



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.

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.***

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.***

***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 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.

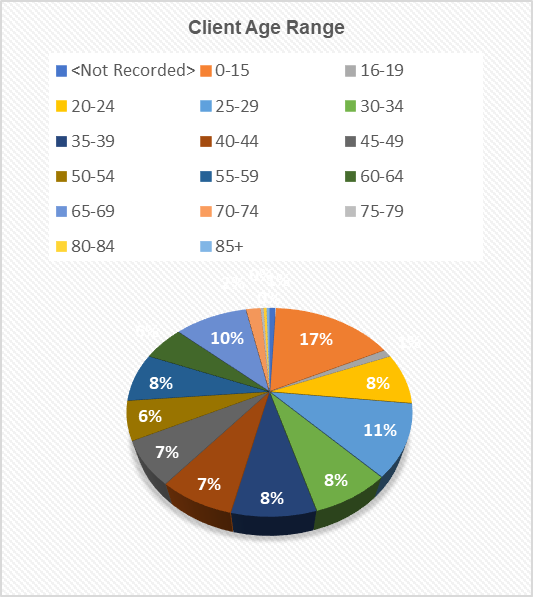
The Centre was represented out in the community this year through collaborations with services/groups such as the Encore Group, the local Arthritis support group, Farm Aid and at Wattle Tree House’s Homelessness Week event. We also celebrated Women’s Health Week with two successful events – a stall in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

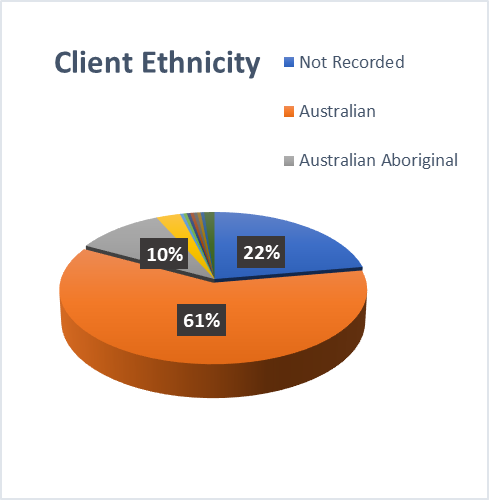
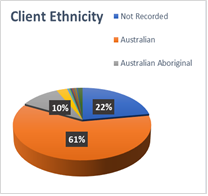
***In 2018/19 a total of 10,569 presenting issues and 1,502 client contacts were recorded by staff providing direct services to clients.***

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%).

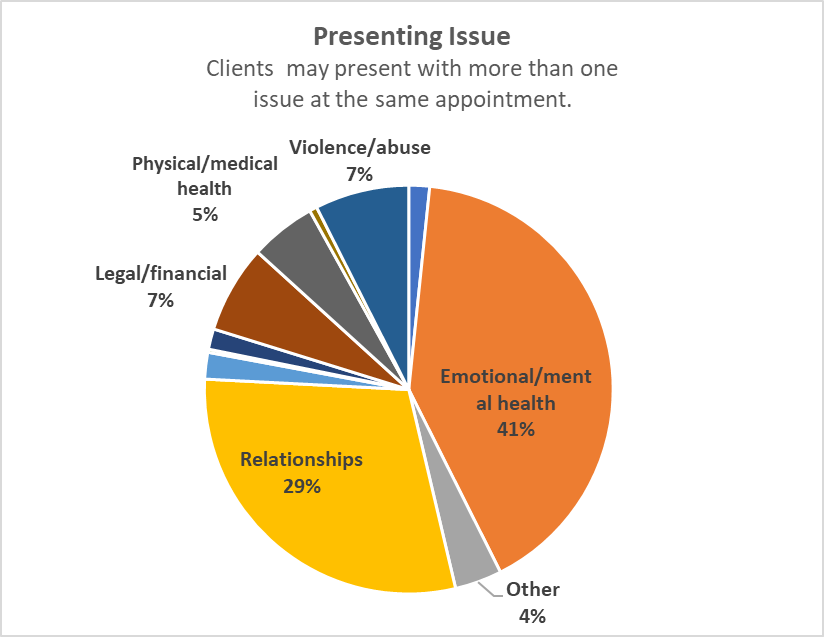




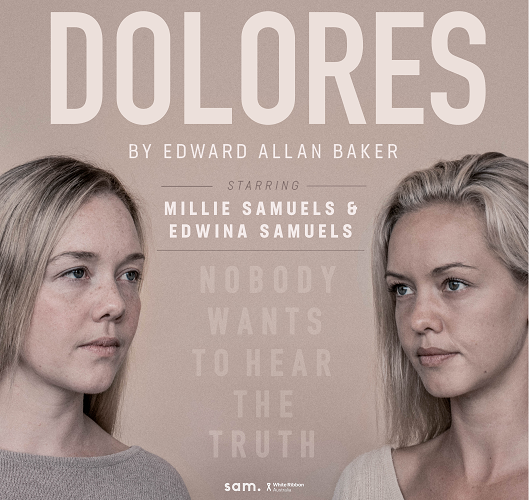
**10% of clients identify as Aboriginal.**



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.



