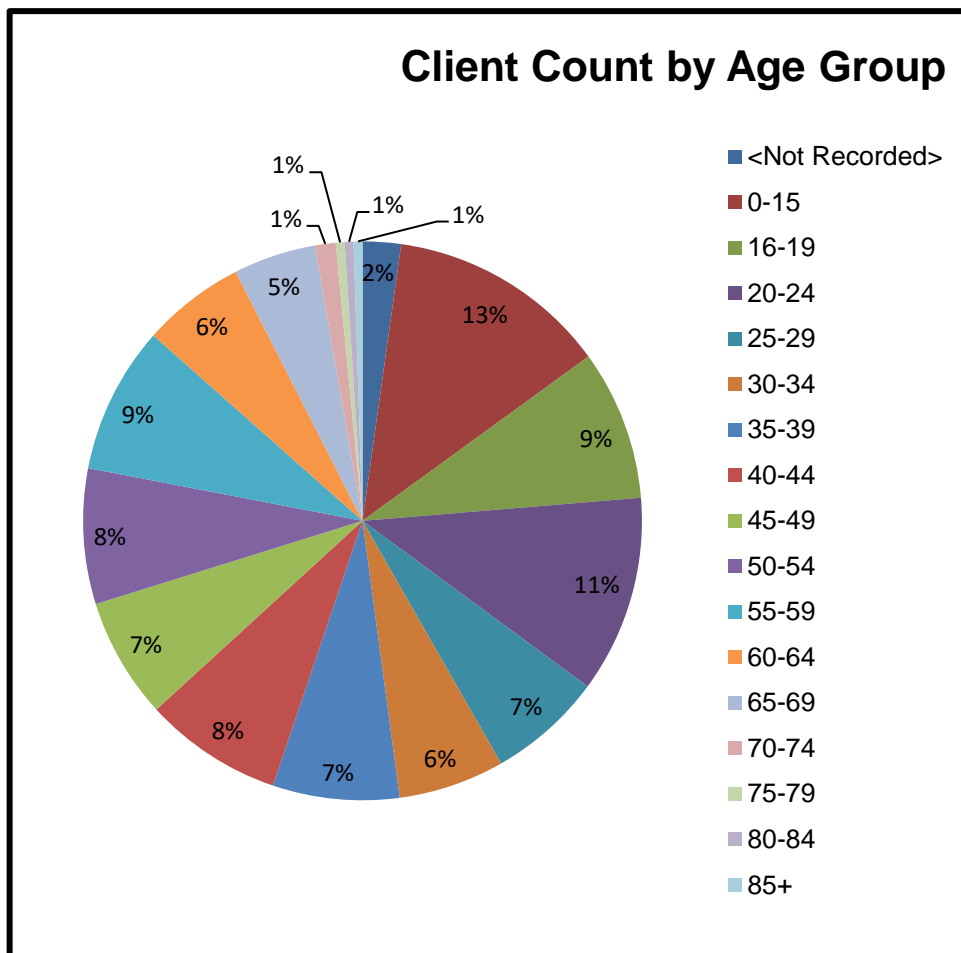
| Funding Source                  | Amount            |
|---------------------------------|-------------------|
| NSW Health (WLHD)               | \$215,600.00      |
| NSW Family & Community Services | \$94,558.00       |
| Other Income                    | 29,116.00         |
| <b>TOTAL</b>                    | <b>339,274.00</b> |

### Service Demographics

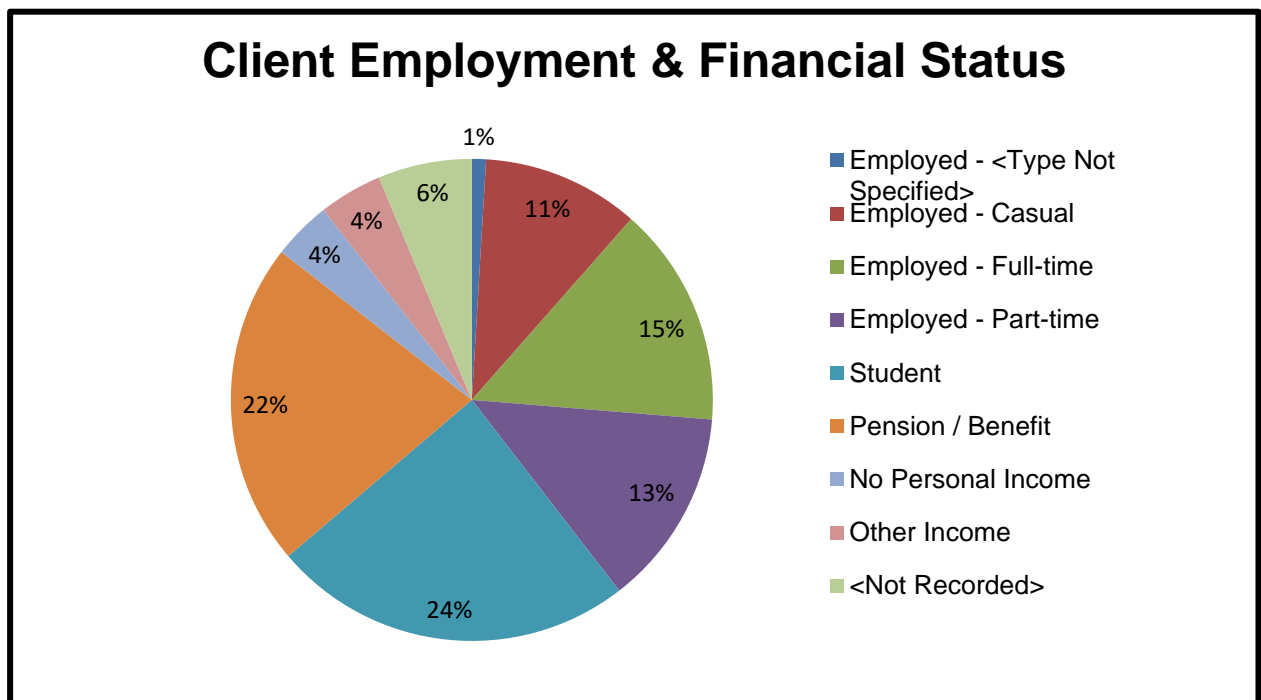


Emotional/mental health concerns (includes the following three highest sub-categories self esteem, stress, anxiety disorders) were the highest presenting issues for our clients. Physical/medical health concerns (includes the following three highest sub-categories health 'other' – non specified, weight management, musculoskeletal 'other') were the second highest presenting issues, with relationship issues (includes the following three highest sub-categories relationships – not specified, family issues, sex and sexuality – not sexual identity) rating third highest.

