



33rd Annual Report

2018/19



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2018 Annual General Meeting.
Board Members Patricia Browne, Sharyn Jenkins, Kirsten Brumby, Irene Hancock, Deb Mina, Eevon Stott, Nicole Hayhurst.

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 disability, LGBTIQ+ 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	2018/19 Income
NSW Ministry of Health (WLHD)	46%	\$250,100
NSW Family & Community Services	22%	\$109,881
NSW Ministry of Health (WLHD) VAN Service	9%	\$16,210
Centre Generated	16%	\$39,300
Private	7%	\$15,287
TOTAL		\$430,778

Our Services

This year we partnered with Millie and Edwina Samuels of SAM Productions when they bought their performance of the Edward Allan Baker play “Dolores” to Bathurst. The sisters were taking this performance on a tour of NSW with the aim of raising awareness of Domestic and Family Violence, as well as to support White Ribbon and the work that we do here at Central West Women’s Health Centre.

The International Women’s Day theme this year was #BalanceforBetter. To celebrate we hosted an Open Day. Our guest speaker was Cr Monica Morse, with special guest Cr Jackie Rudge. During the day we had tours of the Centre, a craft table for kids and a Pledge Wall – a call-to-action for driving gender balance across the world. The day was beautifully catered by Joy Press from the Country Women’s Association.

The Centre continued our involvement with the Family Violence Awareness Group, with staff members holding positions on the committee. We assisted with another successful White Ribbon Day as well as the third annual Reclaim the Night March. The march was held in Machattie Park with a free barbeque, speakers and music as well as the march itself.

Before finishing up with us in November, Executive Officer, Erica Pitman, took the Making a Difference to Domestic and Family Violence Workshop to Bathurst Regional Council and facilitated this for staff there.

The Centre was represented out in the community this year through collaborations with services/groups such as the Encore Group, the local Arthritis support group, Farm Aid and at Wattle Tree House’s Homelessness Week event. We also celebrated Women’s Health Week with two successful events – a stall in Stockland Shopping Centre and a Health & Wellness Seminar for Post-Menopausal Women.

Services offered 2018/19:

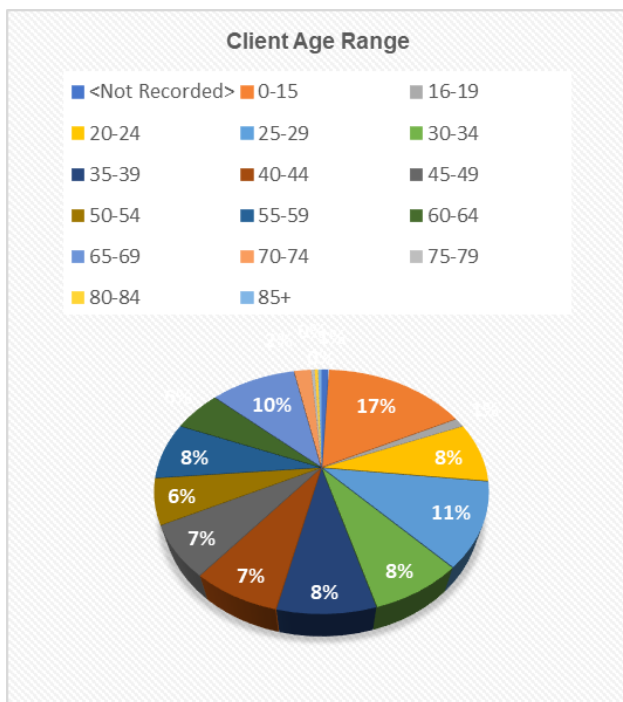
- Women's Health Nurse Clinic
- Generalist Counsellor
- Child, Adolescent Trauma Counsellor
- Case Management
- The Miranda Project
- Court Support (WDVCAS seconded worker)
- BreastScreen information and professional bra fitting
- Pilates & Yoga
- Women's Walking Group
- “Mothers & Daughters - Puberty Matters”
- “Midlife Metamorphosis - Menopause, mood & more”
- “Out of the Dark - A Family Violence Support Program for Women”
- “Introducing Mindfulness”
- Health & Wellness Seminar for Post-Menopausal Women
- Exploring Loss in Life
- Living Well with Chronic Illness
- Making a Difference to Domestic & Family Violence
- Health promotion activities

