



35th Annual Report

2020/2021



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Staff and International Women's Day guest speaker - 8 March 2021

Left to right: Lorraine Murphy, Charlotte Smith (Dress for Success Ambassador- guest speaker), Megan Jackson, Antonia Ravesi, Karen Boyde, Faye Starr, Ann-marie Brittain, Bre Carmody (Student)

President's Report

It is my absolute pleasure to write this report as President of the Central West Women's Health Centre. It has been both a wonderful and difficult year as we began coming out of lockdown and ended the year with a new strain of covid causing us concern. Whilst covid is still with us we have largely learnt to live with it. Staff have shown their absolute dedication to serving the women of Bathurst and surrounds going from strength to strength.

Along with securing 3 years accreditation, the centre's big achievement this financial year has been the move to Boyd Street in Kelso. This move was both a necessary and strategic one as the centre aims to improve the accessibility of its services to those who are disadvantaged by socio-economic circumstances. Being co-located with Housing Plus will continue to present new opportunities for growth. Karen and the team did a wonderful job securing donations from Bunnings, Harvey Norman, and others as well as navigating the always challenging, phone and internet delays!

For those who have not yet had a chance to visit the new premises, it is a wonderfully warm and inviting space, with a new wellness garden taking shape that will provide a much-needed respite for staff as well as clients.

Karen Boyde continues to lead the team with passion and determination, applying for every grant opportunity that presents itself. While it's a competitive market for many of these grants the centre has been successful with many that contribute to both core services as well as operational expenses.

Karen has done a wonderful job supporting staff, growing the team and pushing ahead with strategic goals of the

centre. We have finally seen the centre joined by a women's health nurse and GP! Huge efforts have gone into securing these positions and it is wonderful to be finally offering these services. Counselling services remain in high demand and this is a trend across the state as children and families try to navigate complex issues, domestic violence, behavioural challenges and mental health concerns.

The Board remains strong and we have welcomed new members who bring with them diverse experiences. The Board is cognisant of the need for strong and robust governance while leaving operational matters to the Centre Manager.

Karen and the team must be congratulated for their tireless efforts. We look forward to a prosperous 2021-22 financial year.

*Arlia Fleming
CWWHC Board President*



Arlia Fleming, CWWHC
Board President

A feminist philosophy underpins all that CWWHC undertakes.

The 2021 International Women's Day theme was #choosetochallenge.

We can all choose to challenge and call out gender bias and inequality. We can all choose to seek out and celebrate women's achievements. Collectively, we can all help create an inclusive world.

From challenge comes change, so let's all choose to challenge.

www.internationalwomensday.com



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-informed 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	2020/21 Income
NSW Ministry of Health (WLHD)	41%	\$260,900
NSW Family & Community Services (DCJ)	19%	\$121,097
Centre Generated	3%	\$16,340
Private	7%	\$44,051
Other Income	30%	\$192,470
TOTAL		\$634,858

Our Services

This year saw many changes for the Centre including a move to a new premises, and the welcoming of new staff members and board members.

The Centre was represented out in the community over the 2020/2021 period through collaborations with organisations such as the Women's Refuge and Relationships Australia.

We were delighted to welcome globetrotting fashion anthropologist, Charlotte Smith to help us celebrate International Women's Day 2021 with a lunch at Abercrombie House.

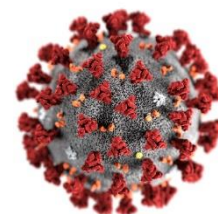
We also supported women with several successful groups and events, including:

- *the creation of a client Wellness Garden*
- *the Tree of Life Children's Resilience Program*
- *an IWD presentation to the young women of Bathurst High*
- *Healthy Bytes interview series for Women's Health Week 2020*

In October 2020, in the midst of the COVID-19 pandemic, we achieved Certificate Level Accreditation under the Australian Services Excellence Standards to 2023.

We farewelled our home of 34+ years at 20 William Street Bathurst in April 2021. The team shared this space for most of 2020 with the Local Health District Child and Family Clinic staff, who were moved from Bathurst Hospital to make way for the response to COVID-19.