## Client Demographics

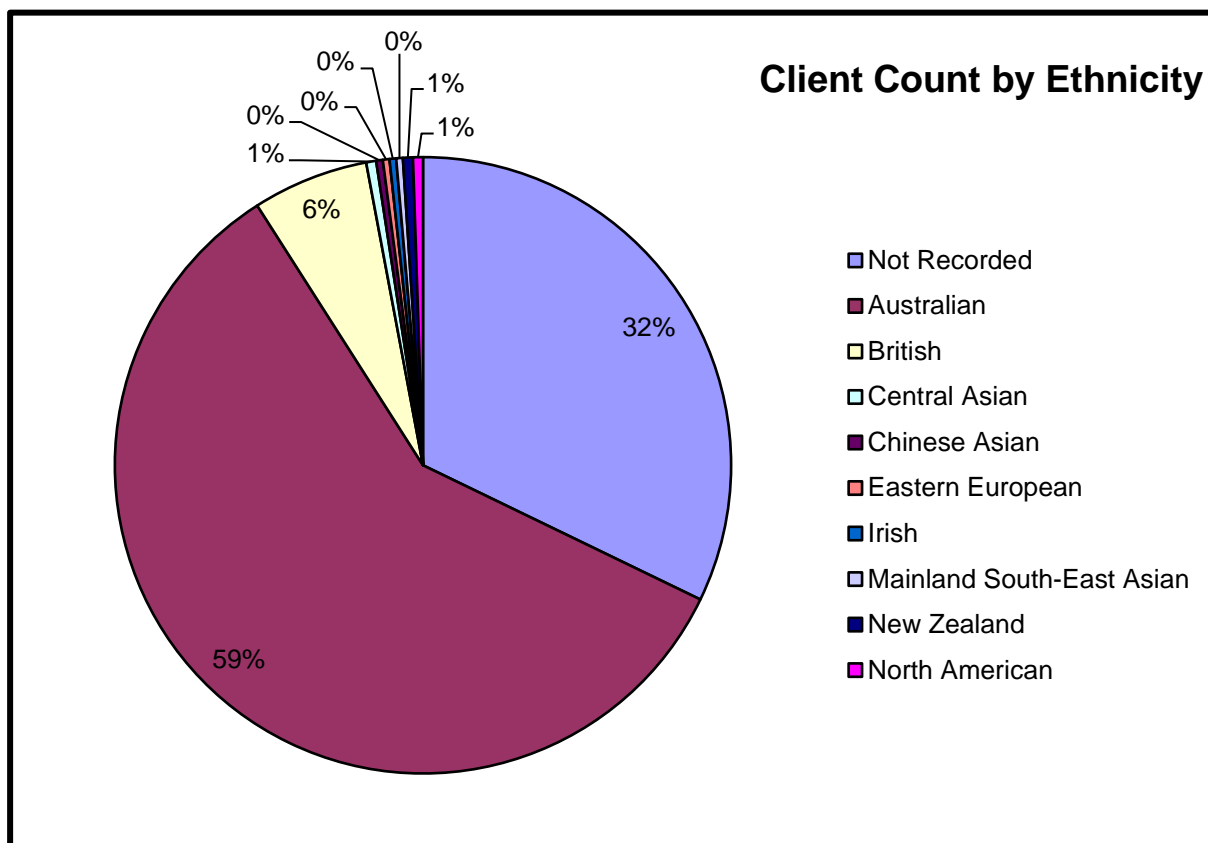


The age group most accessing our service is 0-15 (13%), followed by 20-24 (11%), then 16-19 (9%) and 55-59 (9%).



Students make up the greatest number of clients (24%) accessing our service, followed by clients on a pension (22%). 19% of clients identified as having a disability, with psychiatric and chronic health complaint the highest disability type.





Over half (59%) of our clients identify their cultural background as Australian. 3.4% of Australian clients identified as Aboriginal. 32% of clients did not enter this information on their registration form therefore their cultural background is unknown.

56% of clients registered as new clients and 44% returning clients.

## Health Funding Key Performance Indicators

### 1. Provision of clinical data including counselling sessions

| Practitioner   | Funding Source     | Direct Client Contacts* | Health Promotion** |
|--|--------------------|-------------------------|--------------------|
| Administrator***   | Health/Com Svcs    | 200                     | N/A                |
| Child Sexual Assault/Child, Adolescent Trauma Counsellor | Community Services | 277                     | 50                 |
| Generalist Counsellor                                    | Health             | 152                     | 64                 |
| Health Promotion   | Health             | 9                       | 1164               |
| Massage Therapist  | Fees               | 151                     | N/A                |
| Manager  | Health             | N/A                     | 30                 |
| Nurse  | Health             | 306                     | 600                |
| Yoga   | Health/Fees        | 574                     | N/A                |
| <b>Total Client Contacts</b>                             |                    | <b>1669</b>             | <b>1908</b>        |

\* Primarily face to face attending centre, however includes some telephone counselling sessions and drop in/emergency sessions.

\*\* Client contacts face to face

\*\*\* Telephone and drop in for information (this doesn't include all other calls to make appointments, speak with staff, general administration)

NB: Nurse took 11 weeks of unused annual leave; Generalist Counsellor took 6.5 weeks of unused annual leave and three weeks sick leave.