Our Clients

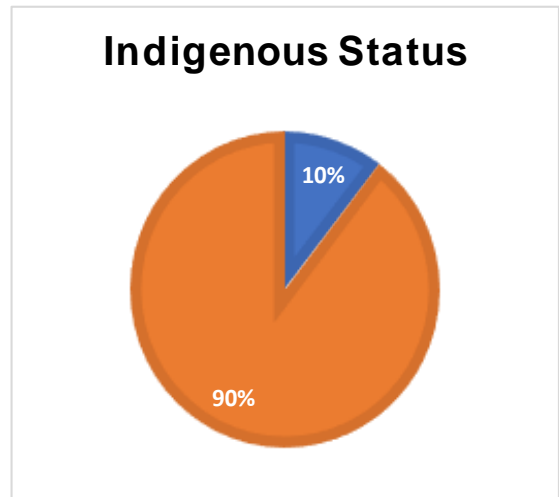
Central West Women's Health Centre uses the Women's Health NSW's statistical database. The database captures client demographics, the range of services and referrals provided, including up to 150 presenting issues.

In 2018/19 a total of 10,569 presenting issues and 1,502 client contacts were recorded by staff providing direct services to clients.

The age range most accessing our services is 0-15 (17%)



weighted by our Child, Adolescent Trauma Service which specifically services the age range 0-18 years. This is followed by 25-29 years (11%), 65-69 years (10%).

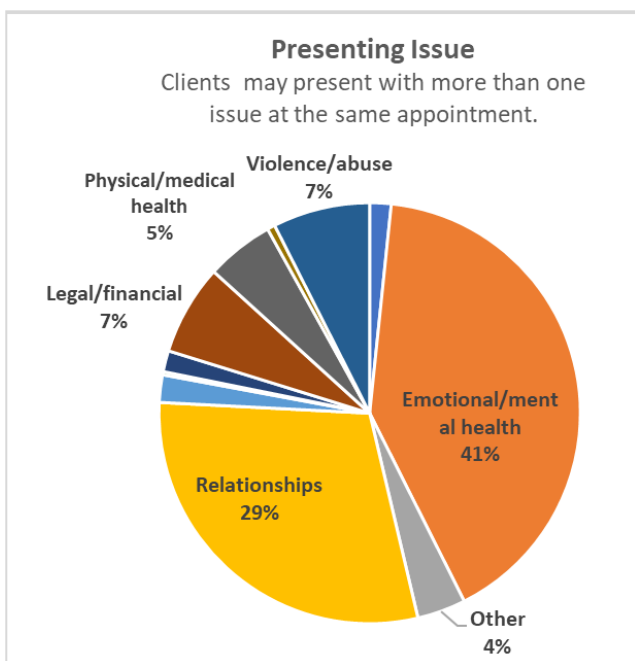


10% of clients identify as Aboriginal.

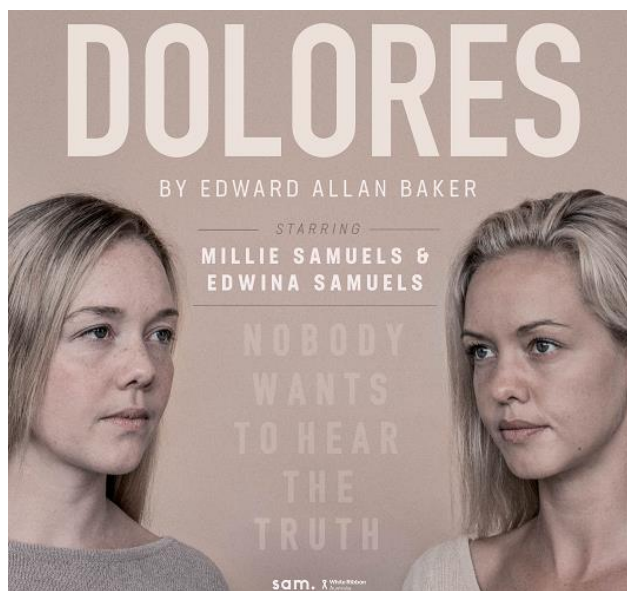


71% of clients identify their ethnicity as Australian (this includes 10% of clients who identify as Aboriginal), 22% did not record their ethnicity, with the remaining 7% a mix of ethnicities.

OUR CLIENTS



Emotional / mental health was the highest presenting issue (41%), followed by **Relationships** (29%), **Violence/abuse** and **Legal/financial** issues each at 7%, and then a multitude of other issues.



