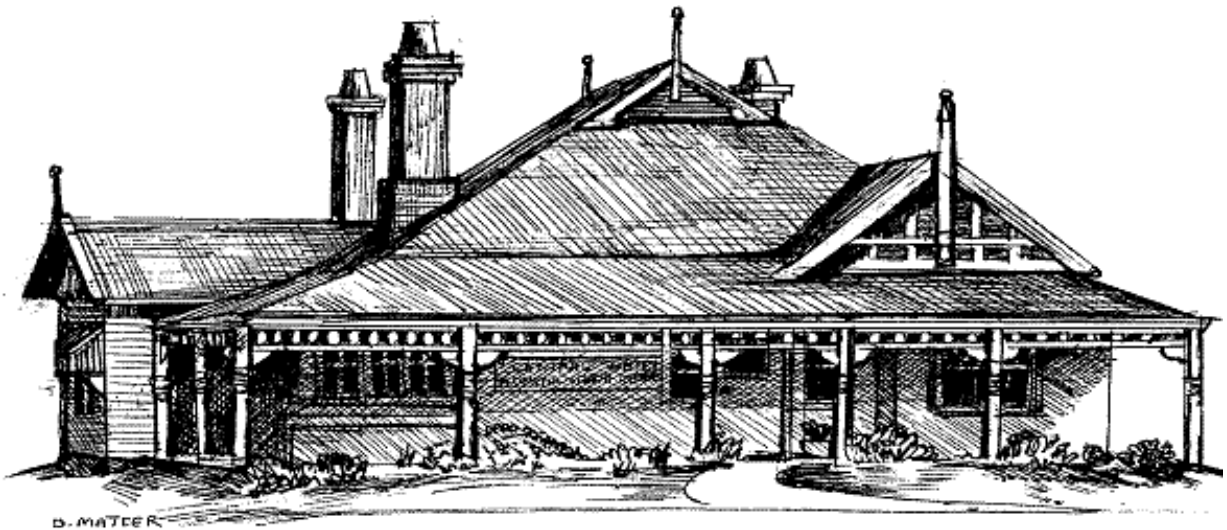


# Central West Women's Health Centre



## 28<sup>th</sup> ANNUAL REPORT July 2013 – June 2014



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20 William Street \* PO Box 674 \* Bathurst NSW 2795  
Phone: 02 6331 4133 \* Fax: 02 6332 4310 \* Email: [manager@cwwhc.org.au](mailto:manager@cwwhc.org.au)

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

ABN 28 614 767 988



# Australian Service Excellence Standards

## Central West Women's Health Centre Inc

*for successfully achieving*

### Certificate Level

**Janet Haydon**

Manager

Australian Service Excellence Standards

Date: 2 June 2014

**Expiry Date: 19 March 2017**



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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 President – Sharon Mulligan

What a year! The year started with a new strategic plan and service delivery (business) plan developed with input from staff and Board, facilitated by the wonderful BINC volunteer, Kinga Macpherson. The strategic planning process highlighted a number of issues that continued to be in the forefront of the Board's planning and governance over the last 12 months.

The following four strategic goals will guide the Centre for the period July 2013-June 2016:

1. **SERVICES:** Provide quality services that are responsive to community needs
2. **FINANCIAL SUSTAINABILITY:** Increase our long-term sustainability by developing diverse sources of funding
3. **MARKETING:** Increase community awareness of the Central West Women's Health Centre and the services provided
4. **GOVERNANCE:** Strengthen effective governance through leadership, mutual accountability and ethical conduct.

This year the Board addressed the above goals as follows:

1. We invested in a community needs analysis which was undertaken by Kathy Sloan from Rede Consulting. Kathy's final report offers promising ideas to ensure we remain current and relevant to our community.
2. There is recognition from the Board that continuing to operate as a fully funded model poses significant risk to continuity of service to the community that we serve. The Board has spent significant time and effort to encourage moves towards a social enterprise model. There continues to be a significant amount of planning and operational effort required to make this significant shift.
3. A marketing project was commenced to ensure that our community were aware of the services provided. This project will lay excellent foundations for the Centre to continue to reach our target market. A number of expert local women, including Annabelle Hillsdon and Karyn Taylor, came together at a generously discounted rate to help guide our marketing plan to ensure the future success of our Centre.
4. Centre staff worked particularly hard this year to achieve accreditation through the Australian Service Excellence Standards. The majority of NSW Women's Health Centres undertook this process with the cost being heavily subsidised by NSW Ministry of Health, as this will be an on-going requirement for future funding.

A shift was made towards a skills based Board. We were fortunate to continue to have the services of our hard working Secretary, Sylvia Latham, who has clocked up an astonishing eight years of voluntary service for the Centre. Sylvia also took on extra duties associated with accreditation and we continue to be extremely grateful for her monthly contributions to the Centre.

Kerry Marston continued to serve in her role as Vice President offering valuable continuity to our Board. Jilly Blanch made herself available to take the reins of representing the Board at meetings with other Women's Health Centres. We are very grateful for her energy, time and thoughtfulness in positioning our service in the future. We were fortunate to welcome some newcomers including a Treasurer with accounting and law degrees as well as significant experience as a professional non-executive director. We welcomed Narelle Stocks who brought energy, marketing skills and operational experience from her previous work. We also welcomed Geraldine Sealey who provides historical context as well as being able to synthesise the messages from the Board and experience as a previous staff member at the Centre.

We have been consumed this year with positioning that needs to occur with the likely changes to funding in the coming 12 months. The Board has decided to diversify our opportunities for future funding by choosing to follow a number of paths including moving to a social enterprise model and seeking to participate in funding bids with other providers. Governance in this space has led to a contentious debate. Unfortunately three Board members (including myself) have new roles, creating a conflict of interest, and will not be standing at our October AGM. I wish the incoming Board the very best as they tackle the challenges of the coming year.



## Annual Report Manager – Erica Pitman

One of our greatest achievements this year was gaining accreditation through Australian Service Excellence Standards, valid through until March 2017. In order to achieve accreditation we had to meet the required standards in the following 18 areas:

**Planning:** Strategic Planning, Business Planning

**Governance:** Sound Governance, Policy & Procedures, Data & Knowledge Management, Risk Management

**Financial & Contract Management:** Financial Management, Asset & Physical Resources, Purchasing & Contract Management

**People:** Human Resources, Work Health Safety & Welfare, Cultural Inclusion

**Partnerships:** Working Collaboratively, Teamwork

**Communication:** Communication

**Service Outcomes:** Outcomes Monitored

**Consumer Outcomes:** Consumer & Community Engagement, Consumer Feedback & Complaints

Our funding from the NSW Department of Family & Community Services for our Child, Adolescent Trauma Service has been secured through until 30 June 2016.

All non-government services funded by NSW Ministry of Health have continued to be under review as part of the Grants Management Improvement Program. Initially we expected to go to competitive tendering for the 2014/15 financial year however this was delayed. We are currently continuing the process of becoming 'tender ready' for the 2015/16 financial year. This involves investigating possible consortium or partner options as it is clear that small organisations are unlikely to be refunded.

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	14
Accreditation/Policy Work	Health Promotion, Manager	112	340
Media (Newspaper/Radio Interviews)	Health Promotion, Manager	21	6
Clinical/Professional Supervision (provided by external supervisors)	Counsellors, Manager	26	29
Clinical Supervision (provided by Manager)	Generalist Counsellor, Group Facilitators	27	29
Management Supervision, Performance Appraisal, Orientation Training (provided by Manager)	All staff	67	76
Staff Meetings	All staff	24	58
Training/Professional Development/Seminar/Conference attendance	All staff	19	103
Webinar attendance	Administrator, CAT Counsellor, Health Promo, Manager	12	7
Women's Health NSW Meetings	Health Promotion, Manager	5	41

We have been extremely fortunate to have two female General Practitioners operating two afternoon clinics for women specific health issues. This has provided a much needed service for the women of Bathurst. Medicare Local was instrumental in sourcing the GPs for us for which we are very grateful.

We wish to acknowledge Western Local Health District for their continued support through providing our premises and Spotless for their continued support through providing cleaning and maintenance services.

## Board Members 2013/2014

Name	Office Held	Occupation
Sharon Mulligan	President	Human Resource Project Manager
Kerry Silverson Marston	Vice President	Educator
Sylvia Latham	Secretary	Retired
Saranne Cooke	Treasurer	Director
Jilly Blanch	Ordinary Member	Farmer
Narelle Stocks	Ordinary Member	Senior Manager
Geraldine Sealey	Ordinary Member	Self Employed

## Staff 2013/2014

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

Name	Position	Hours p/week
Heather Bennett	Administrator	21
Erica Pitman	Manager	22.5
Pip Scott (29 Oct 13/11 Mar 14)	Generalist Counsellor	21
Annele Watt (Up until 12 May 14)	Health Promotion	21;28;35
Annele Watt (From 12 May 14)	Generalist Counsellor & Group Facilitator	35
Lesley Jones	Casual Administrator	Casual

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

Name	Position	Hours p/week
Heather Bennett	Administrator	7
Jem Maddox	CAT Counsellor	28
Erica Pitman	Manager	7.5
Lesley Jones	Casual Administrator	Casual

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

Beryl Shephard (On leave from Oct 2013)	Yoga Instructor	3.5-4
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### Visiting Practitioners:

Tracey Carpenter (From Nov 2013)	Yoga Instructor	4
Dr Tamara Ford	General Practitioner	3.5
Dr Jacqueline Heagney (From 20 Jan 2014)	General Practitioner	4.5
Kirsty Lewins	Massage Therapist	6



**Fallon Gray (Practice Support Manager, Medicare Local), Dr Jacqueline Heagney, Erica Pitman (Manager)**

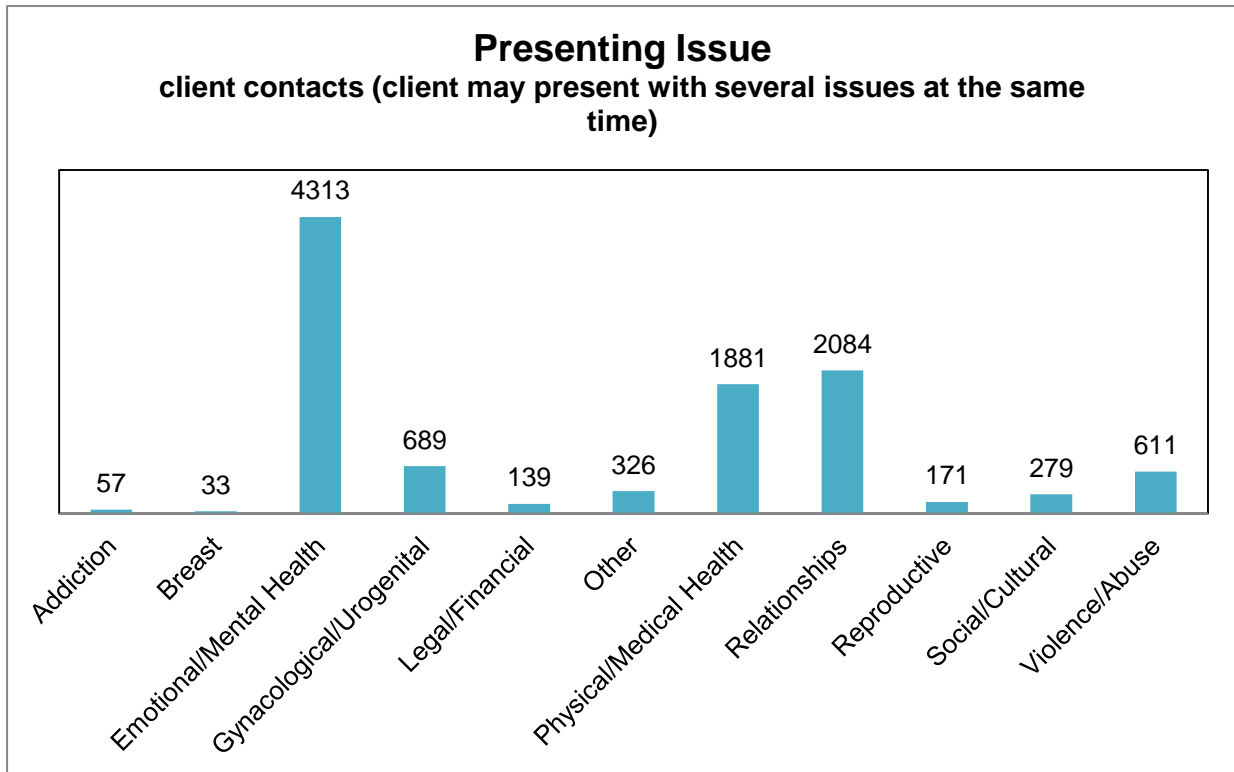
## Report Summary

**Total Income \$360,950.00**

### By Funding Source

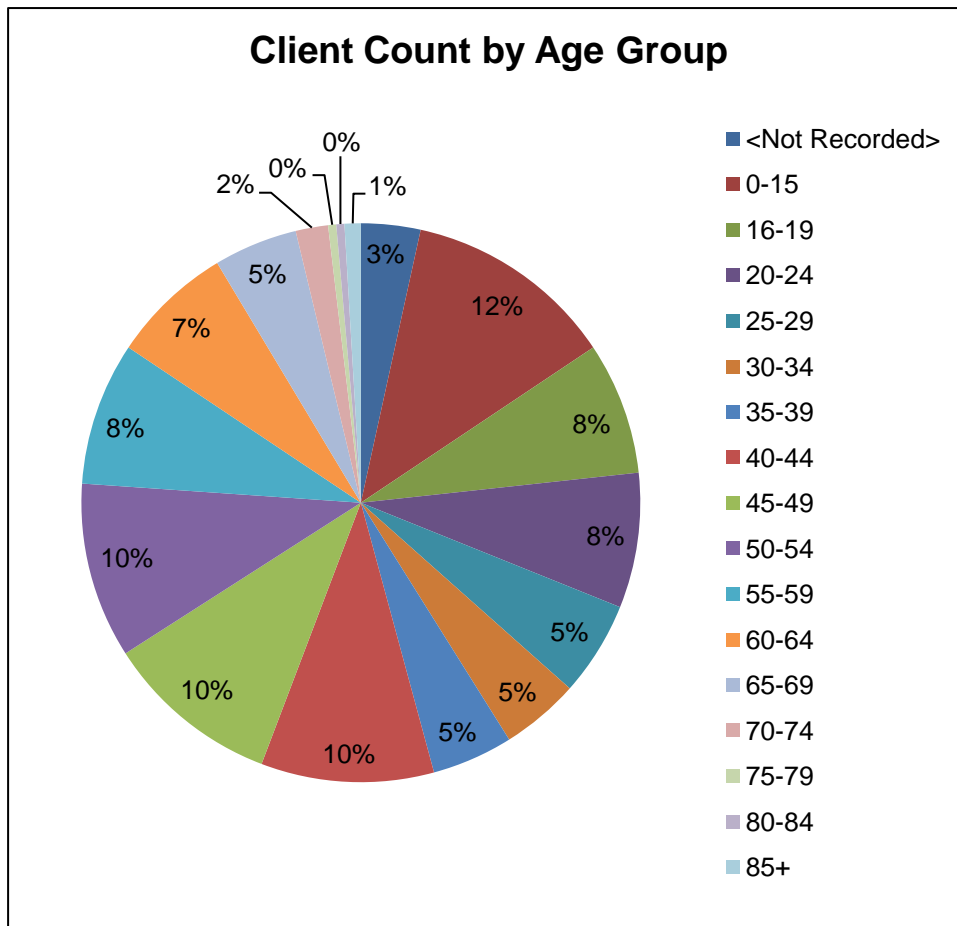
Funding Source	Amount
NSW Ministry of Health (WLHD)	\$221,000.00
NSW Family & Community Services	\$97,547.00
Other Income	\$42,403.00
<b>TOTAL</b>	<b>\$360,950.00</b>