## 2. Provide data on number of health promotion activities

| Groups/Workshops/Education/Health Promotion Sessions  | Staff          | Sessions   | Total Hours  | Client Contacts |
|---|----------------|------------|--------------|-----------------|
| <b>HEALTH PROMOTION</b>   |                |            |              |                 |
| Aged Care Expo - Bathurst Memorial Entertainment Centre                                     | Hlth Promo WHN | 1          | 8            | 95              |
| Australia's Biggest Morning Tea - Charles Sturt University                                  | Hlth Promo     | 1          | 2            | 20              |
| Bathurst Independent Living Skills Community Action Day - Kelso Primary School              | WHN            | 1          | 1            | 15              |
| Bathurst Family Violence Awareness Group Artwork Display Competition - Bathurst City Centre | Hlth Promo     | 1          | 2            | 20              |
| Go Red for Women Heart Health Campaign - Stockland Shopping Centre                          | Hlth Promo     | 1          | 4            | 30              |
| Healthy Lifestyle Screening Program – Evans Community Options                               | Hlth Promo WHN | 1          | 4            | 7               |
| Healthy U Wellness & Wellbeing Expo - Charles Sturt University                              | Hlth Promo     | 2          | 12           | 67              |
| International Women's Day - All Saints Cathedral  | Hlth Promo     | 1          | 2            | 25              |
| Mental Health Month Expo – Stockland Shopping Centre  | Hlth Promo     | 1          | 2            | 200             |
| Mental Health Month Expo – Kings Parade Park  | Hlth Promo     | 1          | 2            | 20              |
| Sexual Health Week Activity - Charles Sturt University                                      | Hlth Promo WHN | 1          | 6            | 150             |
| White Ribbon Day – Bathurst City Centre   | Hlth Promo     | 1          | 2            | 85              |
| <b>OUTREACH GROUPS</b>  |                |            |              |                 |
| Aboriginal Women's Support Group – Bathurst Lands Council                                   | WHN            | 2          | 4            | 14              |
| Breast Cancer – Whitton Homes, Kelso  | WHN            | 1          | 1            | 8               |
| Core of Life – Kelso High School  | WHN            | 2          | 10           | 90              |
| Education Macquarie Disabled Girls – Bathurst Primary School Tutorial Centre                | WHN            | 1          | 1.5          | 6               |
| ENCORE Breast Cancer Support Group – Daffodil Cottage                                       | WHN            | 1          | 1.5          | 15              |
| Frank Whitton Carers & Staff – Frank Whitton Homes  | WHN            | 1          | 1.5          | 9               |
| Good Grief – Bathurst Women's Housing Support Group   | Manager        | 3          | 3.25         | 22              |
| Love Bites – Bathurst High School   | CAT Couns      | 1          | 5            | 50              |
| Puberty & Sex Education – Kelso Primary School  | WHN            | 1          | 2            | 40              |
| Puberty & Sex Education – Rockley Primary School  | WHN            | 1          | 1.5          | 5               |
| Puberty & Sex Education – Eglinton Primary School   | WHN            | 1          | 3            | 70              |
| Self Care Training – Volunteers, Seymour Centre   | Manager        | 1          | 1.25         | 8               |
| Sexual & Women's Health Issues – Turon Ward, Bloomfield Hospital, Orange                    | WHN            | 1          | 4.5          | 13              |
| Special Education Aboriginal Girls – Bathurst Primary School                                | WHN            | 3          | 6            | 42              |
| Young Mum's Group – Bathurst Family Support   | WHN            | 1          | 2            | 7               |
| <b>INHOUSE GROUPS</b>   |                |            |              |                 |
| Walking Group (including 3 group brunches)  | Hlth Promo     | 78         | 118          | 547             |
| Yoga  | Yoga Inst.     | 153        | 158.5        | 574             |
| <b>Total</b>  |                | <b>265</b> | <b>371.5</b> | <b>2254</b>     |

## 3. Provide data on number of evidence based programs delivered

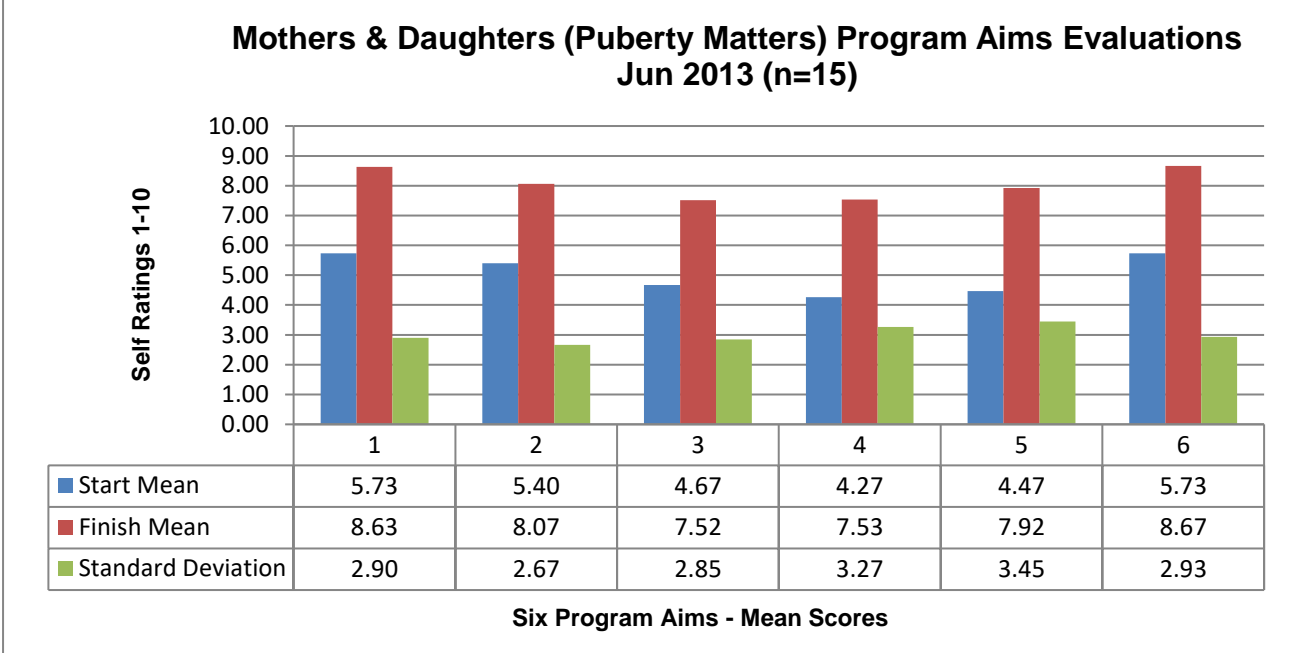
| Evidenced Based Program                                     | Staff          | Sessions  | Total Hours | Client Contacts |
|---|----------------|-----------|-------------|-----------------|
| Mothers & Daughters (Puberty Matters)                       | Hlth Promo WHN | 9         | 18          | 141             |
| Out of the Dark – Family Violence Support Program for Women | Hlth Promo     | 3         | 13.5        | 23              |
| REACH Program – Psycho-education for mood disorders         | Gen Coun       | 9         | 18          | 64              |
| <b>Total</b>  |                | <b>21</b> | <b>49.5</b> | <b>228</b>      |

This year we have spent considerable time designing a new evaluation process for our group programs. A group session rating scale is completed for every group session so that facilitators are able to track how things are going from session to session and make adjustments where necessary.