Relocating to 61 Boyd Street Kelso has been a positive move and has afforded CWWHC many opportunities. Modern and uplifting counselling spaces, group room and establishing a compliant medical clinic space. We accessed significant Government COVID-19 support including technology grants which provided upgrades to computer and medical equipment. We re-established our Women's Health Nurse clinic and set our sights on securing a female General Practitioner to the Centre.



We supported a student from the Australian College of Applied Psychology who completed her Master of Counselling and Psychotherapy. This placement assisted in meeting the increased demand for generalist counselling.

The centre remained accessible, responsive and COVID safe, switching between telephone and online counselling, with continuing face-to-face appointments, health promotion, education, and group activities in compliance with Public Health Orders.

Although Covid continued to impact the Centre at various times during the year, the staff continued to provide a quality service to the women and children of the local area.

Services offered in 2020/21:

- Generalist Counsellor
- Child, Adolescent Trauma Counsellor
- Women's Health Nurse Clinic
- Case management
- Yoga Classes
- Lomi Lomi Massage
- Women's Walking Group
- Inhouse groups: Mother's & Daughters - Puberty Matters, Introducing Mindfulness, Health & Wellness Seminar for Post-menopausal women, Midlife Metamorphosis - Menopause, Mood & More
- Education, information and support sessions: Wrapped in Angels, Wellness Garden, Domestic violence therapeutic outreach group, International Women's Day presentation at Bathurst High, Women: Choice & Change with Relationships Australia, Tree of Life Children's Resilience Program, Healthy Bytes interview series for Women's Health Week 2020,
- Events including - International Women's Day 2021 lunch featuring Charlotte Smith, 16 Days of Activism Against Violence Against Women DV circle & morning tea.

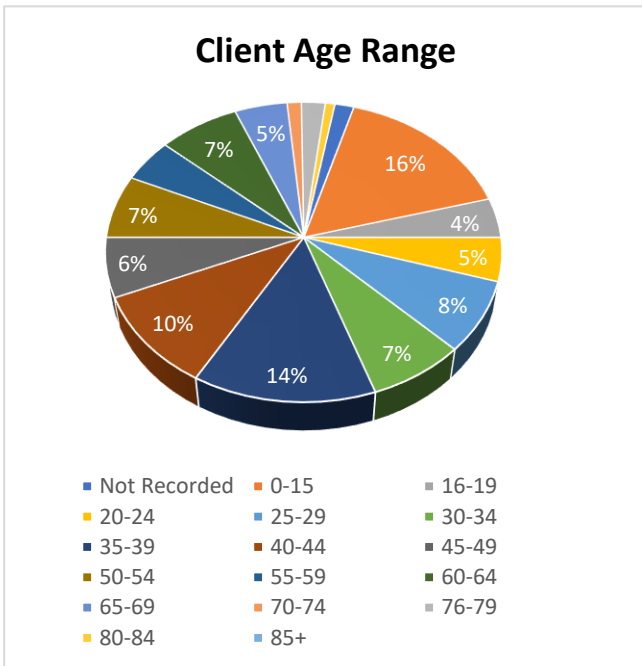


Community advisory committee meeting – September 2020

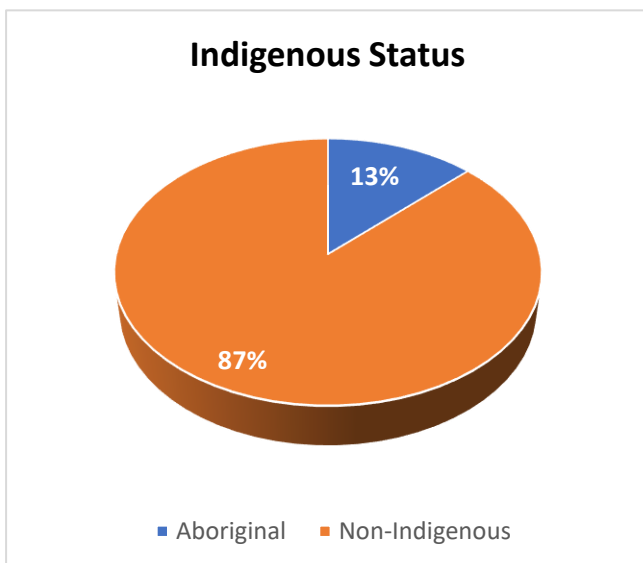
Our Clients

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.

