



# 32nd Annual Report

2017/18





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2017 Annual General Meeting. Board Members Eevon Stott, Penny Dordoy, Nicole Hayhurst, Kirsten Brumby, Patou Clerc, Cassandra Coleman, Rachel Roberts

## Our Mission

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

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

## We achieve this by:

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

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

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

CWWHC Policy & Procedures A:  
Organisational Overview

## Our Values

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

## Our Funding

Funding source	Percentage of total funding	2017/18 Income
NSW Ministry of Health (WLHD)	46%	\$244,000
NSW Family & Community Services	20%	\$107,306
NSW Ministry of Health (WLHD) VAN Service	21%	\$109,545
Maddocks Foundation	3%	\$15,000
Centre Generated	10%	\$50,700
<b>TOTAL</b>		<b>\$526,551</b>

## Our Services

*This year we partnered with NSW Council of Social Services (NCOSS) to deliver an "International Women's Day" lunch at The George Hotel. #Pressforprogress was the theme for the day, with Elyse Cain from NCOSS speaking about the global gender gap. Findings tell us that gender parity is over 200 years away – there has never been a more crucial time to keep motivated and press for progress.*

*The International Women's Day theme was a perfect fit with some of the content delivered in our 'Making a Difference to Domestic/Family Violence' workshop. This workshop highlights the issues of gender inequality and stereotyping drawing attention to the economic impact on women over a life time.*

*Facilitator training for the above workshop was delivered and this formed part of our partnership with the Rotary Club of Bathurst Daybreak.*

*Facilitator training was also delivered for 'Out of the Dark – A Family Violence Support Program for Women. This was supported by the Bathurst Family Violence Awareness Group and NSW Department of Corrective Services.*

*Our Health Promotion Worker, Ann-marie Brittain, organised a very successful photo competition celebrating the women and girls of Bathurst. There were several categories and you will see some of the photos included in this report. All the photos are on display in our Centre as well as a photo book available for purchase.*

*At the end of the financial year we secured new funding from NSW Health, Western Local Health District (WLHD) from the violence, abuse, neglect funding stream. This will be known as our VAN service and will allow us to boost the services we provide specifically for clients experiencing violence, abuse or neglect.*

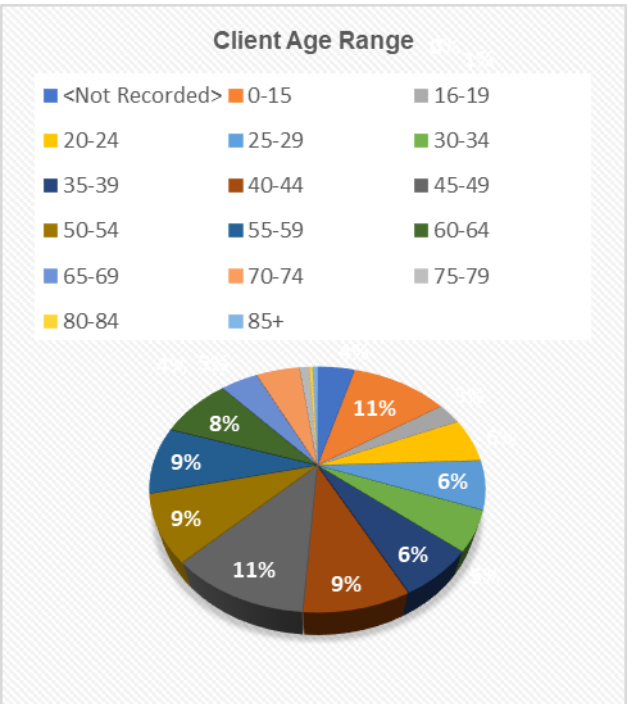
### Services offered 2017/18:

- Women's specific general practice
- Generalist counsellor
- Child, adolescent trauma counsellor
- Case management
- The Miranda Project
- Australian Hearing clinic
- Psychologist
- Massage therapist
- Yoga & Pilates
- Women's walking group
- "Mothers & Daughters - Puberty Matters"
- "Midlife Metamorphosis - Menopause, mood & more"
- "Out of the Dark - A Family Violence Support Program for Women"
- "Out of the Dark" facilitator training
- "Introducing Mindfulness"
- "Exploring Death/Dying"
- "Making a Difference to Domestic/Family Violence Workshop" + facilitator training
- "Body Confident Children & Teens"
- "Managing Carer Anxiety"
- "Managing Grief & Loss"
- Health promo activities

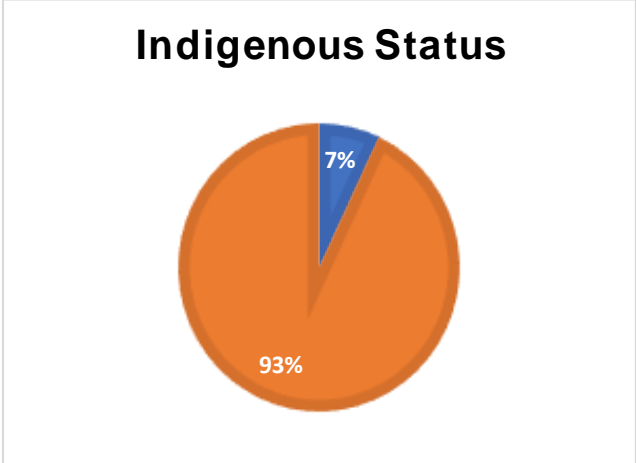
# Our Clients

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

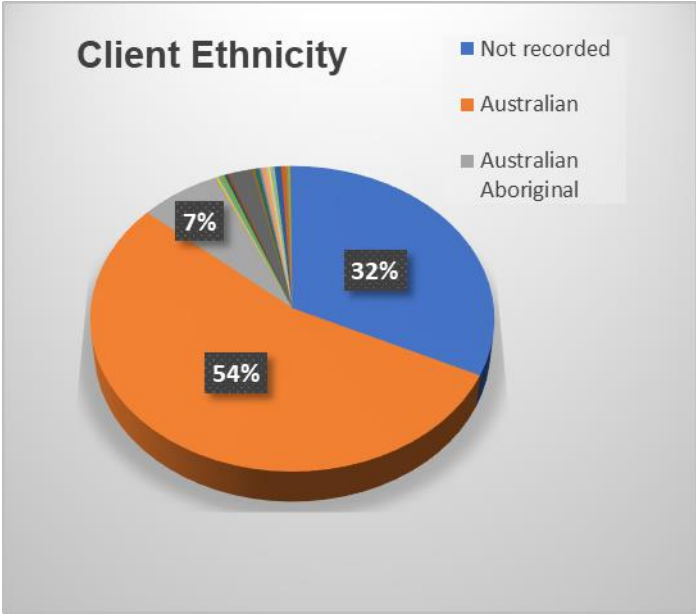
In 2017/18 a total of 12,765 presenting issues and 3,203 client contacts were recorded by staff providing direct services to clients.



The age range most accessing our services is 0-15 (11%) and 16-19 (11%), weighted by our Child, Adolescent Trauma Service which specifically services the age range 0-18 years. This is followed equally by 40-44 years (9%), 50-54 years (9%) and 55-59 years (9%).