Each program has quantitative data collected specifically relating to the program aims as well as qualitative information. Quantitative data is also collected covering nine questions for every program so that we will be able to continually build a combined program evaluation data set. Below is the data collected so far for two programs, and although these are small sample numbers, this will be built on with each subsequent program delivered at the Centre.

The REACH Program (psycho-educational support group program for mood disorders) is owned by the Black Dog Institute with whom we've entered into a service agreement for delivery of the program through until May 2015, with an opportunity to renew after this time. REACH collates all the evaluation data for all programs delivered. Evaluations and observations of group dynamics indicated that the group connection between participants was very strong. Participants stated that they thoroughly enjoyed coming to the group. There was a lot of laughter – some participants described the group itself as their 'stay well' technique.

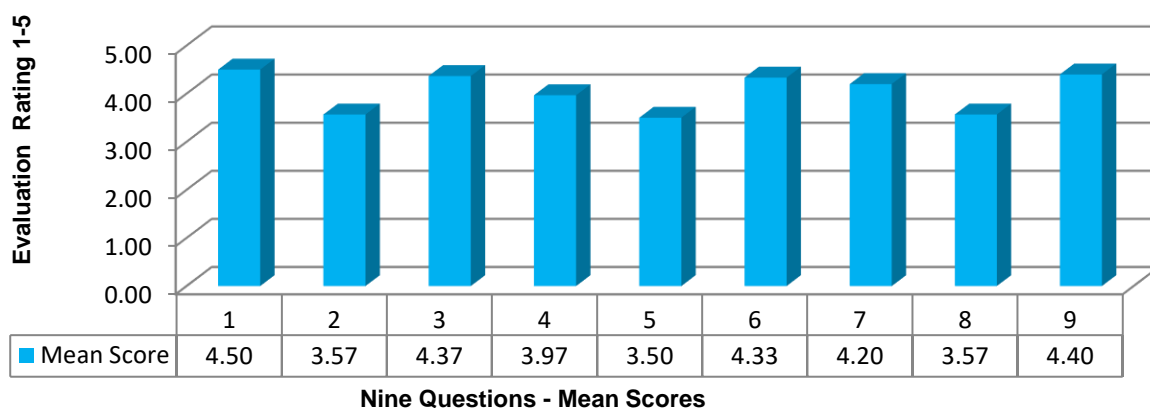
We attempted to run our Menopause Group (since renamed *Midlife Metamorphosis*) however were not able to register enough participants so it is hoped that this will be delivered in the next financial year.



- |                |  |
|----------------|--|
| <b>Quest #</b> | <b>Program Aims</b>  |
| 1              | Knowledge of the physical changes during puberty/adolescence         |
| 2              | Understanding of mental/emotional changes during puberty/adolescence |
| 3              | Ability to talk with others about the above changes                  |
| 4              | Understanding of natural therapies available for menstruation        |
| 5              | Ability to put protective behaviour strategies in place              |
| 6              | Ability to seek appropriate help & support                           |

Clearly the program aims were met with the final ratings ranging from 7.52 up to 8.67 (out of 10). The greatest area of reported change (3.45) was in participant's ability to put protective behaviour strategies in place.

## Mothers & Daughters (Puberty Matters) Group Program Evaluations Jun 2013 (n=15)



| Quest # | Group Program Evaluation Questions                  |
|---------|---|
| 1       | Appropriateness of group program 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                 |

The evaluation of the program was very positive with scores ranging from 3.50 up to 4.50 (out of 5). Clearly the program content was appropriate for the participant's, their reported ability to access support in the future is high as well as their overall satisfaction with the group.

### MOTHERS & DAUGHTERS (Puberty Matters) PROGRAM EVALUATIONS – (Jun 13 N=15)

#### ***How have you benefited from your group experience?***

- Reminder that we all go through the same things/fears/doubts, and that we all care about our children.
- Gaining knowledge about puberty (11 yr old).
- Conversation improved with my daughter.
- I like being in this group because you can connect with people better (10 yr old).
- I feel my daughters are more comfortable knowing they 'are normal' like all girls.
- I have learnt a lot about puberty and about the changes and how to cope with them (12 yr old).
- I know who I can go to if I need help (10 yr old).
- Filling the gaps with knowledge and support available.
- Good bonding experience with my daughter.
- I've learned what happens and what to expect during puberty (11 yr old).

#### ***What were the most important things you learnt from your group participation?***

- We all have different opinions but they also all matter.
- Everyone goes through the same thing (11 yr old).
- Self esteem, body image, interesting information re. Cyber bullying.
- About puberty (10 yr old). Periods (11 yr old).
- The level of the kids understanding of all that was addressed.
- How to get help with bullying and coping with puberty (12 yr old).
- To keep a strong relationship with parents and siblings (10 yr old).
- We all want similar outcome – healthy happy kids.

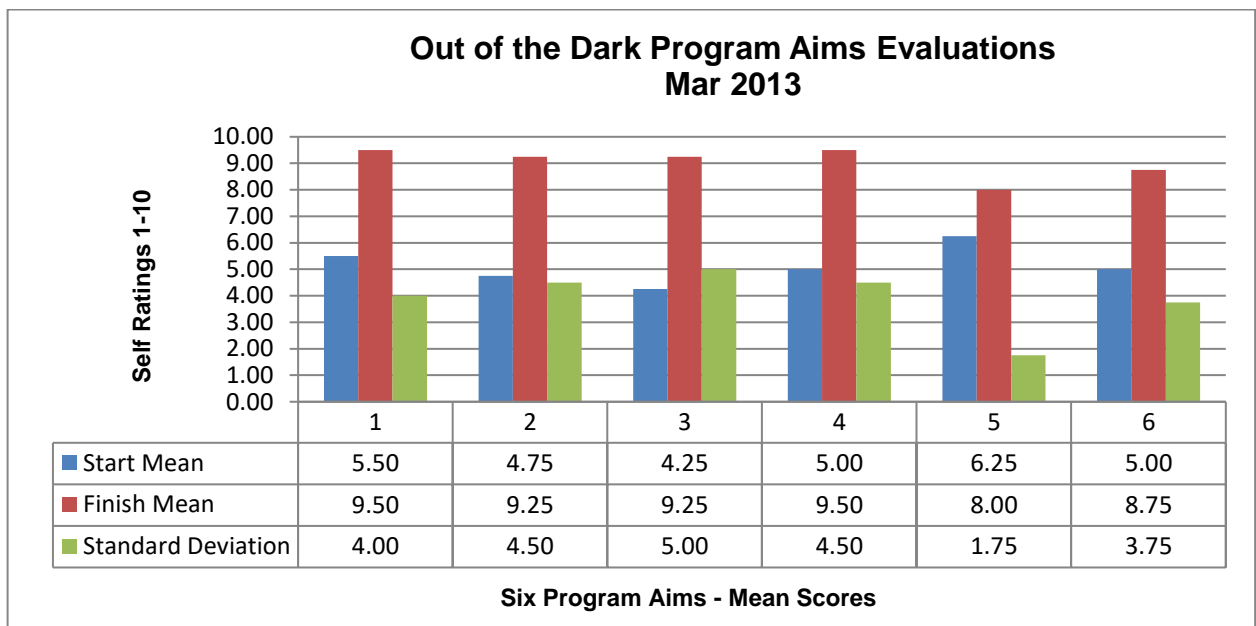
- Having an outsider's view of the important issues facing girls, making sure I addressed everything.

