

Wagga Women's Health Centre Inc. Annual Report

2019 - 2020



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Acknowledgment of Country



The Wagga Women’s Health Centre acknowledges the traditional custodians of this land, the Wiradjuri People whose culture and customs have nurtured and continues to nurture this land. We pay our respects to the Elders past and present and extend that respect to all Aboriginal Australians.

We recognise and apologise for the human suffering and injustice that Aboriginal and Torres Strait Islander people have experienced as a result of colonisation and generations of discrimination and marginalisation that has resulted from that.

We express shame and horror at the actions and atrocities that have been perpetrated against Aboriginal and Torres Strait Islander people.

We acknowledge that the removal of children has and continues to devastate individuals, families and entire communities and that the intention of those policies has been to assimilate Aboriginal and Torres Strait Islander children. We recognise this as a policy of genocide.

We recognise Aboriginal and Torres Strait Islander people as a sovereign people who have never ceded their sovereignty of this land.

We acknowledge Aboriginal and Torres Strait Islander people’s human right to self-determination.

We commit to working in solidarity and partnership with Aboriginal and Torres Strait Islander people to improve women’s health, safety and wellbeing outcomes.

(Adapted from WESNET 2017)



The Centre has maintained the ACON Welcome Here project accreditation to ensure women from the LGBTIQ+ community have access to appropriate services and service provision.

Staff continue to develop partnerships and knowledge to ensure inclusive practice.



Vision

A region where gender equality is normal

Statement of Purpose

The Wagga Women’s Health Centre Incorporated (WWHC) provides an alternative, feminist health care service run by women for women ensuring accessibility, without financial and cultural barriers, to the women of Wagga Wagga and surrounding districts.

These services will be provided within the context of international, national, state, regional and other relevant women’s health documents, and health as defined by the World Health Organisation, enabling women to make informed choices about their health and wellbeing.

Values

The following values and principles underpin the culture of does this in a multi-layered approach from its organisational service charter to service delivery, to a trauma informed environment.

The Centre’s research based assessment is that trauma; either complex or a single incident may be present for all clients accessing services. It is therefore a part of all policies and practice guidelines that service delivery; direct, indirect and administrative be provided from a Trauma Informed Approach so that recovery rather than re-traumatisation may occur.

Gendered Health

The Centre follows the World Health Organisation’s definition of Gendered Health which states:

“Gender norms, roles and relations influence people’s susceptibility to different health conditions and diseases and affect their enjoyment of good mental, physical health and wellbeing. They also have a bearing on people’s access to and uptake of health services and on the health outcomes they experience throughout the life-course”.

Feminism

The Wagga Women’s Health Centre aligns its practice with the following definitions of feminism:

Feminism is based on the principles of choice and equality for all women.

Feminism aims to identify and reduce gender inequality by exposing and addressing social, cultural, political and economic structures in society that lead to the exploitation and oppression of women.

Feminism aims to promote the empowerment of women through individual and collective action that enables all women the capacity for self-determination and control of their own circumstances and lives, and to reach their full potential.

Principles of Women’s Health Care

This view recognises that:

- Health is determined by a broad range of social, environmental, economic and biological factors
- Differences in health status and health objectives are linked to gender, age, socio-economic status, ethnicity, disability, location and environment, racism, sex-role stereotyping, gender inequality and discrimination, ageism, sexuality and sexual preferences
- Health promotion, disease prevention, equity of access to appropriate and affordable services and strengthening the primary health care system are necessary, along with high quality illness treatment services
- Information, consultation, advocacy and community development are important elements of the health process.

(Women’s Health NSW website)

Social Determinants of Health



World Health Organization

The World Health Organisation defines the social determinants of health as:

“... the circumstances in which people are born, grow up, live, work, and age, and the systems put in place to deal with illness. These circumstances are in turn shaped by a wider set of forces: economics, social policies, and politics”.

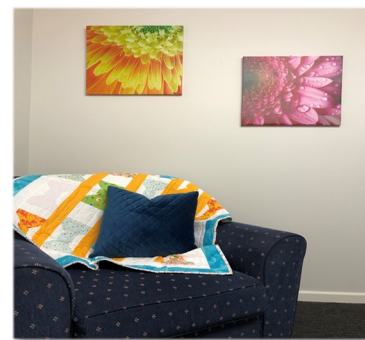
Key Services

Crisis and Support

Provides a range of support options, information, safety planning, referral, and advocacy. This is the first point of contact for women and includes drop-in /crisis support.

Counselling

Individual counselling sessions with a Counsellor or Specialised Trauma Counsellor. Clients may seek support and strategies for issues such as trauma, self esteem, mental health, domestic violence, stress management, relationships, grief and loss, sexual assault and isolation.



After Hours

Counselling, crisis support, resource support and group work is available on weekends and most public holidays. After Hours Tele-Counselling is available two evenings a week from 6pm until 9pm.

Group Work

A range of therapeutic group programs are conducted in response to the identified need e.g. Trauma Support Group (Introductory, Advanced and Review)

Non-therapeutic Groups

Groups for women are offered in a welcoming and safe environment. These include Yoga and Ukulele.

Economic Wellbeing

Provides support and education on financial literacy and to address the impacts of economic abuse and self-esteem issues. Building partnerships with other organisations and advocacy. Production of five webinars.



Health Education and Promotion

Build skills and share knowledge to improve health of women and to help prevent chronic illness and lifestyle disease. Work has included preparation, organising and hosting community activities such as International Women's Day.

Complementary Therapies

Remedial massage appointments are available to promote self-care and addressing trauma in a safe environment.

Social Action

Includes strategies such as 16 days of Activism Against Gendered Violence, International Women's Day, Blue Knot Day, Wear it Purple Day, Mental Health Month and Black Lives Matter.



Advocacy

This includes advocating on issues that affect women at an individual level, and at all levels of Government including local, state and national.

Community Education

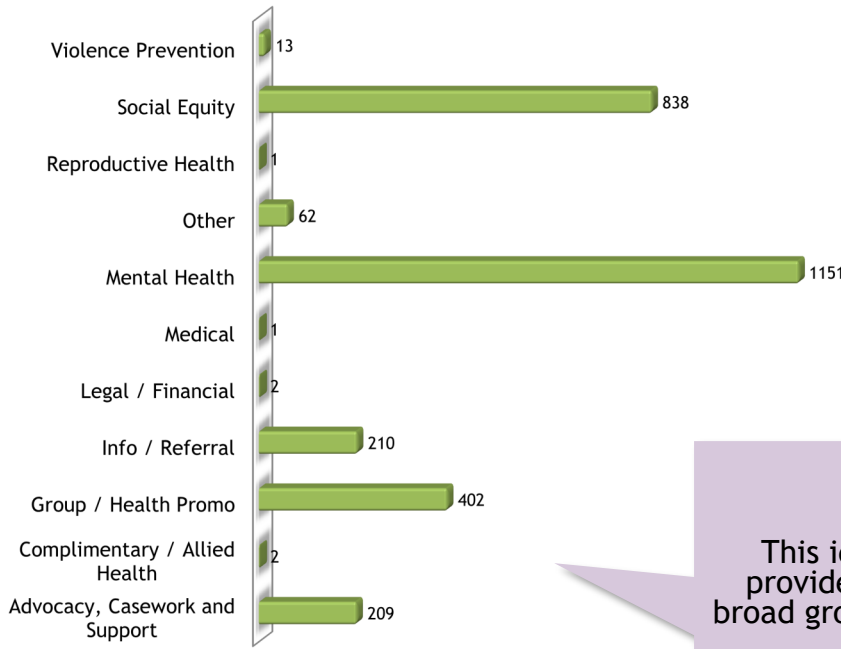
Education about topics such as domestic violence, trauma, mindfulness and wellbeing through presentations, newsletter articles, Facebook and networking with other professionals.

Information and Resources

Information about Wagga Women's Health Centre can be found on the website, Facebook, quarterly newsletter, flyers, via phone or by dropping in. Onsite resources for women include disability accessible bathroom and shower, phone and computer, washer and dryer, library and a store of personal care items. Information about government and nongovernment services can also be provided.

Partnerships Working in partnerships with non-government, government and community organisations e.g. Anglicare, NSW Police Domestic Violence Liaison Officer, Mental Health Recovery Unit, Domestic Violence Liaison Committee, MLHD, Mental Health Drug and Alcohol services, Wagga Wagga City Council and Murrumbidgee Primary Health Network.

Services Provided n= 2891



During 2019-2020 WWHC had:

- 2100 Telephone client contacts.
- 2414 Face to Face client contacts.
- **4514 Total client contacts.**

Despite COVID 19 lockdown numbers for the year are just 200 less than they were for last year.