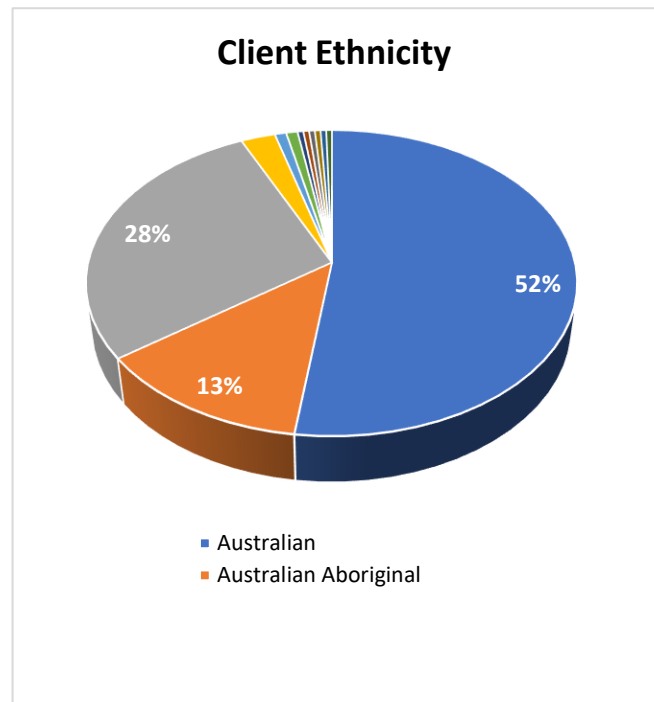
In 2020/21 a total of 3,648 presenting issues and 1,517 client contacts were recorded by staff providing direct services to clients.



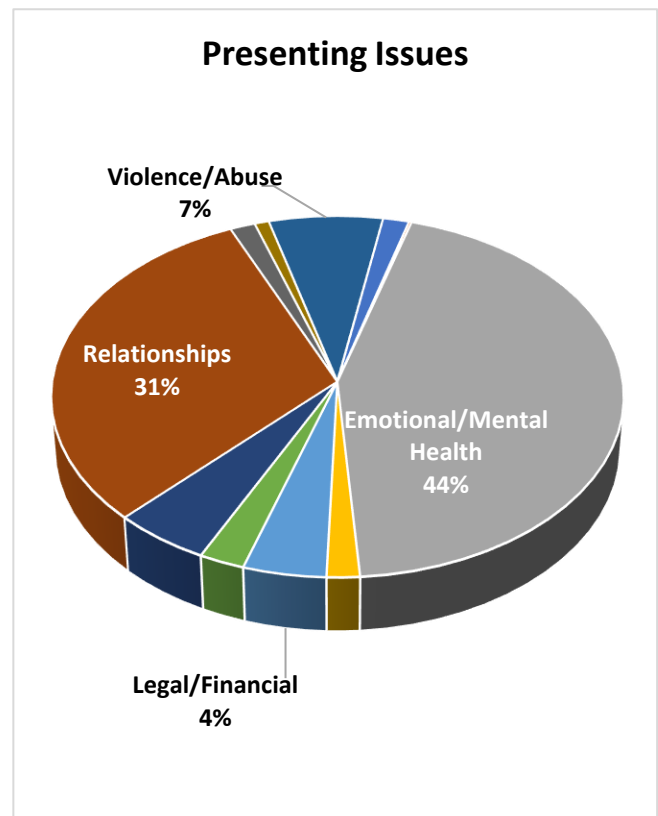
The age range most accessing our services is 0-15 (15%) weighted by our Child and Adolescent Trauma Service. The next most frequent age range is 35-39 (14%), followed by 40-44 (10%).



13% of clients identify as Aboriginal, a slight increase on last year (12%).



65% of clients specified their ethnicity as Australian (including 13% of clients who identify as Aboriginal), 28% did not record their ethnicity, while the remaining 7% are from a range of ethnicities.