**What was the most difficult part of the group for you?**

- Talking about puberty (11 yr old).
- Session 2, lots of information for the girls to absorb.
- When I had to get up and draw blood on the board (10 yr old).
- Having the girls feel comfortable enough to share their knowledge.
- The physical changes (12 yr old). Body parts (10 yr old).
- To communicate with people you don't know (10 yr old).
- The beginning of all the sessions, when we meet all the other people (11 yr old).

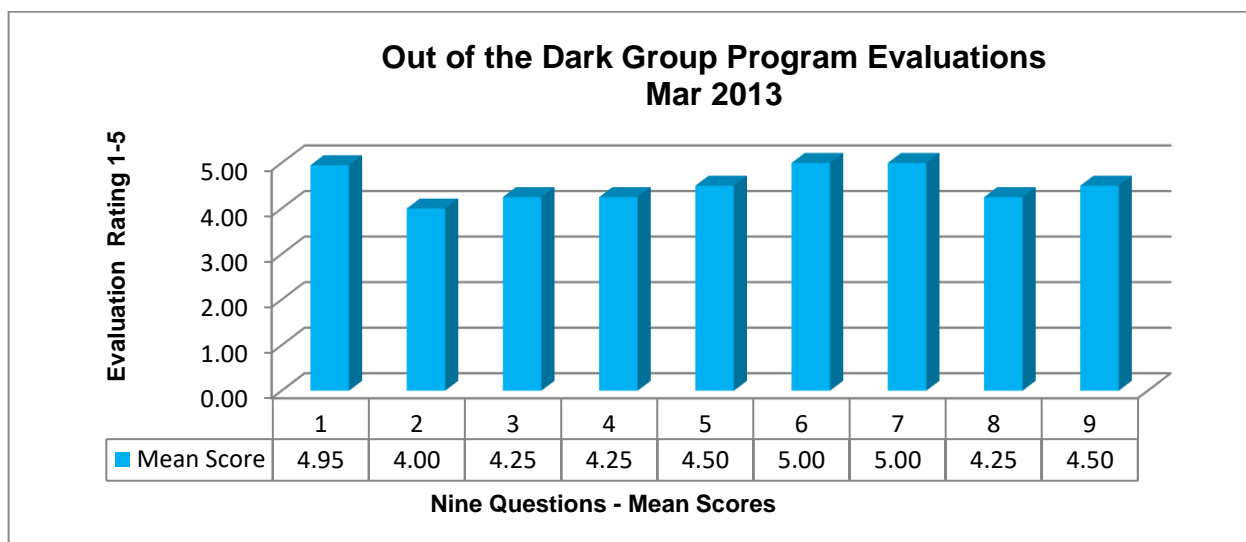
**Was there something else that would have been beneficial for you?**

- Perhaps less on cyber bullying and more on everything else discussed in session 2.
- I would have loved to know more about breasts (10 yr old).
- Seating differently so I could see my daughter's face throughout the course, such as surprise, anxious, etc. – don't know how she felt.



| Quest # | Program Aims  |
|---------|---|
| 1       | Overall knowledge of facts about family violence            |
| 2       | Understanding of Apprehended Violence Orders (AVO's)        |
| 3       | Ability to recognise healthy & unhealthy relationships      |
| 4       | Understanding of the effects of family violence on children |
| 5       | Ability to implement a safety plan                          |
| 6       | Ability to seek appropriate help & support                  |

Clearly the program aims were met with the final ratings ranging from 8 up to 9.5 (out of 10). The greatest area of reported change (5) was in participant's ability to recognise healthy & unhealthy relationships. This is extremely important for the participant's future relationships as well as assisting them to model more healthy relationships for their children.



| Quest # | Group Program Evaluation Questions                  |
|---------|---|
| 1       | Appropriateness of group program 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                 |

The evaluation of the program was extremely positive with scores ranging from 4 up to 5 (out of 5). Overall satisfaction with the group experience and the participant's likeliness to recommend the group to others rated top score (5). Significant positive change took place in the lives of the participant's and this is reflected by the above scores.

| <b>OUT OF THE DARK PROGRAM EVALUATIONS – (Mar 13)</b>  |
|--|
| <b><i>How have you benefited from your group experience?</i></b>   |
| <ul style="list-style-type: none"> <li>• I'm not alone.</li> <li>• I feel better about myself knowing/meeting others who know.</li> <li>• Seeing how strong other women are has given me the strength to accept it and be able to move on.</li> <li>• Knowledge on the early warning signs.</li> </ul> |
| <b><i>What were the most important things you learnt from your group participation?</i></b>  |
| <ul style="list-style-type: none"> <li>• I'm a good person.</li> <li>• There are lovely, supportive people around.</li> <li>• It's OK to talk about it.</li> <li>• Safety and acceptance.</li> </ul>   |
| <b><i>What was the most difficult part of the group for you?</i></b>   |
| <ul style="list-style-type: none"> <li>• Confronting the past.</li> <li>• Trust and talking about my experience.</li> <li>• Being open about what has happened to me.</li> <li>• To begin it.</li> </ul>   |
| <b><i>Was there something else that would have been beneficial for you?</i></b>  |
| <ul style="list-style-type: none"> <li>• More talk about children.</li> <li>• Homework should be done (doing homework).</li> </ul>   |

