



34th Annual Report

2019/2020



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Staff: Ann-marie Brittain, Michelle Patton, Karen Boyde, Marie Bourke, Makiko Nakazawa, Maureen Wilson, Faye Starr, Megan Jackson, Antonia Ravesi, Lorraine Prentice (March 2020)

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 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.

Our Values

- *Respect*
- *Compassion*
- *Empathy*
- *Integrity*

Our Funding

Funding source	Percentage of total funding	2019/20 Income
NSW Ministry of Health (WLHD)	42%	\$256,400
NSW Family & Community Services	19.5%	\$119,014
NSW Ministry of Health (WLHD) VAN Service	17.5%	\$106,670
NSW Ministry of Health (WLHD) LOCAL Service	5%	\$29,907
Centre Generated	3%	\$18,170
Private	3%	\$19,095
Other Income	10%	\$61,457
TOTAL		\$610,713

Our Services

This year saw many changes for the Centre including a new manager, Karen Boyde, and the welcoming of several new staff members.

The year started well, and the Centre was represented out in the community through collaborations with services and groups such as the Encore Group and the Seymour Centre. We also celebrated women with several successful events:

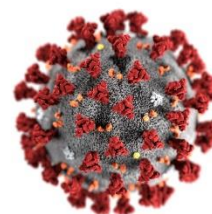
- *the ‘EveryWoman’ open day during Women’s Health Week*
- *a week of events and activities around the theme of ‘What Women Want’ to celebrate NSW Women’s Week and International Women’s Day*
- *our second ‘Celebrating the Women & Girls of Bathurst’ photo competition.*

We were delighted to welcome the Hon. Bronwyn (Bronnie) Taylor MLC, Minister for Mental Health, Regional Youth and Women, to our ‘Wise Women’s Wellness’ day as part of the ‘What Women Want’ week of events.

At the beginning of this year things changed dramatically with the advent of COVID-19 and all the restrictions that came along with it. Staff worked largely from home for approximately three months. Services were re-organised so that we could accommodate the Child and Family Clinic’s move out of the hospital precinct, to share our premises at 20 William St.

When restrictions in NSW began to ease, we were able to resume some services onsite. The Child and Family Clinic have continued to co-locate with us in the building.

During the pandemic, Centre staff have endeavoured to provide a service that is equivalent to what we were providing prior to COVID-19. We have achieved this as much as possible by changing our approach and the way we provide our services.



Counselling staff moved to phone and online counselling sessions during the height of restrictions and continue to provide a mixture of these, along with some physically distanced face-to-face appointments.

All group sessions were either suspended or, where possible, moved to online provision. We look forward to resuming face-to-face group activities as soon as possible.

CWWHC Staff and Board are proud of the continuity of quality service provision to women, children and young people during such trying circumstances.

Services offered 2019/20:

- Generalist Counsellor
- Child, Adolescent Trauma Counsellor
- Case Management
- Women's Health Nurse Clinic
- Yoga Classes
- Lomi Lomi Massage
- Women's Walking Group
- Inhouse groups: Mother's & Daughters - Puberty Matters, Introducing Mindfulness, Beyond the Violence - Women's Healing Circle, Health & Wellness Seminar for Post-menopausal women,
- Education, information and support sessions: Health Seminar Series with Dr Josephine Braid, Art Connect, Laugh Without Leaking, Kids Yoga, The Rainbow Express & Rainbow Express Parent/carer gathering, Wrapped in Angels, Self-care for Carers, Get Hooked knitting group, and a Friendship group.
- Events including - What Women Want (Women's Week 2020), EveryWoman (Women's Health Week 2019), Reclaim the Night and the second biennial 'Celebrating the Women & Girls of Bathurst' Photo competition



