

Wagga Women's Health Centre Inc. Annual Report

2017 - 2018

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The Centre respectfully acknowledges the Wiradjuri people who are the Traditional Custodians of this land. We pay respect to Elders past, present and emerging of the Wiradjuri Nation.

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 the Centre and all aspects of service delivery including policies, documentation and engagement with the broader community:

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 the 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.

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+.

‘(Women’s Health) Centre staff work collaboratively with other organisations to ensure maximum reach and impact within their current funding arrangements, and therefore represent good value to funding bodies, including the Ministry’.

NSW Ministry of Health 2017
<https://www.health.nsw.gov.au/women/Pages/wh-mapping.aspx>

Trauma Informed Practice

The Centre operates at an organisational level from a trauma informed basis in line with *BlueKnot* guidelines. 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.

Global research provides evidence that feminism is the critical factor in accounting for change in women’s status, health and wellbeing.

(Htun M Civic Origins of Progressive Policy Change)

Social Determinants of Health

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”.

Centre Funding

The Wagga Women’s Health Centre is a non-government, community based organisation run by women for women. 51% 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. A federal infrastructure grant allowed a disability access bathroom to be built.

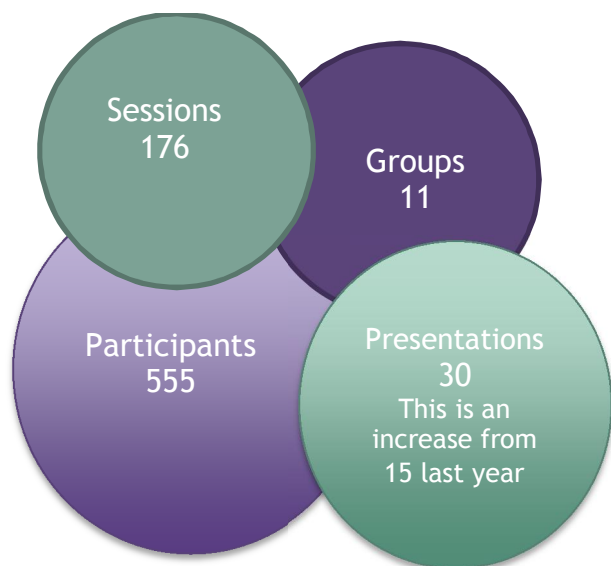
During the 2017/18 Financial year:

Total client telephone contacts were 1516.
Total client face to face contacts were 2752.
Total client contacts 4268

Face to face total is higher due in part to increased presentations and community events

Eleven different group programs were conducted. The majority are repeated each term resulting in 176 sessions

WWHC Groups/Presentations



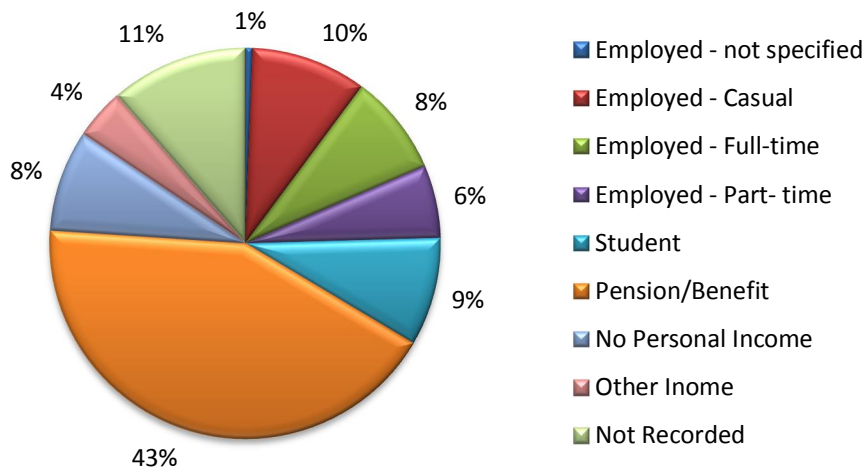
Centre staff participated in 30 presentations throughout the year, speaking to 833 people on a variety of topics such as domestic violence, trauma informed practice, health and nutrition, and WWHC services.

Client data indicates a continued high demand for trauma specialist counselling, crisis and support appointments and other appointments. This reflects the increasing complexity of the needs of women and the ongoing nature of the support provided through an holistic framework. The statistics now capture anonymous clients; acknowledging the choice that each client may make to remain anonymous, as being in line with the trauma informed framework adhered to by the Centre.