Services Provided

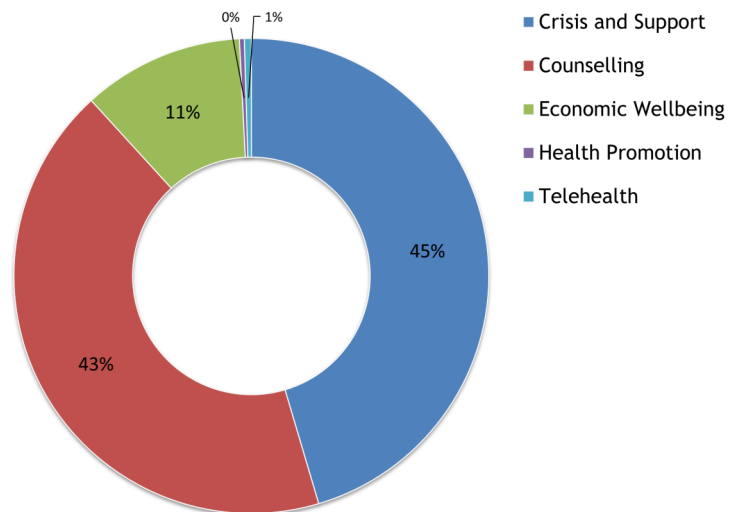
This identifies the range of services provided which are then collated into broad groups through the Women’s Health Data Base.

Occasions of Service by Practitioner Type

Illustrates each type of service provided by WWHC practitioners to clients, as a percentage of the total Occasions of Service.

These totals include both Core Hours and Afterhours services.

Occasions of Service by Practitioner Type



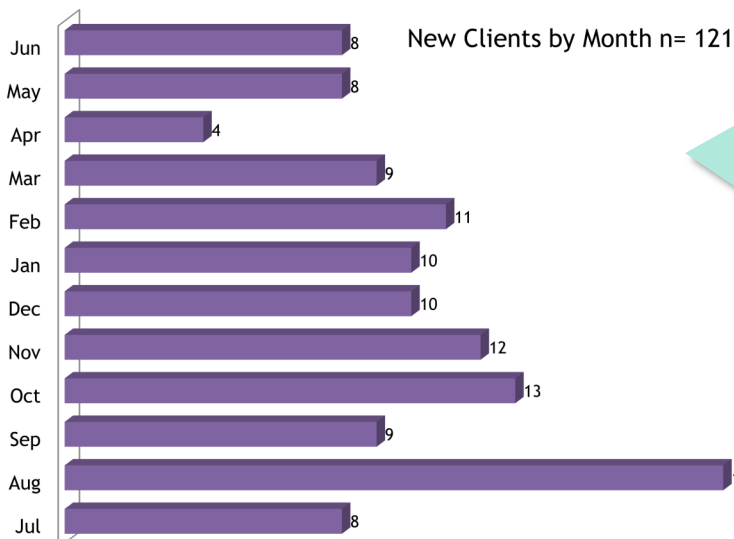
Services Provided and Presenting Issues Explained ?

When the practitioner records their interaction with each client they identify all of the issues disclosed by the client. While the primary presenting issue may be domestic violence they may also present with issues related to that experience such as hyper and hypo vigilance, financial abuse, isolation and loneliness.

The data base will count Violence (DFV) as a single number and additional presenting issues as single number as well. The numbers reported then will have violence or violence prevention as lower numbers than the other issues. Services provided are similar, the majority of services provided will be counselling, creating a safe environment, advocacy and building personal skills.



Woman2Woman at Erin Earth 25/3/2019- Daily Advertiser



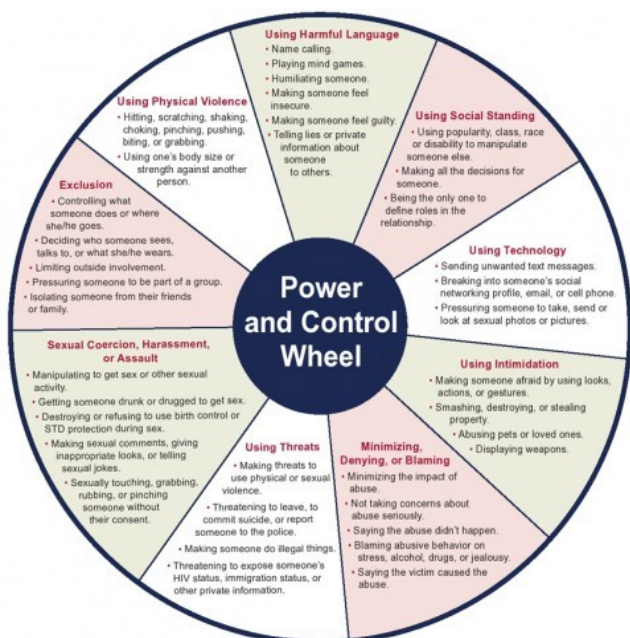
The Centre statistics for **New Clients by Month** does not include new clients who access services anonymously.

It has been the Centre’s philosophy to respect the rights of women to remain anonymous thus protecting their confidentiality, safety and privacy.

Safe 2 Go

In early 2018 the Centre was successful in securing grant funding from Transport for NSW through the Transport Access Regional Partnerships Grant. The Centre developed Safe 2 Go - Emergency Transport for Women in Crisis as a 12-month safety net-type transportation option for women and their children / supporters and was delivered in partnership Anglicare and Wagga Police. Safe 2 Go provided women with greater options for themselves and their children in times of crisis. The most important aspect of this program was that it gave women choice, in situations where women are often left with few or none.

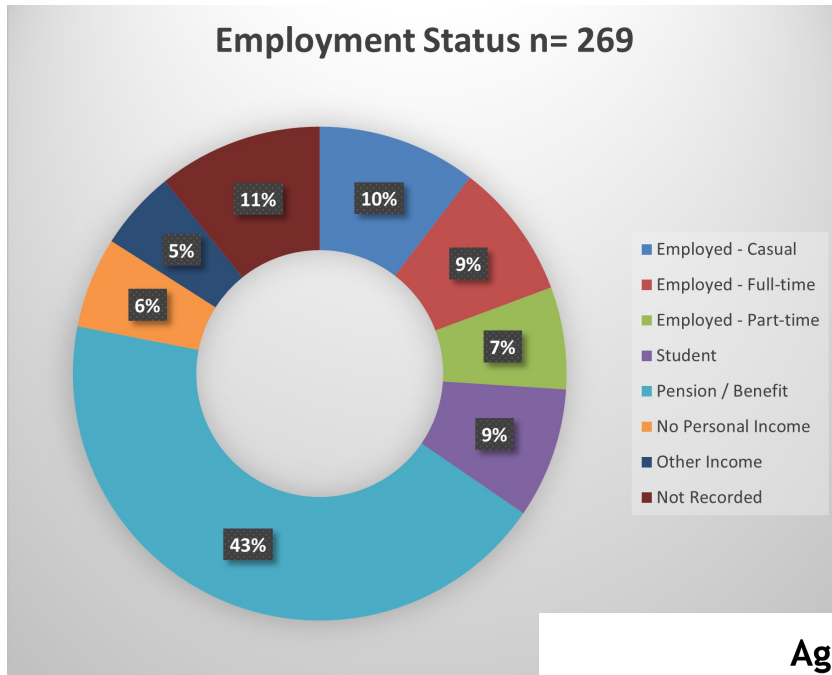
Safe 2 Go enabled women to make decisions unimpeded by a lack of finances, petrol or access to a reliable vehicle; enabling them to make the decision that is right for them in establishing safety. We identified that without access to this program some women may have had no option but to remain in an unsafe environment. Others would not have been able to access vital health services. Some women who used the program were also able to return to their home in another part of the state, an option that, without the program, would not have been available to them.



Groups, Events and Presentations

- 918 participants at Groups, Events and Presentations
- 438 Group Participants (Yoga, Ukulele, Trauma Support, Making Sense, Making Paper).
- 3 Events with 111 Participants (Launch 16 Days of Activism, Women2Women Expo at Erin Earth, Blue Knot Day, Women’s Health Week Open Day, Acknowledgment Ceremony).
- 10 Presentations to 294 people (Medical Termination of Pregnancy to MTOP Action Group, Economic Wellbeing- WHNSW Annual Conference, Economic Wellbeing- Bathurst Women’s Centre, Wollundry Club in Support of Donations, Domestic Violence Commonwealth Bank, Domestic Violence to CSU Medical Students, Pregnancy Coercion to Wagga GPs, Recovery Unit Women’s Program Wagga Base Hospital, Community Services Students TAFE Wagga, Wagga Base Hospital Social Workers).
- 75 Appointments with Visiting Practitioners (Centrelink, NSW Police Domestic Violence Liaison Officer, Complementary Therapist and Women’s Health Nurse).