### Service Demographics

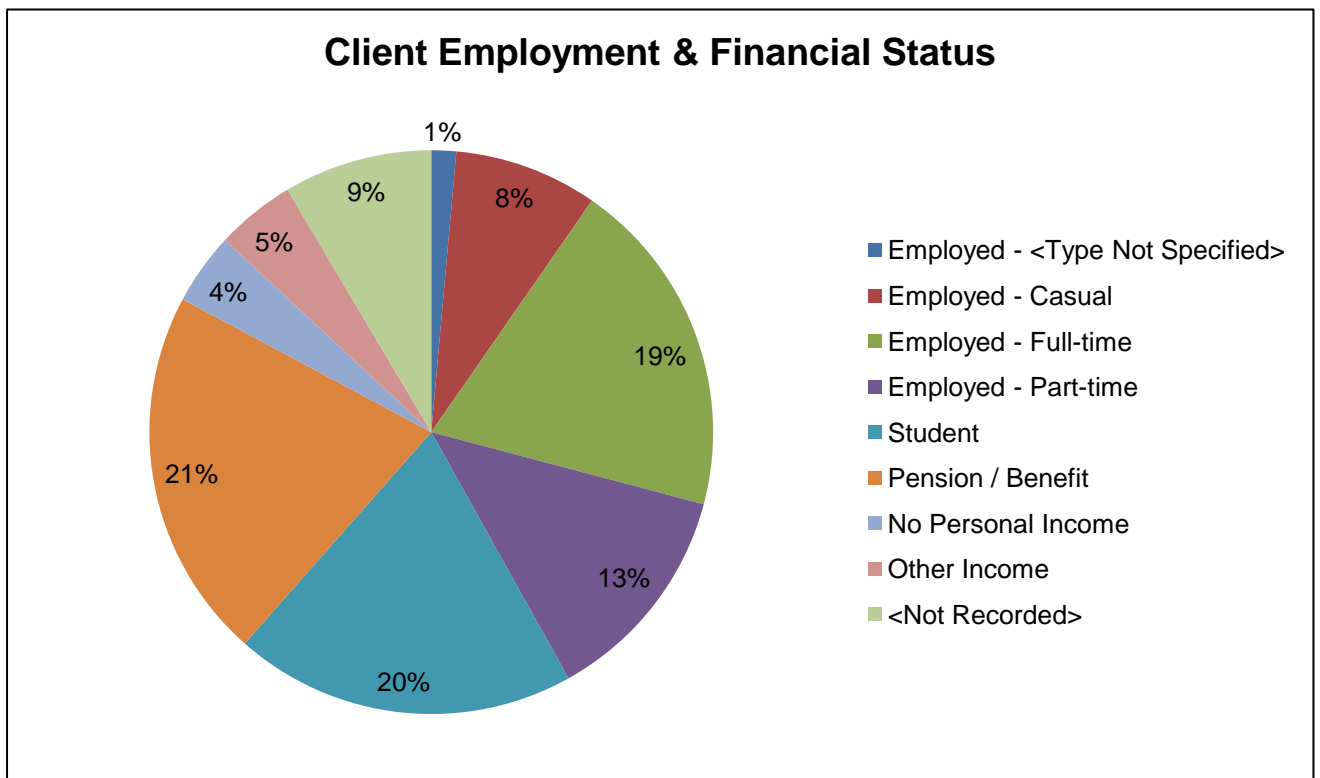


Emotional/mental health concerns (includes the following three highest sub-categories self esteem, emotional trauma, anxiety/panic disorders) were the highest presenting issues for our clients. Relationship issues (includes the following three highest sub-categories relationships – not specified, family issues, childhood issues) were the second highest presenting issues. Physical/medical health concerns (includes the following three highest sub-categories health ‘other’ – non specified, weight management, musculoskeletal ‘other’) rated third highest.

## Client Demographics

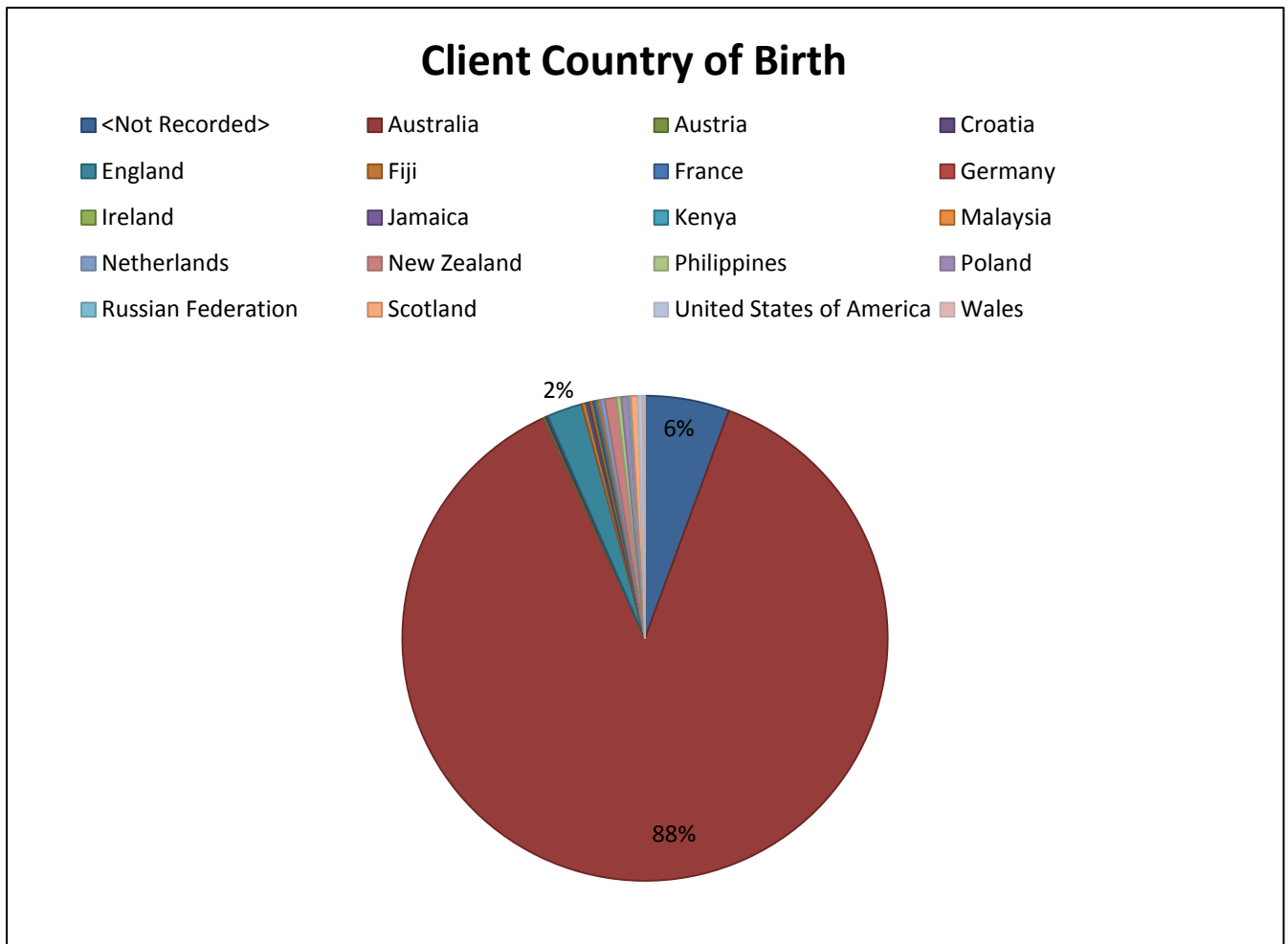


The age group most accessing our service is 0-15 (12%) which would be weighted by our Child, Adolescent Trauma Service which specifically services the age range 0-18 years. This is followed equally by 40-44 (10%), 45-49 (10%) and 50-54 (10%). Therefore 30% of our clients are aged between 40-54 years.





Clients on a pension/benefit make up the greatest number of clients (21%) accessing our service, closely followed by students (20%) and women in full time employment (19%). 17.5% of clients identified as having a disability, with physical, psychiatric and chronic health complaint all rating almost equally as the disability type.



88% of clients were born in Australia. 4.7% of clients identified as Aboriginal. 2% of clients were born in England. 6% of clients did not enter this information on their registration form therefore their country of birth is unknown.

60% of clients registered as new clients and 40% returning clients.



**Women's Walking Group Easter Hat Parade**

## 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	100	N/A
Child, Adolescent Trauma Counsellor	Family & Community Services	489	236
Generalist Counsellor	Health	110	N/A
Health Promotion	Health	32	1050
Visiting Massage Therapist	Fees	131	N/A
Manager	Health	N/A	40
General Practitioners	Bulk-Billed Fees	383	N/A
Yoga Instructor (Staff & Visiting)	Health/Fees	557	N/A
<b>Total Client Contacts</b>		<b>1802</b>	<b>1326</b>

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

\*\* **Client contacts face to face including groups**

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

NB: Our Nurse position was vacant for the full year, our employed Yoga Instructor was on sick leave for most of the year (replaced by a visiting Yoga instructor), and our Generalist Counsellor position was vacant for six months with both new staff requiring time to develop into their role once commencing in the position.

### **GENERALIST COUNSELLING CLIENT EVALUATIONS 2013-2014 Pip Scott & Annele Watt**

Our generalist counselling service is available for women experiencing a range of issues including sexual assault, domestic/family violence, adult survivors of childhood abuse/sexual assault, depression, anxiety, grief/loss, carers, disability, self-esteem, identity, isolation and reproductive health.

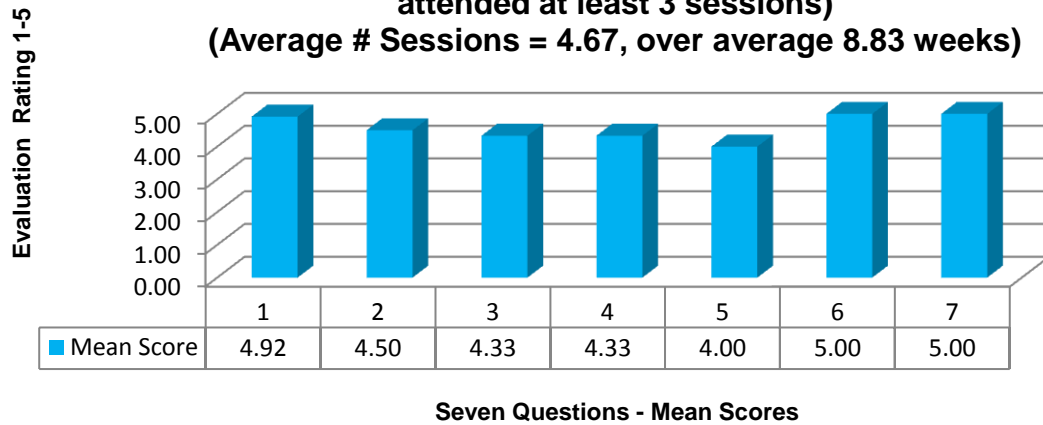
Generalist counselling is available Monday-Thursday. The counselling fee is \$25.00 per session, or \$10.00 for students or pension/benefit card holders. If clients are unable to pay a fee this can be discussed with the counsellor during the intake session.

Our Generalist Counselling position was vacant for six months. Pip Scott filled the role from 29 Oct 2013 until 11 Mar 2014. Annele Watt moved into this role from 12 May 2014. Overall a total of 110 counselling sessions were attended.

At the beginning of each session clients complete an *Outcome Rating Scale* and at the end of each session clients complete a *Session Rating Scale* (both evidence-based tools developed by the International Centre for Clinical Excellence). The scales assist the client and counsellor to ensure that the counselling sessions are client focused and meeting the client's needs. Once clients have completed their counselling, or after attending at least four sessions, clients are asked to complete a full evaluation which was developed based on the research from the International Centre for Clinical Excellence.

The below evaluations relate only to a small proportion of Pip's clients who attended at least three counselling sessions. The evaluation completion rate was 54.55%. Client satisfaction was high with scores ranging from 4 (80%) up to 5 (100%).

**Generalist Counselling Client Evaluations**  
**Nov 2013 - Mar 2014 (n=6; 54.55% return rate, based on clients**  
**attended at least 3 sessions)**  
**(Average # Sessions = 4.67, over average 8.83 weeks)**



Quest #	Question
1	Degree felt understood
2	Degree of comfort discussing feelings & experiences
3	Level of coping with situation/issue
4	Ability to implement necessary changes in life
5	Degree to which life has improved
6	Overall satisfaction with counselling experience
7	Likeliness to recommend counselling service to others

**CLIENT EVALUATIONS – (Nov 13 – Mar 14 N=6)**

***How have you benefited from your counselling experience?***

- My head is clear. I feel so much calmer and relaxed. I feel I can cope with life better.
- I have got the strength to become myself again.
- Feel positive after each session.
- I think that ACT [Acceptance & Commitment Therapy] will be beneficial for me.
- Learnt new coping tools.

***What were the most important things you learnt from your counselling experience?***

- Focus on more positive things in my life and the good things in other people and me.
- Being able to make myself understood.
- Believe in myself and my ability to cope.
- The importance of being able to sit with how I'm feeling about something.
- That it's OK to be angry about what was done.

***What was the most difficult part of the counselling process for you?***

- Making the decision that I needed counselling.
- Trying to compact all the conflicting issues into coherent communication.
- Talking to someone for extended periods. Accessing my feelings.
- Saying some of my personal issues.

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

- If Pip didn't have to leave, but she has left me with some directions that will help me to keep moving forward.

***Additional comments***

- Meeting up with a kind, calming person, indeed a pleasure.
- The advice given by Pip and her understanding re my predicament has been helpful. Also practical help for finding work also very appreciated.
- I felt very comfortable talking with Pip. I am a communicative person anyway but Pip allowed me to open up without hesitation.
- I feel putting in relaxation techniques as counselling as well as the validation given to me makes coping much better.
- More comfortable than I usually am [discussing feelings].