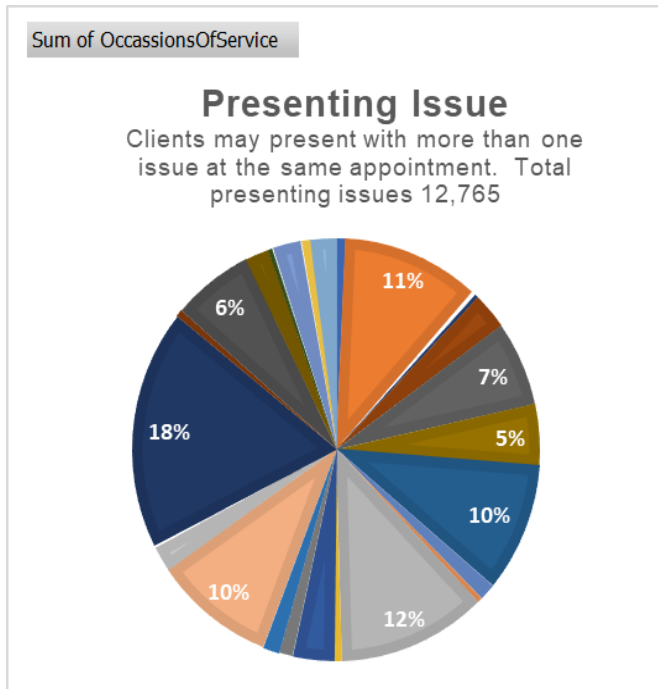


7% of clients identify as Aboriginal.



61% of clients identify their ethnicity as Australian (this includes 7% of clients who identify as Aboriginal), 32% did not record their ethnicity, with the remaining 7% a mix of ethnicities.





**Relationship concerns** were the highest presenting issues (18%), followed by **general health** (12%), **anxiety** (11%), **emotional/mental health** (10%) and then a multitude of other issues.



'Celebrating the Women & Girls of Bathurst' Photo Competition – most popular photo in the women with disabilities category was **“Best Friends”** by Melinda Gavin

## Client Employment & Financial Status

Status	Percentage of Total
Employment type not recorded	1%
Employed - casual	7%
Employed – full time	19%
Employed – part time	14%
Student	12%
Pension/Benefit	24%
No personal income	5%
Other income	5%
Not recorded	13%
<b>TOTAL</b>	<b>100%</b>

Clients on a pension/benefit make up the greatest number of clients (24%) accessing our service. This is followed by women working full-time (19%) and women working part-time (14%). Proportion of clients who are financially disadvantaged (48%) - includes casual employment, student, pension/benefit, and no personal income.

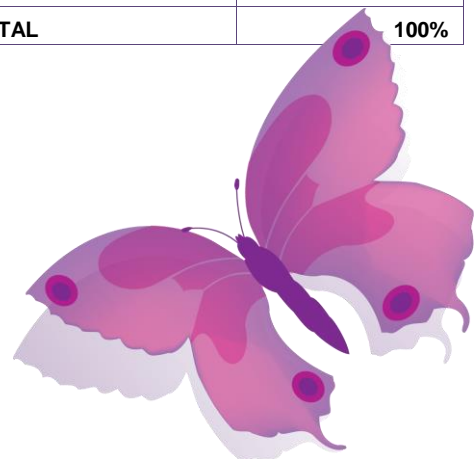
19.25% of clients identified as having a disability, with physical rating the highest (36%), followed by psychiatric (28%).

## How Clients Heard About the Centre

Most clients heard about the centre from a friend, associate, or relative (37%), followed by professional or organisation (19%).

## New & Returning Clients

How Heard	Percentage of Total
Not Specified	18%
Centre Flyer	3%
Friend/ Associate/ Relative	37%
Newspaper/ Magazine	7%
Other	11%
Professional/ Organisation	19%
Website - other	1%
Website - ours	3%
Website - WH NSW	1%
<b>TOTAL</b>	<b>100%</b>