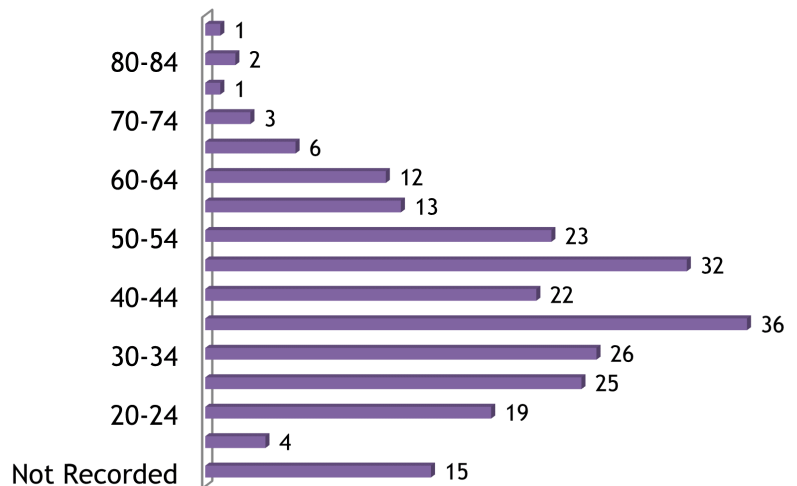


Aboriginal and Torres Strait Islander Clients

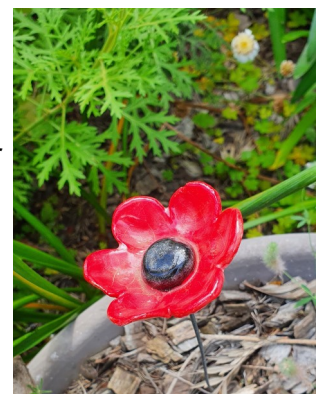
The Centre continues to offer culturally sensitive practice and strives to ensure Aboriginal and Torres Strait Islander women feel respected, supported and understood.

The Centre remains committed to participating in appropriate training in cultural sensitive practice, building networks within the Aboriginal community and with Aboriginal services and consulting with First Nations People on providing best practice.

Age Groups n= 240



There is never an expectation that clients should provide gifts however there have been occasion when a client will make a donation to the service. All of those items are valued and we are so thankful.



"Very happy that there is after hours crisis support and counselling as there is no way I could come during the week due to my work hours".
Afterhours client

"It was amazing that you guys were here today".
Crisis & Support Afterhours client

"Thank you so much for your support and guidance. I've just had a lightbulb moment".
Crisis & Support client

Counselling

COVID-19 has brought with it many challenges as well as a space for reflection. The Counselling space has seen a period of adjustment where Counsellors have moved to phone counselling appointments for clients, whilst adjusting to working from home.

Whilst this period of change brought with it challenges, clients seem to have welcomed the opportunity to still have contact and the demand for counselling continued.

Some of the clients who have experienced trauma reported that the restrictions in place allowed them to reduce their anxiety as they did not have to socialise or give excuses for why they could not. Others reflected that they were familiar with the feeling of uncertainty and already had strategies in place to manage.

Regardless of the many different experiences identified by clients, what has prevailed is the ability for the Centre to continue to provide a space where women can be heard and feel safe to express what is happening for them during a time of global, local and personal change.

Counselling Issues

Addiction	1%
Emotional/Mental Health	38%
Legal/Financial	9%
Other	4%
Relationships	13%
Social/Cultural	4%
Violence/Abuse	29%
Physical/Medical Health	1%
Reproductive, Breast and	
Gynaecological/Urogenital	1%

Counselling Issues Explained

When the Centre’s counselling practitioners record the presenting issues associated with their clients, the issues are selected from a prescribed list through Women’s Health NSW. Each item comes under a larger heading such as those listed on the left.



While the vast majority of clients present with violence as their main presenting issue, the impact of that violence is also recorded. An example may be a woman who presents with violence - DFV, she may also present with anxiety/panic disorder, anger, depression, self-esteem, and loneliness/isolation. The data is collated as; one item recorded under Violence, four items under Emotional/Mental Health and one under Social/Cultural. This is why not only the data “looks” incorrect but why we focus on trauma informed practice which works with the impact of trauma for all of our clients.

Yes, AND @HOLISTICALLYGRACE

<i>Yes,</i>	<i>we can feel grateful</i>	AND	DISAPPOINTED ABOUT THINGS BEING CANCELLED
<i>Yes,</i>	<i>we can enjoy extra time with loved ones</i>	AND	FEEL OVERWHELMED BY THEIR PRESENCE
<i>Yes,</i>	<i>we can be hopeful</i>	AND	FEEL LIKE EVERYTHING IS FALLING APART
<i>Yes,</i>	<i>we can be a source of support for others</i>	AND	PRIORITIZE OUR NEEDS, FILL OUR OWN CUP

Trauma Informed Practice

The Centre operates at an organisational level from a trauma informed framework within Feminist principles. It does this in a multi-layered approach from its organisational service charter to service delivery, to a trauma informed environment. The Centre’s research based assessment is that trauma; either complex or a single incident may be present for all clients accessing services.

It is therefore a part of all policies and practice guidelines that service delivery; direct, indirect and administrative be provided from a trauma informed approach so that recovery rather than re-traumatisation may occur.

Trauma Support Group 2019-2020 Leah and Emma

The group has seen great participation and growth however due to COVID-19 has had to suspend gathering, creating a large void in participants journey's towards healing.

October saw the roll out of the Advanced course for those that participated in the first half of the year. The group reported continual growth in learning how to manage their trauma and make lasting connections with others, learning how to trust and build healthy relationships.

At the beginning of 2020 a new program was developed for past participants who identified wanting a refresher course. This was commenced in February 2020 and ran for a number of weeks with participants identifying that they were gaining more knowledge and beginning to establish connection with other participants.

Unfortunately this group had to cease meeting due to COVID-19. It is intended to begin this course again with the participants all indicating a keen drive to be back at the Centre.



Unlike commercial businesses, the role of the Centre's use of social media is not to get customer loyalty. However there are many similarities with small business which remain important. Social media is an important tool in communicating with the community, building strong business branding, exposing the community to issues that are relevant to women and advocating for women across a range of topics.

Our posts generally fall within the following categories; Social justice, Centre promotion, Counting Dead Women, Feminist issues, Health promotion and Social action. Our posts may be generated at the Centre or reposted from other sites and focus on being inclusive and ensuring we aren't projecting an ethnocentric view of women's issues.

Some of the highlights in 2019-2020 have been;

- A series of posts at the beginning of 2020 regarding support for people and communities affected by the bushfires with one post reaching 7500 people.
- Celebrating the Centre's 40th Anniversary
- Community events such as the Clementine Ford breakfast
- Social Action events such as the launch of the 16 Days of Activism against Gendered Violence and
- Promoting the Don't be Afraid to be Brave project and International Women's Day
- Supporting our community through COVID-19

Our plan for the future is to create a strategic plan which will incorporate greater use of Instagram.



After Hours and Telehealth

The Centre has been providing After Hours services for women since 2017 thanks to funding from the Murrumbidgee Primary Health Network and Impact Philanthropy.

With the conclusion of Impact Philanthropy funding at the end of 2018 the Murrumbidgee Primary Health Network (MPHN) extended its support which has enabled the Centre to continue its suite of After Hours services. We are grateful to MPHN for its commitment to fund us through to 2021.

The After Hours service provides women with access to counselling, crisis and support and resource support outside of normal business hours. Included in the funding is an allocation to provide a Telehealth service for women throughout southern NSW. This gives women the chance to access counselling and support services regardless of geographic location.

For the 2019/2020 financial year Centre staff provided over 1033 Occasions of Service during After Hours.



Over the 2019/2020 financial year **1033** occasions of service (After Hours) were recorded.
For the same period in 2018/2019 **1200** occasions of service were recorded.

Client Feedback

“I wish I had learnt this stuff earlier”
Counselling client

“I’m so happy to have spoken to someone who has been able to explain what I’m going through and understands”
Crisis and Support client

“I am so glad your service is here. I would not be where I am today without it”.
Counselling client



Women’s Health Week

For Women’s Health Week 2019 the Centre partnered with the Defence Community Organisation (DCO) - Wagga Wagga to host a Women’s Health Open Day.