KEY SERVICES	SCOPE
Counselling	Individual counselling – a Trauma Specialist Counsellor is available 4 days each week Presentations of clients may include the impacts of trauma, resulting from domestic and family violence, adult survivors of child sexual assault, sexual assault, depression and anxiety, isolation, grief and loss, panic attacks, stress management, self-harm, suicide, mental health, self-esteem, relationships and other traumas
Crisis & Support Work	Crisis and support are available and provides: support, information, listening, referral, safety planning and advocacy
After Hours Services	Counselling, crisis, support and group work are available on Saturdays, Sundays and Public holidays (except Good Friday and Christmas day). An After Hours Telehealth service will commence soon
Group Work	A range of therapeutic group programs are conducted in response to the identified need
Community Groups	Providing a safe environment for women’s groups, facilitated and unfacilitated, meeting at the Centre, for example, the Women’s Wellness Group. This group is for older women in the community
Health Education and Promotion	Build skills and share knowledge to improve health of women and to help prevent chronic illness and lifestyle disease. For example - Woman 2 Woman Conference
Social Action	Includes strategies such as International Women’s Day, 16 days of Activism Against Violence Against Women, White Ribbon Day activities and Blue Knot Day
Advocacy	This includes advocacy on an individual level as well as at all levels of Government including local, state and national
Community Development	Activities include informing other services about our service, identifying gaps and capacity building On a needs basis, where funding is available, projects will be run to raise the awareness in the community on issues for women (for example, domestic violence)
Community Education	Education topics such as domestic violence, trauma, mindfulness and wellbeing through presentations, newsletter articles, Facebook and liaising with other network professionals
Resources and Information	Access to Centre information can be via the WWHC website, Facebook, quarterly newsletters and/or Centre leaflets and information days. A woman may call into the Centre for further information. Within our premises, women are able to use the library, group room and computer services as well as find information on other local, state and national services or health information. Women also have access to full disability accessible bathroom and shower. The Centre holds a store of personal care items for those who require support
Complementary Therapists	This year massage was offered to promote self-care within a safe environment and as a secondary support to other therapeutic work
Partnerships	Working in partnerships with non-government, government and community organisations e.g. Anglicare, DVLOs, Mental Health Recovery Unit, Domestic Violence Liaison Committee, MLHD, Mental Health Drug and Alcohol services and Mental Health Acute Unit, Wagga Wagga City Council and MPHNS
Economic Wellbeing	Individual appointments to provide 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

Employment Status

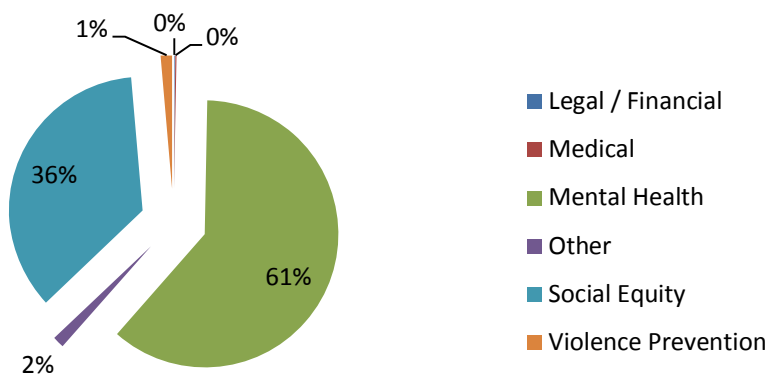
n = 155



Disability as reported by client

- No disability 55%
- Psychiatric 26%
- Physical 6%
- Chronic Health Complaint 4%
- Brain/Nerve Damage 1%
- Intellectual 2%
- Other 4%
- Not recorded 1%