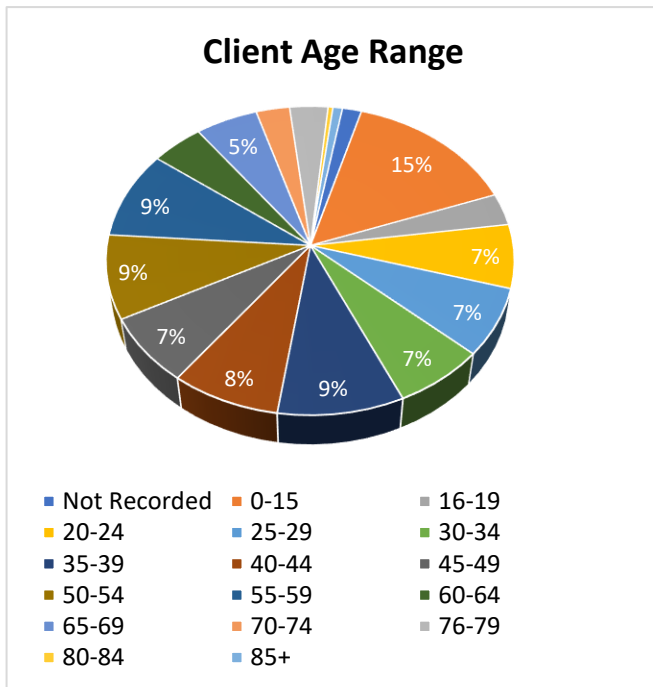
Yoga participants at the What Women Want – Women's Week 2020 event.

OUR CLIENTS

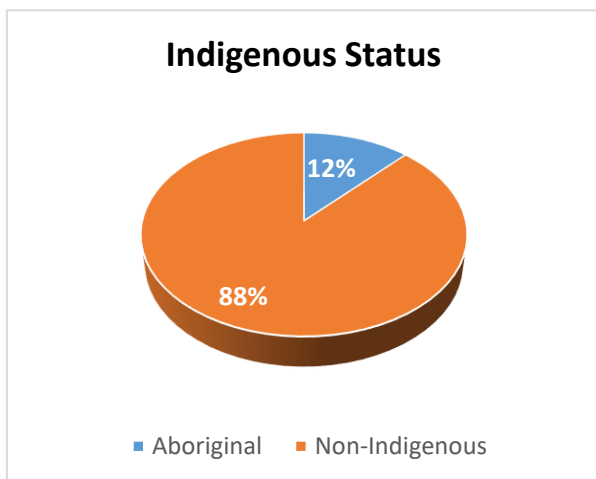
Our Clients

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.

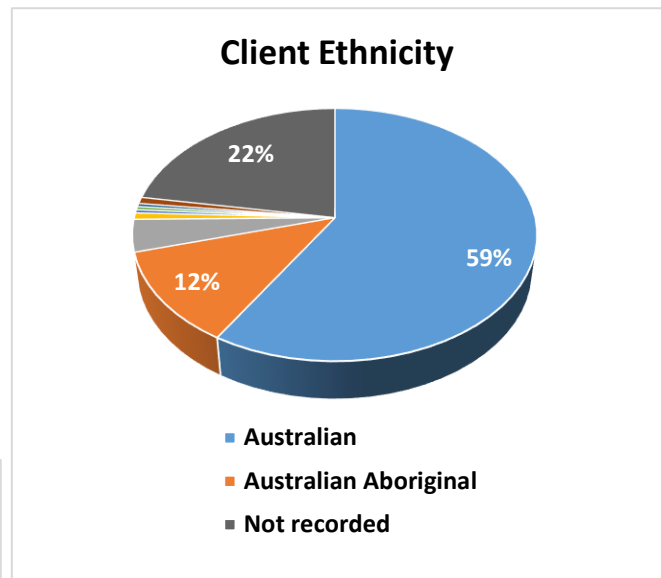
In 2019/20 a total of 3,380 presenting issues and 1,284 client contacts were recorded by staff providing direct services to clients.