Emotional / Mental health was the highest presenting issue (44%), followed by Relationships (31%, well up from 25% last year), Violence / Abuse (7%) and Legal / Financial issues (4%).

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

OUR CLIENTS

Client Employment & Financial Status

Status	Percentage of Total
Employed - casual	5%
Employed – full time	13%
Employed – part time	10%
Student	17%
Pension/Benefit	32%
No personal income	6%
Other income	3%
Not recorded	14%
TOTAL	100%

Clients on a pension/benefit continue to make up the highest proportion of clients (32%) accessing our service. This is followed by students (17%), up on last year (12%).

Women working full-time make up just 13% of our clients. The proportion of clients who are considered **financially disadvantaged** is 70% - this includes casual employment, student, pension/benefit, and no personal income. This is also an increase on last year (62%).

Disability

32% of clients identified as having a disability, up from 30% last year. Of those with a disability, psychiatric was the most frequent category (24%), followed by other (23%), physical disabilities (22%) and chronic health complaints (18%).

How New Clients Heard About the Centre

How Heard	Percentage of Total
Centre Flyer	2%
Friend/ Associate/ Relative	24%
Newspaper/ Magazine	0%
Other	4%
Professional / Organisation	41%
Website - other	2%
Website - ours	2%
Website – WHNSW	4%
Not Specified	22%
TOTAL	100%

Of new clients, most heard about the Centre from a professional or organisation (41%), followed by from a friend, associate, or relative (24%).



Child, Adolescent Trauma Service room in the new Centre, Boyd St, Kelso

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 • <i>'Midlife Metamorphosis – Menopause, Mood & More'</i> program • <i>'Healthy Bytes'</i> Interview series • Health promotion activities • Facebook posts
Healthy ageing	<ul style="list-style-type: none"> • Health promotion activities • <i>'Health & Wellness Seminar for Postmenopausal Women'</i> • 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 • <i>'Healthy Bytes'</i> Interview series • Health promotion activities • Walking group • Facebook posts
Mental health	<ul style="list-style-type: none"> • Generalist & CAT counselling • Wellness Garden • <i>'Wrapped in Angels'</i> program • <i>'Tree of Life Children's Resilience Program'</i> • 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"> • Generalist & CAT counselling • Domestic Violence therapeutic outreach group • <i>'Women: Choice & Change'</i> Cofacilitation • <i>'Wrapped in Angels'</i> program • <i>'Tree of Life Children's Resilience Program'</i> • Participation in Bathurst Family Violence Awareness Group • Health promotion activities • Facebook posts

NSW Women's Strategy 2018-2022 Vision:

The Vision of the NSW Women's Strategy is that women and girls in NSW have full access to opportunity and choice, their diversity is recognised, they are valued for their contributions and are able to participate in all aspects of life freely and safely.



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 or training.

We also wish to acknowledge the following people or organisations:

- *Dawsons Removals*
- *Bathurst Regional Council*
- *The Lions Club of Bathurst, Bunnings, Bathurst and Orange Garden Club for assistance and support in developing our Wellness Garden*
- *Commonwealth Bank of Australia*
- *Housing Plus*
- *The Neighbourhood Centre and Greens on William for providing us with spaces to continue to facilitate groups when Covid restrictions impacted service delivery*

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

Bathurst Community Interagency, Family Violence Community Action Network, Bathurst Child & Family Network, Health Promotion Workers Collaboration – Women’s Health.

Other events or partnerships included:

Women’s Health Week, International Women’s Day, the 16 Days of Activism Against Violence Against Women.

Organisation	Working Partner
Aboriginal Maternal Infant Health Service	Aboriginal Health Worker – Alicia Powell and Midwife – Terri Latimore
Bathurst Community Interagency	John Kellett & members
Blue Knot	Training staff
Bowman Dental	Dr Kathy Bowman and team
BreastScreen	Kay Smith & the Health Promotion team
Central West Village Voice -Newspaper	
The Charlotte Smith Fashion Collection	Charlotte Smith
CWA	Local Bathurst Branch
Elizabeth Evatt Community Legal Centre	Arlia Fleming and team
Honda Foundation	The team at Bathurst Honda
Individuals	Dr Elizabeth Barrett
Housing Plus	Andrew Pansini, Jess Wade
Lifeline	Central West team
Marathon Health	Dietitian – Anna Winter
Radio 2MCE	Lisa McLean
Radio 2BS / B-Rock FM	
Relationships Australia, NSW	Bathurst team
Share the Dignity	
Seymour Centre	Terisa Ashworth & team
Sex & Relationship Therapist	Lynda Carlyle
Student on placement	Bre Carmody
Western Advocate Newspaper	
Women’s Health Nurses	Lee Hagan, Anne Smart, Kathryn Packham
Yoga Instructor	Sue Douglas
Volunteers	Maryam Soleymanpour,