Services Provided



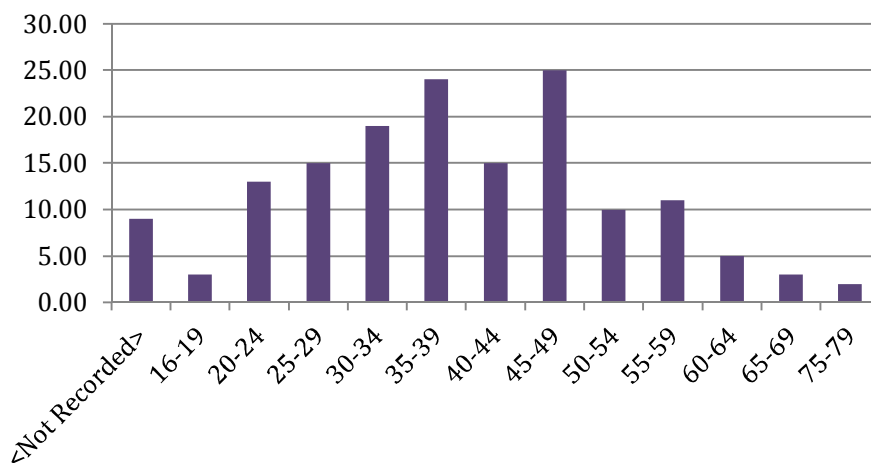
WWHC Services

- Advocacy, Casework & Support 37%
- Group/Health Promotion 26%
- Info/Referral 21%
- Complementary/ Allied Health 16%

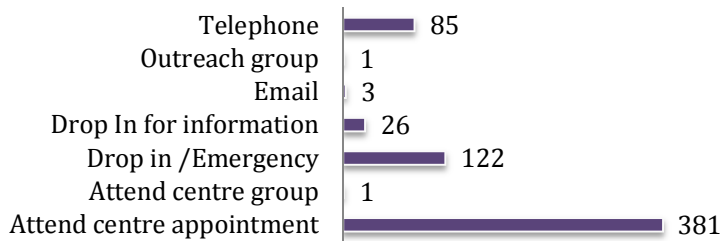
Counselling Issues

Addiction	1%
Emotional/Mental Health	44%
Legal/Financial	9%
Other	1%
Relationships	10%
Social/Cultural	4%
Violence/Abuse	29%
Physical/Medical Health	1%
Reproductive	1%

Clients by Age Group n= 155



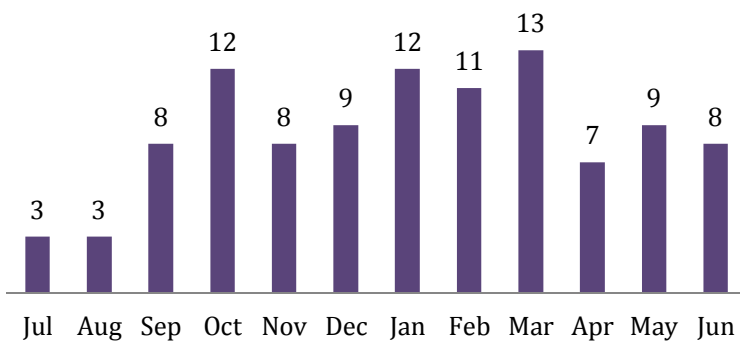
Anonymous Client Contacts



Indigenous Status

Of all of the clients, 5% of women identified as Aboriginal or Torres Strait Islander. The Centre continues to strive to maintain our reputation for providing culturally appropriate support, counselling and all other services throughout the year. This includes respectful acknowledgement of Land, images and appropriately trained staff.

New Clients by Month



The Centre statistics for New Clients per 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.

Resources Produced

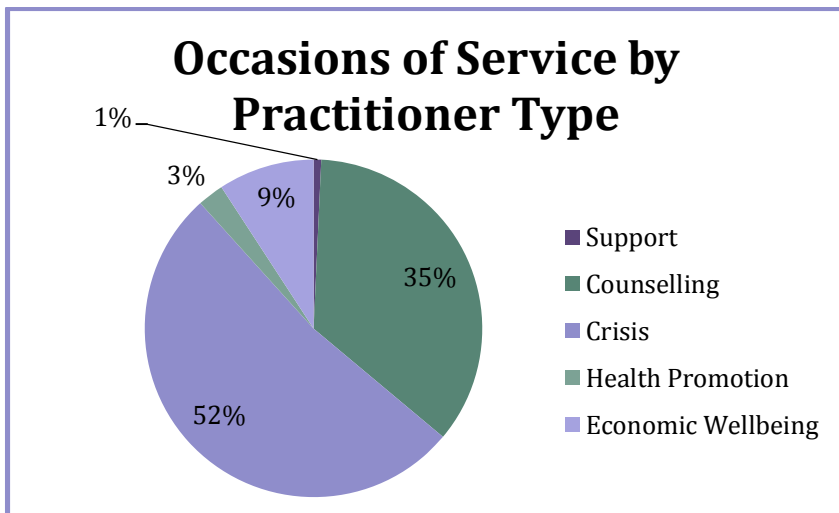
The following resources have been produced by staff. The resources support an increased knowledge of the various issues and assists in informing clients. Examples include:

- A variety of Presentation programs. These included PowerPoints, handouts and research materials
- Domestic Violence awareness program for junior doctors
- Trauma Support Group programs
- Reports and evaluations for group programs
- Quarterly and Annual Reports
- Centre brochures
- Newsletter
- Updated Safety & Escape Planning resource
- theDVproject: 2650
- Community Attitudes Survey report

'I feel safe to be me and it's amazing to have such supportive women around me' Client



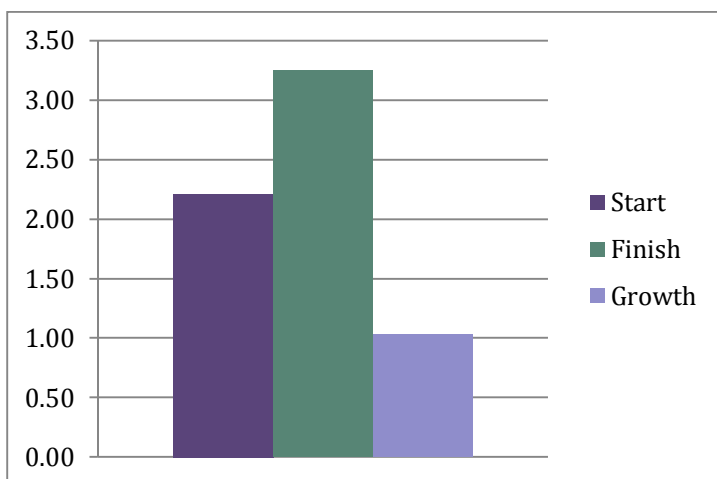
The Centre has maintained the ACON Welcome Here project accreditation to ensure women from the LGBTIQ+ community have access to appropriate services and service provision. Resources that have been produced are inclusive and reviews have been undertaken. Staff have participated in additional training and sit on LGBTIQ Network Working party.



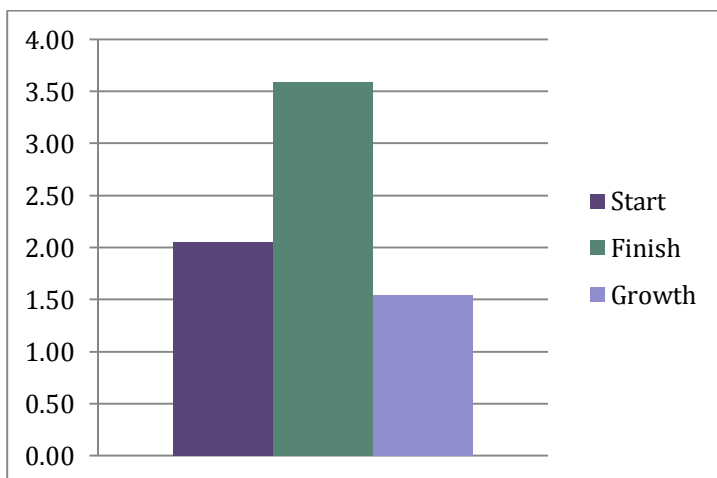
Occasions of Service by Practitioner Type identifies the volume of work generated by roles within the service. Both Health Promotion and Economic Wellbeing have a limited number of hours yet each contributes to ensuring holistic service delivery from the Centre.

Complementary Therapies are not included in this total.

Evaluation of Counselling Clients



Evaluation of Economic Wellbeing Clients



Both Counselling and Economic Wellbeing clients were supported to self-evaluate using the Warwick-Edinburgh Mental Well-being Scale (WEMWBS), to assess wellbeing upon presentation. After attending for a period of time, clients once again self-evaluated. The results show a significant growth in mental wellbeing for all clients surveyed.

The most significant areas of growth observed by Economic Wellbeing clients was an increase in confidence, energy levels and feeling useful. For Counselling clients the evaluations showed overall increases in feeling positive and building of self-esteem.

NSW Government Health Goals

The Wagga Women’s Health Centre works within its frameworks to address the core health goals outlined in State, Commonwealth and local health priorities and policies. Goals may be addressed through individual sessions with clients, group work, presentations, website and social media links providing increased access to information, as well as advocacy. The Wagga Women’s Health Centre publishes its own newsletter *Hersay* quarterly to address current issues such as the *After Hours Service*, the *#MeToo* movement, and the *DVproject: 2650*. Examples of a broader range of actions implemented by the Centre to contribute to the goals outlined in the *NSW Health Framework for Women’s Health 2013* are listed in the table below. Some strategies link with multiple NSW Health goals.