# GENERAL PRACTITIONER CLIENT EVALUATIONS 2013-2014

**Dr Tamara Ford**

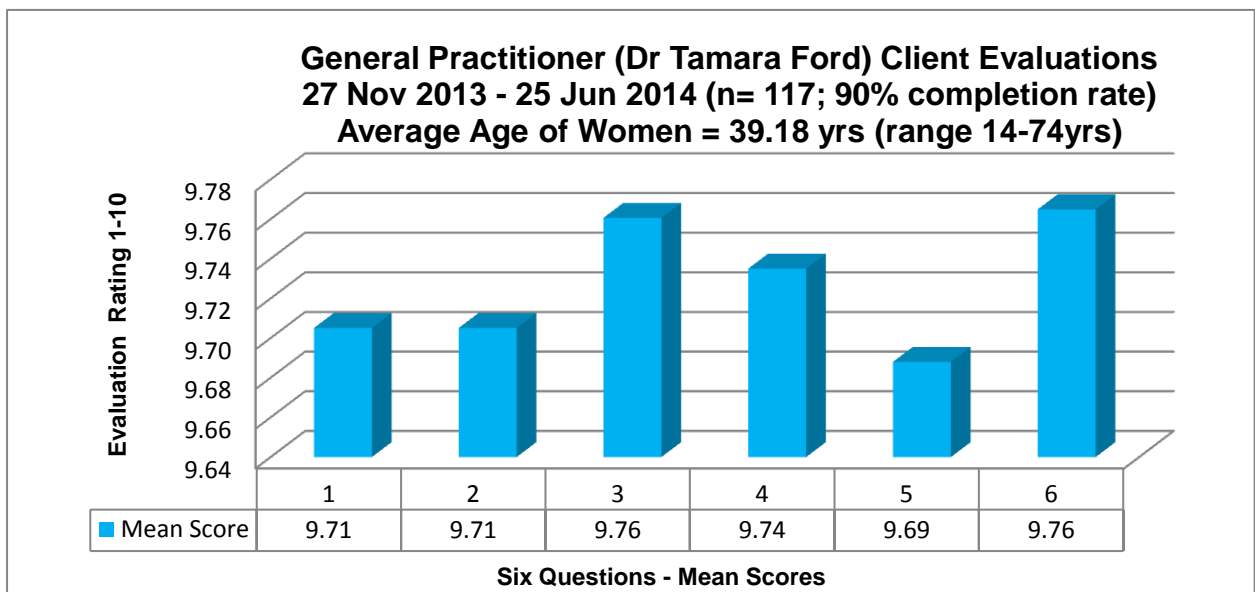
Our general practice service is provided for women specific health issues, such as: pap smears, STI testing/information, emergency contraception, pregnancy testing, breast examination, pelvic floor check, safe sex information, contraception information, pregnancy options counselling, HRT information, blood pressure checks, urine analysis, post termination check-ups, support for women's issues.

Dr Ford provides a Wednesday afternoon clinic, three Wednesdays per month. This is provided as a bulk-billed outreach service of the Carcoar Medical Centre. Dr Ford commenced her clinic on 3 July 2013. Client evaluation commenced on 27 November 2013. We are grateful to Western Medicare Local for assisting with the recruitment of Dr Ford.

The client age range for the below evaluations collected: 14-74 years, average age of clients 39.18 years. 130 appointments were attended with 117 evaluation forms completed, therefore a 90% completion rate. Total appointments attended for the 2013-14 financial year were 262.

The three highest presenting issues were pap/cervical screening (145), contraception - general (48), and sexually transmitted infection (33).

The below results clearly indicate an extremely high satisfaction rating in all six areas evaluated with the lowest score being 9.69 and the highest 9.76 (out of 10). The evaluation completed by clients is a *Session Rating Scale*, an adaptation of the evidence-based tools developed by the International Centre for Clinical Excellence.



Quest #	Question	Low Response (0 out of 10)	High Response (10 out of 10)
1	Relationship with practitioner	I <i>did not</i> feel heard, understood & respected	I felt heard, understood & respected
2	Session outcome	Session <i>did not</i> meet my needs	Session met my needs
3	Practitioner's approach	Approach <i>is not</i> a good fit for me	Approach is a good fit for me
4	Session overall	There was something <i>missing</i> in the session today	Overall, today's session was right for me
5	Administration/Reception	My experience with reception was <i>poor</i>	My experience with reception was excellent
6	Recommending this service	I am <i>not at all likely</i> to recommend this service	I am extremely likely to recommend this service



## GENERAL PRACTITIONER EVALUATIONS

(Dr Tamara Ford)

(27 Nov 13 – 25 Jun 14 N=117)

### ***Please list anything else that would have improved your experience today***

- Nothing, my experience was happy.
- Dental checkups?
- Tell patients how long (approx.) expected wait is [when Dr running behind schedule].
- A hot chocolate and a parmy with avocado – no it was great.
- Room a little warm - air conditioning.

### ***Please list any additional comments***

- Was nice to have a doctor who really listened and understood – thank you!
- All good – thanks ladies.
- Thank you all for being so kind & helpful.
- Very good people and place ☺.
- All excellent. Excellent service (x 2). Extremely satisfied. Excellent service thank you ☺. (x 2)
- Excellent doctor and service – thank you.
- Great (x2). Great service (x 2) - thank you!
- Well done – excellent.
- Perfect – a beautiful human being.
- I was extremely impressed with the Dr – both her thoroughness & manner made me feel comfortable & at ease.
- Very satisfied.
- I am very happy with service received and entire experience – thank you ☺.
- Very happy with the Women's Health Centre – thank you ☺.
- I had quite a few issues to sort out and was nervous, but the GP was fantastic and sorted everything at better than any other doctors I have seen.
- Fantastic service by all personnel – thank you!
- Great environment, relaxing and comfortable place, not too clinical.
- Lovely Doctor – please keep your Doctors.
- Thank you so much for a comfortable consultation ☺.
- Tamara was very professional. I felt very comfortable.
- Great to talk to and answered all of my many questions and made me feel calm.
- Fabulous service. Really luck (sic) to have this in Bathurst.
- Fantastic understanding demeanour.
- Perfect, quick and easy. Thanks!
- Very easy going, made a lot less daunting.
- Thank you! (x 2)
- Very pleasant. No stress. Very friendly staff. Thank you!
- This has helped me feel more comfortable about getting check-ups. I would strongly recommend it to a friend/family.
- It is a really great service to have here, very needed and helpful.
- Very happy with service, thank you.
- Service was recommended by an acquaintance - a good recommendation.
- Awesome.
- Very nice, easy to talk to & felt comfy with the Dr.
- Thank U and excellent staff & Dr.
- Very happy after each visit, and always appreciate Dr Ford's advice. Thank you. Reception great too!
- Very realistic & comfortable approach to a very sensitive topic ☺.



Erica Pitman, Manager & Dr Tamara Ford



## GENERAL PRACTITIONER CLIENT EVALUATIONS 2013-2014 Dr Jacqueline Heagney

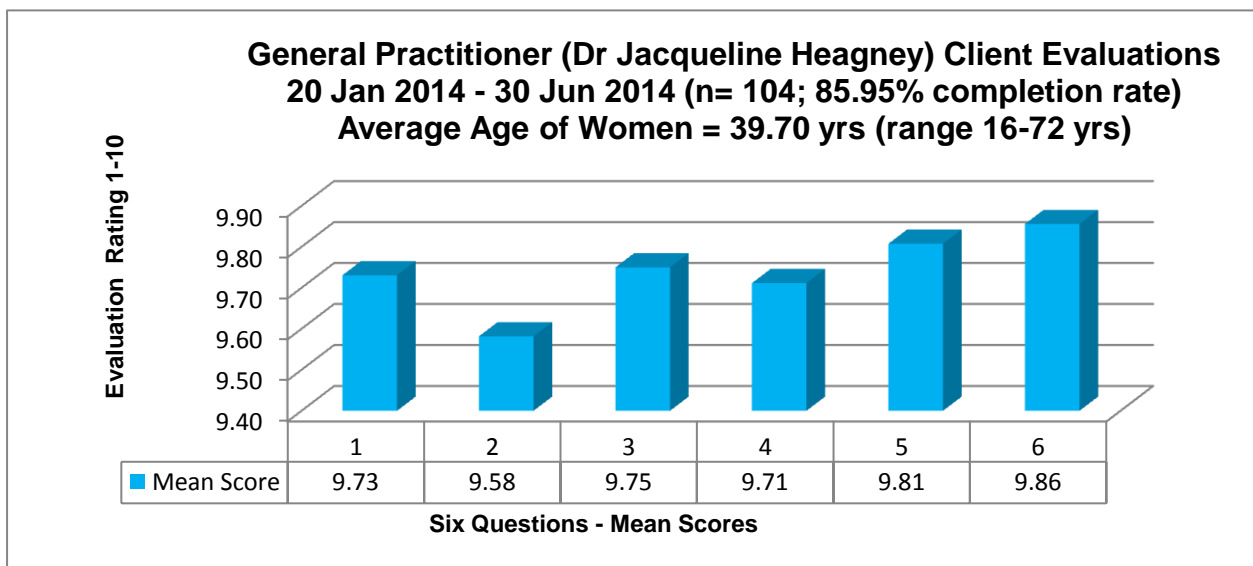
Our general practice service is provided for women specific health issues, such as: pap smears, STI testing/information, emergency contraception, pregnancy testing, breast examination, pelvic floor check, safe sex information, contraception information, pregnancy options counselling, HRT information, blood pressure checks, urine analysis, post termination check-ups, support for women's issues.

Dr Heagney commenced her clinic on 20 January 2014 with client evaluation starting on this day. Initially the clinic was provided every Monday of the month, however changed to fortnightly from June as the demand for appointments had slowed down. The clinic is offered as a Medicare bulk-billed service. We are grateful to Western Medicare Local for assisting with the recruitment of Dr Heagney.

The client age range for the below evaluations collected: 16-72 years, average age of clients 39.70 years. 121 clients attended appointments with 104 completing evaluation forms, therefore an 85.95% completion rate.

The three highest presenting issues were pap/cervical screening (65), safe sex (30), and menopause (28).

The below results clearly indicate an extremely high satisfaction rating in all six areas evaluated with the lowest score being 9.58 and the highest 9.86 (out of 10). The evaluation completed by clients is a *Session Rating Scale*, an adaptation of the evidence-based tools developed by the International Centre for Clinical Excellence.



Quest #	Question	Low Response (0 out of 10)	High Response (10 out of 10)
1	Relationship with practitioner	I <i>did not</i> feel heard, understood & respected	I felt heard, understood & respected
2	Session outcome	Session <i>did not</i> meet my needs	Session met my needs
3	Practitioner's approach	Approach <i>is not</i> a good fit for me	Approach is a good fit for me
4	Session overall	There was something <i>missing</i> in the session today	Overall, today's session was right for me
5	Administration/Reception	My experience with reception was <i>poor</i>	My experience with reception was excellent
6	Recommending this service	I am <i>not at all likely</i> to recommend this service	I am extremely likely to recommend this service

## GENERAL PRACTITIONER EVALUATIONS

(Dr Jacqueline Heagney)

(20 Jan 14 – 30 Jun 14 N=104)

### ***Please list anything else that would have improved your experience today***

- Because of health problems Dr recommended establishing a relationship with (another) GP.

### ***Please list any additional comments***

- This is a very valuable service which Bathurst is fortunate to have.
- Excellent service.
- I was very happy with the GP. Very professional and very well spoken/easy to understand.
- I felt very at ease with the doctor. She is reassuring and I haven't been able to trust doctors from the past.
- All very professional, quick and courteous.
- Felt very relaxed and re-assured I did not feel any pressure. Very informative.
- Very happy with today's first appointment. Dr listened well and offered all services available.
- The Doctor was very professional, understanding and compassionate.
- Friendly and easy.
- My lack of satisfaction related to my needs – not any inadequacies of Doctor.
- Jacqueline thoroughly explained everything to me and made sure I understood. Was OK with it all. I really appreciate that.
- Professional, informative, good mix of professional detachment and empathy. Thank you.
- Excellent. I always come here and will continue to do so. Thanks for the great service.
- Very nice Doctor.
- The Doctor was wonderful and very caring. Not only did the Pap smear go easily, but she listened to everything I said.
- Lovely ladies throughout the centre, extremely welcoming.
- Always enjoy the welcoming & comfortable atmosphere. Thank you ☺.
- I was very happy with the service.
- Everything was perfect. Would recommend to all my lady friends.
- Thanks for your speedy service ☺.
- Very good.
- I have dealt with a lot of medical staff over the last four years and none other than this service offered would I rate so highly. Thank you.
- Happy to and have recommended other women.
- Very lovely Doctor.
- All good.
- Fantastic! Thanks!!
- Great.
- Wonderful & friendly service.
- Very comfortable & understanding.
- Extremely helpful and useful. Great information & resources. Thank you.
- Everything was great.
- Always great service. Welcoming & warm atmosphere.
- Very pleasant service.
- Very happy with service.
- Thank you for helping me, especially for listening.

## MESSAGE THERAPIST - Kirsty Lewins CLIENT EVALUATIONS 2013-2014

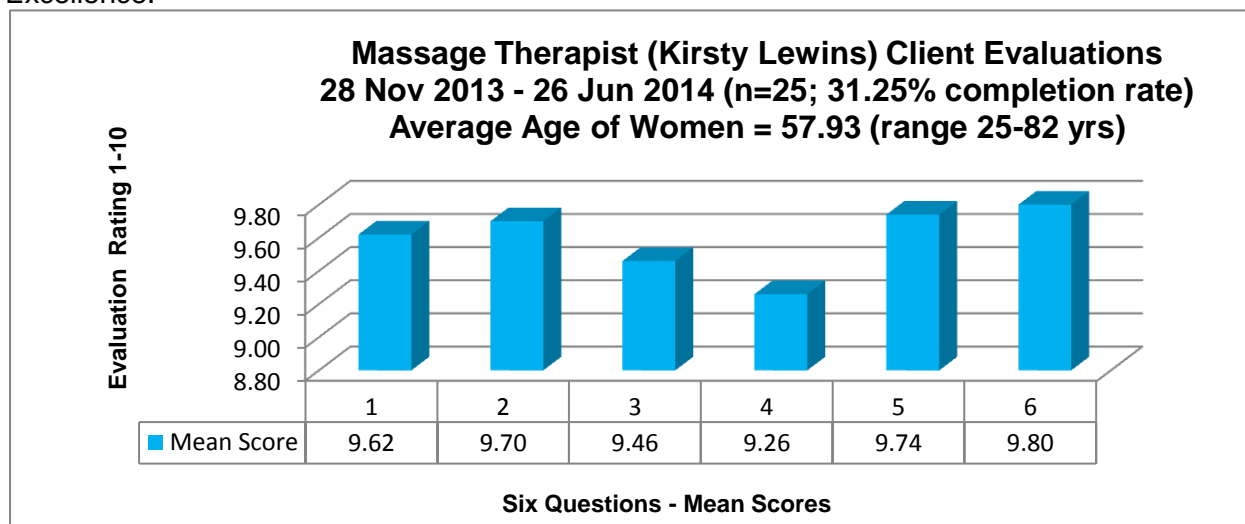
Our visiting massage therapist, Kirsty Lewins, has a diploma in remedial massage and works with clients in a variety of ways, as follows:

- Therapeutic massage – uses effluage on the body to relax the person, then working deeper into areas of unease and tightness.
- Deep tissue massage – works on very tight muscles and adhesions, which are bands of painful rigid tissue. Applying direct deep and slow pressure across the grain of the muscle helps to break down these adhesions thus loosening the muscles.
- Trigger point massage – finds the hot spots, applying deeper and longer pressure allowing release to the muscles.
- Aromatherapy – the use of essential oils to help transform our emotions and heal the body.
- Polarity work – to rebalance electromagnetic energy fields through gentle bodywork whilst client is clothed.

Kirsty has been providing a weekly Thursday clinic as part of her own private practice since March 2011. Client evaluation commenced 28 November 2013.

The client age range for the below evaluations collected: 25-82 years, average age of clients 57.93 years. 80 appointments were attended with 25 evaluation forms completed, therefore a 31.25% completion rate. It is important to note that many clients return for weekly or fortnightly massages and complete an evaluation periodically. Total appointments attended for the 2013-14 financial year were 130.

While only a third of clients completed an evaluation, the below results clearly indicate an extremely high satisfaction rating in all six areas evaluated with the lowest score being 9.26 and the highest 9.80 (out of 10). The evaluation completed by clients is a *Session Rating Scale*, an adaptation of the evidence-based tools developed by the International Centre for Clinical Excellence.