Wellness Garden early progress

Our Effectiveness

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

The Centre is now using an online model for evaluation surveys for client counselling appointments.



DV Circle & morning tea – 16 Days of Activism against Violence Against Women 2020.

Quotes from client evaluations and feedback

'Thank you for the great services you provide and it is fabulous women have a place to go that is safe.' – 2020 Survey Response

'My children attend and we think the service is amazing and has had a huge impact on their/our lives as a family unit.' – 2020 Survey Response

'I feel respected, heard, calmer when leaving session.' – Counselling client

'The opportunity to speak to an impartial and supportive person was invaluable.' – Counselling client

'The session was wonderful. The practitioner was so kind, skilled and created a wonderful healing experience.' – Massage Client

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

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 2020 to 30 June 2021

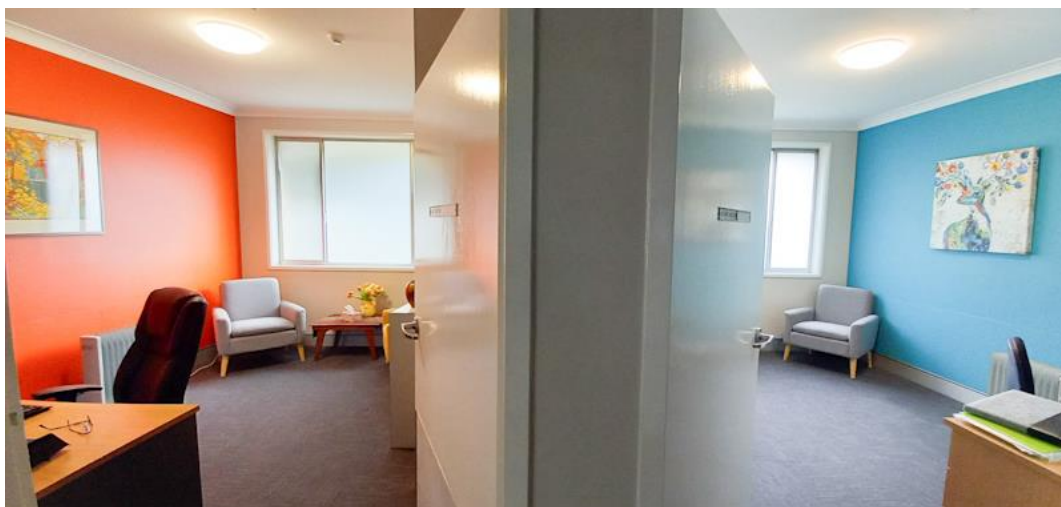
The table to the right outlines our **NSW Health** key performance indicators and results relating directly to client contacts.

COVID-19 and the lack of available clinic space continued to impact on the Centre’s ability to deliver group programs and medical/nursing and allied health consultations. We were able to meet the high demand for counselling with over 650 counselling sessions delivered, well exceeding Health targets. These sessions were delivered face-to-face when that was possible and using remote technology (phone and online) when stay-at-home health orders were in place.

With funding through NSW Department of Communities and Justice (DCJ), our Child and Adolescent Trauma Service (CATS) delivered 342 individual occasions of service (counselling / therapy) during 2020-21. This was again substantially impacted by COVID-19, as counselling services to children were not able to be delivered as successfully using online technology during stay-at-home orders.

The CATS team also delivered group programs including *Wrapped in Angels* and *Tree of Life*.