## National & NSW Health Priorities

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

Health Priority	Services Centre Offers to Meet Health Priorities
Supporting healthy lifestyles, including nutrition & physical activity	<ul style="list-style-type: none"> <li>• Walking group</li> <li>• Yoga &amp; Pilates classes</li> <li>• Health promotion activities</li> <li>• Massage therapist</li> <li>• Face book posts</li> </ul>
Promoting awareness of the risks of chronic disease	<ul style="list-style-type: none"> <li>• Health promotion activities</li> <li>• Face book posts</li> </ul>
Promoting good mental health & social wellbeing	<ul style="list-style-type: none"> <li>• Generalist &amp; CAT counselling</li> <li>• Psychologist</li> <li>• General practice</li> <li>• 'Introducing Mindfulness' program</li> <li>• 'Exploring Death &amp; Dying'" workshop</li> <li>• 'Body Confident Children &amp; Teens" Seminar</li> <li>• Health promotion activities</li> <li>• Walking group</li> <li>• Face book posts</li> <li>• Miranda Project &amp; Case Management</li> </ul>
Providing reproductive & sexual health prevention, screening, treatment, education & providing women with options for managing fertility	<ul style="list-style-type: none"> <li>• General practice</li> <li>• 'Mothers &amp; Daughters - Puberty Matters' program</li> <li>• 'Midlife Metamorphosis - menopause, mood &amp; more' program</li> <li>• Health promotion activities</li> <li>• Face book posts</li> </ul>
Improving responses to sexual, domestic & family violence against women	<ul style="list-style-type: none"> <li>• Generalist &amp; CAT counselling</li> <li>• 'Making a Difference DFV Workshop'</li> <li>• 'Out of the Dark - Family Violence Support Program for Women'</li> <li>• Participation in Women's Domestic Violence Court Advocacy Service (WDVCAS), Bathurst Court</li> <li>• Participation in Bathurst Family Violence Awareness Group</li> <li>• Participation in Family Law Pathways Network</li> <li>• Health promotion activities</li> <li>• Face book posts</li> </ul>
Providing support for women with disability & women with caring responsibilities	<ul style="list-style-type: none"> <li>• Generalist counselling</li> <li>• 'Managing Grief &amp; Loss' workshop</li> <li>• 'Managing Carer Anxiety'</li> <li>• Health promotion activities</li> <li>• Face book posts</li> </ul>

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

NSW Health Framework for Women's Health 2013

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

## Working Partnerships

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

*To what degree has your life improved:*

*“Taking control of my own decisions & actions has helped me progress further than I thought possible.”*

Case Management Client

Organisation	Working Partner
Australian Hearing	Karen Rea
Bathurst City Life Newspaper	Dave Rankine & team
Bathurst Community Health Centre	Louise Linke; Therese Sharpe
Bathurst Community Interagency	John Kellett & members
Bathurst Family Support Service	Annarelle Channing
Bathurst Women’s & Children’s Refuge	Kirsten Langham
Blue Mountains Women’s Health Centre	Women’s Domestic Violence Court Advocacy Service
Butterfly Foundation	Amberley Laverick
CentaCare Bathurst	Katie St John
Accredited Clinical Psychosexual Therapist	Lynda Carlyle
General Practitioner	Dr Indu Vetrivel
Corrective Services	Lorraine Holland
Housing Plus (Orange)	Fiona Lindsay
Massage Therapist	Kirsty Lewin
Pilates Instructor	Simmons Cser
Psychologist	Nicole Sudmalis & psychAbility
Psychologist	Yin Hourigan & Psychological Solutions
Radio 2BS Gold & B-Rock FM	Various team members
TAFE (Student Placement)	Shellie Marino
Western Advocate Newspaper	Eve Capper & team
Women’s Health Nurse (casual)	Lee Hagan
Yoga Instructors	Tracey Carpenter; Marilyn Zapel; Kate Smith

- **Spotless & Ministry of Gardens (contracted via WLHD) for the provision of cleaning and maintenance services.**
- **NSW Ministry of Health & Western Local Health District for their continued support through providing our premises.**
- **CWA (particularly Joy Press) who provide all the catering for each "Out of the Dark" program (four times per year).**

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

**Bathurst Community Interagency, Family Law Pathways Network, Bathurst Family Violence Awareness Group, Bathurst Child & Family Network, Bathurst Volunteer Manager’s Network.**