Quest #	Question	Low Response (0 out of 10)	High Response (10 out of 10)
1	Relationship with practitioner	I <i>did not</i> feel heard, understood & respected	I felt heard, understood & respected
2	Session outcome	Session <i>did not</i> meet my needs	Session met my needs
3	Practitioner's approach	Approach <i>is not</i> a good fit for me	Approach is a good fit for me
4	Session overall	There was something <i>missing</i> in the session today	Overall, today's session was right for me
5	Administration/Reception	My experience with reception was <i>poor</i>	My experience with reception was excellent
6	Recommending this service	I am <i>not at all likely</i> to recommend this service	I am extremely likely to recommend this service

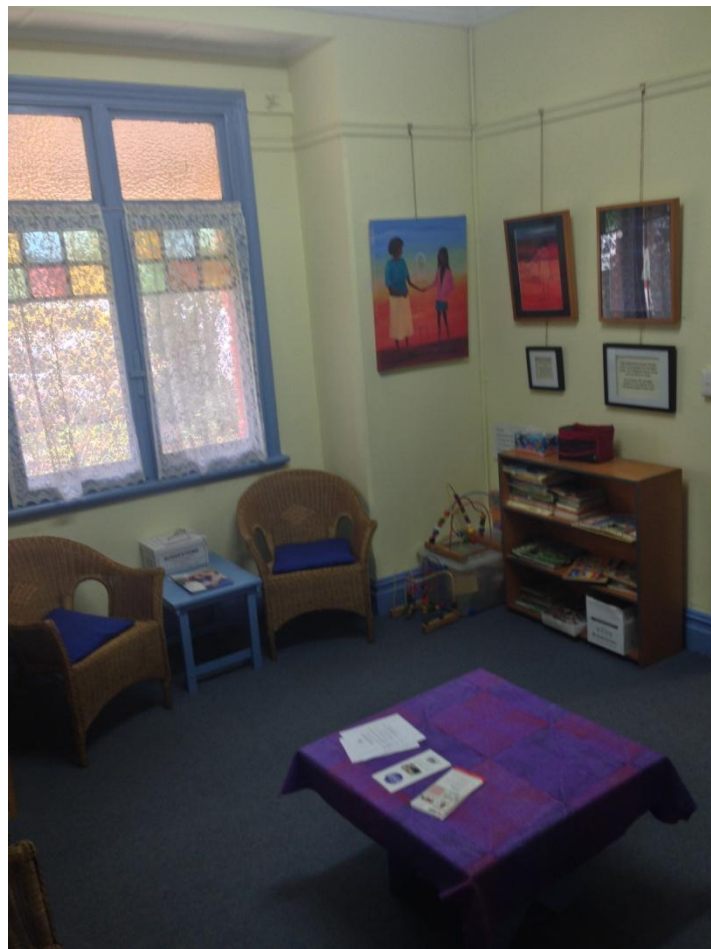
**MASSAGE THERAPIST EVALUATIONS**  
**(Kirsty Lewins)**  
**(28 Nov 13 – 26 Jun 14 N=25)**

***Please list anything else that would have improved your experience today***

- I prefer to not talk too much do not like small talk during the session rather quiet time.
- A new body would help!
- The room became quite cold about half way through massage.

***Please list any additional comments***

- It is always so relaxing and helpful for pain management.
- I always recommend the services available at WHC – especially massage therapy.
- She's a very good massage therapist.
- It was great (x 2).
- Kirsty is great at receiving verbal feedback in a session, both positive and negative.
- Very relaxing and music is excellent – not too loud.
- Could I fill out the form monthly? If I think of anything else I will add it!
- Awesome.
- It was a wonderful experience.
- All's well.
- A massage with Kirsty is a holistic experience.
- Kirsty was wonderful.
- Great help!



**Centre Waiting Room**

## YOGA - Tracey Carpenter CLIENT EVALUATIONS 2013-2014

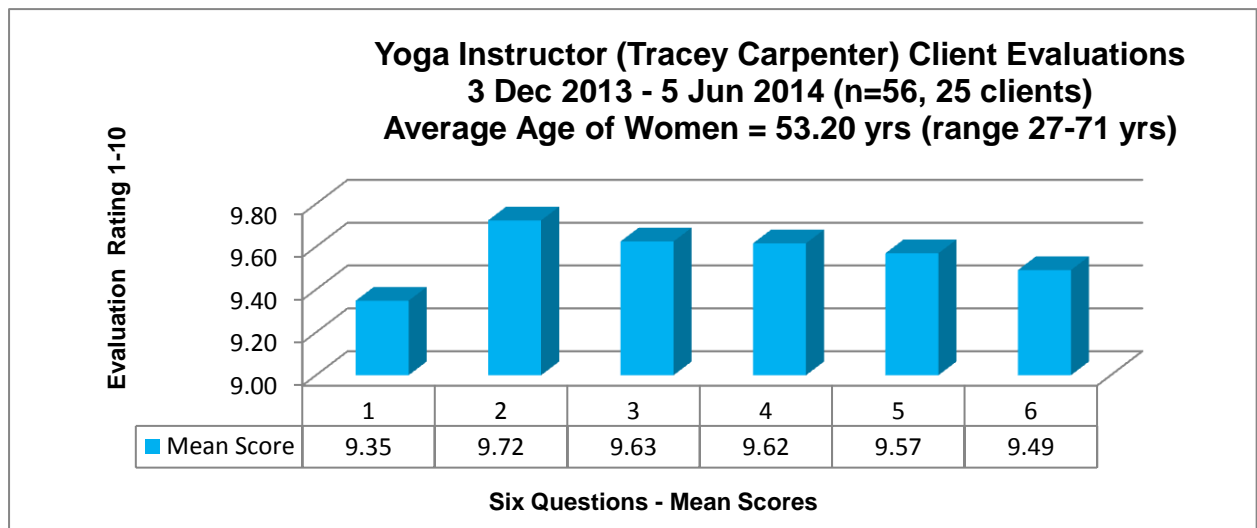
Our Yoga classes have been running for many years generally with three or four classes a week for a nine to ten week period. We are only able to accommodate a maximum of six participants per class due to our room size.

Tracey Carpenter assisted us as a casual Yoga Instructor from November 2013 while our regular instructor (Beryl Shephard) was on sick leave. From February 2014 Tracey commenced as a visiting Yoga Instructor. The yoga being offered is Hatha yoga focusing on mindfulness and the breath to build strength, flexibility and inner wellbeing.

Client evaluation commenced on 3 December 2013. Participants have the opportunity to complete an evaluation after every Yoga session, therefore some clients have completed an evaluation on more than one occasion. Clients are encouraged to complete at least three evaluations across the 9-10 week block of classes. Overall 156 classes were provided with 557 client contacts.

The client age range for the below evaluations collected: 27-71 years, average age of clients 53.20 years.

The below results clearly indicate an extremely high satisfaction rating in the six areas evaluated with the lowest score being 9.35 and the highest 9.72 (out of 10). The evaluation completed by clients is a *Session Rating Scale*, an adaptation of the evidence-based tools developed by the International Centre for Clinical Excellence.



Quest #	Question	Low Response (0 out of 10)	High Response (10 out of 10)
1	Relationship with practitioner	I <i>did not</i> feel heard, understood & respected	I felt heard, understood & respected
2	Session outcome	Session <i>did not</i> meet my needs	Session met my needs
3	Practitioner's approach	Approach <i>is not</i> a good fit for me	Approach is a good fit for me
4	Session overall	There was something <i>missing</i> in the session today	Overall, today's session was right for me
5	Administration/Reception	My experience with reception was <i>poor</i>	My experience with reception was excellent
6	Recommending this service	I am <i>not at all likely</i> to recommend this service	I am extremely likely to recommend this service



**YOGA EVALUATIONS**  
**(Tracey Carpenter)**  
**(3 Dec 13 – 5 Jun 14 N=56, 25 clients)**

***Please list anything else that would have improved your experience today***

- Need to progress to more challenging postures.

***Please list any additional comments***

- Excellent session with Tracey.
- Great (x 3). Great class.
- Tracey is very kind and motivating.
- No contact with administration today but generally very friendly and efficient.
- Tracey has slotted in very well – she is great.
- Fantastic!
- Tracey is wonderful – thank you.
- Yoga was just wonderful.
- Very happy with Tracey.
- Thank you (x 3).
- I have really enjoyed the Yoga sessions.
- Tracey's classes are brillo – she gives instruction throughout – very professional. I hope she continues to do these classes.
- Very manageable session for beginners and lovely easing into exercises and focus on unwinding/relaxation. Very beneficial and enjoyable!
- Great way to start the day.
- Tracey continues to be so kind and caring and knowledgeable about the yoga she is teaching.
- Tracey is doing a wonderful job, she is lovely – but I do miss Beryl.
- Tracey continues to offer amazing yoga practice.
- Great morning!
- Tracey continues to be a wonderful teacher (x 2).
- Tracey is particularly kind and caring.
- Tracey is so kind, passionate about Yoga and its benefits and is able to convey/teach this to others.
- Fantastic – whole group agree.
- Wonderful!
- Tracey is all that you would want in a yoga practitioner - able to advise and correct very gently.
- Excellent class, as always.
- Thank you, I'm enjoying yoga.



## 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>				
Bathurst Family Fun Day - Peace Park	CAT Couns	1	4.5	200
Bunning's Ladies Night - Bunning's Hardware Store	Hlth Promo	1	1	20
International Women's Day - All Saint's Cathedral	Hlth Promo	1	2	25
Mental Health Month, 'Bathurst Be Kind' Community BBQ - Kelso Community Centre	Hlth Promo	1	2.5	30
Mental Health Month, 'Bathurst Be Kind' Festival - Kings Parade	Hlth Promo	1	5	100
Mental Health Month, Beyond the Rainbow - Bathurst Regional Art Gallery	Hlth Promo	1	3	70
Mental Health Month, Clothesline Project - Charles Sturt University	Hlth Promo	1	1.5	20
Redfest - Charles Sturt University	Hlth Promo	1	4	40
RUOK? Day - Charles Sturt University	Hlth Promo	1	2	20
White Ribbon Day - Bathurst City Centre	Hlth Promo	1	2	15
YWCA Encore - Bathurst Hospital	Hlth Promo	1	.5	11
<b>OUTREACH GROUPS</b>				
Caring for Carers - Seymour Centre	Manager	1	1	13
Quest for Life Self-Care Matters Workshop - Rahamim	Manager	1	5.5	27
<b>INHOUSE GROUPS</b>				
Walking Group (including 2 group brunches)	Hlth Promo Gen Couns	59	59	410
Yoga	Yoga Inst.	156	156	557
<b>Total</b>		<b>228</b>	<b>249.5</b>	<b>1558</b>

### Annual Report Health Promotion – Annele Watt

#### Mental Health Month – *Bathurst Be Kind*

'*Bathurst Be Kind*' was a collaborative mental health literacy campaign designed and driven by Bathurst's Mental Health Month Committee, which includes staff from the following organisations:

- Central West Women's Health Centre
- Headspace Bathurst
- Aftercare Bathurst
- Richmond PRA Bathurst
- Lifeline Central West Inc.
- Charles Sturt University Health Promotion
- Bathurst Seymour Centre
- Western NSW Medicare Local
- Mission Australia, Bathurst Office
- Evans Community Options
- Western NSW Local Health District

The campaign was inspired by the 2013 Mental Health Month theme of '*Kindness: Little Acts Big Impacts*' and aimed to reduce stigma associated with mental health, and increase awareness of

the small things we can each do every day to promote our own wellbeing and the wellbeing of others. The committee received a \$1000 grant from the NSW Mental Health Association, which we used to develop resources for the campaign, including 'Bathurst Be Kind' cards and booklets.



**'Bathurst Be Kind' Logo  
designed by Karen Golland of  
Headspace Bathurst**



**An example from the collection of  
photos depicting kind deeds, used  
throughout the campaign**

In total, 172 local businesses, education providers, community groups and individuals were signed up to be *Bathurst Be Kind* Partners. As part of their commitment, partners agreed to take steps to promote good mental health and wellbeing in their workplace or within their community. Using a 'pay it forward' system we encouraged people to perform little acts of kindness for one another, expecting nothing in return. *Bathurst Be Kind* booklets introduced the campaign and listed events and activities happening in October, which aimed to enhance community connectedness and wellbeing. *Bathurst Be Kind* encouraged discussions around mental health in the workplace and through social networks.

The Kelso Community BBQ was held at Kelso Community Centre on Wednesday 23 October 2013. This BBQ was a great success, with many children and young people coming along to play games with the Smashed Arts Rovers and make cards for their loved ones with staff from the Central West Women's Health Centre. Many older members of the community also came along to have something to eat, and were provided with information about local mental health services.

The 2013 Mental Health Month celebrations culminated in the *Bathurst Be Kind* festival held on Wednesday 30 October in Kings Parade. This year the festival provided an opportunity for local services to get out of their offices, kick their heels up and get their kindness on. Many of the services who attended provided an interactive activity that complimented their service information. The festival also had a great line up of musical acts, and there was even a small but enthusiastic Flash Mob.

### **Mental Health Month - Beyond the Rainbow**

We also hosted a number of community events to celebrate the unique and wonderful diversity found within our regional community, such as Beyond the Rainbow, an event that invited the broader Bathurst community to come out and show their support for sexual and gender diversity.

The evening was planned by Central West Women's Health Centre, Headspace Bathurst and CSU Queerspace and generously hosted by Bathurst Regional Art Gallery. Around 70 people attended the evening and were captivated by the night's guest speaker Chai Palila. Her honest and enlightening speech wove transgender history with a blend of heartbreakingly brutal and funny life experiences. She touched on transgender people's relationships, families, friendships and communities. Chai also drew on her experience to share firsthand the impacts of isolation, bullying and discrimination. Chai's speech left many of the audience in tears. Her brave retelling of how



she came to own her experience as a trans woman was inspiring and left those who attended with a positive message of acceptance and the importance of inclusivity and community connectedness.



**White Ribbon Day and the 16 Days of Activism against Gender Violence**

Bathurst’s Family Violence Awareness Group (FVAG) worked together to organise a number of events around the 2013 ‘*The 16 Days of Activism against Gender Violence*’. Members of the group worked towards developing a display of small female figures painted in purple and white, demonstrating the statistics that 1 in 3 women will experience family violence. These figures were made by men at the Oberon Correction Centre, and smaller versions by the Aboriginal Men’s Shed. The larger figures were displayed on the fence on the corner of Durham and Bentinck Street, Bathurst during the 16 days of activism. Smaller figures were distributed to local businesses and displayed in FVAG member services. A White Ribbon Day information stall was also held at Bathurst City Centre.