#### 4. Provide data on partnership activities (also see activities above #2), networking and meetings

| Meeting/Activity   | Staff   |
|--|---|
| Bathurst Child & Family Network Meetings   | CSA/CAT Counsellor<br>WH Nurse                |
| Bathurst Community Interagency Group Meetings  | Manager                                       |
| Bathurst Family Violence Awareness Group Meetings  | Gen Counsellor<br>Health Promotion            |
| Bathurst Joint Investigation Response Team Local Management Group Meetings                       | Manager                                       |
| Bathurst Mental Health Month Committee Meetings  | Gen Counsellor<br>Health Promotion            |
| Bathurst Multicultural Reference Group Meetings  | Health Promotion                              |
| Bathurst Sexual Health Week Committee Meetings   | Health Promotion                              |
| Bathurst Youth Network Meetings  | CSA/CAT Counsellor                            |
| Central West Family Law Pathways Network Meetings  | Manager                                       |
| Cooperative Legal Service Delivery Meetings  | Manager                                       |
| NGO Women's Health Nurse Meetings  | WH Nurse                                      |
| Western Local Health District Women's Health Nurse Meetings, Dubbo                               | WH Nurse                                      |
| Western Region Australian Psychological Society Meetings   | Gen Counsellor                                |
| Women's Health NSW State wide Manager's Meetings, Sydney   | Manager                                       |
|  |   |
| Aboriginal Focus Group – Bathurst Community Health Centre  | WH Nurse                                      |
| Aftercare  | Gen Counsellor                                |
| Australian Service Excellence Standards Information Session, Quality Management Services, Sydney | Manager                                       |
| Bathurst Child & Adolescent Mental Health Service  | CAT Counsellor                                |
| Bathurst Civic Reception – Governor General's Visit  | Manager                                       |
| Bathurst Community Health Centre Child Protection Counsellor                                     | CAT Counsellor                                |
| Bathurst Community Health Centre Sexual Assault Counsellor                                       | Gen Counsellor<br>Manager                     |
| Bathurst Community Health Centre Social Worker   | Gen Counsellor                                |
| Bathurst Community Health Centre – team meeting  | Manager                                       |
| Bathurst Emergency Accommodation Services  | Gen Counsellor                                |
| Bathurst Family Support Service  | CAT/Gen Counsellor                            |
| Bathurst Information & Neighbourhood Centre  | Manager                                       |
| Bathurst Multicultural Women's Group – Cooking meeting in centre                                 | Health Promotion                              |
| Bathurst Police – Domestic Violence Liaison Officer  | Staff Meeting                                 |
| Bathurst Women's & Children's Refuge   | CAT/Gen Counsellor                            |
| Bathurst Women's Housing   | Gen Counsellor<br>Manager                     |
| Black Dog Institute (REACH Program)  | Gen Counsellor<br>Health Promotion            |
| Blayney Interagency  | Manager                                       |
| Blue Mountains Women's Health Centre, Katoomba   | Manager                                       |
| CareWest   | Staff Meeting                                 |
| Centre Visit – Bathurst Women's Housing Support Group  | Manager                                       |
| Centre Visit – Child, Adolescent Trauma Service afternoon tea launch                             | CAT Couns/Manager                             |
| Centre Visit – TAFE Welfare Students   | Manager                                       |
| Charles Sturt University – Crash Re-enactment  | Health Promotion                              |
| Child Safe Organisations Seminar   | Manager                                       |
| Corrective Services  | Gen Counsellor<br>Health Promotion<br>Manager |
| Corrective Services Domestic Abuse Program   | Health Promotion                              |
| Elizabeth Evatt Community Legal Centre   | Gen Counsellor<br>Manager                     |
| Family & Community Services  | CAT/Gen Counsellor                            |

| <b>Meeting/Activity</b>   | <b>Staff</b>              |
|---|---------------------------|
|   | Manager                   |
| Health Professionals & Support Services Award Seminar                     | Manager                   |
| Headspace Rock 'n' Ride   | Health Promotion          |
| Housing Plus  | Gen Counsellor            |
| Joint Investigation Response Team   | Gen Counsellor<br>Manager |
| Keep Them Safe Seminar  | CAT Counsellor            |
| Media – Prime 7 News Interview; Radio 2BS Interviews                      | Manager                   |
| Medicare Local  | Manager                   |
| MP Paul Toole   | Manager                   |
| NAIDOC Day  | WH Nurse                  |
| NSW Shadow Minister, Sophie Cotsis  | Manager                   |
| OCTEC   | Health Promotion          |
| Penrith Women's Health Centre, Penrith                                    | Manager                   |
| Public Guardian   | Gen Counsellor            |
| Rahamim   | Gen Counsellor            |
| Safer Communities Policy Forum  | Health Promotion          |
| Salvation Army  | Gen Counsellor            |
| TAFE  | Gen Counsellor            |
| Verto   | Manager                   |
| Weigelli Alcohol & Other Drug Rehabilitation                              | Manager & WH Nurse        |
| Western Local Health District, Women's Health Nurses, Molong              | Health Promotion          |
| Women's Domestic Violence Court Advocacy Service (WDVCAS)                 | Gen Counsellor            |
| Women's NSW, NSW Domestic & Family Violence Framework Consultation, Dubbo | Manager                   |
| Women's Health NSW  | Manager                   |

### **Annual Report Women's Health Nurse – Lee Hagan**

It is with mixed and strong feelings that I write this, my last annual report for the Centre. I commenced at the Centre in October 2005 and am now leaving after almost eight great years as the Women's Health Nurse. What a wonderful and interesting time - working with, alongside and for, very talented women, co-workers, peers, staff from multiple other agencies and services and of course our many clients over the years.

Two and a half years ago I decided to study a Child and Family Health Nursing Certificate, distance education, as a mental hobby, and have now been offered a job working with Aboriginal mothers, their babies/infants and children in the community!

Who'd have thought that a hobby would turn into a whole new career path!! But those who know me know that I have been very passionate about Aboriginal Health and 'Closing the Gap' for some time. This new career move will see me combine a whole lifetime of talents and skills with efforts to promote the health of Aboriginal people in our community. I will be based at Bathurst Community Health Centre, Child and Family Department from June 2013.

A fond 'semi-farewell' to everyone, but not a final farewell, as I will probably see you all again 'around the traps'!



**Lee & Board Member  
Doris Bornemann**



During my time at the Centre I have had contact with over 4000 women, provided over 8000 occasions of service and administered over 1200 pap smears. It pleases me to know that I have provided so many clinical services to women in our community.