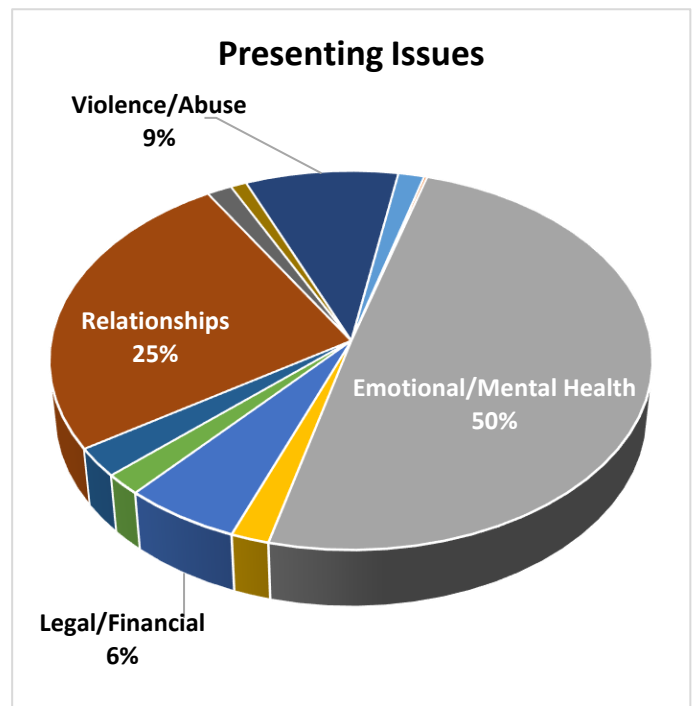
The age range most accessing our services is 0-15 (15%) weighted by our Child, Adolescent Trauma Service which specifically services the age range 0-18 years. The next most frequent age ranges, each at 9%, are 35-39, 50-54 and 55-59.



12% of clients identify as Aboriginal



71% of clients identify their ethnicity as Australian (this includes 12% of clients who identify as Aboriginal), 22% did not record their ethnicity, with the remaining 7% are from a range of ethnicities.



Emotional / mental health was the highest presenting issue (50%), followed by Relationships (25%), Violence/abuse (9%) and Legal/financial issues (6%). Other categories of presenting issues include Physical/Medical Health, Gynaecological/Urogenital, Addiction, Reproductive and others.

Note that clients may present with more than one issue at the same appointment.

Client Employment & Financial Status

Status	Percentage of Total
Employed - casual	6%
Employed – full time	7%
Employed – part time	10%
Student	12%
Pension/Benefit	39%
No personal income	5%
Other income	4%
Not recorded	17%
TOTAL	100%

Clients on a pension/benefit continue to make up the greatest number of clients (39%) accessing our service. This year that was followed by students (12%) and women working part-time (10%).

Women working full-time make up just 7% of our clients. The proportion of clients who are financially disadvantaged is 62% - this includes casual employment, student, pension/benefit, and no personal income.

Disability

30% of clients identified as having a disability.

Of those with a disability, psychiatric were the most frequent (37%), followed by chronic health complaints (21%) and physical disabilities (14%).

How New Clients Heard About the Centre

How Heard	Percentage of Total
Not Specified	25%
Centre Flyer	2%
Friend/ Associate/ Relative	38%
Newspaper/ Magazine	1%
Other	5%
Professional/ Organisation	40%
Website - other	7%
Website - ours	6%
Website – WHNSW	4%
TOTAL	100%

Of new clients, most heard about the Centre from a professional or organisation (40%), followed by from a friend, associate, or relative (38%).



Colour of life at Eid-ul-Fitr celebration’ by Shukla Sikder. One of the amazing entries in ‘Celebrating the Women & Girls of Bathurst, 2020’ photo competition.

National Women’s Health Strategy

The table below shows how 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 • <i>‘Mothers & Daughters - Puberty Matters’</i> program • Workshops and sessions with Sexologist CJ Baldry at <i>‘What Women Want’</i> for Women’s Health Week • Health promotion activities • Facebook posts
Healthy ageing	<ul style="list-style-type: none"> • Health promotion activities • Yoga classes • Walking group • Facebook posts
Chronic conditions and preventive health	<ul style="list-style-type: none"> • Generalist & CAT counselling • Yoga 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 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 • Domestic Violence Healing Circle • Participation in Women’s Domestic Violence Court Advocacy Service (WDVCAS), Bathurst Court • Participation in Bathurst Family Violence Awareness Group • 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. To the right 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.

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** - who provided catering for a number of our events throughout the year.

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

Bathurst Community Interagency, Family Violence Community Action Network, Bathurst Child & Family Network.