**Display at a busy Bathurst intersection, demonstrating the statistics that 1 in 3 women will experience family violence**

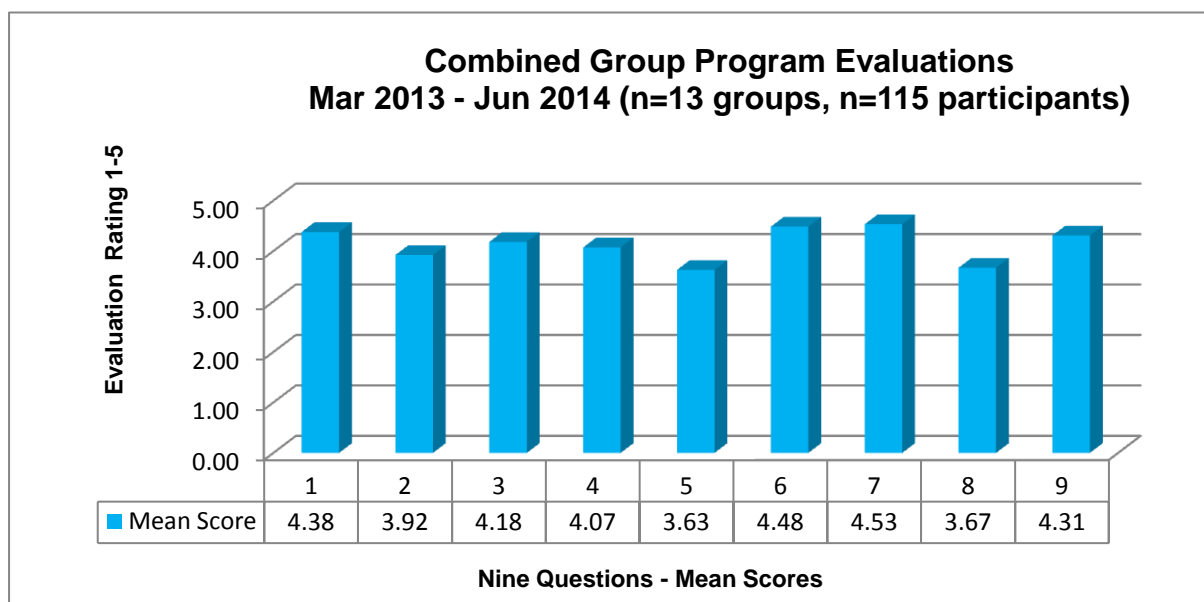
In addition, the FVAG organised for a postcard to be produced with information regarding local family violence support services. A survivor of domestic violence donated an artwork and poem to the Centre, for all future participants in the Out of the Dark group. This client agreed to have her artwork and poem printed on postcards for distribution in Bathurst.

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

Evidenced Based Program	Sessions	Total Hours	Client Contacts
Mothers & Daughters (Puberty Matters)	12	24	166
Midlife Metamorphosis (Menopause, Mood & More)	6	12	67
Out of the Dark – Family Violence Support Program for Women	5	19.5	41
REACH Program – Psycho-education for mood disorders	18	49.5	115
<b>Total</b>	<b>41</b>	<b>105</b>	<b>289</b>

Each of the above programs has two parts to evaluation - program aims which differ for each program and program evaluation which asks the same nine questions for every program. Below is a chart that combines the program evaluation for all of the programs and a table listing the questions. Under each program you will see a table that relates only to the program evaluation for that program, however please refer to this page for the questions.

The overall program evaluations rated from 3.63 to 4.53 (out of 5). Degree to which life has improved was the lowest rating (3.63) and likeliness to recommend group to others was the highest rating (4.53).

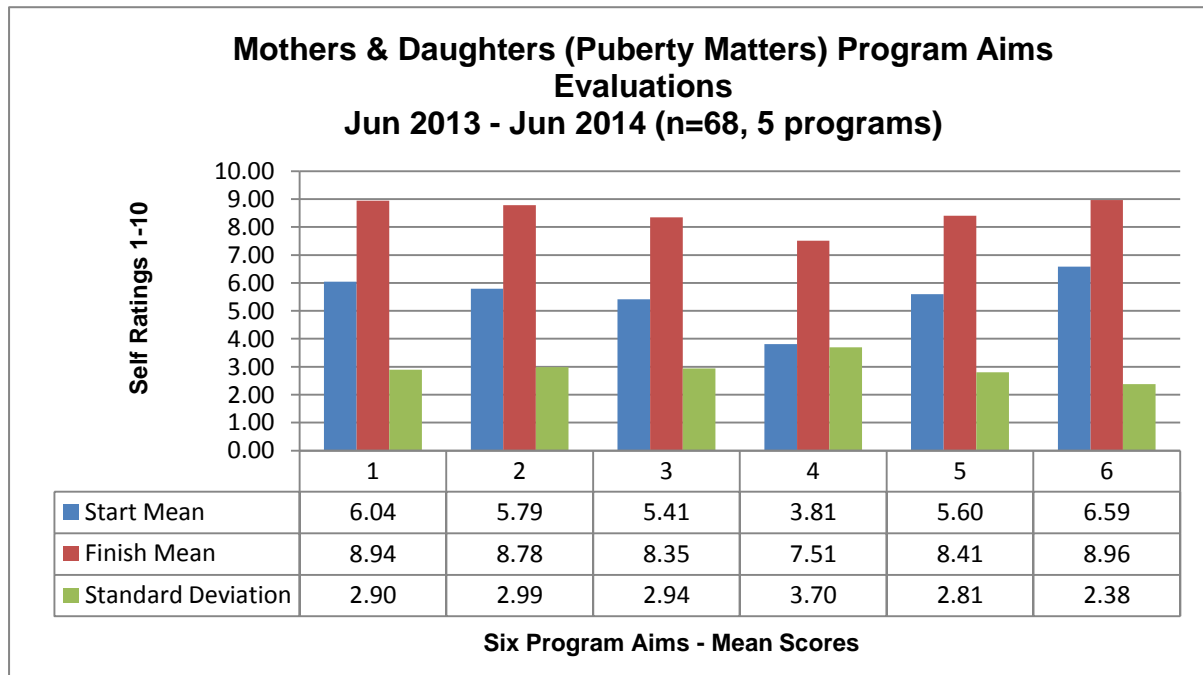


Quest #	Question
1	Appropriateness of group program content
2	Degree of comfort discussing feelings & experiences
3	Level of coping with situation/issue
4	Ability to make positive changes in life
5	Degree to which life has improved
6	Overall satisfaction with group experience
7	Likeliness to recommend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



## PROGRAM EVALUATION MOTHERS & DAUGHTERS (Puberty Matters)

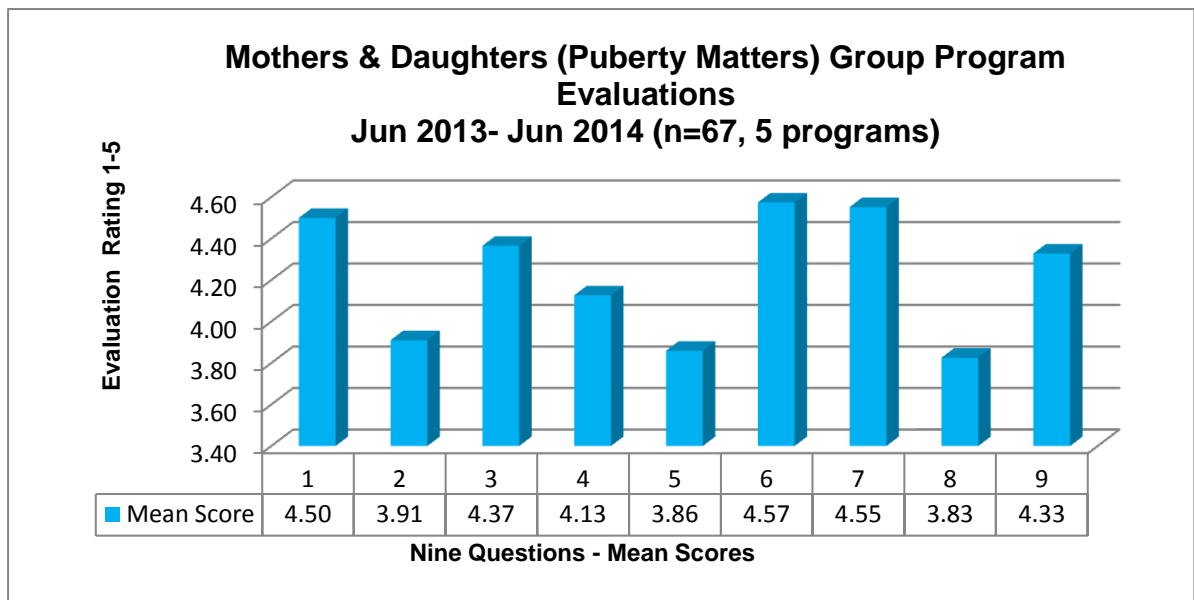
This is a three week program (two hours per week) to help mothers and daughters understand and deal with the changes that take place during puberty and adolescence. The program has been offered by Central West Women's Health Centre for over 20 years and is delivered in partnership with Bathurst Community Health Centre.



### Quest # Program Aims

- 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

Overall the program aims were met with the final ratings ranging from 7.51 up to 8.96 (out of 10). Understanding natural therapies had the lowest finish rating (7.51). Ability to seek appropriate help & support had the highest finish rating (8.96). The greatest area of reported change (3.70) was in participant's understanding of natural therapies available for menstruation.



The evaluation of the program was very positive with scores ranging from 3.83 up to 4.57 (out of 5). Degree of connection with others in the community was the lowest rating (3.83). Overall satisfaction with the group experience rated the highest (4.57).

### **MOTHERS & DAUGHTERS (Puberty Matters) PROGRAM EVALUATIONS – (Jun 13 - Jun 14 N=68)**

#### ***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 (10 & 11 yr old). (x 2)
- Conversation improved with my daughter. Good opportunity to generate conversation about the issues.
- 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. Broader knowledge base.
- Good bonding experience with my daughter.
- I've learned what happens and what to expect during puberty (11 yr old).
- New information, another avenue to connect with my daughter.
- I now understand the changes of the body and what to do if I need help (11 yr old).
- More confident in being able to guide [daughter].
- Opened up communication and discussion about puberty. Open lines of communication and good catalyst for discussing the next stage of life.
- Nurse section excellent with very specific information.
- Learnt what I needed, not dodgy advice from a friend (10 yr old).
- The little pencil case for our monthly periods! (10 yr old).
- To be able to talk to my Mum a lot better (10 yr old).
- Mother/daughter discussions relating to puberty.
- Group experience enables an environment which is supportive and sharing – opens up conversation that can be followed up at home.
- How to deal with the stages I will go through [sic] (11y yr old). How to cope with puberty and hormones (11 yr old).
- Sharing makes it easier to talk about life changes.
- I thought it was a fantastic course. Well done.
- Learnt stuff (10 yr old).
- I liked this group because I learnt a lot of things (10 yr old).
- The information was delivered in a positive and friendly environment.
- I have learnt about my body changes (11 yr old).
- Helped me with helping [daughter].
- I have benefited it with all the changes I will have to go through (11 yr old).
- It was nice to join in with other mothers who have the same age daughters.
- I feel more comfortable talking about things (11 yr old).

- Being closer to my daughter and her being more comfortable with herself. Closer to [daughter] and more comfortable to talk to her. Brought [daughter] & I closer, she is more comfortable to talk to me.
- Talk to other people (11 yr old).
- I feel that [daughter] and I can talk more freely. Able to talk more easily to daughter.
- I have deffently [sic] learned a lot (11 yr old).
- Learnt more about changes and related more with my daughter.
- I learnt that I have people to talk to and my changes in life (10 yr old).
- Hearing other girls experiance [sic] (12 yr old).
- Listening to the experiences of other girls and mums.
- I know more about it (10 yr old).
- Time with my daughter.
- It has gave [sic] me more confidet [sic] (12 yr old).
- Reminder about what adolescence is like.
- I thought this program was wonderful for me and my daughter.

***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 bullying and self esteem to guide [daughter].
- About puberty (10 yr old) (x 2). Periods (10 & 11 yr old). (x3) The changes of the body (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.
- My daughter listening more to information than she would just one on one.
- How to talk to [daughter] about her feelings. How to communicate with my daughter. Communication (x 2).
- Comfortable environment to discuss changes, etc.
- Breaking information down to the basics and don't assume anything.
- Cyber-bullying, how babies are made and adolescence (10 yr old).
- Helping my daughter deal with her changing body.
- Open and honest conversation – great to have facilitator to address issues first.
- Easy to talk for the girls as a group.
- The final week was the best.
- Ask questions whenever necessary.
- How to dell [sic] with it (11 yr old).
- Adolescents and pubitey [sic] (11 yr old).
- Bullying and open communication.
- A better understanding about girl changes (11 yr old).
- That you are not alone in your feelings of your daughter growing up.
- Body changing (11 yr old). Changes in the body (mother).
- Everything (11 yr old). x 2
- Reminded of how it was to be adolescent.
- Finding out what [daughter] already knew and what she needed to find out.
- About the changes I will go through (10 yr old). Changes I'll go through in the future (10 yr old).
- That my daughter is comfortable to talk about how she feels.
- Bullying information.
- That changes are different for everyone (10 yr old).
- That my daughter has an understanding of changes.
- Mindfulness. About mindfulness (11 yr old).
- I wouldn't change any of it. I thought it was all important information they may need to know. It was good for someone else to tell her as well.
- Probably that I can talk to my Mum about everything (11 yr old).

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

- Talking about puberty (11 yr old). Understanding 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). Drawing 'parts' on the boy & girls bodies (11 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).

- Sometimes I found she [daughter] struggled – didn't want to talk about content with me after.
- I found some bits hard to understand, and stop answering questions (10 yr old).
- Learning about period (10 yr old).
- Getting here! Getting here on time.
- Getting used to the conversation (11 yr old).
- Not knowing anyone to start with.
- The last session (10 yr old).
- Talking out loud to everyone (10 yr old). Talking aloud - I'm shy (10 yr old).
- To get a word in (11 yr old). Trying to get a word in.
- Opening up (11 yr old). Opening up (mother).
- Bullying.
- The second session. The first part of session 2 (11 yr old).
- The third session and what we learnt (10 yr old).
- Understanding some of the things (10 yr old).
- Keeping a balance of my daughter's enthusiasm and balance of the other participants having some air time.
- So much to cover some things had to be cut short such as ways to look after themselves with hair removal, etc.

***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.
- I don't think more information; I just think it will take time for her [daughter] to adjust to the changes.
- Do you think you might consider covering intercourse, or due to age group leave it to families?
- No, well presented, good pace. No you covered everything (11 yr old).
- Like a mother/son same session (either with or without sons present). Good atmosphere facilitated by Annele. Loved Lisa's approach too.
- Maybe a better diagram of the clitoris, urethra, vagina/anus - something more anatomically and visually accurate.
- Maybe an extra 1 or 2 sessions (11 yr old).