Below is an overview of the groups, workshops, education and health promotion sessions I have been involved in during my years at the Centre:

**Puberty and Sex Education groups** for:

- Mothers & Daughters (Puberty Matters)
- Aboriginal Mothers & Daughters Gathering Group
- Girls/ women with intellectual disability (Macquarie Tutorial Centre, Bathurst Laundry, Evans Respite Centre)
- Primary school girls and boys at several local primary schools
- Bathurst Youth Refuge
- Bathurst Veritas Outreach Service

**Contraception, Pregnancy and Birth education groups** for:

- Local high schools
- Core of Life program (pregnancy prevention)
- Yalmambiladhaanny (Aboriginal peer group)

**Violence Education groups** and advocacy

- Love Bites at MacKillop and Kelso High Schools
- DV Support Group at Lithgow Family Support Service
- Bathurst Court Support and Information service

**Health Information groups** and talks on a variety of women's and general health topics to:

- Frank Whitton Village Carers
- Seymour Centre clients and carers
- Bathurst Migrant Support Group
- Integral Energy workplace clinic and seminar groups
- Rural remote groups at Sofala, Portland, Kandos, Rylstone, Blayney and Oberon
- Encore Breast Cancer Support Group, Daffodil Cottage
- Bathurst Goal, Shine for Kids, Mothers Support Group
- Charles Sturt University Campus groups and clinics
- Kelso Community Centre clinics and groups
- Bloomfield Hospital, Turon Rehab Ward (girls/women with mental illness)

Menopause Group (session one on the medical aspects)

Quit Smoking Group and NRT voucher program

Postnatal Depression Support Group

Young Mums Support Group women's health info sessions

**Outreach education groups** have been on multiple women's health topics, including: puberty, fertility, contraception, women's health, sexual health, self esteem, body image, domestic and family violence prevention, stress management, heart disease, osteoporosis, incontinence, mid-life sexuality, health in older age women, cancers in women, reasons for having pap smears and breast checks (cervical and breast cancer) and many others.

**Community Action & Agency Networking** activities over the years have also been very educational and enjoyable, and I have formed many relationships and collaborations with some great people in the community, too many to mention by name.

I say a very heart-felt 'THANK YOU' to the Board, Manager and fellow staff members, for all the interesting and enjoyable memories I have accumulated from working at Central West Women's Health Centre.

## Annual Report Health Promotion Worker – Annelie Watt

My first year in the role of Health Promotion Worker at the Centre has been a very steep learning curve, with many challenges and continuous opportunities to learn new things. I have found my work with women in the Bathurst community deeply satisfying, providing great scope for my own personal and professional development. I have thoroughly enjoyed getting to know and work with the team at the centre, and find it to be a highly supportive work environment.



I have also taken great pleasure in partnering with other services in the region, and taking part in a number of working parties and committees, including the Bathurst Multicultural Reference Group, the Family Violence Awareness Group, the Mental Health Month Committee and the Sexual Health Week Committee. The identified health priority areas in which I have worked are detailed below.

### Support healthy lifestyles, including nutrition & physical activity

The Women's Walking Group has been going strong, with participant numbers as many as 17 for some walks. After a request from group members, the group increased from one walk per week to both Monday and Wednesday mornings, however the Wednesday group has not taken off with the same enthusiasm as the Monday group. Women in the group always go for coffee after their walk, plus we've had several brunches throughout the year, including one for Christmas and one to mark the five year anniversary of the walking group. It is great to see many strong friendships which have formed in this group. Many of the women are over 60 years of age, and live alone or have carer responsibilities. As such, it is very important for them to have the benefits of social engagement, and the support which comes with it.

I was invited to attend Charles Sturt University's inaugural Wellness and Wellbeing Expo, '*Healthy U at CSU*'. I held an information stall at the expo, and also gave a presentation on the topic "*Why Women's Health?*" looking at why separate women's health services exist. This presentation provided me with an excellent opportunity to learn more about the history of the women's health movement in Australia, as well a range of biological, social, cultural, environmental and economic factors, both past and present, which impact on the health of women.

In response to a request from staff at Evans Community Options, the Women's Health Nurse and I developed a '*Healthy Lifestyle Screening Program*', which we used to screen the staff of the organisation. Participants' blood pressure, cholesterol, blood sugar levels and body mass index were recorded. Participants also underwent a breast examination, and answered questions regarding family history, alcohol consumption, physical activity levels, nutritional knowledge, attitudes to food, levels of stress and burnout. These measures were used to calculate their risk of cardiovascular disease and diabetes, and provide them with personalised information relevant to their health.

### Promote awareness of the risks of chronic disease

'*Go Red for Women*' is a Heart Foundation campaign which aims to raise awareness about heart disease, the No. 1 killer of Australian women. In partnership with staff from the Bathurst Community Health Centre, we organised a '*Go Red for Women*' community event in Bathurst's Stockland Shopping Centre. The event aimed to raise awareness about the risk factors for heart disease by providing blood pressure levels, percentage body fat measurements, and encouraging women to take a pledge to look after their heart health. Women who took the pledge had their photo taken and then uploaded onto the Centre's Facebook page, so that they could share their message about the importance of looking after heart health with friends and family.

I attended '*Australia's Biggest Morning Tea*' event at Charles Sturt University (CSU), providing attendees with information regarding healthy lifestyles and chronic disease prevention.

### **Promote good mental health and social wellbeing**

Mental Health Month is a national mental health promotion campaign held in October each year. As a member of Bathurst's Mental Health Month Committee, I assisted with the organisation of the Bathurst Mental Health Month Expo in 2012. This expo involved an art competition and exhibition, face painting, sausage sizzle, live music and information tables from many Bathurst organisations. This provided an opportunity for members of the community to gain information about our service.

### **Provide reproductive and sexual health prevention, screening, treatment, education and provide women with options for managing fertility**

Sexual Health Awareness Week took place in September 2012. As part of the Sexual Health Awareness Week Committee, I worked closely with organisations including Headspace, Bathurst Community Health Centre, and CSU to organise an expo held at CSU. In partnership we developed a range of activities to engage students in this event, including a sexually transmitted infection (STI) spin-the-wheel shooting game, and a 'beer goggles' obstacle course. These events were well received by students.