Objectives		
<ul style="list-style-type: none"> To promote Healthy Relationships by engaging with women and girls to ensure healthier relationship choices. To encourage Health Minds through informing, supporting and empowering good mind / mental health To encourage Healthy lifestyles by promoting good nutrition, encourage physical activity and promoting awareness of the risks of chronic disease. Advocate for Safety for Women and girls through provision of information, support and referral. To enable Integrated Care through creating a no wrong door approach to accessing health (physical, mental, sexual and emotional) services 		
Key Performance Indicator	Target	Result
# individual occasions of service for individual counselling	360	688
# individual occasions of service for Women’s Health Clinic	66	65
# individual occasions of service for Allied Health and Complementary Health	110	25
# Yoga sessions	80	90
# Walking Group sessions	48	27
# Health Promotion/education activities	32	28
# participants attending Health Promotion/education activities	409	163

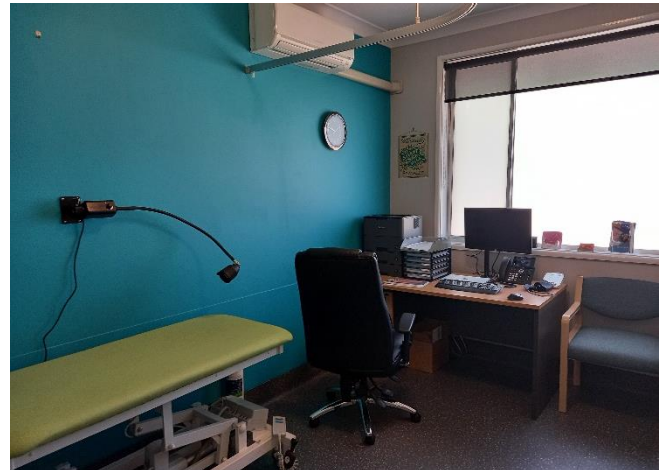


The two counselling rooms in the new premises. Boyd Street, Kelso.

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.



GP/Women's Health Nurse Clinic

Central West Women's Health Centre Inc Organisational Structure					
As at end June, 2021					
Board					
President Arlia Fleming					
Vice President [Vacant]	Treasurer Anna Lewis	Secretary Margaret Shearer	Ordinary Member Sharna Beeson	Ordinary Member Lisa Coates	Ordinary Member Kayana Theobald
Centre Manager and Public Officer					
Karen Boyde					
Practitioners					Health Promotion
Snr Generalist Counsellor Lorraine Murphy	CATS & Generalist Counsellor Antonia Ravesi	Generalist Counsellor Marie Bourke	CATS Counsellor (Casual) Makiko Nakazawa	Student Placement Breanna Carmody	Health Promotion Officer Ann-marie Brittain
Visiting Practitioners			Finance	Administration	
Women's Health Nurse (LHD) Kathryn Packham	Yoga Instructor Susan Douglas	Massuese Marie Bourke	Finance Faye Starr	Administration/ Reception Megan Jackson	

Board and Staff Organisational Chart, as at end June 2021

The Central West Women's Health Centre Inc

Consolidated Balance Sheet

As at 30 June 2021

	2021	2020
	\$	\$
Current Assets		
Cash at Bank and On Hand	285,194	109,804
Investments	189,956	187,929
Accounts Receivable	180	1,404
GST Receivable	0	0
Other Assets	225	225
Total Current Assets	475,555	299,362
Non-Current Assets		
Fixed Assets	4,272	11,891
Formation Expenses	78	78
Total Non-Current Assets	4,350	11,969
Total Assets	479,905	311,331
Current Liabilities		
Trade Creditors	3,288	3,113
Unearned Income	108,305	18,333
Accrued Expenses	3,591	4,925
GST Liabilities	9,950	6,689
Payroll Liabilities	3,286	8,821
Employee Leave Provisions	16,197	7,956
Finance Lease Liabilities	289	1,936
Total Current Liabilities	144,906	51,773
Non-Current Liabilities		
Employee Leave provision	8,234	6,531
Finance Lease Liabilities	3,357	5,874
Total Non-Current Liabilities	11,591	12,405
Total Liabilities	156,497	64,178
Net Assets	323,408	247,153

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

Entrance to the new premises – Boyd Street, Kelso



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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