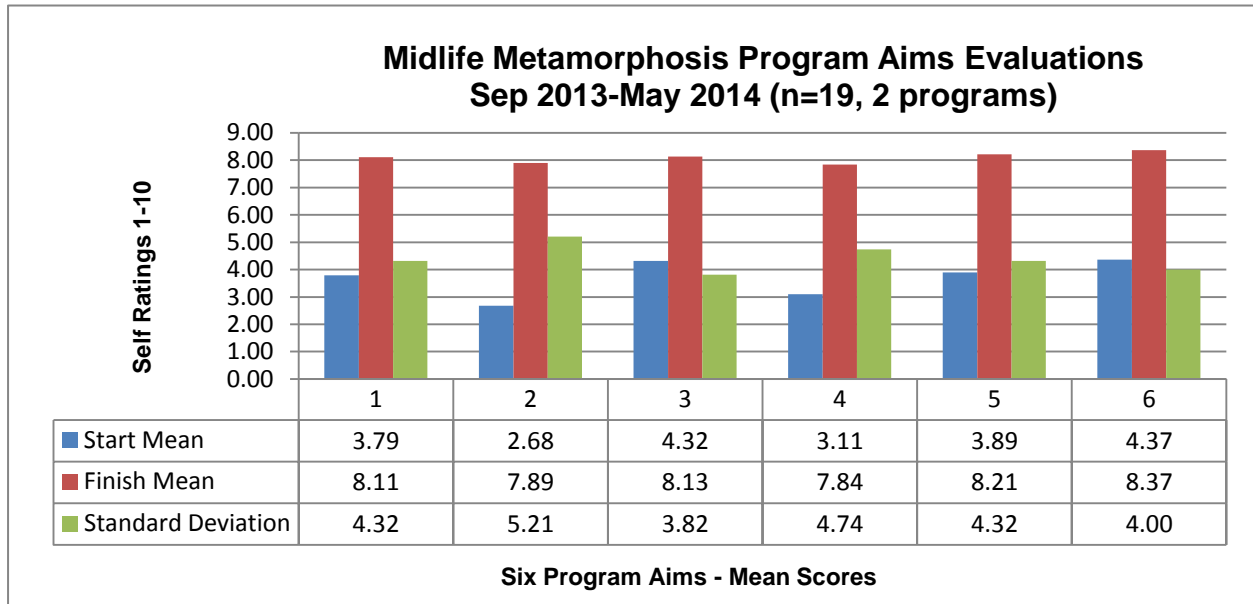
<b>Program Dates</b>	<b>Session #</b>	<b>Facilitator</b>	<b>Role &amp; Organisation</b>
4/6/13	1	Lee Hagan	Women's Health Nurse, CWWHC
		Annele Watt	Health Promotion Worker, CWWHC
11/6/13	2	Lisa Collins	Women's Health Nurse, Bathurst Com. Health Centre
		Annele Watt	Health Promotion Worker, CWWHC
18/6/13	3	Annele Watt	Health Promotion Worker, CWWHC
6/11/13	1	Lisa Collins	Women's Health Nurse, Bathurst Com. Health Centre
		Annele Watt	Health Promotion Worker, CWWHC
13/11/13	2	Lee Hagan	Women's Health Nurse (casual basis)
		Annele Watt	Health Promotion Worker, CWWHC
20/11/13	3	Lisa Collins	Women's Health Nurse, Bathurst Com. Health Centre
		Annele Watt	Health Promotion Worker, CWWHC
26/2/14	1	Annele Watt	Health Promotion Worker, CWWHC
5/3/14	2	Annele Watt	Health Promotion Worker, CWWHC
12/3/14	3	Lee Hagan	Women's Health Nurse (casual basis)
26/3/14	1	Annele Watt	Health Promotion Worker, CWWHC
2/4/14	2	Lisa Collins	Women's Health Nurse, Bathurst Com. Health Centre
		Annele Watt	Health Promotion Worker, CWWHC
9/4/14	3	Annele Watt	Health Promotion Worker, CWWHC
4/6/14	1	Annele Watt	Generalist Counsellor/Group Facilitator, CWWHC
11/6/14	2	Lisa Collins	Women's Health Nurse, Bathurst Com. Health Centre
		Annele Watt	Generalist Counsellor/Group Facilitator, CWWHC
18/6/14	3	Annele Watt	Generalist Counsellor/Group Facilitator, CWWHC

## PROGRAM EVALUATION

### MIDLIFE METAMORPHOSIS (Menopause, Mood & More)

This is a three week program (two hours per week) for women approaching midlife. Topics covered include important and practical menopause management advice, looking after your mood, emotional wellbeing and mental health, tips for maintaining your sexuality, desire and intimate relationships as you get older, how to look after your health and wellbeing with food nutrition and natural therapies.

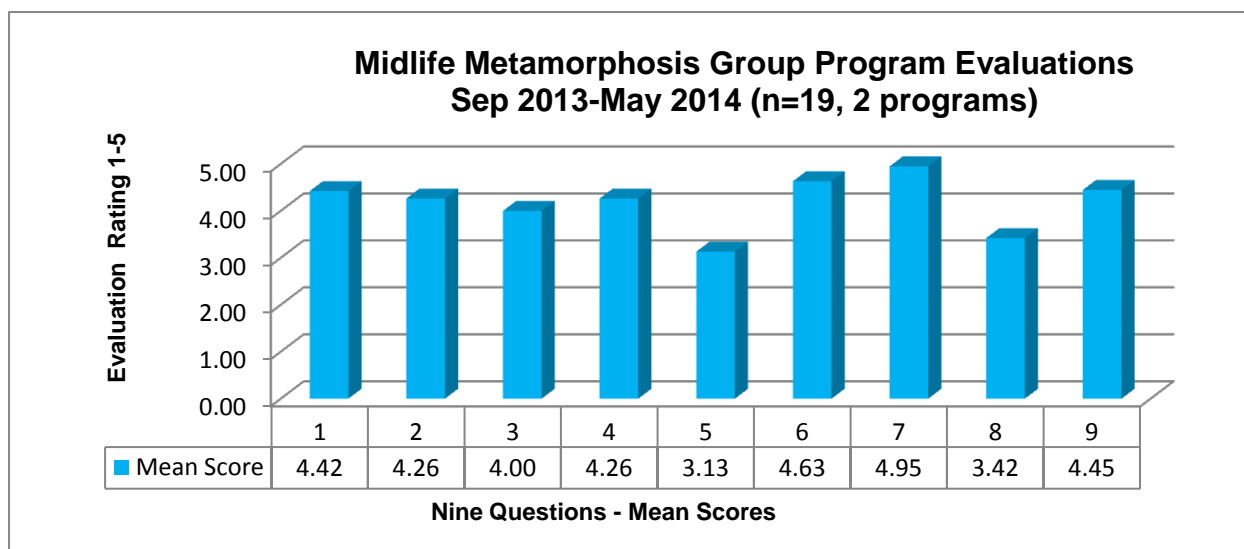
The program is delivered in partnership with Bathurst Community Health Centre and a local Naturopath.



Quest #	Program Aims
1	Understanding physiological effects of hormone changes on body/brain
2	Understanding advantages & disadvantages of HRT
3	Understanding the benefits of mindfulness
4	Understanding natural alternatives for symptom management
5	Understanding how to maintain good bladder & bowel function
6	Ability to implement strategies to maintain good emotional health

Clearly the program aims were met. Participant's ratings at the start of the program ranged from 2.68 to 4.37 with the final ratings ranging from 7.84 up to 8.37 (out of 10). The greatest area of reported change (5.21) was in participant's understanding of the advantages & disadvantages of HRT.





The evaluation of the program was very positive with scores ranging from 3.13 up to 4.95 (out of 5). Degree to which life has improved was the lowest rating (3.13). Likelihood to recommend group to others rated the highest (4.95).

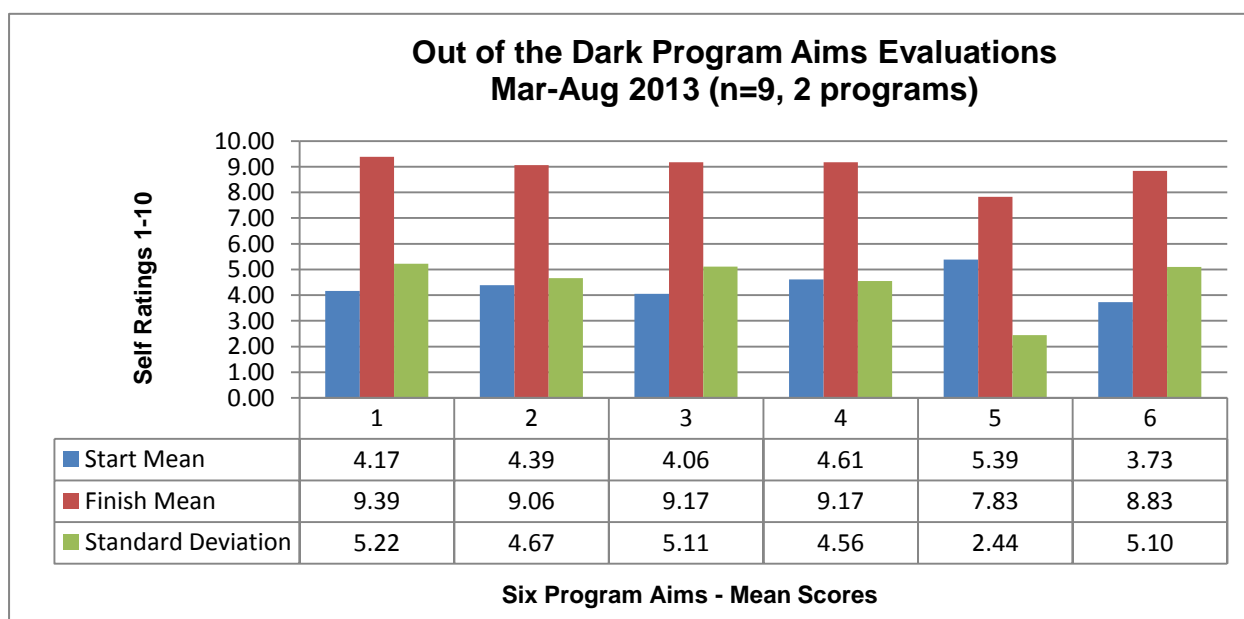
<b>MIDLIFE METAMORPHOSIS PROGRAM EVALUATIONS (Sep 13-May 14 N=19)</b>
<b><i>How have you benefited from your group experience?</i></b>
<ul style="list-style-type: none"> <li>• Enjoyed the company &amp; found out about new resources.</li> <li>• Education in menopause. Learning a lot more about things.</li> <li>• Realising other people are in same boat &amp; who one can consult if necessary.</li> <li>• Listening to others in similar situations (empathy). A good mix of humorous insights also helped.</li> <li>• It is great to know that you're not alone and your situation is normal.</li> <li>• Very educational (food for thought). A lot of information was a great help.</li> <li>• Learning that I am not alone on this journey. Better informed about the changes.</li> <li>• I have benefited by understanding the possible symptoms that may affect me going into menopause.</li> <li>• More information about the effects of menopause &amp; what strategies/treatments etc. are available.</li> <li>• Learnt that I am very lucky with my menopause experiences.</li> <li>• Sharing, learning from others, meeting others.</li> <li>• I have gained a lot of knowledge in this group.</li> <li>• I'm not going 'this' alone. Not alone, every experience will be different.</li> <li>• Hearing others life stories/journeys was interesting, related to my journey - had experiences in common.</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>• It's not going to be as extreme as I thought.</li> <li>• About incontinence, even though this is not (currently) a problem.</li> <li>• Bowel &amp; bladder – how to maintain a healthy function. Bladder/bowel info.</li> <li>• The lot was very important.</li> <li>• That there is life after menopause. Diet/nutrition &amp; hormonal changes – very interesting.</li> <li>• Help is out there.</li> <li>• Management of symptoms &amp; treatments available if needed.</li> <li>• The coping mechanisms for dealing with stress.</li> <li>• How much I resonate with natural remedies.</li> <li>• Most topics covered. Hearing from 'experts'.</li> <li>• That I am normal (x2). That it's not just me.</li> <li>• Awareness about the body.</li> <li>• I knew very little. Feel like I understand what's going to happen.</li> </ul>
<b><i>What was the most difficult part of the group for you?</i></b>
<ul style="list-style-type: none"> <li>• Missing one night (missed session 2).</li> <li>• Sharing at first. Talking.</li> <li>• In the beginning it was sharing my feelings.</li> <li>• Sharing things about me, my life.</li> <li>• Opening myself up in a group of mostly strangers.</li> <li>• Some people dominating discussions while others didn't get to share.</li> <li>• Mindfulness.</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 detail on specific treatments other than HRT.</li> <li>• Maybe more on how to sleep when you have hot flushes &amp; toss &amp; turn.</li> </ul>

- Maybe talking with a GP about sexual encounters. Perhaps a session for male partners to attend so they get the same information.
- No – I really enjoyed the rapport with others & I think all areas were well covered.
- It was excellent - THANKS ☺

Program Dates	Session #	Facilitator	Role & Organisation
4/9/13	1	Annele Watt	Health Promotion Worker, CWWHC
		Lee Hagan	Women's Health Nurse (casual basis)
11/9/13	2	Annele Watt	Health Promotion Worker, CWWHC
		Louise Linke	Nurse Practitioner Continence/Stomal Therapist, Bathurst Com. Health Centre
18/9/13	3	Annele Watt	Health Promotion Worker, CWWHC
		Erica Pitman	Counsellor, (Manager) CWWHC
		Lisa Darke	Naturopath, Private Practice
14/5/14	1	Annele Watt	Generalist Counsellor/Group Facilitator, CWWHC
		Lee Hagan	Women's Health Nurse (casual basis)
21/5/14	2	Annele Watt	Generalist Counsellor/Group Facilitator, CWWHC
		Louise Linke	Nurse Practitioner Continence/Stomal Therapist, Bathurst Com. Health Centre
28/5/14	3	Annele Watt	Generalist Counsellor/Group Facilitator, CWWHC
		Erica Pitman	Counsellor, (Manager) CWWHC
		Lisa Darke	Naturopath, Private Practice

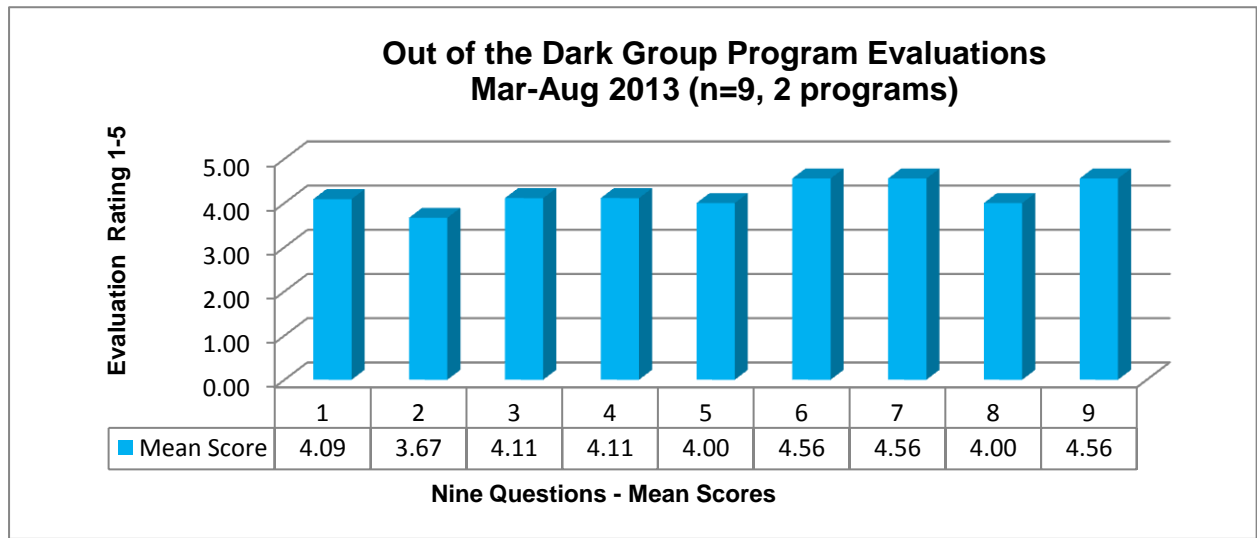
## PROGRAM EVALUATION OUT OF THE DARK (A Family Violence Support Program for Women)

This is a four week program (4.5 hours per week), for female victims of family violence aimed at assisting women in making health lifestyle choices. Topics covered include myths and facts about family violence, the cycle of violence, apprehended violence orders (AVOs), recognising healthy and unhealthy relationships, the effects of family violence on children and finding help/support. The program is a publication of Corrective Services NSW, Offender Programs Unit. Corrective Services has entered into a copyright licence deed with Central West Women's Health Centre to run the program. The program is run in partnership with members of the Bathurst Family Violence Awareness Group, representing Bathurst Community Health Centre, Bathurst Family Support Service, Bathurst Women's & Children's Refuge and Relationships Australia.



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 7.83 up to 9.39 (out of 10). The greatest area of reported change (5.22) was participant's overall knowledge of the facts about family violence. This was closely followed by (5.11), 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.