Client Employment & Financial Status

Status	Percentage of Total
Employment type not recorded	2%
Employed - casual	8%
Employed – full time	11%
Employed – part time	14%
Student	9%
Pension/Benefit	29%
No personal income	4%
Other income	7%
Not recorded	16%
TOTAL	100%

Clients on a pension/benefit continue to make up the greatest number of clients (29%) accessing our service, followed by women working part-time (14%) and women working full-time (11%). Proportion of clients who are financially disadvantaged (50%) - includes casual employment, student, pension/benefit, and no personal income.

24% of clients identified as having a disability. Of those with a disability, psychiatric were the most frequent (32%), followed by chronic health complaints (23%) and physical disabilities (20%).

How Clients Heard About the Centre

Most clients heard about the centre from a friend, associate, or relative (34%), followed by professional or organisation (23%).

New & Returning Clients

How Heard	Percentage of Total
Not Specified	17%
Centre Flyer	3%
Friend/ Associate/ Relative	34%
Newspaper/ Magazine	4%
Other	16%
Professional/ Organisation	23%
Website - other	1%
Website - ours	3%
TOTAL	100%



National Women's Health Strategy

The table below shows how the services offered at the Centre fit in with the Priority areas within the National Women's Health Strategy 2020-2030

Health Priority	Services Centre Offers to Meet Health Priorities
Maternal, sexual and reproductive health	<ul style="list-style-type: none"> • Women's Health Nurse Clinic • BreastScreen information session • <i>'Mothers & Daughters - Puberty Matters'</i> program • Health promotion activities • Facebook posts
Healthy ageing	<ul style="list-style-type: none"> • <i>'Exploring Loss in Life'</i> workshop • <i>'Living Well with Chronic Illness'</i> workshop • <i>'Midlife Metamorphosis - menopause, mood & more'</i> program • Health promotion activities • Yoga & Pilates classes • Walking group • Facebook posts
Chronic conditions and preventive health	<ul style="list-style-type: none"> • <i>'Living Well with Chronic Illness'</i> workshop • Generalist & CAT counselling • Yoga & Pilates classes • <i>'Introducing Mindfulness'</i> program • Health promotion activities • Walking group • Facebook posts
Mental health	<ul style="list-style-type: none"> • Generalist & CAT counselling • Walking group • <i>'Introducing Mindfulness'</i> program • Yoga & Pilates classes • Health promotion activities • Facebook posts
Health impacts of violence against women and girls	<ul style="list-style-type: none"> • Health promotion activities • Generalist & CAT counselling • <i>'Making a Difference DFV Workshop'</i> • <i>'Out of the Dark - Family Violence Support Program for Women'</i> • Participation in Women's Domestic Violence Court Advocacy Service (WDVCAS), Bathurst Court • Participation in Bathurst Family Violence Awareness Group • Miranda Project & Case Management • Facebook posts

NSW Women's Strategy 2018-2022 Vision:

Women and girls in NSW have full access to opportunity and choice, their diversity is recognised, they are valued for their contribution and are able to participate in all aspects of life freely and safely. Women and girls in NSW are supported by government and the community to achieve this vision.

Working Partnerships

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

Organisation	Working Partner
Arthritis NSW	
Arthritis Support Group, Bathurst	Nelma Brooks
Australian Hearing	
Bathurst City Life Newspaper	Dave Rankine & team
Bathurst Community Health Centre	Rochelle Fisher, Louise Linke, Lynette Turner
Bathurst Community Interagency	John Kellett & members
Bathurst Regional Council	Councillor Monica Morse, Councillor Jackie Rudge
Bathurst Women's & Children's Refuge	Kirsten Langham
Blue Mountains Women's Health Centre	Women's Domestic Violence Court Advocacy Service
Bowman Dental	Dr Kathy Bowman and team
BreastScreen	Health Promotion team
ClearPath Navigating Family Law	Marie Sullivan
CWA	Joy Press
Encore Group, Bathurst	Ann Clydesdale, Ellen Bennetts & team
Intimo Lingerie	Maggie de Rooy
Accredited Clinical Psychosexual Therapist	Lynda Carlyle
Massage Therapist	Kirsty Lewin
Pilates Instructor	Simmone Cser
Radio 2BS Gold & B-Rock FM	Phil Cole & team
Sam Productions	Millie & Edwina Samuels
Seymour Centre	Terisa Ashworth & team
TAFE (Student Placement)	Kara Longman
Western Advocate Newspaper	Eve Capper & team
Bathurst Base Hospital Women's Health Nurse support	Lee Hagan and Rochelle Fisher
Yoga Instructor	Sue Douglas

We also wish to acknowledge the following people or organisations:

- *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) as well as catering other events throughout the 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.