The day included free workshops, craft activities and a community lunch. 24 women attended the event, with many providing very positive feedback, including:

A woman who attended stated that they were usually anxious in new social settings, but they felt very comfortable at the Open Day. Another stated it was a lovely atmosphere. A few attendees stated they did not realise the Centre was here or operating on the weekends - so the Open Day also proved to be a great way to get the word out about the service.



Telehealth Annual Report

A snapshot from the Telehealth Counsellor- Kathryn

As Covid19 was bearing down on us all, the Telehealth counselling service was very well prepared and perhaps a bit ahead of its time to continue supporting women through this difficult time.

Telehealth counselling is more accessible to women in rural areas of southern NSW and the Riverina as there is no need to travel to attend appointments. Telehealth, being an after hours service, means it is more accessible to women who have children or carer responsibilities, women who work full time or may be shift workers, or just to provide support when it is needed.

The Centre encourages any women feeling they need support to reach out. Nothing is too big or too small to seek support from the Telehealth counselling service.

My name is Kathryn and I was lucky enough to be appointed as the Afterhours Telehealth Counsellor earlier this year. I joined the team in March (just as life was changing for everyone like never before), though I am not new to the issues of gender and healthcare. I am a strong advocate for inclusive accessible health services. Whether it be to address the systemic racism in health care to ensure respectful and safe access for all, speaking up for the rights of women with a disability, (I identify as Disabled and have been a supporter of the human rights organisation Women with Disabilities Australia

DON'T BE AFRAID TO BE BRAVE

Telephone counselling and support for women
THURSDAY AND SATURDAY 6 PM - 9 PM
02 6921 3333

This Program is supported by Murrumbidgee PHN

for many years (www.wwda.org.au) or ensuring that LGBTQI+ community has access to health services that respects rights and diverse health needs.

The Centre appreciates the funding provided by Murrumbidgee PHN that made the Telehealth service possible and their continued support to the service.

“Why don’t they teach this to young people. It would have been good to know back then”
Counselling client

“I love your newsletter, I think its great. I am going to print some copies out to give to my female clients”

“I feel very positive about budgeting and self-care”
Economic Wellbeing client

Economic Wellbeing

Emma

2019 - 2020 has definitely been an interesting time for everyone. The Economic Wellbeing program has seen some changes with COVID-19 impacting the number of people attending in 2020 as well not being able to facilitate groups. The program has continued to see women to gather information and support that will provide each individual with the skills and acknowledge they need to make an informed decision on their financial situation. The following are the topics and areas that the most support and information was sought:

- Centrelink support
- Budgeting
- Financial literacy
- Self-care - building self-esteem and self-worth
- State Debt Recovery (Work Development Orders)
- COVID-19 financial assistance information (Centrelink)

During the last financial year the Economic Wellbeing worker has also has the opportunity to develop and deliver workshops on Budgeting and Self Care. These workshops were delivered in the Wagga Women's Health Centre and also at The Bathurst Women's Health Centre.

The Economic Wellbeing worker also had the opportunity to be a Key Note Speaker at two events. The first was at the Women's Health NSW Annual Meeting and the second was on International Women's Day event in Bathurst. These opportunities allowed for Economic Abuse to be discussed in detail and why it is so important to use Trauma Informed Practice when working with women who have experienced Domestic Violence or Trauma.



The Economic Wellbeing program successfully applied for additional funding from Westpac (2 x grants received) and FRRR/Westpac (1 x grant received). The Westpac Funding has been used to develop an educational based webinar series that will provide information regarding financial literacy, superannuation, economic wellbeing, banking, and what to expect when attending an accountant. The FRRR/Westpac funding will be used to develop and implement workshops that will allow women to gather further skills and knowledge regarding financial literacy, superannuation and returning to the workforce.

In summary, 2019 - 2020 has been a big, trying and complicated year. The Economic Wellbeing program continues to be successful and proves to be needed within the community.



Webinars and Resources

In 2019 the Centre has produced 5 webinars made possible by funding from Murrumbidgee Primary Health Network through the Australian Government's PHN Program.

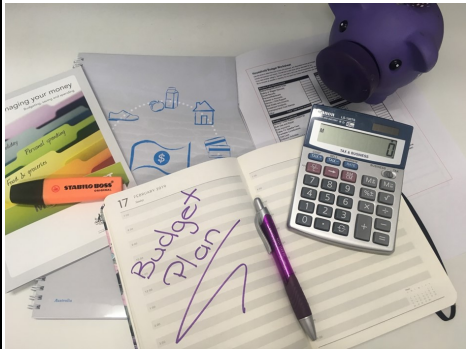
- Healthy Relationships
- Domestic Violence
- Managing Anxiety and Stress
- Staying Occupied and Connected During Isolation
- Trauma Informed Practice

These webinars are for anyone to view and are a great introduction to the various topics. For more information visit our website <https://waggawomen.org.au/webinars> or our Facebook page.

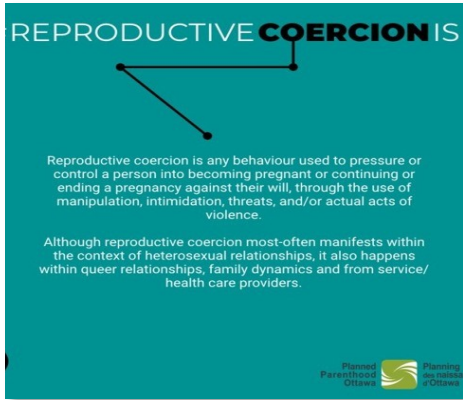
Resources Produced by WWHC during 2019-2020:

- Trauma and Vicarious Trauma information and training for WWHC staff
- All Options Pregnancy Counselling information and training for WWHC staff
- Bushfire and COVID-19 Information and Resources for reference by staff.

Service Objectives

OBJECTIVE 1: To promote good physical/mental/emotional health/wellbeing		
Activity	Impacts and effectiveness	Challenges or issues that may shape future service delivery
Crisis/ support work	Clients access service by appointment, drop in or over the phone. Crisis and Support introduces women to the service and provides an effective response to identified needs	For all services: Expanded funding would allow for increased service delivery
Economic Wellbeing	Clients introduced to concepts to improve financial literacy including budgeting/financial goals/debt reduction. Increase in women being able to find their voice and their knowledge scope on impacts of Domestic Violence; and to achieve self-identified financial goals. In November, our Economic Wellbeing Worker was invited to be the Key Note Speaker at Women's Health NSW regarding Economic Abuse and Economic Wellbeing.	Engaging appropriately skilled staff when vacancies occur continues to be a challenge for rural areas such as Wagga Wagga Availability of workers from other services to continue to provide services from the Centre.
Health Promotion	Health Promotion strategies [linked with health plans/goals] ensure activities engage with women across all demographics - this promotes opportunities for women to engage with a range of Centre services.	Due to COVID-19 the Centre has suspended all face to face contact. While no appointments for support at the Centre is currently possible, Staff continue to advocate for access for clients.
Complementary services	Massage Therapists provide access to affordable opportunities promoting holistic health care options. We are currently without a Massage Therapist, but hope to find a suitable practitioner very soon to continue offering this service. Visiting practitioners from other services [eg Centrelink Community Engagement Officer, NSW Police Domestic Violence Liaison Officer and Women's Health Pop-Up Clinic] enable women to access services in a safe environment. Clients can access these services by appointment.	
OBJECTIVE 2: To provide specialised counselling service/therapeutic programs		
Activity	Impacts and effectiveness	Challenges or issues that may shape future service delivery
Specialised Trauma Counselling Therapeutic programs	Within trauma informed framework no restriction on number of sessions. Therapeutic Trauma Support Group developed in response to identified needs - conducted over 2 terms - foundation/advanced.	See above

Service Objectives (continued)

OBJECTIVE 3: Advocate for holistic health/wellbeing needs of women in the community		
Activity	Impacts and effectiveness	Challenges or issues that may shape future service delivery
Advocacy	<p>Individual/local/state/national to address holistic health objectives and improve outcomes;</p> <p>Woman2Woman Expo</p> <p>Regular presentations including at Mental Health Unit</p> <p>Domestic Violence Project: 2650 - funding secured and partnerships established</p> <p>Media coverage on current topics - multiple including print/electronic/digital eg:</p> <p>20/2/19 Reproductive Choices in Wagga Wagga https://www.facebook.com/9NewsRiverina/.</p> <p>9 News Riverina</p> <p>15/10/20 Technology facilitated abuse. The Daily Advertiser</p> <p>28/1/20 Access to MTOP. The Saturday Paper</p> <p>28/4/20 Domestic violence during COVID. Prime7 News</p>	<p>For all services:</p> <p>Expanded funding would allow for increased service delivery.</p> <p>Continuing to provide accurate, up to date information that engages the community and address meaningful change.</p> 
OBJECTIVE 4: Deliver high quality evidence based care		
Activity	Impacts and effectiveness	Challenges or issues that may shape future service delivery
Service accreditation maintained through external accreditation processes	<p>The Centre is accredited under the ASES Standards until May 2023. The Centre has also completed the NSW Government NGO Benchmarking Model, excelling in all areas.</p>	<p>We are very proud to say that the Centre completed the accreditation cycle in May, with 100% accreditation. This process is very expensive though - over \$5000 triennially.</p>

Service Objectives explained:

The four objectives above are matched to the Key Performance Indicators (KPI's) that the Centre reports against to the NSW Ministry of Health Partnerships for Health Program through the Murrumbidgee Local Health District (MLHD), our core funding body. Data is collected and collated from a range of sources and a report is generated each quarter.