The evaluation of the program was very positive with scores ranging from 3.67 up to 4.56 (out of 5). Overall satisfaction with the group experience, participant's likeliness to recommend the group to others and their ability to access support in the future rated the highest score (4.56). 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-Aug 13 N=9)</b>
<b><i>How have you benefited from your group experience?</i></b>
<ul style="list-style-type: none"> <li>• I'm not alone (noted by a number of participants).</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> <li>• Learning to express to others.</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> <li>• I'm not alone (noted by a number of participants).</li> <li>• Sharing experience.</li> <li>• Identifying abuse differences.</li> <li>• AVOs (Lisa, WDVCS speaker).</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> <li>• Talking.</li> <li>• Relevance to my personal situation.</li> <li>• Seeing the affects of abuse.</li> </ul>

- Hearing what my mum went through (adult daughter & mother attended together).
- Affects on children.

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

- More talk about children.
- Homework should be done (doing homework).
- More about parental abuse.

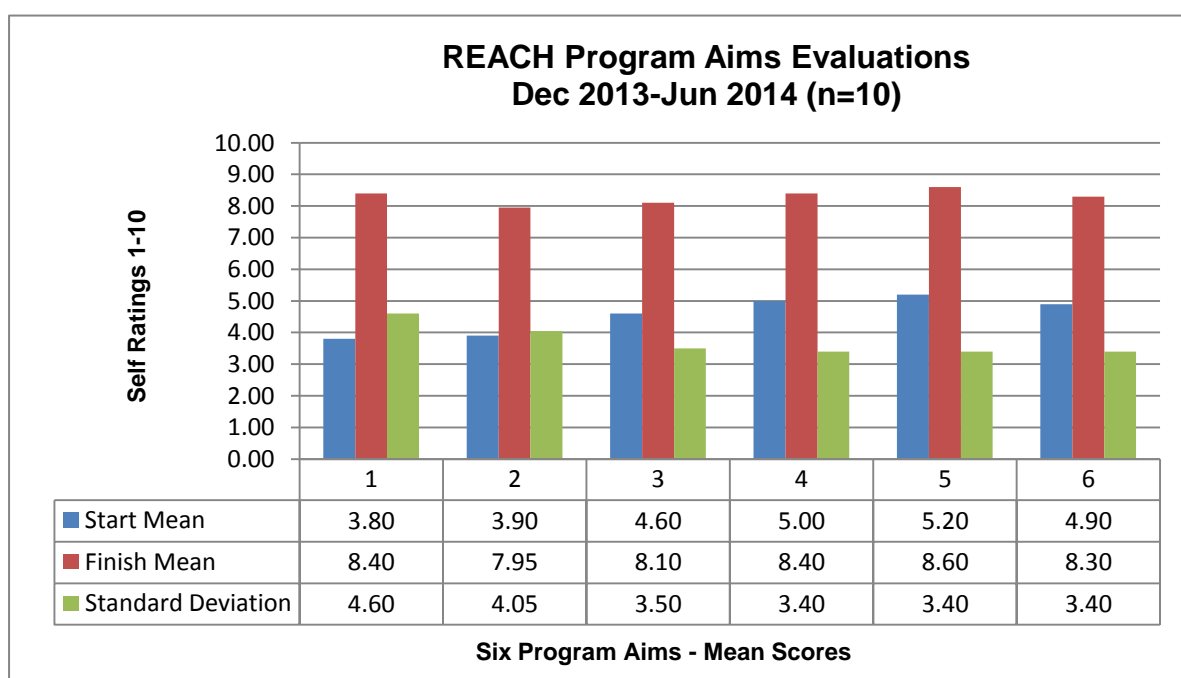
Program Dates	Session #	Facilitator	Role & Organisation
7,14,21/3/13	1-3	Annele Watt	Health Promotion Worker, CWWHC
		Glenys Schultz	Senior Group Worker/Counsellor, Relationships Australia
		Lynette Turner	Child Protection Counsellor, Bathurst Community Health Centre, Western Local Health District
	3 (Guest)	Lisa Macdonald	Women's Domestic Violence Court Advocacy Service
5,12,19,26/8/13	1-3	Annele Watt	Health Promotion Worker, CWWHC
		Maureen Connor	Bathurst Women's & Children's Refuge
		Annarelle Channing	Bathurst Family Support Service
	3 (Guest)	Lisa Macdonald	Women's Domestic Violence Court Advocacy Service

## PROGRAM EVALUATION R.E.A.C.H. Program

This is a nine week psycho-educational support group program (two and a half hours per week) run for women with a mood disorder (eg. depression or bipolar disorder). The program was developed by the Black Dog Institute, Sydney. R.E.A.C.H is the acronym for responsibility, education, acceptance, connection and hope.

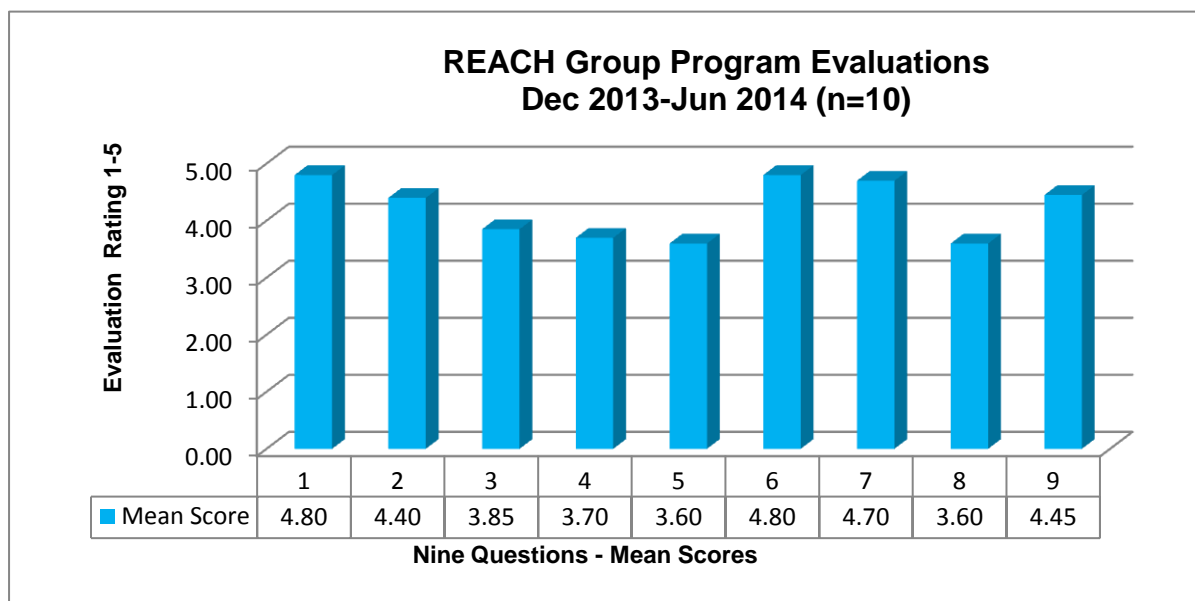
R.E.A.C.H is suitable for women over 18 who have lived with a diagnosis of depression or bipolar disorder for at least one year. Eligible participants also need to demonstrate a capacity to participate in a group setting, commitment to attend nine weekly sessions, acceptance of their illness and motivation to implement 'stay well' strategies.

Topics include fostering strengths, dealing with loss and grief, identifying early warning signs and triggers, nurturing wellbeing and support networks and creating a unique 'stay well plan'.



Quest #	Program Aims
1	Knowledge of mindfulness and stress reduction exercises
2	Ability to implement a wellbeing plan
3	Understanding of strategies for nurturing wellbeing & preventing relapse
4	Ability to recognise personal early warning signs for relapse
5	Ability to recognise personal triggers for relapse
6	Ability to develop own interventions & support strategies to nurture wellbeing

Overall the program aims were met with the final ratings ranging from 7.95 up to 8.60 (out of 10). Ability to recognise personal triggers for relapse had the highest finish rating (8.60). Knowledge of mindfulness and stress reduction exercises had the greatest area of reported change (4.60).



The evaluation of the program was very positive with scores ranging from 3.60 up to 4.80 (out of 5). Degree to which life has improved was the lowest rating (3.60), with appropriateness of group program content and overall satisfaction with the group experience both rating the highest (4.80).

16 participants took part in the two programs however five were absent for the final session so did not complete the evaluation (or return this afterward) and one evaluation was incorrectly completed therefore not able to be entered into the data.

<b>R.E.A.C.H PROGRAM EVALUATIONS – (Dec 13-Jun 14 N=10)</b>
<b><i>How have you benefited from your group experience?</i></b>
<ul style="list-style-type: none"> <li>• Attending and participating in a group setting.</li> <li>• I have learnt to be so mindfulness (sic) about a lot of things &amp; I have opened up more about things.</li> <li>• Meeting new people and sharing their stories. It's been good to 'hear' other's perspective.</li> <li>• Learning new methods of coping, increased communication skills, different approach.</li> <li>• Self confidence &amp; further acceptance.</li> <li>• I am embracing life and dealing with my feelings.</li> <li>• Recognising tension. Awareness of isolation, triggers and diversion.</li> <li>• It has changed my life and possibly saved it.</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>• Able to speak up and discuss problems openly.</li> <li>• To know that people have trusted me in the group.</li> <li>• Increased communication skills.</li> <li>• Keeping perspective.</li> <li>• That I'm not alone on my journey.</li> <li>• Mindfulness and ways to deal with relapse.</li> <li>• That I am a nice person.</li> </ul>



<ul style="list-style-type: none"> <li>• That I actually have bipolar.</li> </ul>
<b>What was the most difficult part of the group for you?</b>
<ul style="list-style-type: none"> <li>• Missing 2.5 sessions of the course.</li> <li>• Trusting at first and allowing myself to open up to strangers.</li> <li>• Reliving past memories in order to move forward.</li> <li>• Sitting with discomfort for greater gain.</li> <li>• Initially sharing my experiences but this got easier.</li> <li>• Dealing with what triggers me.</li> <li>• Speaking out about others' behaviour when down or anxious. Attending.</li> <li>• Week 7 I really struggled with but that was because of personal reasons.</li> </ul>
<b>Was there something else that would have been beneficial for you?</b>
<ul style="list-style-type: none"> <li>• Group some weeks were too short.</li> <li>• Field trip!</li> <li>• I found the group was suited to me as it was.</li> <li>• Everything in the group helped me to grow and enjoy life.</li> <li>• I don't know.</li> <li>• No way, don't change a thing. It was run perfectly.</li> </ul>

Program Dates	Session #	Facilitator	Role & Organisation
10/10/13 – 5/12/13	1-9	Annele Watt	Health Promotion Worker, CWWHC
1/5/14 - 26/6/14	1-9	Annele Watt	Generalist Counsellor & Group Facilitator, CWWHC

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

Meeting/Activity	Staff
Bathurst Child & Family Network Meetings	CAT Counsellor
Bathurst Community Interagency Group Meetings	Manager
Bathurst Family Violence Awareness Group Meetings	Gen Counsellor Health Promotion
Bathurst Joint Investigation Response Team Local Management Group Meetings	Manager
Bathurst Mental Health Month & Bathurst Be Kind Committee Meetings	Health Promotion
Bathurst Youth Network Meetings	CAT Counsellor
Central West Family Law Pathways Network Meetings	Manager
Cooperative Legal Service Delivery Meetings	Manager
Western Region Australian Psychological Society Meetings	Gen Counsellor
Western Women's Health Consortium Development Group	Manager
Women's Health NSW Evaluation Sub-Committee Meetings, Sydney	Manager
Women's Health NSW State Wide Manager's Meetings, Sydney	Manager
Bathurst Community Health Centre Sexual Assault Counsellor	CAT/Gen Counsellor
Bathurst Community Health Centre Women's Health Nurse	Health Promotion
Bathurst Community Health Centre Child Protection Counsellor	Health Promotion
Bathurst Community Health Centre Nurse Practitioner Continence/Stomal Therapist	Health Promotion
Bathurst Family Support	Health Promotion
Bathurst Foster Carers' Support Group	CAT Counsellor
Bathurst Information & Neighbourhood Centre	Manager
Bathurst Multicultural Women's Group	Health Promotion
Bathurst RSL Club	Manager
Bathurst Seymour Centre	Manager
Bathurst Shine for Kids	CAT Counsellor

<b>Meeting/Activity</b>	<b>Staff</b>
Bathurst Women's & Children's Refuge	Health Promotion
Black Dog Institute (REACH Program)	Gen Counsellor Health Promotion
Blue Mountains Women's Health Centre, Katoomba	Manager
BreastScreen NSW	Manager
Carcoar Medical Centre	Administrator Manager
Corrective Services	Gen Counsellor Health Promotion Manager
Corrective Services Domestic Abuse Program	Health Promotion
Elizabeth Evatt Community Legal Centre	Manager
Family & Community Services	CAT Counsellor Manager
Joint Investigation Response Team	CAT Counsellor Manager
Media – Radio 2BS Interviews	Manager
Media - Radio 2MCE Interviews	Health Promotion
Media - Western Advocate & Bathurst City Life Newspaper	Health Promotion Manager
Naturopath - Lisa Darke	Health Promotion
Quest for Life	Manager
Quota International, Bathurst	Gen Counsellor
Rahamim Ecological Learning Centre	Manager
Relationships Australia	Health Promotion Gen Counsellor
Royal Commission into Institutional Responses to Child Sexual Abuse	Manager
The Community Network Australia	Manager
Western Local Health District	Manager
Western Medicare Local	Manager
Women's Domestic Violence Court Advocacy Service (WDVCAS)	Gen Counsellor Manager
Women's Health Albury/Wodonga	Manager
Women's Health NSW	Manager
Women's Health Nurse - Lee Hagan	Health Promotion
Women's Roundtable Discussion, NSW Labour Shadow Minister	Health Promotion

## **COUNSELLING CLIENT EVALUATIONS 2013-2014**

### **Child, Adolescent Trauma Counselling Service**

**Jem Maddox**

Our Child, Adolescent Trauma Counselling (CAT) Service is for children and adolescents (under 18) living in the Bathurst local government area who:

- have been affected by abuse, including: physical, emotional, mental, sexual abuse; and domestic & family violence
- have been affected by significant neglect
- are at 'risk of significant harm' (ROSH)
- are in 'out of home care' (to address issues which led to placement in care).

We also work with the parents, carers, families of the above children and adolescents. The CAT service is NOT FOR children and adolescents with significant mental health issues, such as schizophrenia, bipolar disorder, psychosis.

The CAT counsellor provides:

- counselling for children & adolescents
- counselling for parent, carers if their child or adolescent is using the CAT service

- parenting programs to help parents/carers improve their communication and relationship with their child or adolescent
- parenting programs to help parents/carers develop appropriate skills for responding to challenging behaviours and emotional problems
- information, support and referral so that families access appropriate services

We aim to have outcomes so that –

**Children**

- get services to meet their developmental needs

**Adolescents**

- stay at school or find work
- be connected with their family
- be able to make positive life choices
- achieve their goals

**Parents/Carers**

- improve or enhance their parenting skills
- know about community services & resources to meet their family needs
- improve or enhance their relationships with their child/ren
- have people to support them

The service is provided free of charge and funded by NSW Department of Family & Community Services.