**Other events or partnerships included:**

**CSU Wellness & Wellbeing Expo, Homelessness Week, Youth Health & Wellbeing Exp (Kelso High), International Women’s Day Lunch, White Ribbon Day, Reclaim the Night March, Women’s Health Week, CentaCare Family & Carer Mental Health Program, LiveBetter, Encore program, Seymour Centre.**

**We also wish to acknowledge the following people or organisations:**

- **Maddocks Foundation for additional funds to continue case management & support the Miranda Project.**
- **Rotary Club of Bathurst Daybreak funding & partnership for development & delivery of “Making a Difference to Domestic/Family Violence facilitator workshop & subsequent workshops.**



*“Making a Difference to Domestic/Family Violence” Workshop Facilitator Training*



## Our Effectiveness

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

*Here is a snapshot of our effectiveness:*

*Evidenced based group programs delivered during this year were "Out of the Dark - a family violence support program for women"; "Mothers & Daughters - Puberty Matters"; "Midlife Metamorphosis - menopause, mood & more". Each program has two parts to evaluation - program aims (outcomes) which differ for each program. To view individual program outcomes, visit our website [cwwhc.org.au](http://cwwhc.org.au)*

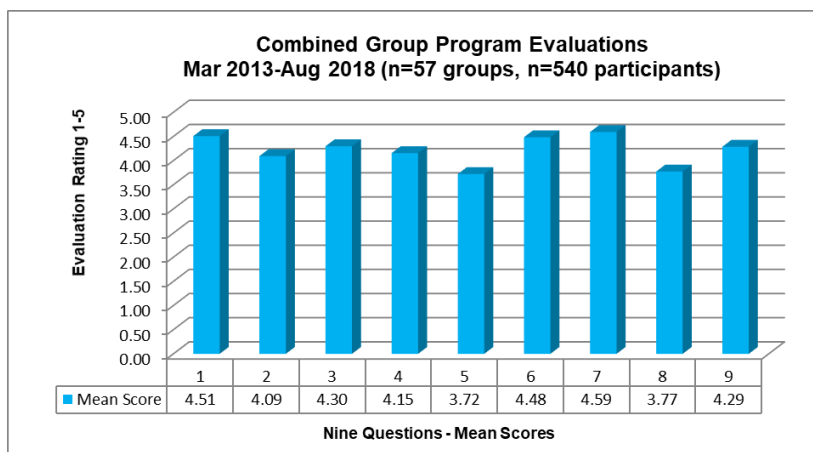
*The table below lists the nine questions asked for each of these programs:*

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

What did you learn during counselling:

*"Be honest if you are going to tell someone something just be honest".*

Child, Adolescent Trauma Counselling  
Client



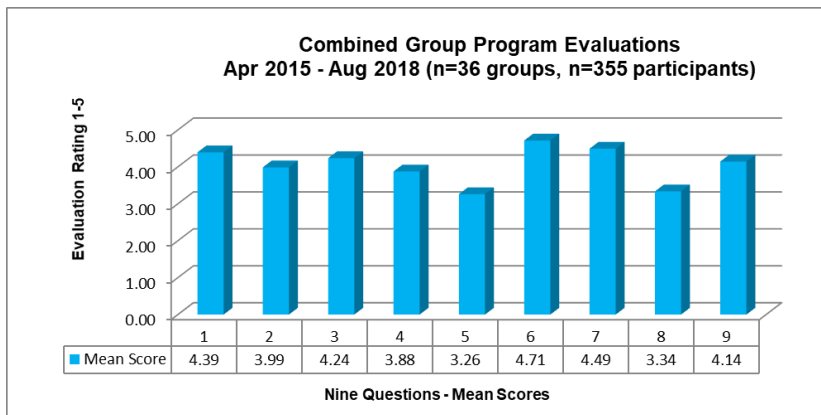
*The graph to the left combines the evaluation of the nine questions asked for every evidenced based group program.*

*Overall evaluations ranged from 3.72 (74.4%) to 4.59 (91.8%) out of 5.*

**Health promotion group programs delivered during this year were:** *Exploring Death & Dying; Mindfulness; Making a Difference to Domestic/Family Violence; Walking Group.* Each program (apart from the walking group) has two parts to evaluation - program aims (outcomes) which differ for each program. To view individual program outcomes, visit our website [cwwhc.org.au](http://cwwhc.org.au)

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

Overall evaluation ratings ranged from 3.26 (65.2%) to 4.71 (94.2%) out of 5.