Activities which comply with these objectives are identified at the Centre's annual Operations Planning Day with input from all Staff.

Thanks goes to the MLHD for all of their support and to the Staff for their tireless dedication.

Partnerships & Support

New and existing significant partnerships/collaborations	Enhancement to service delivery
Women's Health NSW [WHNSW] ongoing partnership with new aspects	Representation on WHNSW Board Sector representation, training and networking provided
Rape and Domestic Violence Services Australia [R&DVSA] partnership with new aspects	R&DVSA provides supervision for Trauma Specialist Counsellor Professional support R&DVSA Understanding Complex Trauma and Therapeutic Practice training - all staff Representation on R&DVSA Board Participation in project to support those escaping Domestic Violence
Murrumbidgee Local Health District (MLHD)	Funding and also collaboration, for example, re Mental Health. Presentations at the Recovery Unit.
Murrumbidgee Primary Health Network (MPHN)	Funding being provided for After Hours Service for Saturdays and Public Holidays - extended to include Sundays in 2020 Funding being provided for After Hours Telehealth Service in MPHN and Southern NSW geographical areas Funding to provide service for Promotion of Cancer Screening Partnership for the DVproject: 2650 as funded by Women NSW Member of the Community Advisory Committee MTOP Committee Provide training to GP's Domestic Violence and Medical Terminations
Wagga Family Support	Court Secondment program
Wagga Wagga City Council	Partnership for the DVproject: 2650 as funded by Women NSW
Multicultural Council of Wagga Wagga	Ongoing support for clients from culturally and linguistically diverse communities
Defence Forces	Continuing links with ARTC Kapooka, RAAF Base Forest Hill and Navy
University of NSW + partnership with the University of Notre Dame	Presentations linked to Domestic Violence and the scope linked with this
Revenue NSW - Work & Development Orders	Enabling women with debts from fines to participate in activities to reduce debts [formerly Office of State Revenue & State Debt Recovery]
Safer Connections Agreement signed with Telstra	Freely available mobile phones and credit for women leaving violence
Co-operative Legal Service Delivery Program (CLSD) Committee	Participation in a range of networking and community activities with an emphasis on domestic violence
Commonwealth Bank and Westpac Bank	Significant donation to enable enhancement of the Economic Wellbeing programs Information to Branch Managers - about Centre, Services, Economic Wellbeing and Domestic Violence + donations of personal care items.
Mount Austin High School Girls at the Centre	Presentations linked to Economic Wellbeing
Community	Fundraising and donations have increased trauma specialist, crisis worker and group work options

Partnerships & Support

theDVproject:2650 continues to work towards changing the attitudes, social norms and structures that drive domestic and family violence in Wagga Wagga.

Amongst many other activities in 2019/2020, the “Reflect, Respect” campaign was launched and promoted throughout the Riverina. Across the area, posters, handbooks and television advertisements were addressing subtle behaviours that serve as barriers to respectful relationships and contribute to gender inequality.

The project enters it’s final year in 2020/2021, and will continue to work with community sectors, including sporting, education and business sectors, to assess their readiness for change.



Reflect Respect Promotional Material

Fundraising & Donations

Thank You

The Centre is humbled by the generosity of so many individuals, groups and organisations who support us throughout the year. We receive a variety of donated goods and food stuffs that we are then able to provide to women. Every donation is gratefully received but some of the stand outs have been handbags with personal care items in them, handmade scarves and beanies and bags of food items.

Financial donations go directly to the Centre and allows us to fund projects that enhances the work we do with women.

Our thanks go to the follow people and organisations;

- Westpac
- Club Lime
- Wagga Wagga Rural Clinical School
- CWA Uranquinty
- CWA Wagga and
- CWA Henty
- Wollundry Club
- Commonwealth Bank Australia
- Riverina TAFE
- Claudia
- Ruth
- Julie
- Lyndal
- Katelin
- Victoria
- Belinda (We Are. Wagga), and Mavis.



WWHC NEW KITCHEN



Our new Kitchen was finally completed in August 2019 after nearly five years of deliberation, consideration and anticipation.

When we first renovated our building we stopped short of doing the kitchen and group room while we sorted out what we needed the space to be. We now have a fully equipped kitchen which will allow us to hold cooking/nutrition groups, host functions and support our clients in this functional space. We have included a washer and dryer for clients use which has already proven to be an important asset.

The two rooms are now divided by a soundproof retractable wall which gives us the extra flexibility of opening it up for training or groups. When it’s closed we can hold meetings in the group room in a quiet and confidential space. The layout has also given us an extra office space and built in cupboards for our resources.

We would like to thank our fabulous builder Matt Honeysett, an anonymous benefactor who donated all of the appliances and the various tradies who all went above and beyond. We would also like to thank Jackie Sellars who was the Project Manager for her skill and expertise in communicating with everyone and making it so easy to keep working while undergoing the renovations.



Governance

The Wagga Women’s Health Centre Inc. is an incorporated body under the Association’s Incorporation Act, 2009. In accordance with the Act, the Centre has a Management Committee, consisting of seven elected community members (four office-bearers and three ordinary members), that is elected from the membership of the Association at the Annual General Meeting.

Formalised Governance Frameworks are in place for the Centre with comprehensive structures that include strong Governance Principles and operating practices with documented Management Committee and Committee Charters, standardised minutes and formalised reporting frameworks. The Management Committee has adopted a comprehensive Management Committee Orientation Manual and all Committee members have received formalised Governance Training.

The Wagga Women’s Health Centre Management Committee has adopted and articulated the Governance Standards that commenced on the 1st July 2013 as part of the Charities and Not for Profit Reform program. As the Governance Standards are principles based, the Management Committee has documented how it is meeting these Standards on an ongoing basis.

WWHC

Management Committee as at 30/06/2020

Jenny Rolfe- *President*

Genevieve Fleming- *Vice President*

Monique Price- *Secretary*

Megan Foster- *Treasurer*

Peita Vincent- *Community Representative*

Mackenna Powell- *Community Representative*

Vanessa Keenan- *Community Representative*

Thank You !

The members of the Management Committee volunteer their time to support the Centre. The members meet each month.

It is estimated that members of the management committee contributed more than 1,000 voluntary hours during 2020!

Their experience and expertise is extremely valuable and benefits the Centre and women who access it.



Risk Management

- External accreditation processes undertaken as part of review cycle
- Risk Management calendar maintained and reported against to Management Committee - Extra categories added to reflect learnings from accreditation process
- Full scope of insurances maintained and reviewed regularly
- Management Committee, Management and Finance Officer undertake Governance Training
- Appropriate governance and financial frameworks and training adhered to
- Clinical Governance Committee established and Framework enhanced
- Services delivered as per contracts and funding and performance agreements
- Appropriate financial considerations for building and infrastructure implemented e.g. insurances
- Schedule of reports due adhered to.

“I’m starting to believe I can do this and I know this”.
Economic Wellbeing client

“I have learned to see what my defence mechanisms are and learning how to not let them control me.”
Trauma Support Group participant

“Your questions are intuitive and show professional insight”
Crisis and Support client

Clinical Governance

The Wagga Women’s Health Centre Inc. is committed to ensuring a systematic approach to high quality service provision, client safety and clinical quality. The responsibility of clinical governance lies with all Staff, Management Committee members, Volunteers, Facilitators and other personnel in their specific roles within this process.

Clinical Governance provides the framework to ensure clinical practice is in line with Centre Policies and that our policies adhere to Ministry of Health guidelines and legislation.

Clinical Governance encompasses six dimensions of quality, that is; safety, effectiveness, appropriateness, continuity and coordination, acceptability and access. This can be seen in such things as:

- all staff employed have the appropriate standards of training and qualifications for their duties,
- strong Incident and Complaints management,
- staff are provided with appropriate Supervision,
- Centre to maintain accreditation,
- staff performance reviews and ongoing file audits.