Other events or partnerships included:

Homelessness Week, International Women's Day Open Day, White Ribbon Day, Reclaim the Night March, Women's Health Week, Encore program, Arthritis Support Group, BreastScreen, Seymour Centre.



President, Patricia Browne with special guests Cr Monica Morse and Cr Jackie Rudge at the Open Day

Our Effectiveness

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

Here is a snapshot of our effectiveness:

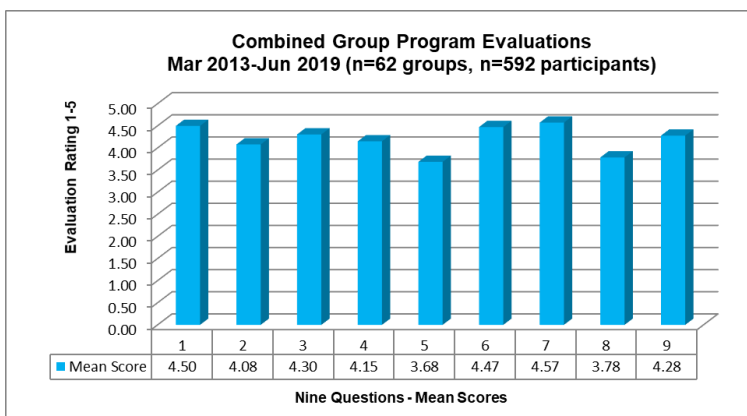
Evidenced based group programs delivered during this year were "Out of the Dark - a family violence support program for women"; "Mothers & Daughters - Puberty Matters"; "Midlife Metamorphosis - menopause, mood & more". Each program has two parts to evaluation - program aims (outcomes) which differ for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

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



Staff (L-R): Ann-marie Brittain, Amanda Crosbie, Michelle Patton, Erica Pitman.

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



The graph to the left combines the evaluation of the nine questions asked for every evidence-based group program. Responses are on a scale of 1-5

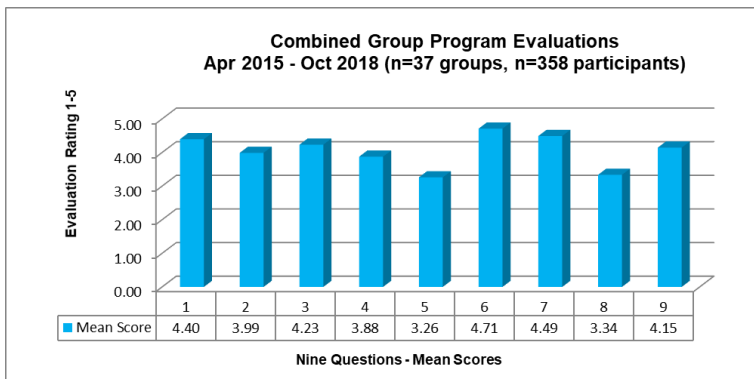
Overall evaluations ranged from 3.68 (73.6%) to 4.57 (91.4%) out of 5.

PERFORMANCE & QUALITY

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

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

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



Service accreditation – the Centre maintains Certificate level Australian Service Excellence Standards, achieved in 2017, as well as achieving the higher level of Award accreditation. Accreditation renewal will be undertaken in November 2020.

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.

- Women at all stages of life are at greater risk than men of mental ill-health**
Mental health disorders represent the **leading cause of disability** for women in Australia
43% of women have experienced mental illness at some time
- Aboriginal and Torres Strait Islander women experience higher rates of comorbid conditions**, including diabetes, breast, cervical and ovarian cancers than non-Indigenous women
- Women and girls in socioeconomically disadvantaged and marginalised groups continue to experience poorer health outcomes** than the general population
- Women are **1.6 times** as likely as men to suffer coexisting mental and physical illness
- 87%** of women aged 65 and over have a chronic disease
- Eating disorders are the third most common chronic illness** amongst young women in Australia
- Symptoms of a heart attack in women are less likely to be recognised than in men**
Women are **less likely** than men to receive appropriate treatment for heart disease
Rates of cardiovascular disease are **1.5 times** higher for women in remote areas than in urban areas
- Incidence of lung cancer has been increasing in women** for more than 20 years, while it has been decreasing in men
- Women who experience family and intimate partner violence are more likely to report poor mental health, physical function and general health than other women**
- Members of the LGBTI community experience higher levels of depression, anxiety and affective disorders than their peers**
- 80%** of people with incontinence are girls and women
25% of women have pelvic floor disorders
- Migrant and refugee women are at greater risk of suffering poorer maternal and child health outcomes than other women**
- 61%** of people living with dementia are women