**Benefit of group experience:**

*Increased awareness - "Have made the link between gender inequality & stereotyping to D&FV."*

*"Opened my eyes to many things I'm doing to perpetuate gender inequality."*

Making a Difference to Domestic/Family Violence Workshop Participants

**Service accreditation – for the second time, the Centre achieved Certificate level Australian Service Excellence Standards, in 2017, as well as achieving the higher level of Award accreditation.**

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



'Celebrating the Women & Girls of Bathurst' Photo Competition – entry in the open category **"Chill'n at Grandma's"** by Dianne Drury

## Key Performance Indicators

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

Key Performance Indicator	Target	Result
<b>To promote physical, mental &amp; emotional health &amp; well-being for women by providing specialised medical, nursing allied health &amp; complementary health services.</b>		
• # individual occasions of service for medical/nursing consultations	270	187*
• # individual occasions of service for allied health & complementary consultations	110	205
• # of Yoga/Pilates sessions provided	120	76*
• # of Yoga/Pilates participants at sessions	570	282*
• # of women's walking group sessions conducted	40	47
• # of walking participants at sessions	240	285
<b>To promote physical, mental &amp; emotional health &amp; well-being for women by providing specialised clinical, counselling, health promotion &amp; education services including domestic violence &amp; sexual assault services.</b>		
• # individual occasions of service for generalist counselling	360	339**
• # of evidenced based group programs delivered	10	13
• # of evidenced based group sessions delivered	42	52
• # of clients attended evidenced based group programs	88	128
• # of health promotion/education activities	10	22
• # of participants attending health promotion/education activities	200	510
<b>Advocate for the holistic health &amp; well-being needs of women in the community</b>		
• # of activities	24	81
• # of Face book 'likes' & total 'reach'	180/5000	864/26,412

\* Medical/nursing consultations and Yoga sessions provided under target due to a decrease in the number of sessions provided by our visiting practitioners. Pilates has now replaced Yoga.

\*\* Generalist counselling under target due to unexpected staff leave.

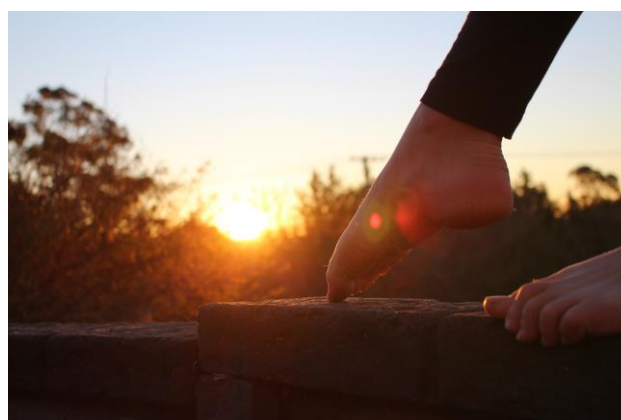
How benefited from counselling:

*"It's given me the space to get back on track and organise my thoughts/experiences."*

Generalist Counselling Client

*The below table outlines our NSW Family & Community Services (FaCS) key performance indicators and results for our Child, Adolescent & Trauma Service (CATS). NB: This position was vacant for 4.5 months and recruitment for the group program (Bringing up Great Kids) was difficult, hence targets were not met.*

Key Performance Indicator	Target	Result
• # individual occasions of service for counselling	468	202
• # of evidenced based group programs delivered	4	0
• # of evidenced based group sessions delivered	24	0
• # of clients attended evidenced based group programs	32	0



'Celebrating the Women & Girls of Bathurst' Photo Competition – most popular photo in the young women (under 18) category was **"Dancing in Sunlight"** by Sophie Thomas