### **Improve responses to sexual, domestic and family violence against women**

As a member of Bathurst's Family Violence Awareness Group (FVAG) I worked with other members to organise a number of events around '*The 16 Days of Activism Against Gender Violence*'. This included organising an art competition within schools, with art depicting family violence, the winner of which had their artwork displayed on two local public buses during '*The 16 Days of Activism*'. In addition, I also participated in White Ribbon Day, selling ribbons and collecting signatures for a petition to continue funding for our Child Sexual Assault Counsellor position.

'*Out of the Dark*' is a family violence support program for women, developed by Corrective Services. In order to be able to deliver this program in Bathurst, I attended '*Out of the Dark*' training with fellow members of the FVAG, including Bathurst Family Support Service, Bathurst Women's and Children's Refuge, Bathurst Community Health Centre and Relationships Australia. I have since formed strong partnerships, co-facilitating the '*Out of the Dark*' program with staff from each service. The Centre has entered into a Copyright Licence Deed with Corrective Services to oversee the delivery of this program in our region until March 2016, with an option to extend past this date.

In addition, the Centre has signed a Memorandum of Understanding with Corrective Services, whereby they will refer all partners of domestic violence offenders to the Partner Support Worker (currently Health Promotion Worker), for risk assessment, safety planning and case management. As part of this role I attended training for the Domestic Abuse Program, the men's behaviour change program run through Corrective Services, in order to better support victims of domestic violence.

In celebration of International Women's Day in March I attended a morning tea hosted by the Bathurst Regional Council. I had an information table at this event, as well as showing a slide show of pictures from the '*One Billion Rising Campaign*', which is a global campaign demanding an end to violence against women.

Additional training attended includes Black Dog Institute's 'REACH' facilitator training, Women's Health New South Wales 'Women's Health Past and Present' training, and Workplace Flow and Time Management.

### **Annual Report Generalist Counsellor – Linda Leard**

Linda resigned from her position at the end of May and provided us with the following brief report before departing.

A particular highlight of the year was facilitating the R.E.A.C.H. group for women with a mood disorder. Participants provided excellent feedback, and there was a good attendance rate for the nine week program. This group required a great deal of time spent in preparations including approximately 20 screening interviews, session preparation, debriefing, evaluations for Centre and the Black Dog Institute.

Meetings attended included regular and active participation in the Family Violence Awareness Group (FVAG), the Mental Health Professionals Network Meeting, Western Region Australian Psychological Society meetings and the Mental Health Month Committee. Organising the Bathurst Mental Health Month Expo in October 2012 was the primary function of the Mental Health Committee.

On-going referrals were received locally from Women's Housing, Bathurst Family Support Service and Evans Community Options, as well as from Bathurst Community Health Social Worker and Sexual Assault Counsellor upon leaving their positions. A letter of thanks and acknowledgement was received from Women's Housing. Positive comments were received from the solicitor representing Women's Health, acknowledging the high quality of subpoenaed client notes.

### **Annual Report Child & Adolescent Sexual Assault Service (Renamed Child, Adolescent Trauma Service) – Jem Maddox**

The 2012-2013 year has been one of significant change to this position and the service provided. With funding extremely uncertain, Sandy Keech moved on to a position with the Education Department in October 2012. I was employed as the Child & Adolescent Sexual Assault Counsellor on 29 October 2012 on a temporary basis due to this funding uncertainty.

With the support of CASAC Inc. (Child & Adolescent Sexual Assault Counsellors' state wide peak body) a media drive, and petition (with potential to be tabled in State Parliament) were undertaken, to ensure the funding body (NSW Department of Family and Community Services - FACS) was aware of the strong concern in the community. The loss of these positions would have seen many children and young people with sexual assault and trauma issues lose vital counselling services. The result was that each position/organisation around the state negotiated to be re-funded under new and somewhat broader terms.

Our Centre decided to change the name of the service to Child, Adolescent Trauma Service (CATS) and the position to Child, Adolescent Trauma Counsellor (CATC), with a view to better reflect the actual content of the position. Funding was secured in April for a two year term from 1 July 2013, putting the service back in line with funded services in general, most of which had been re-funded for a 3-year term from 1 July 2012.

We are now funded within the Child, Youth & Family stream of Family & Community Services Early Intervention & Placement Prevention Program. The new funding specifications provide for a broader focus on counselling for children who have suffered abuse and trauma, particularly including child sexual assault, physical and other abuse, family/domestic violence, as well as significant neglect.

A new group of children to be reached is those children 'at risk of significant harm' (ROSH), as well as those in 'out-of-home care', to address identified risks, or the issues which led to being placed in care. Another change means the service will no longer be able to offer outreach, but will be based in the Centre in Bathurst. Our service is to support the population of the Bathurst local government area (LGA) as its priority however, we can accept clients from beyond this border when there is space to do so. Nor will the service be able to provide educational or other programs aimed at the general population, instead using the funds specifically for the target group.

An afternoon tea was held on 30 April 2013 with a wide range of services in attendance, so they could learn about the new parameters of the CAT Service, as well as taking the opportunity to see the new-look playroom and ask questions about provision of the new service.

During this period of transition, we continued to provide support and counselling to children and young people between 0-18 years of age, who had experienced sexual assault and domestic violence, while gradually incorporating children with other forms of relational trauma, as well as to their non-offending family members.

Counselling may be individual or occur in a dyadic or family context, and has utilised a variety of approaches including cognitive behavioural therapy, learning protective behaviours, and child-centred play therapy, for which I have a particular love. Being play-based, this modality is especially suited to children between 2-12 years however, can be extended and adapted to work with adolescents and sometimes even adults. The delivery of group programs specifically for our target populations remains a part of the service, particularly relating to protective behaviours, parenting and building relationships.

Under the old service specifications, I participated in presenting the '*Love Bites*' program to approx 50 Year 10 students at Bathurst campus of Denison College, teaching young people about healthy and safe relationships. No other groups were run in this financial year, due to the nature of the changes to the service and personnel.

Referrals were received throughout the year from services including Joint Investigation Response Team (JIRT), Bathurst Family Support Service, Child & Adolescent Mental Health Service, Bathurst Women's & Children's Refuge, Benevolent Society (Brighter Futures program) and Family & Community Services. Changes to the service are being seen to result in changes to the referral base, with fewer referrals from JIRT (as sexually assaulted children are now usually referred to the Sexual Assault Counsellor at Community Health), and more referrals from FACS, often for children with trauma histories in foster or out-of-home care.

I am filled with admiration for the children and families I have had contact with acknowledging their strengths and determination to overcome significant issues to live more easily and joyfully. I look forward to consolidating the work of the new-look CAT service, and offering this opportunity to children and families in need.