The Clinical Governance Committee meets once a month.

Staff and Hours (per week) as at 30/06/2020

Core Hours

Manager- 28 hrs
 Finance Officer- 16hrs
 Receptionist/Community Development Worker/ Support Worker- 32hrs
 Administration Worker- 14 hrs
 Trauma Specialist Counsellor- 28 hrs
 Economic Wellbeing Worker- 11 hrs
 Health Promotion Worker- 8hrs

Afterhours

Crisis Support 1- 9.5 hrs
 Crisis Support 2- 9.5 hrs
 Counsellor 1- 9.5 hrs
 Counsellor 2- 6.5 hrs
 Telehealth Counsellor- 7 hrs
 Counsellor (Relief)- As required
 Receptionist/Admin Worker- 13 hrs

Staff have qualifications relevant to their role including:

Social Science/Welfare, Social Work, Welfare Practice, Humanitarian and Community Studies, International Emergency Management/ Criminology and Criminal Justice, Community Services, Teaching and Special Education, Business Administration, Business (Accounting), Management Business & Community, Human Resources.

In 2019/2020 staff completed Professional Development in the areas of:

- Disaster Management
- Covid-19
- Domestic Violence
- Cultural Competency
- Diversity
- Trauma
- Mental Health
- Financial Wellbeing
- E-Safety
- Vicarious Trauma
- Leadership
- Legal Issues
- Women’s Health
- Database

“The making Paper program that you delivered at Indie was fantastic. The students were thoroughly engaged and the content was relevant and age appropriate”
 Economic Wellbeing group participant



Operational Financial Report- Financial Year 2019 - 2020

Income	\$	%
NSW Health Grant	\$394,283.00	34%
Funded Contracts	\$612,983.00	53%
Donations - Service	\$37,417.00	3%
Federal Subsidies	\$98,000.00	9%
General	\$5,781.00	1%
Total Income	\$1,148,464.00	
Expenditure		
Service Delivery	\$ 481,411.86	48%
Administration	\$ 234,509.14	23%
Funded Contracts	\$ 257,418.00	26%
Occupancy	\$ 27,885.00	3%
Total Expenditure	\$1,001,224.00	
Surplus*	\$147,240.00	

*Includes income in future projects reserve of \$123507

Centre Funding

The Wagga Women’s Health Centre is a non-government, community based organisation run by women for women.

32% of funding for service delivery is received from the NSW Ministry of Health Partnerships for Health Program through the Murrumbidgee Local Health District (MLHD).

Of significance, grants, donations and fundraising from the community and organisations have allowed extra programs that focus on Domestic Violence to continue.

Financial Management

The financial aspects of the Centre including the preparation and monitoring of Centre budgets, meeting the financial and other reporting requirements and overseeing the operating payments for the Centre is:

- Prepared by the Finance Officer
- Monitored by the Manager
- Overseen by the Treasurer
- Analysed and reviewed by the Finance Sub Committee [Treasurer, Centre Manager and the Finance Officer]
- Ratified by the Management Committee
- Audited externally on an annual basis and reported to both the membership of the Association and to the funding bodies.



International Day for the Elimination of Violence Against Women

A very big thank you to Shae from Live Love Craft for preparing and personalising the ribbons for the event. Live Love Craft donate the ribbons to us each year and we are very grateful for their ongoing generosity.

Fundraising

The Wagga Women’s Health Centre has approval from the Australian Taxation Office (ATO), for income tax concessions and as a registered Deductible Gift Recipient (see Australian Business register).

The Wagga Women’s Health Centre is also a registered Charity with the Australian Charities and Not for Profit Commission (see Australian Charities Register).



Acknowledging Long-Term Service to the Centre

Central to the herstory of the Wagga Women's Health Centre has been the commitment and dedication of so many women who have worked tirelessly to bring the Centre's vision to life and maintain its work in serving and supporting the women in our community.

This year, we particularly want to acknowledge the contribution of two of those women.

Helen Mundy is a long-term friend of the Centre and joined the Management Committee in 2010. She served in various roles including President, Vice-President and Treasurer before vacating her position in early 2020. Helen's contribution - her gentle wisdom, perceptive insights, and feisty feminism - added much to the strategic vision and decision-making which shaped the Centre over this 10-year period. Helen has always been supportive of Centre staff and Committee members, giving of her time generously and acting as a wonderful mentor and friend. We thank Helen for her unwavering support over this time, and for her ongoing support of the Centre.

In August this year we also farewelled our long-term Centre Manager, Gail Meyer.

When most people think of the Wagga Women's Health Centre, Gail is the one constant they see in their mind's eye. A registered nurse, Gail first became involved with the Wagga Women's Health Centre in 1986. As Centre Manager, she was responsible for the overall functioning and day to day running of the Wagga Women's Health Centre including financial administration, personnel management, service and project planning and development, meeting reporting, industrial and legislative requirements, ensuring that all services and activities were offered in accordance with its stated aims and objectives.

Gail announced her retirement after 34 years of dedicated and loyal service to the Centre. When these words - 'dedication and loyalty' - are used regarding Gail's service to the Centre, they are sincerely meant and capture the very essence of her values and ethics.

Gail has seen the various stages of the development of the Centre through the years; first of being a collective, then as part of joint management by workers and community members through to the current governance model of a separate management committee, when she took on the role of the Centre Manager. All along, she embraced the model at hand and made it her priority to facilitate a smooth adoption of each stage of development.

Without her 'hanging in there' through some tough times, as all community organisations face, there would have been a good chance that the Centre would not have survived its 41 years of providing a unique sanctuary, a safe place for the women of Wagga and region. A place based on feminist philosophy, of the sisterhood, where women are supported on their journey of empowerment and choice.

Gail has been in many ways the foundation stone for the Centre, carrying forward the vision, energy and dedication of the founding Mothers, through to what we see today: a home of our own in Peter Street, a place of comfort and respect for both clients and staff, a place of safety where a women is always in control of her own journey, a service which is highly respected in our community.

In many ways, Gail has been revolutionary. Her commitment to embracing trauma-informed practice - not just in word, but in practice - has been a core principle of the Centre's approach of working with women, and has created a model that is exemplary for the sector and all organisations adopting these principles.

Gail worked tirelessly to establish connections and networks with the various other services in Wagga and the district, and in fact the state. She gave of her time generously, attending meetings, travelling to gatherings in the region, attending meetings in Sydney and other places in the state. She was a valued member of the Women's Health NSW, the peak body for 21 non-government community-based women's health centres in NSW, spending many years on the Board of management of this important body. Here too, she provided continuity of service, knowledge and wisdom.

Gail also served on the Board of Rape and Domestic Violence Services Australia and attended regular meetings and conferences organised by Women's Health NSW and the Women's' Health section of the NSW Health Department. Gail had her finger of the pulse of Women's Health issues at every level. Her presence and advocacy kept the Wagga Women's' Health Centre firmly in view and this has been so instrumental in establishing and maintaining the regard with which our Centre is held areas from the local to the state.

Gail made herself available to staff and Committee members for advice, consultation and providing a sounding-board. Gail was meticulous with accountability, record keeping and financial responsibility. So many organisations have collapsed and ceased to exist because of a disregard for these crucial parts of management. The Centre has never been flush with funds, but under Gail's stewardship, we have flourished.

To a woman who often sacrificed her own personal life for the good of us all, Thank You. Gail, you have been an inspiration and a role model of the spirit of feminism. We wish you all the best for the future.



Gail Meyer

Some of the activities, people and shared experiences throughout the year....

The Abortion Law Reform Act 2019 (Act)

In October 2019 The Act amends the Crimes Act 1900 to repeal the provisions of that Act relating to termination of pregnancy and to abolish the common law offences relating to termination of pregnancy.

The Centre was a part of the NSW Pro Choice Alliance led by the Women’s Electoral Lobby (WEL) and which sort changes to the law that:

The Centre has advocated for abortion rights for women for 40 years, the change in legislation was a tremendous achievement for women. The legislation was however only the first part of abortion rights for women and the next step especially for women in the region is to ensure safe, affordable access to services. The fight is ongoing.



Supreme Court Justice Ruth Bader Ginsberg (1993 -2020)

On abortion rights; “This is something central to a woman’s life, to her dignity. It’s a decision that she must make for herself. And when government controls that decision for her, she’s being treated as less than a fully adult human responsible for her own choices”.