## Organisational Structure

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

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

*"The first responsibility of a leader is to define reality. The last is to say thank you. In between, the leader is a servant."*

Max DePre

*"Don't let the noise of others' opinions drown out your own inner voice."*

Steve Jobs

Board position	Board member name	Date commenced on board
President	Kirsten Brumby	26/9/17
Vice President	Penny Dordoy	26/9/17
Secretary	Rachel Roberts	26/9/17-28/5/18
Treasurer	Nicole Hayhurst	26/9/17
Ordinary	Eevon Chia	26/9/17
Ordinary	Patou Clerc	26/9/17
Ordinary	Cassandra Coleman	26/9/17
Staff or visiting practitioner (VP) position	Staff or visiting practitioner name	Date commenced at Centre
Executive Officer	Erica Pitman	02/04/12
Administrator	Heather Bennett Amanda Crosbie	04/07/11-12/2/18 29/1/18
Casual Administration	Tara Beynon Sue Richards Simmons Cser	2/5/18 31/10/16 4/6/18
Generalist Counsellor/Group Facilitator	Sue Wesson	4/10/16
Child, Adolescent Trauma Counsellor	Lorraine Prentice Michelle Patton	31/1/17-28/9/17 13/2/18
Health Promotion Worker & Case Management	Ann-marie Brittain	20/07/15
VP - General Practitioner	Dr Indu Vetrivel	16/8/17
VP – Pilates Instructor	Simmons Cser	12/2/18
VP - Massage Therapist	Kirsty Lewin	10/03/11-28/6/18
VP - Psychologist	Nicole Sudmalis Yin Hourigan	02/12/15-20/12/17 9/8/16-30/5/18
VP – Yoga Instructors	Tracey Carpenter Kate Smith Marilyn Zapel	30/2/14-10/8/17 30/1/17-Dec 2017 11/9/17-Dec 2017



‘Celebrating the Women & Girls of Bathurst’  
Photo Competition – entry in the open category  
“**Daughters & Opportunities**” by Tracey Holdsworth

## The Central West Women's Health Centre Inc

### Consolidated Balance Sheet As at 30 June 2018

	Note	2018 \$	2017 \$
<b>ACCUMULATED FUNDS</b>			
Represented by:			
<b>Current Assets</b>			
Cash at Bank and On Hand	2	177,809	151,792
Investments	3	182,337	100,256
Accounts Receivable		60	437
Other Assets	4	225	225
Total Current Assets		360,431	252,710
<b>Non-Current Assets</b>			
Fixed Assets	6	5,045	8,614
Formation Expenses		78	78
Total Non-Current Assets		5,123	8,692
<b>Total Assets</b>		<b>365,554</b>	<b>261,402</b>
<b>Current Liabilities</b>			
Trade Creditors		1,487	255
Unearned Income	10	139,490	22,399
Accrued Expenses		16,094	18,473
GST Liabilities		14,527	4,812
Payroll Liabilities	5	11,209	16,710
Finance Lease Liabilities	9	1,602	2,462
Total Current Liabilities		184,409	65,111
<b>Non-Current Liabilities</b>			
Long Service Leave	5	12,491	13,736
Finance Lease Liabilities	9	2,363	3,966
Total Non-Current Liabilities		14,854	17,702
<b>Total Liabilities</b>		<b>199,263</b>	<b>82,813</b>
<b>Net Assets</b>		<b>166,291</b>	<b>178,589</b>

For a full set of accounts, email: [manager@cwwhc.org.au](mailto:manager@cwwhc.org.au) or visit our website: [cwwhc.org.au](http://cwwhc.org.au), about us, governance

'Celebrating the Women & Girls of Bathurst' Photo Competition – winner of the favourite photo from all categories was “**Strong**” by Sara Bonnici which was entered in the Aboriginal & Torres Strait Islander category.



**Central West Women's Health Centre Inc.**

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

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