Other events or partnerships included:

Reclaim the Night March, Women’s Health Week, Encore program, Dr Josephine Braid’s series of talks, The Rainbow Express program, and ‘Laugh Without Leaking’ continence program.



Patricia Browne and Karen Boyde with staff from Bathurst Honda.

Organisation	Working Partner
Active Living Longer (CSU)	Dr Eevon Stott
Assertive Sexology	CJ Baldry
Barnardos Australia	
Bathurst City Life Newspaper	
Bathurst Community Health Centre	Kathryn Packham, Louise Linke
Bathurst Community Interagency	John Kellett & members
Bathurst Physiotherapy	Caitlin McCartney
Bathurst Regional Council	
Bowman Dental	Dr Kathy Bowman and team
BreastScreen	Kay Smith & the Health Promotion team
Business Connect	
CWA	Local Bathurst Branch
Elizabeth Evatt Community Legal Centre	Emma Zammit, Arlia Fleming
Encore Group, Bathurst	Ann Clydesdale, Ellen Bennetts & team
The Gender Centre	Case manager - Liz
Hearing Australia	Karen Rea
Honda Foundation	The team at Bathurst Honda
Individuals	Brigid Arantz, Andrea Nyeboer, Carolyn Hagan, Janet Allen, Ana Freeman, Tandi Pickard, Dr Josephine Braid, Karen Golland, Natalie Cox, Trish Allen, Julie Nipperess
Housing Plus	Andrew Pansini, Jess Wade
Lifeline	Central West team
Mary Mackillop Today	
The Neighbourhood Centre	
Orange Tribal Fusion	Nicole Kennedy & troupe
PFLAG	Representatives – Tony & Bernadette Sutton
Radio 2MCE	
Radio 2BS Gold & B-Rock FM	
Relationships Australia, NSW	Bathurst team
Seymour Centre	Terisa Ashworth & team
Support the Girls, Australia	
Wagga Women’s Health Centre	Emma Creasy
Western Advocate Newspaper	
Women’s Health Nurse	Lee Hagan, Anne Smart, Kathryn Packham
Yoga Instructor	Sue Douglas

Our Effectiveness

The Centre is committed to delivering the highest quality of service with all areas of service provision being monitored regularly.

Evaluation of both individual and group programs has been in transition during 2019-2020, and the Centre is now moving towards a more online model, utilising Survey Monkey links sent out via email.



Staff (L-R): Makiko Nakazawa, Karen Boyde, Lorraine Prentice, Megan Jackson standing against violence against women for 2019's 16 Days of Activism.

Quotes from client evaluations and feedback

'I found the Women's Health Centre offers so much for ALL women' – Women's Health Week event attendee

'I thoroughly enjoy each and every class. I am disappointed when I cannot attend' – yoga attendee

'Just perfect, a lovely group. Book me for next year!' – yoga attendee

'... the information is very beneficial... much needed and empowering' – CJ Baldry session, Women's Health Week

'Excellent presentation, very welcoming, thank you CWWHC' – financial session attendee, Women's Health Week

'Keen to learn more. Very open and friendly' – financial session attendee, Women's Health Week

"You guys are amazing and compassionate and do a wonderful job at providing services for women and children. Keep up the fantastic support and work that you do." – client comment received in Feedback box

Health promotion group programs delivered during this year were: *Mother's & Daughters – Puberty Matters, Introducing Mindfulness; Health & Wellness Seminar for Post-menopausal Women; Walking Group.*

Service accreditation – *the Centre maintains Certificate level Australian Service Excellence Standards, achieved in 2017, as well as achieving the higher level of Award accreditation. This Accreditation remains valid through to November 2020.*

Professional registrations - *staff maintain professional registrations with Psychotherapy and Counselling Federation of Australia (PACFA) or the Australian Counselling Association (ACA). To maintain these registrations staff are required to attend a prescribed minimum amount of professional development and supervision annually.*



Key Performance Indicators 1 July 2019 to 30 June 2020

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

COVID-19 and the lack of available clinic space impacted on the Centre's ability to deliver group programs and medical/nursing and allied health consultations significantly. However by using phone and online technology, we were able to meet the high demand for counselling with over 650 counselling sessions delivered, well exceeding Health targets.