All Lives matter when Black lives matter

The global civil rights movement sparked by the death of American man George Floyd once again shone a light on the treatment and overrepresentation of Aboriginal and Torres Strait Islander people within the Australian justice system. And the right of every person to live a life with equal opportunity, protection, safety and respect.

During the first weeks of June Australians marched, united and led by our First Nations people. In Wagga Wagga we saw hundreds of people gather to recognise Aboriginal deaths in custody and stand with local indigenous people in solidarity. The Wiradjuri-led rally in Wagga Wagga on Saturday 6th June, was poignant for its focus on strength, unity and respect. As the march made its way down Baylis Street toward the monument to the Stolen Generation cries of “all lives matter when Black lives matter” rang out; inspiring hope and a peaceful and united way forward.

Whilst we reflect on the atrocities of the past and the continuing fight for equal treatment by police; the marches have shown that change is possible, that Australian’s from all walks of life are committed to equality, and that non-Aboriginal people are ready to be the pupil instead of the teacher. Now is the time to listen to our



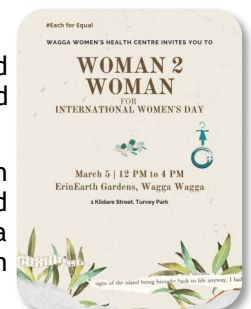
Woman 2 Woman for International Women’s Day

The theme for this year’s International Woman’s Day was Each for Equal. This theme challenges us all to recognise that it is not sameness that we strive for but equality. That each person, regardless of gender, background, experience, ability, education, sexual identity or orientation possesses equal worth and it is up to all of us to ensure every person has the equal right to strive for fulfilment.

The Wagga Women’s Health Centre once again celebrated International Women’s Day with a community-wide event called Woman 2 Woman at Erin Earth Gardens in Wagga Wagga.

Following a long, dry summer, the weather forecast for the day of the event was a high chance of rain and storms. Despite the eventual downpour attendees stated they enjoyed being able to walk through the gardens, take a guided tour, join in craft workshops or enjoy a free massage; and celebrate together with a community lunch prepared for by women from Wagga’s Burmese and Mexican communities.

We are already looking forward to next year’s event. Hoping it will be bigger, better and drier.



Acknowledgement Ceremony November 25, 2019

The Wagga Women’s Health Centre hosted for the fourth consecutive year the ceremony to acknowledge and remember those women who have lost their lives to violence at the hands of someone they trusted. The ceremony coincided with the launch of the 16 days of activism and International day for the elimination of violence against women.

Over those past four years the Riverina has seen a woman from their community die as a result of violence. Perpetual ribbons were tied for Stephanie Scott (2016), Allecha Boyd (2017), Nicole Wetzler (2018) and the most recent victim Mhelody Bruno(2019). Nationally these numbers are growing. With more than 1 woman a week murdered as a result of this violence. In 2016 - 71 women, 2017 - 53 women, 2018 - 63 women. The count for 2019 on the day of the Ceremony sat at 50.

Approximately 72 community members from a range of services supported the event by attending including Army, RAAF, Navy, Community Corrections, Argyle, Wagga City Council, Police, Southern Sports Academy, Sisters Housing, Riv Med, Health, Centacare, Like Minds, 1st Koorungal Scouts, Fire and Ambulance. 5 of the High Schools in the area represented the youth in the congregation of community. These Schools included Koorungal High, Wagga Wagga High, Anglican Collage, Kildare, Wagga Christian Collage

Male Leaders who read out names included:

- Wing Commander Nick Pausina, Royal Australian Air Force
- Lieutenant Joshua Schultz, Royal Australian Navy
- Lieutenant Andrew Beehan, Royal Australian Army
- Inspector Phil Maligan , Wagga Police
- Independent Member for Wagga Wagga, Dr Joe McGirr
- Mayor of Wagga Wagga, Greg Conkey
- Southern Sports Academy CEO, Mark Calverley
- Wiradjuri man Mark Sadler



Acknowledgement Ceremony
25/11/2019

Media from Prime 7, Win News and the Daily Advertiser were also present covering the event.



Pictures from left: Tinge_of_Red (2020), Black Lives Matter, Wagga Wagga, Instagram. Les Smith (2020), Wagga Black Lives Matter rally, Daily Advertiser, June 6, 2020. David Zebic (2020), Opinion, Indigenous Australians, The Guardian, June 7, 2020

Blue Knot Day October 2019

The theme this year was “Untangle the Knot of Complex Trauma”. To commemorate the day 18 pieces of children’s clothing were hung out the front of the Centre on a knotted blue line. The women involved in creating this year’s commemorative display wanted to use their voices to raise awareness of the issues that our community still face and to provide an insight into what people who have experienced Trauma continue to experience and live with. Each item of clothing bore a message to the community from a survivor of trauma.



The 16 Days of Activism

The 16 Days of Activism Against Gender-Based Violence is an international campaign aimed at identifying, addressing and combating the many forms of gender-based violence.

This year’s theme: *Generation Equality Stands Against Rape* is a call to action to challenge the behaviours which perpetuate rape culture. To challenge victim blaming in all forms and instead promote believing women. To fully understand and promote the concept of consent; and to stand up against rape.

Across the 16 days the Centre ran a social media campaign to share information and promote actions to help stamp out and stand up against rape.

Covid-19 Stories

The human experience of Covid-19 is unique to each person. Following are some experiences of this time written by the workers at Wagga Women's Health Centre. We acknowledge that our experience of Covid-19, both locally and globally, may be different to those of other women.

'I have admired and appreciated the way that every staff member has risen to the challenge that Covid-19 has been'. We took the challenge early on and we took it seriously. Without not having done anything remotely before, staff members opted to working from home & switched over to counselling and offering support services to women over the phone. Things I'll always remember about Covid-19: the smell of bleach and hand sanitiser, Team Viewer and Zoom (and the complications that come with them!), social distancing, the quietness of the Centre, a near empty carpark.

Staff member

As I write this, six months into a global pandemic, more than 1 million people across the world have lost their lives and countless more have been affected. Across the globe people's lives have changed in so many ways including access to income, work, education, community, social life, healthcare and safety.

'It is apparent now, so much more so than it appeared in February or March, that our world, our country and our communities have been changed forever'.

Whilst there has been disruption, devastation and anxiety, there have also been unexpected and very welcome benefits. For example, the new and beneficial ways that people with disabilities, people who are isolated or other marginalised groups are now able to consistently access mental and physical health services remotely, a concept that was a pipedream until very recently.

Amidst the COVID pandemic, there has been the greatest global civil rights movement in my life time. The Black Lives Matter movement, which sparked in the US state of Minneapolis, spread quickly around the world. And I think this movement, which has brought renewed interest to the experience of Aboriginal and Torres Strait Islanders, is as noteworthy as the COVID-19 Pandemic.

I was fortunate to live within a community which whole-heartedly got behind the Black Lives Matter movement. The march in Wagga on June 6th 2020 was supported by police, the Mayor, Wagga Wagga City Council and our local MP. This was truly a moment of pride and humility for me, to be part of the march, led by Traditional Owners, marching down the main street of Wagga Wagga crying "all lives matter when Black lives matter".

Staff member

My COVID experience was, if I had to sum it up in one word was quiet. There was the initial frenzy about what we can do, what we must do and what feels right for us. Staff and Management kept the communication stream constantly going. In the end it was a matter of what is right for us and our families as much as what is right for our clients and the Centre.

My colleagues made the move to working from home fairly quickly and so my role then became how do I support them with documents, forms and discussions about what processes are going to work best. Our priority was to continue to provide services as seamlessly as possible.

It was decided that the Manager would stay and it became clear that we also needed admin support in the office each day so both weekday admins alternated. It worked well and we have built our skills regarding the technology. It is very quiet in the office and I miss the ongoing contact with my peers.

It's quiet in the community too. There are lots of birds around and the sky at night is incredible, you can see so many stars.

The COVID-19 pandemic is something that I never thought I would have experienced, however was something that allowed for not just myself, but for the human race, to stop and take stock of how they live.

This allowed for us to reevaluate and make changes that we never thought were possible. I saw that I was able to have my children safe at home while still providing them with an education, continue to run a business whilst others had to close their doors, and work from a home office whilst still being able to provide support to those in our community who needed connection. The experience allowed for me to build a safe space in an unsafe global environment and use the strategies that I had discussed so many times with clients about looking at the current moment and managing the anxiety that is ever present. The experience additionally provided the opportunity to see the increasable resilience of those who have experienced trauma continue their journey and the rest of the world given a small example of what they face on a daily basis.

Staff member



The pandemic has brought some unexpected changes both professionally and personally. At WWHC we closed for person to person appointments. We have adapted to new work practices and technologies.