Administration Worker, Amanda with guests enjoying the craft table at the IWD Open Day

Key Performance Indicators 1 July 2018 to 30 June 2019

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

Key Performance Indicator	Target	Result
To promote physical, mental & emotional health & well-being for women by providing specialised medical, nursing allied health & complementary health services.		
• # individual occasions of service for medical/nursing consultations	270	102
• # individual occasions of service for allied health & complementary consultations	110	2
• # of Yoga/Pilates sessions provided	120	101
• # of Yoga/Pilates participants at sessions	570	347
• # of women's walking group sessions conducted	40	47
• # of walking participants at sessions	240	260
To promote physical, mental & emotional health & well-being for women by providing specialised clinical, counselling, health promotion & education services including domestic violence & sexual assault services.		
• # individual occasions of service for generalist counselling	360	445
• # of evidenced based group programs delivered	10	9
• # of evidenced based group sessions delivered	42	36
• # of clients attended evidenced based group programs	88	89
• # of health promotion/education activities	10	9
• # of participants attending health promotion/education activities	200	406
Advocate for the holistic health & well-being needs of women in the community		
• # of activities	24	23
• # of Face book 'likes' / total 'reach'	180 / 5000	927 / 35,213

The table below outlines our NSW Family & Community Services (FaCS) key performance indicators and results for our Child, Adolescent & Trauma Service (CATS).

The group program Bringing up Great Kids was not able to be offered during this period, so targets around evidence-based group programs for children were not met. Bringing up Great Kids is resuming in 2019.

Key Performance Indicator	Target	Result
• # individual occasions of service for counselling	468	394
• # 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



Women's Walking Group enjoying Christmas Lunch together

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

Board position	Board member name	Date commenced
President	Patricia Browne	23/10/18
Vice President	Irene Hancock	23/10/18
Treasurer	Debarah Mina	23/10/18
Ordinary Member	Toni-Lee Scott	23/07/19
Ordinary Member	Dr Ann Balcomb	24/09/19
Ordinary Member	Margaret Shearer	24/09/2019



Staff (left to right): Sue Wesson, Ann-marie Brittain, Amanda Crosbie, Michelle Patton and Annette Coulter



Board members (L to R) Patricia Browne, Debarah Mina, Monica Morse, Irene Hancock, with Karen Boyde.(Manager)

A note from the President:

Thank you all, most sincerely, for being inspirational; leaders and true professionals.

You, the Staff, Manager and Board have been an outstanding team. The ultimate success of the CWWHC 2018/2019 year has been due to each of you, the result of your hard work and dedication.

Most importantly, thank you for the pleasure and privilege of working with each of you!

Patricia Browne (President 2019)

“Do not let the behaviour of others destroy your inner peace” - Dalai Lama

The Central West Women's Health Centre Inc

Consolidated Balance Sheet As at 30 June 2019

	Note	2019 \$	2018 \$
ACCUMULATED FUNDS			
Represented by:			
Current Assets			
Cash at Bank and On Hand	2	177,482	177,809
Investments	3	186,311	182,337
Accounts Receivable		360	60
GST Receivable		2,305	-
Other Assets	4	988	225
Total Current Assets		367,446	360,431
Non-Current Assets			
Fixed Assets	6	17,573	5,045
Formation Expenses		78	78
Total Non-Current Assets		17,651	5,123
Total Assets		385,097	365,554
Current Liabilities			
Trade Creditors		8,798	1,487
Unearned Income	11	156,731	139,490
Accrued Expenses		7,370	16,094
GST Liabilities		-	14,527
Payroll Liabilities	5	8,918	2,773
Employee Leave Provisions	7	8,683	8,436
Finance Lease Liabilities	10	2,767	1,602
Total Current Liabilities		193,267	184,409
Non-Current Liabilities			
Employee Leave provision	7	4,993	12,491
Finance Lease Liabilities	10	6,088	2,363
Total Non-Current Liabilities		11,081	14,854
Total Liabilities		204,348	199,263
Net Assets		180,749	166,291

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

Health Promotion Worker, Ann-marie at the opening night of 'Dolores' with the stars, Millie and Edwina Samuels, and local White Ribbon Ambassador, Matthew Irvine



CENTRAL WEST
Women's Health Centre
SUPPORT FOR WOMEN & CHILDREN

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

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