**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***

***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.***

|  |  |
| --- | --- |
| Health Priority | Services Centre Offers to Meet Health Priorities |
| Maternal, sexual and reproductive health | * Women’s Health Nurse Clinic * BreastScreen information session * *'Mothers & Daughters - Puberty Matters'* program * Health promotion activities * Facebook posts |
| Healthy ageing | * *'Exploring Loss in Life”'* workshop * *‘Living Well with Chronic Illness’* workshop * *'Midlife Metamorphosis - menopause, mood & more'* program * Health promotion activities * Yoga & Pilates classes * Walking group * Facebook posts |
| Chronic conditions and preventive health | * *‘Living Well with Chronic Illness’* workshop * Generalist & CAT counselling * Yoga & Pilates classes * *'Introducing Mindfulness'* program * Health promotion activities * Walking group * Facebook posts |
| Mental health | * Generalist & CAT counselling * Walking group * *'Introducing Mindfulness'* program * Yoga & Pilates classes * Health promotion activities * Facebook posts |
| Health impacts of violence against women and girls | * Health promotion activities * Generalist & CAT counselling * *‘Making a Difference DFV Workshop’* * *'Out of the Dark - Family Violence Support Program for Women'* * 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 |

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.***

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

* ***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.***

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

Our Effectiveness

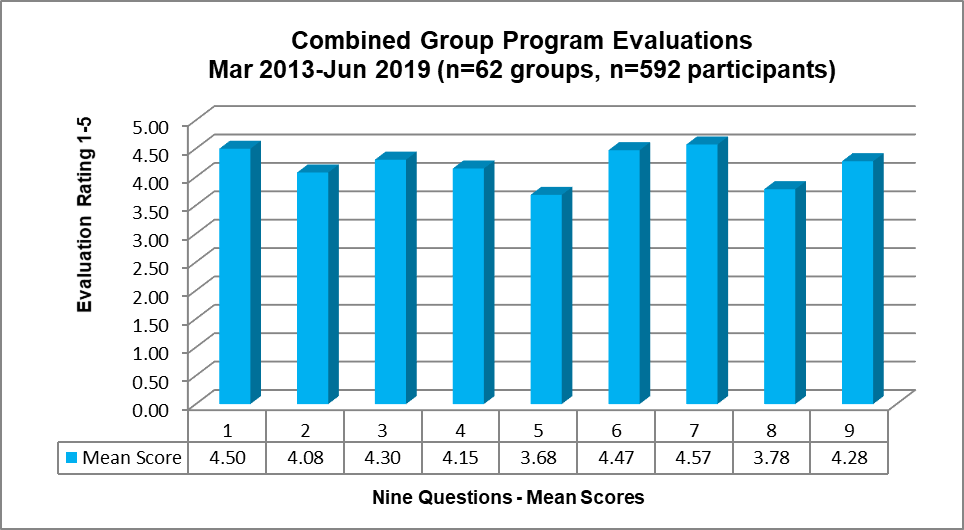
***The Centre is committed to delivering the highest quality of service with all areas of service provision being monitored regularly. Every aspect of our service has a full evaluation summary available - please visit our website cwwhc.org.au to view your area of interest.***

***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:***

|  |  |
| --- | --- |
| 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 | Likeliness to recommend group to others |
| 8 | Degree of connection with others in community |
| 9 | Ability to access support in future |





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

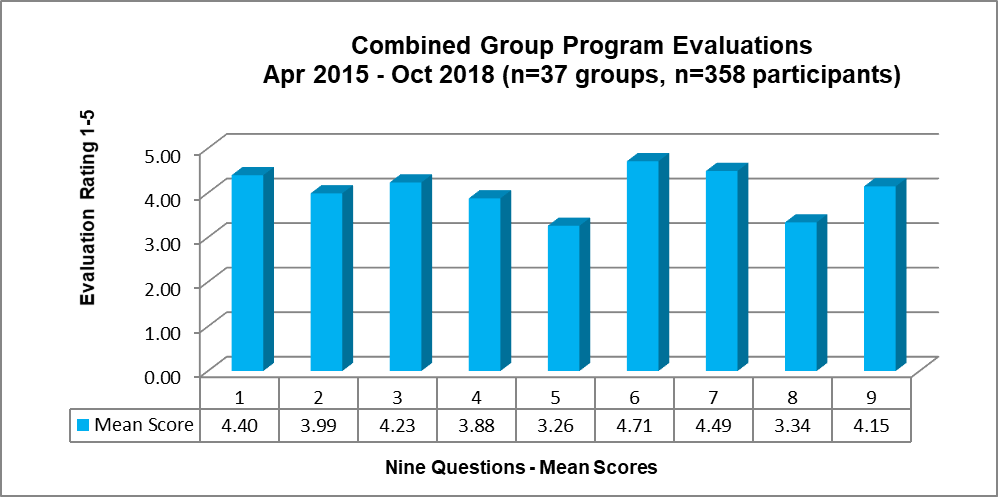
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***The graph to the left combines the evaluation of the nine questions asked for every evidence-based group program. Reponses are on a scale of 1-5***