With funding through NSW Department of Communities and Justice (DCJ), our Child and Adolescent Trauma Service (CATS) delivered 331 individual occasions of service (counselling) during 2019-20. This was again substantially impacted by COVID-19, as counselling services to children were not able to be delivered as successfully using online technology.

The CATS team also delivered group programs including *Wrapped in Angels* at the Kelso Hub, and a very popular Kids Yoga group at the Centre.

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	23
• # individual occasions of service for allied health & complementary consultations	110	38
• # of Yoga/Pilates sessions provided	120	71
• # of Yoga/Pilates participants at sessions	570	220
• # of women's walking group sessions conducted	40	46
• # of walking participants at sessions	240	171
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	656
• # of evidenced based group programs delivered	10	3
• # of evidenced based group sessions delivered	42	8
• # of clients attended evidenced based group programs	88	79
• # of health promotion/education activities	10	52
• # of participants attending health promotion/education activities	200	565
Advocate for the holistic health & well-being needs of women in the community		
• # of activities	20	30
• # of Face book 'likes' / total 'reach'	180 / 5000	1043 / 27,269



NSW Minister for Mental Health, Regional Youth and Women, Hon. Bronwyn (Bronnie) Taylor MLC attended our 'Wise Women's Wellness' day.

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 year. Association members elect the Board. Day to day management of the Centre is delegated to the Centre Manager.



Board President Patricia Browne, Vice President Irene Hancock, and a Support the Girls Volunteer at a Women's Week event

Central West Women's Health Centre Inc Organisational Structure					
Board					
President Patricia Browne					
Vice President Irene Hancock	Treasurer Anna Lewis	Secretary Margaret Shearer	Ordinary Member Arlia Fleming	Ordinary Member [Vacant]	Ordinary Member [Vacant]
Centre Manager and Public Officer					
Karen Boyde					
Practitioners					Health Promotion
Snr Generalist Counsellor Lorraine Prentice	CATS & Generalist Counsellor Antonia Ravesi	Generalist Counsellor Marie Bourke	CATS Counsellor Makiko Nakazawa	DV Case Management Maureen Wilson	Health Promotion Officer Ann-marie Brittain
Visiting Practitioners			Finance	Administration	
Women's Health Nurse Kathryn Packham	Yoga Instructor Susan Douglas	Massuese Marie Bourke	Finance/ Administration Faye Starr	Administration/ Reception Megan Jackson	Casual/On Call Administration Kara Longman

Board and Staff Organisational Chart, as at end June 2020

The Central West Women's Health Centre Inc

Consolidated Balance Sheet

As at 30 June 2020

	2020	2019
	\$	\$
Current Assets		
Cash at Bank and On Hand	109,804	177,482
Investments	187,929	186,311
Accounts Receivable	1,404	360
GST Receivable	0	2,305
Other Assets	225	988
Total Current Assets	299,362	367,446
Non-Current Assets		
Fixed Assets	11,891	17,573
Formation Expenses	78	78
Total Non-Current Assets	11,969	17,651
Total Assets	311,331	385,097
Current Liabilities		
Trade Creditors	3,113	8,798
Unearned Income	18,333	156,731
Accrued Expenses	4,925	7,370
GST Liabilities	6,689	-
Payroll Liabilities	8,821	8,918
Employee Leave Provisions	7,956	8,683
Finance Lease Liabilities	1,936	2,767
Total Current Liabilities	51,773	193,267
Non-Current Liabilities		
Employee Leave provision	6,531	4,993
Finance Lease Liabilities	5,874	6,088
Total Non-Current Liabilities	12,405	11,081
Total Liabilities	64,178	204,348
Net Assets	247,153	180,749

For a full set of accounts, email: manager@cwwhc.org.au or visit our website: cwwhc.org.au | [About Us](#) | [Governance](#)

'Deep Inside' by Sara Bonnici was voted as favourite overall entry in the 'Celebrating the Women & Girls of Bathurst, 2020' photo competition.



Central West Women's Health Centre Inc.

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