NSW Health Goals	Wagga Women’s Health Centre Actions
<p>Lifestyle-related chronic disease</p> <p>Comments from participants:</p> <p>‘I now have the information I need, thank you’ Quote from client</p>	<ul style="list-style-type: none"> • Community survey re ideas for Woman 2 Woman Expo 2018 • Woman 2 Woman Community Conference 2018 delivered - 150 women attended and 11 services were present. Program developed reflective of NSW Health Goals & IWD 2018 theme • “Open day” for defence spouses - joint event with Defence Community organisation • Discussed capabilities with groups and clients • Self-care strategies presentation - Breastfeeding Association • Lung Awareness Month - Promotion and awareness raising of health issues and health promotions • Bowel Cancer Awareness Month - Promotion and awareness raising of health issues and health promotions • A number of Facebook posts • Mt Austin School - Girls @ the Centre - Healthy Relationships Presentation • Open day at Centre - activities include Yoga and Nutritional talks and performance of Silence by Amy Gray • NCOSS pre-budget submission and survey • Walk in Her Shoes presentation
<p>Mental health and social wellbeing</p> <p>Comments from participants:</p> <p>‘I feel good I made this time for myself, great start to the day’</p> <p>‘Was good to have discussion around healthy relationships’</p>	<ul style="list-style-type: none"> • Multiple presentations at Mental Health Units [MHU] at Wagga Wagga Base Hospital [WWBH] • Women’s group at the Recovery Unit - information and pathway for referral and advocacy • Economic Wellbeing Program with Wagga Women’s Shed • Trauma Support Groups • Group program - including: Gifts from the Heart, Let’s Get Growing, Ukulele, Creative Expressions • Monthly visits to Acute Unit: Mental Health Unit • Ensure women from various cultural and ethnic backgrounds are aware of services provided by the Centre • International Women’s Day - Woman 2 Woman Health Expo held on March 8th - Information stalls, Workshops, Key note speaker, Multicultural food, Activities, Children’s areas. Held at Multicultural Council grounds • Assisting women develop individual financial literacy, resulting in the increase of self-worth and confidence • Presentations - Girl’s @ the Centre, Mount Austin HS, Junee Community Health Centre, Wagga Community Mental Health • Blue Knot Artwork - raising awareness about Adult Survivors of Child Sexual Assault • One Million Stars to End Violence Campaign • Colouring for Mindfulness group • Women’s Wellness group. Social group for older women • Mindfulness cards, Strength cards, Gifts to self and 101 Stress relief cards available and distributed • Economic Wellbeing - financial literacy education • A number of Facebook posts - e.g. Resilience, self-care, stress management
<p>Nutrition and physical activity /healthy weight</p>	<ul style="list-style-type: none"> • Yoga group • Nutrition Group • Facebook posts - Nutrition and mental health
<p>Screening</p>	<ul style="list-style-type: none"> • Developing Promotion of Cancer Screening campaigns - incorporating bowel, breast and cervical cancers • Refer women to Women’s Health Nurses for health screening
<p>Reproductive and sexual health</p>	<ul style="list-style-type: none"> • Provided abortion information as required • Input provided re: gaps in abortion research policy and service delivery • Visit to Centre by Dr. Mehreen Faruqi MLC and media re: Decriminalisation bill - led to an increased number of women accessing the Centre for information re: pregnancy options • Updated Termination services details • June18 Safe Access Bill passed in NSW Parliament
<p>Tobacco, drugs and alcohol</p>	<ul style="list-style-type: none"> • Identified as needing to be developed to be appropriate within Trauma Informed framework • Supported women in choices around these issues