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

***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.***





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.

Women’s Walking Group enjoying

Christmas Lunch together

|  |  |  |
| --- | --- | --- |
| 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 |

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.

*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

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



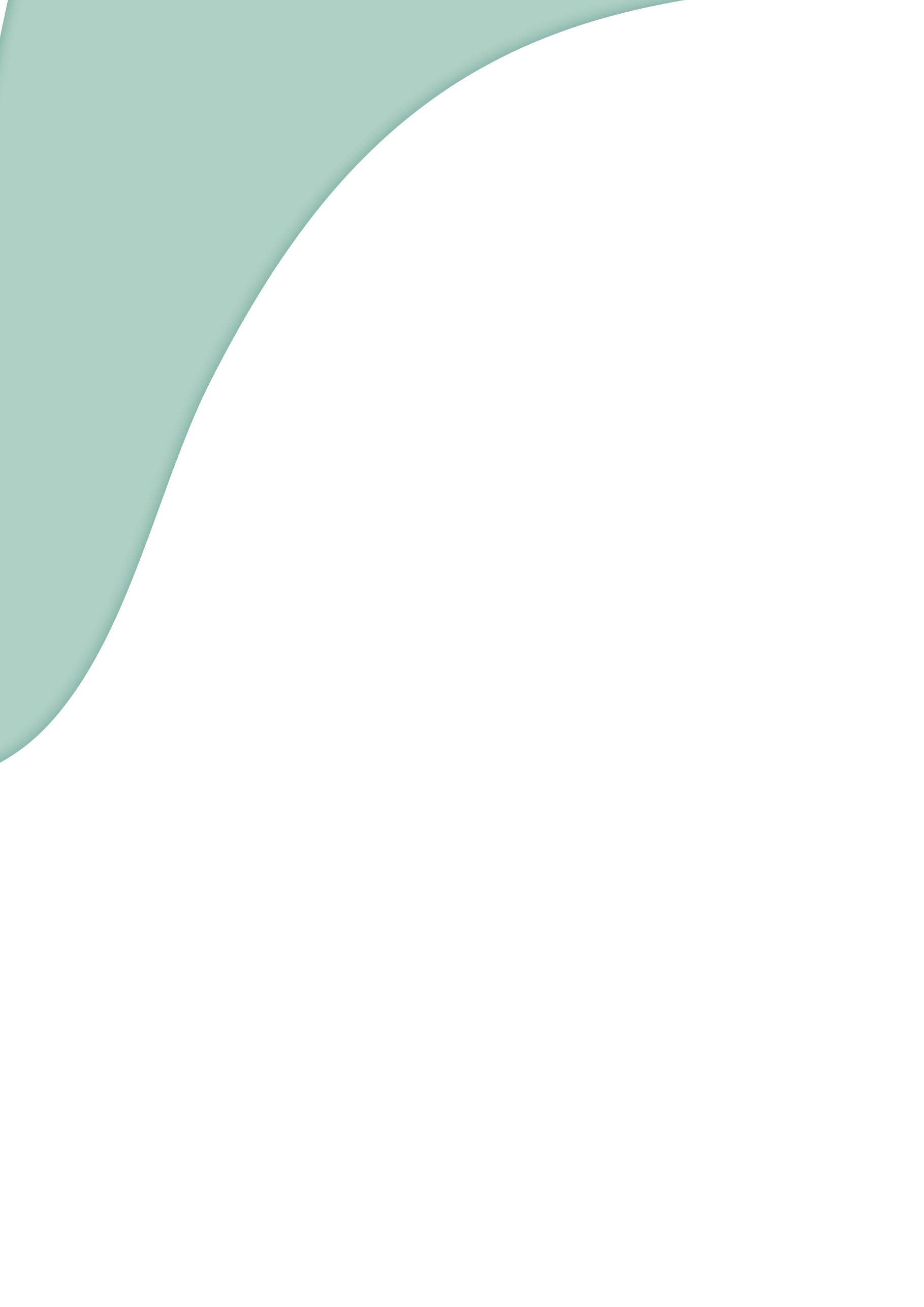
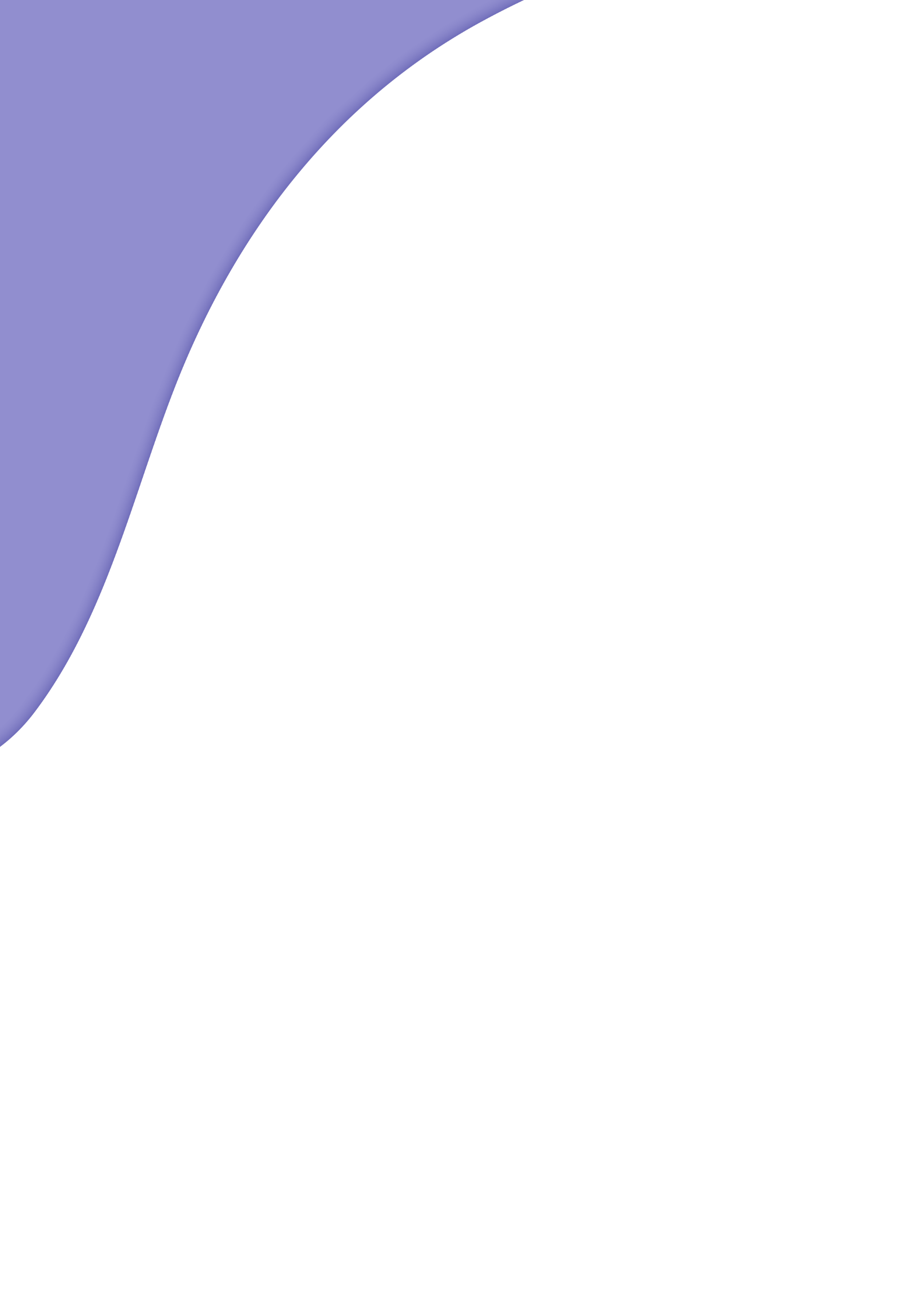
Board members (L to R)

Patricia Browne, Debarah Mina, Monica Morse, Irene Hancock,

with Karen Boyde.(Manager)

|  |  |  |  |
| --- | --- | --- | --- |
| **The Central West Women's Health Centre Inc** | | | |
| Consolidated Balance Sheet | | | |
| As at 30 June 2019 | | | |
|  |  | **2019** | **2018** |
|  | **Note** | **$** | **$** |
| **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**

[](http://www.cwwhc.org.au/)[](http://www.facebook.com/cwwhc)

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 Inc.**

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[**www.cwwhc.org.au**](http://www.xxxxxxxxx.org.au)

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