We have had to problem solve as a team and be flexible to meet the needs of the clients as best we can. We have also had to acknowledge our own needs and take care of ourselves and each other.

Our family has had to adapt also. We have faced changes that we would never have predicted. Our children have had to learn new ways of doing things at home, at school and on the sporting field. My partner has lost employment, whilst I have gained a second job. Our family has faced adversity in the past and survived, so I feel that we are well prepared to get through the current situation.

I'm aware of how the pandemic has impacted people in Australia and around the world in many unexpected and devastating ways. Considering this, it is hard for me not to feel anything but fortunate, when I'm thinking about all the people whose experience of this time is so much worse than my own.

Staff member

Mindset Shift During a Pandemic

I'm stuck at home	→	I get to be SAFE in my home and spend time with my family
I will get sick	→	I will self-isolate and wash my hands, this will significantly DECREASE my chances of getting sick
I will run out of items at home during self-isolation	→	I have prepared for this and I will use my items wisely. I have everything I NEED for now
Everything is shutting down, I'm panicking	→	The most IMPORTANT places, such as medical centers, pharmacies and grocery stores, remain open
There is too much uncertainty right now	→	While I can't control the situation around me, I CAN control my actions. Doing breathwork, calling loved ones, getting enough sleep and proper nutrition, prayer, and doing activities I love at home will all help during this time

In March 2020 the world as I knew it was changed forever. The change just didn't impact on me but everyone around the globe. COVID-19 had hit. Work changed, my home life changed and the routine that my children had gotten used to was out the window.

I went from working in a busy office, surrounded by my wonderful work friends to working from home and telephone appointments. The landscape had changed but the service remained. I set myself up and had to change my working hours to accommodate the fact that I was now a home-schooling teacher as well as a mother, wife and employed woman.

Fundamentally my practice never changed, my beliefs never changed and my drive was still the same. The stress, workload and pressure had increased both professionally and personally and that was what I hadn't accounted for.

The way I had managed my stress and anxiety in the past was no longer working. We had to stay home, and as a people person not interacting with the people who help keep you grounded and centred presented as a battle I was not ready for. In saying that I don't think anyone was ready for what COVID -19 was throwing at us.

I found myself having to look at evolving my self-care, putting myself first so that I could manage and cope during this time and I needed to self-reflect. Looking at my strengths, weaknesses, what opportunities are available and what are the threats to my happiness both professionally and personally. Change is happening whether I want it to or not change is occurring and that is scary.

So I'm walking the walk for myself, taking some of my own advice and putting myself first. I'm valuing my needs, I'm valuing my space for personal growth and I'm valuing that my professionalism is strong and that I'm going to do what's right and be unapologetic for that.

In conclusion COVID-19 has changed the way the world works; it's impacted everyone and everything.

I choose to see what positives I can draw from this experience, what lessons I can learn. My lesson is this - focus on what is most important, don't be afraid to evolve and saying no is not mean, sometimes it's necessary.

Staff member



Media Events

The Centre continues to retain an ongoing relationship with many of the Community's journalists and media organisations. Journalists often contact the Centre to obtain information from staff members on relevant and controversial topics.

- Ray Martin attends 'My Story. Our Story' event- 08/06/2019 Daily Advertiser
- Clementine Ford to speak to Wagga Community on women's rights, domestic violence and equality- 18/06/2019 Daily Advertiser
- WWHC celebrates 40 years of supporting women- 02/07/2019 Daily Advertiser
- 'The system's broken'- housing shortages/DV- 05/07/2019 Daily Advertiser
- Access to Terminations- 10/07/2019 Essential Health
- No longer access to surgical termination in Wodonga- 15/07/2019 Daily Advertiser
- Equity Event raises funds for Centre- 20/07/2019 Daily Advertiser
- WWCC's annual grants program 2019-20 allocates funds to variety of community projects- 26/07/2019 Daily Advertiser
- Celebrating 40 years of the Wagga Women's Health Centre- 27/07/2019 Daily Advertiser
- NSW abortion decriminalisation: Private Member's Bill- 29/07/2019 Daily Advertiser
- Terminations. Private Member's Bill- 29/07/2019 ABC Radio
- Terminations. Private Member's Bill-30/07/2019 Prime 7 News
- McGirr to oppose abortion- 08/08/2019 Daily Advertiser
- What is termination?- 12/08/2019 Daily Advertiser
- Julie Mecham for the WWHC and Marie Stopes' medical director Philip Stopes explain abortion laws- 17/08/2019 Daily Advertiser
- Process to access abortion- 20/08/2019 Daily Advertiser
- Open Day in partnership with Defence Community Organisation- 31/08/2019 Daily Advertiser
- High DV statistics. <https://www.dailyadvertiser.com.au/.../new-crime-statistics-show-hike-in-fraud-domestic-violence/>- 10/09/2019 Daily Advertiser
- New Domestic Violence statistics- 11/09/2019 Prime 7 News, Daily Advertiser, 9 News
- Abortion bill faces resistance in Australia's New South Wales- 18/09/2019 Aljazeera
- White Ribbon liquidation leads to Wagga's Domestic Violence advocates to vow to keep on the fight- 04/10/2019 Daily Advertiser
- Tech Facilitated Abuse-15/10/2019 Daily Advertiser
- Blue Knot Day <https://www.youtube.com/watch?v=KMZK8X3FQ2M> -25-28/10/2019 Daily Advertiser, Prime 7, WIN



Wagga City Council's annual grants program DA 26/7/2019



Acknowledgement Ceremony 25/11/2019



Acknowledgement Ceremony 25/11/2019

Media Events continued

- Complex trauma's 'knots'. Prime News Interview - <https://www.youtube.com/watch?v=KMZK8X3FQ2M>- 29/10/2019 Daily Advertiser
- Access to terminations and pregnancy coercion- 07/11/2019 ABC Radio
- Access to termination services & the culture restricting access- 12/11/2019 Crikey INQ Independent Inquiry Journalism
- DV risk to pregnant women- 18/11/2019 7 News
- Acknowledgement Ceremony coverage/interviews- 25/11/2019 Prime News, WIN, Daily Advertiser
- Pregnancy Coercion- 25/11/2019 9 News
- Ribbons in place to remember women who have died violently- 25/11/2019 Daily Advertiser
- What to do if you witness or suspect domestic violence is happening- 5/12/2019 Daily Advertiser
- Two new faces join Wagga Women's Health Centre management committee- 10/12/2019 Daily Advertiser
- A Gentleman's Guide to Life booklet will be distributed across the city in an effort to promote awareness and curb DV- 11/12/2019 Daily Advertiser
- Centre receives boost - donation from Uranquinty CWA raised during their Sconversations event - http://special_pubs.austcommunitymedia.com.au/DPE/WDA/2019/12/18/3dissue- 18/12/2019 Daily Advertiser
- Access to medical termination of pregnancy- 28/01/2020 Prime 7 News, The Saturday Paper
- Medical termination of pregnancy Access- 09/02/2020 Prime 7 News
- Don't be Afraid to be Brave- February Daily Advertiser Charities and Services Guide 2020
- Risks to women leaving violence- 24/02/2020 The Saturday Paper
- Interview re: Services, Crime stats, W2W- 04/03/2020 2MMM
- Crime statistics- 04/03/2020—Daily Advertiser, ABC TV, Prime 7 News
- Bad Trend - Wagga still remains one of the state's Domestic Violence hotspots- 05/03/2020 Daily Advertiser
- Woman 2 Woman kicks off Wagga's International Women's Day celebrations- 05/03/2020 Daily Advertiser
- Interview for Friday Magazine- 06/03/2020 AAA FM
- Termination access for regional women- 07/03/2020 Daily Advertiser
- Interview for International Women's Day - <http://omny.fm/shows/triple-m-riverina-breakfast/the-domestic-violence-statistics-in-wagga-are-alar>- 09/03/2020 Triple M Radio
- Risks of DV during isolation- 30/03/2020 Daily Advertiser
- DV during COVID- 28/04/2020 Prime 7 News
- Rise in reported DV- 04/05/2020 Prime 7 News
- DV referrals rise during lockdown one of biggest in state- 06/05/2020 Daily Advertiser
- Terminations during COVID-19- 21/05/2020 Daily Advertiser
- General casual discussion on local issues- 11/06/2020 Daily Advertiser
- 'Nowhere to go' to flee domestic abuse- 13/06/2020 Weekend Advertiser
- Violence against women - 15/06/2020 9 News



Complex Trauma's Knots

DA 29/10/2019



Wagga Women's Health Centre is a not for profit organisation incorporated under the NSW Associations Incorporations Act (2009)



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