<b>ADULT CLIENT EVALUATIONS – (Jun 13 – Apr 14 N=12)</b>
<b><i>How have you benefited from your counselling experience?</i></b>
<ul style="list-style-type: none"> <li>• I have been able to explore my feelings/problems in many areas.</li> <li>• I have benefitted by being able to cope with stress, anger and my problems.</li> <li>• I feel no different.</li> <li>• Got a better understanding of situation.</li> <li>• Being informed about behaviour management.</li> <li>• Better relationship with [daughter].</li> <li>• Sometimes I have to let things go, but other times I have to stand my ground.</li> <li>• It helped [daughter], she is doing really well.</li> <li>• It helped me with tools to cope with difficult times.</li> <li>• Having support and also knowledge to better manage the situation. More confidence.</li> </ul>
<b><i>What were the most important things you learnt from your counselling experience?</i></b>
<ul style="list-style-type: none"> <li>• That I have the answers often, if I learn to listen to myself.</li> <li>• To calm (sic) down and be happy.</li> <li>• Yes, it was good to make me happy (Jem) did.</li> <li>• Nothing.</li> <li>• [Son] is reacting normally.</li> <li>• Dealing with [daughter's] anger.</li> <li>• Take deep breaths, STOP!</li> <li>• To get my feelings out.</li> <li>• That I'm not alone/not the only one with these issues. Not to blame myself. Let things go.</li> <li>• I learnt a lot from watching Jem and how she interacted with [son], also a lot from our talks about his behaviours. How to step back and stay calm and respond calmly.</li> </ul>
<b><i>What was the most difficult part of the counselling process for you?</i></b>
<ul style="list-style-type: none"> <li>• Learning to see the flaws in my marriage.</li> <li>• I have trouble talking and letting my emotions out.</li> <li>• Trying to talk about before lessons, when I was little.</li> <li>• Understanding the method/approach to counselling used.</li> <li>• Knowing if I'm doing the right thing.</li> <li>• Emotions.</li> <li>• I had other things in my head, I was defensive.</li> <li>• Talking about things, feelings (x 2).</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 hours talking to Jem.</li> </ul>

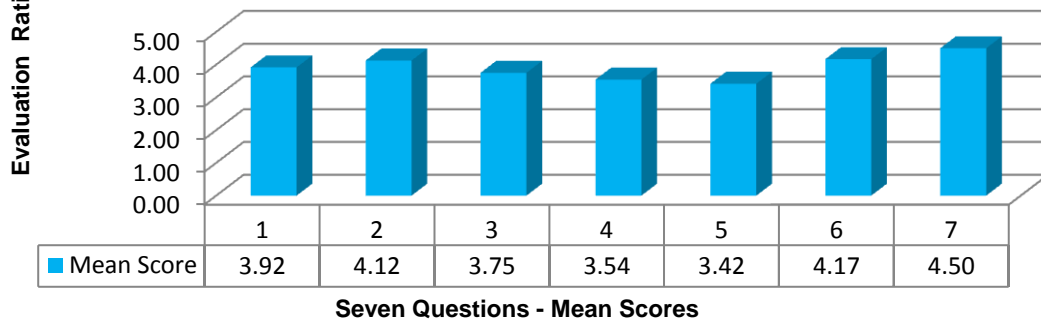
<ul style="list-style-type: none"> <li>• No this has helped a great deal for me.</li> <li>• I don't think so. Maybe a group situation.</li> <li>• A bit more feedback on how [son] was doing, even though I could see changes in him too.</li> </ul>
<p><b>Additional comments</b></p>
<ul style="list-style-type: none"> <li>• Jem, you are a treasure.</li> <li>• Already have recommended it [the service] to other people ☺.</li> <li>• Thank you Jem.</li> </ul>

<b>YOUNG PERSON CLIENT EVALUATIONS – (Apr 13 – Jun 14 N=14)</b>
<p><b>What was the best thing about counselling?</b></p> <ul style="list-style-type: none"> <li>• Talking about my feelings. Talking about it.</li> <li>• To be able to release my emotions and be heard.</li> <li>• Feeling better and coping with talking about how you feel.</li> <li>• Playing with the toys and everything else.</li> <li>• When I was playing.</li> <li>• Playing, painting.</li> <li>• Easy, comfortable - not put on the spot at all.</li> <li>• I got to share my feelings with someone that understood.</li> <li>• Everything.</li> <li>• I get help.</li> <li>• Speaking freely no matter how I felt.</li> </ul>
<p><b>What didn't you like about counselling?</b></p> <ul style="list-style-type: none"> <li>• Nothing (x 4).</li> <li>• To have to repeat my past and be let down again. [due to change of CAT counsellor at Centre and psychiatrist leaving external to Centre].</li> <li>• It was hard at first to talk about your feelings to someone you didn't know.</li> <li>• Nothing but it did get a bit boring.</li> <li>• I was nervous before I went.</li> <li>• I don't know (x 2).</li> <li>• I like everything (sic).</li> <li>• I'm not allowed to paint the wall purple.</li> </ul>
<p><b>What did you learn during counselling?</b></p> <ul style="list-style-type: none"> <li>• Learn about cybor (sic) and social bullying.</li> <li>• I learnt that I can say the truth without fear.</li> <li>• That my situation was never my fault.</li> <li>• About safety and other stuff.</li> <li>• Lots of things.</li> <li>• What options I had, where to go from here was really helpful.</li> <li>• That sometimes I have to tell people how I'm feeling so they understand me.</li> <li>• I don't know.</li> <li>• Nothing.</li> <li>• Kindness.</li> <li>• Not to self-harm, control anger. To trust people.</li> </ul>
<p><b>Was there something else that would have been helpful for you?</b></p> <ul style="list-style-type: none"> <li>• Jem picking the games when I came here.</li> <li>• Maybe having an idea of what to expect before I came.</li> </ul>
<p><b>Additional comments</b></p>
<ul style="list-style-type: none"> <li>• You can tell the police and talk to Jem or other counsellor.</li> </ul>

At the beginning of each session clients complete an *Outcome Rating Scale* and at the end of each session clients complete a *Session Rating Scale* (both evidence-based tools developed by the International Centre for Clinical Excellence). The scales assist the client and counsellor to ensure that the counselling sessions are client focused and meeting the client's needs. Once clients have completed their counselling, or after attending at least four sessions, clients are asked to complete a full evaluation which was developed based on the research from the International Centre for Clinical Excellence.

Overall 70 clients attended a total of 489 counselling sessions. The overall evaluation completion rate for the CAT Counselling Service was 37.14% (26 out of 70 clients).

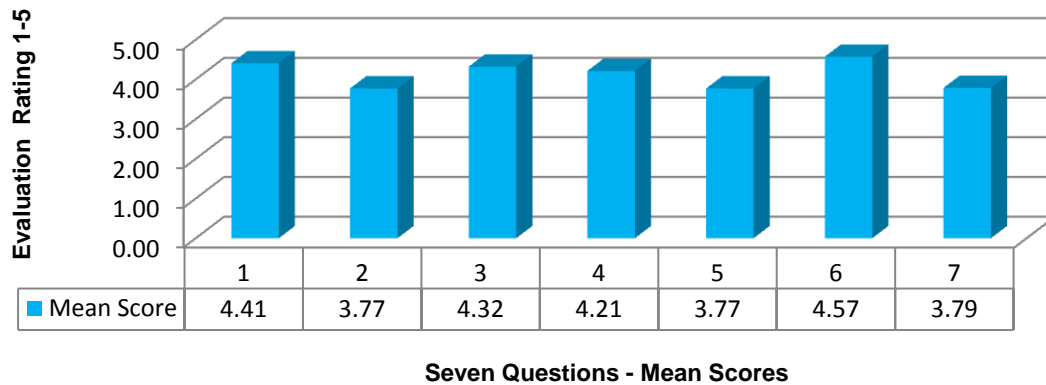
**Child, Adolescent Trauma Counselling Client  
(Adult) Evaluations Jun 2013 - Apr 2014  
(n=12; average age 32.5 yrs)  
(Average # Sessions = 6.92, over average 21.25 weeks)**



**Quest # Question**

- 1 Degree felt understood
- 2 Degree of comfort discussing feelings & experiences
- 3 Level of coping with situation/issue
- 4 Ability to implement necessary changes in life
- 5 Degree to which life has improved
- 6 Overall satisfaction with counselling experience
- 7 Likelihood to recommend counselling service to others

**Child, Adolescent Trauma Counselling Clients  
(Young Person) Evaluations Apr 2013 - Jun 2014  
(n=14; average age 12.93 yrs; 57% female; 43% male)  
(Average # Sessions = 16.64, over average 23.96 weeks)**



**Quest # Question**

- 1 How well understood by counsellor
- 2 How easy to talk about feelings
- 3 How coping since coming to counselling
- 4 How much improved at school since counselling
- 5 How much improved in family since counselling
- 6 Overall satisfaction with counselling experience
- 7 How likely to recommend to friends



## **Child, Adolescent Trauma Service - Group Programs**

### **Protective Behaviours and Building Relationships Group**

'Protective Behaviours' groups have been run by the Centre for several years, focusing on children who have been sexually abused. In 2013 the format changed to include parent/child or carer/child dyads, to allow parents/carers to receive the same information the children receive, to include children who have suffered other traumas (particularly domestic violence), and to expand the focus to building/enhancing relationships between children and their parent/carer. The group was run over five weeks. Four dyads began, and two dyads completed the group.

Changes to service specifications, along with changes to other organisations and to referral pathways, meant the children formerly referred to the group are mostly no longer eligible for the CATS service, hence numbers for the above group were extremely low. For this reason, only qualitative evaluation data are included here:

- Both adult participants who completed the program indicated improved scores for all program aims, and for one participant the scores had improved dramatically (the other already had considerable knowledge).
- Increased talking between adult/child at home about the topics covered.
- After only one session, a 3.5yo child was talking with his parent at home about the program content and relating it to his life.
- Small numbers meant illness/drop-outs impacted significantly on the group.
- Managing very young children in the first week of the group created some difficulties, and a decision was taken not to involve children below the age of five in the group.
- The relationship-building approach was particularly useful for one dyad.

### **PROGRAM EVALUATION Bringing Up Great Kids Group Program**

*Bringing Up Great Kids* was published in 2012 by the Australian Childhood Foundation. Other parenting programs traditionally focus on 'behaviour management' skills whereas this program focuses on parenting skills such as understanding the child's perspective, enhancing communication and relationship skills, such as warmth, sensitivity and parental reflection. This approach is strongly supported by the latest neurobiology research.

Parental reflection provides an opportunity for parents/carers to think about their child's behaviour, the messages the child is trying to send them and the parent/carers own responses to these messages and behaviours.

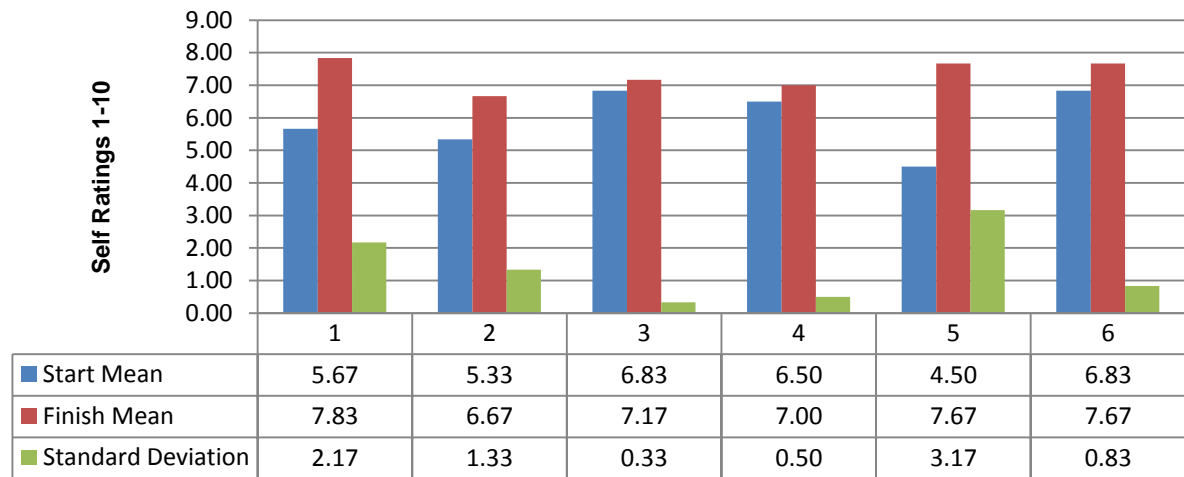
Participants learn about their child's brain development, plus have an opportunity to consider how they were parented and perhaps the impact this has on their own parenting style.

The Centre provides this as a six week program (two hours per week) for parents/carers of children (0-18) who have experienced some form of trauma (that is, affected by abuse - physical, emotional, mental, sexual, domestic/family violence, or neglect, or at 'risk of significant harm', or in out of home care).

The first program delivered however, in 2013, was for the Bathurst Foster Carers' Support Group and this was shortened to three two hour sessions only over six weeks, to fit in with their normal support group meeting times. Six out of 11 participants completed the final evaluation forms.

Final ratings for the program aims ranged from 6.67 up to 7.83 (out of 10) with the greatest area of reported change (3.17) taking place with participants reported ability to calm themselves down when they felt overwhelmed in their parenting role.

### Bringing Up Great Kids Group Program Aims Evaluations Dec 2013 (n=6)

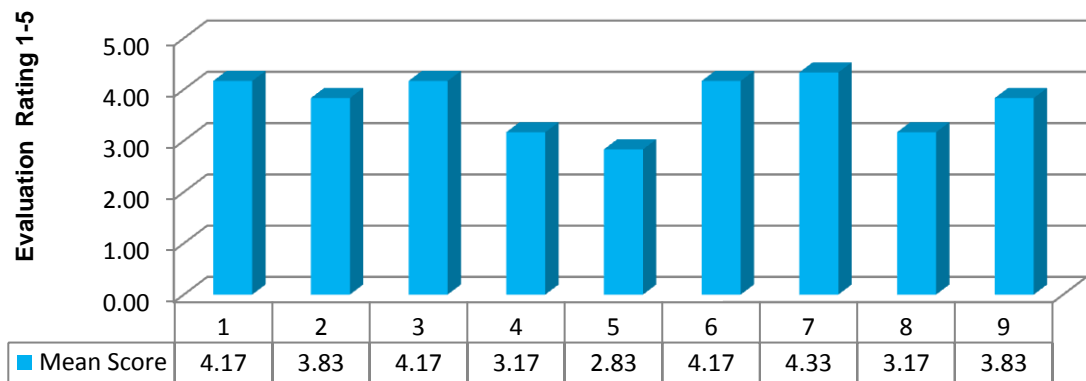


Six Program Aims - Mean Scores

**Quest # Program Aims**

- 1 Level of happiness with parenting ability
- 2 Understanding the meaning of the messages I give to & receive from my children
- 3 Level of communication between parent and child/ren
- 4 Understanding why my child behaves the way he/she does
- 5 Ability to calm myself down when I feel overwhelmed in my parenting role
- 6 Ability to access help or support when needed

### Bringing Up Great Kids Group Program Evaluations Dec 2013 (n=6)



Nine Questions - Mean Scores

**Quest # Question**

- 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

## **BRINGING UP GREAT KIDS PROGRAM EVALUATIONS – (Dec 13 N=6)**

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

- Engagement. Stable. Room for more improvement.
- To help me keep deep breathing and listen to the under lying problems.
- Learn how to help him (child) to help himself.
- An understanding of what's happening for my child and how to deal with that.

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

- Calming myself. Understanding them and me.
- That it goes deeper than their behaviour.
- Talk to him.
- Underlying feelings control behaviour.

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

- Emotional.

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

- Group involvement. Opinions.
- I feel I would have benefitted more if attended all sessions (only attended one). Childcare was difficult and timing of session did not suit but I realise had to suit everyone.
- Take time to see how thing go and help him sort it out.



**Child, Adolescent Trauma Counselling Room**