<p>Violence</p> <p>'I was contemplating a relationship but I recognised the warning signs and ended it. I would never have done that without attending this group'</p>	<ul style="list-style-type: none"> • Domestic Violence Project - theDVproject: 2650 • Presentation at Wagga Wagga Rural Referral Hospital Recovery Unit • DVLC 16 days of activism project • Created Budgeting Tips and Tricks for the WWHC Facebook page • WHNSW - Statewide meeting - presentation re: theDVproject: 2650 • Meeting with Magistrates and attendance at court sessions • Participation in Regional Domestic Violence Reference Group • WESNET-Safe-Connections-Phones-Survey-2017 • The ANROWS 2017 Stakeholder Survey • Consultation with, CEO Australian Women's Health Network re: LGBTIQ inclusive practice • Development of Support Group for partners of abusers linked with Department of Corrective Services • Presentation on Domestic Violence to University of NSW 3rd year Medical students • Provided feedback to Strengthening Child Sexual Assault Abuse Laws • Groups - Strength to Strength Support Group and Trauma Support Groups • Attended Liberty for Violence March • White Ribbon Day ceremony led by Men, to acknowledge the 44 women who had lost their lives to violence • Launch of Community Attitudes survey report • Presentation to Commonwealth Bank Branch Managers - about Centre, Services, Economic Wellbeing and Domestic Violence • Presentation given to Sergeants, General Duties staff, and Commanders of local Police re: Centre, services, Domestic Violence and weekend opening hours • Submission for Senate Enquiry re: 1800 Respect • Talk about Centre, leaflet and the DV Project: 2650 comms piece at Graincorp dinner • Endorsed Open Letter improving protections for DV Victims who are renting/prepared by Women's Legal Service NSW • ANROWS National Risk Assessment Principles for Family and Domestic Violence Project Survey • Wagga Wagga CLSD Program Legal Needs Survey 2018 • Lifeline DVAlert survey • Community Corrections presentation • Presentation to TRAC Yr 11 Law students • Media activities - local print/electronic/radio media re: various aspects of violence • Social media activities about Violence against Women including Domestic Violence and Child Sexual Assault • Current media articles relating to Domestic Violence added to Facebook page to promote increased knowledge.
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Acknowledgements

Volunteers and In-kind Support

Volunteers have added to the Centre in various ways including administration, fund raising and gardening. We acknowledge and thank all who have assisted in enabling the Centre to continue to function. During the year, volunteers have donated a little over 262 hours to the Centre. Invaluable in-kind support also continues to be received from Jackie Sellars [Reception], Nicholas Bewick [Governance], Doug Priest [Building] and both our gardener and the garbage bin retriever. These contributions make an enormous difference and we thank you all so much for your assistance.

Support

It is with much gratitude that the management and staff acknowledge the support that has been received from government departments [federal, state and local], funding bodies including Ministry of Health, MLHD and MPH, Impact Philanthropy, local Members of Parliament, organisations, businesses, the community and individuals in enabling the Wagga Women's Health Centre to achieve its aims and objectives. Special note is made of the White Ribbon Ambassadors, and to various people who have either raised funds or made donations to enable Centre programs and projects to be continued. Donations have also been received from the local Hotels Have Hearts, Commonwealth Bank - South Wagga Wagga, Graincorp, Defence Force bases ARTC Kapooka and RAAF Base Forest Hill, Marketplace Hometown Heroes fundraiser, various Rotary Clubs, WaggaWagga.TV Pty Ltd, Miss Wagga Wagga Quest, Myer and Teys Australia - Southern Pty Ltd. Various organisations have also donated monies from special awareness days in their workplaces. Thank you.

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 Participation in Urbis ‘Mapping of NSW Women’s Health Centres’
Rape and Domestic Violence Services Australia [R&DVSA] partnership with new aspects	R&DVSA provides supervision for Trauma Specialist Counsellor Professional support 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
Murrumbidgee Primary Health Network (MPHN)	Funding being provided for After Hours Service for Saturdays and Public Holidays Funding being progressed to establish and provide After Hours Telehealth Service in MPHN and southern NSW geographical areas Funding to establish provide service for Promotion of Cancer Screening
Impact Philanthropy	Funding provided for After Hours service on Sundays
Defence Forces including both ARTC Kapooka and RAAF Base Forest Hill	Building on the MOU established between ARTC Kapooka and WWHC. Enhancing links with both ARTC Kapooka and RAAF Base Forest Hill
MLHD, MPHN, FACs, WWCC and WWHC Integrated Women’s Health Strategic Plan	This is a useful reference document outlining priority populations of vulnerable groups and priority issues for women however the document needs to be reviewed
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 for women leaving violence
Corrective Services NSW (CSNSW)	Providing services for women partners of Corrective Services NSW clients attending Behaviour Change programs
Graincorp	Significant donation and support enabling expanded trauma counselling hours to be ongoing
Commonwealth 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 doonas, pillows & personal care items
GHD	Donation of high quality laptop computers
Community	Fund raising and donations have increased trauma specialist, crisis worker and group work options

Work and Development Orders

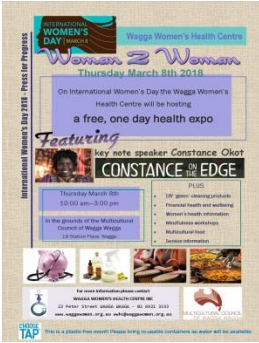
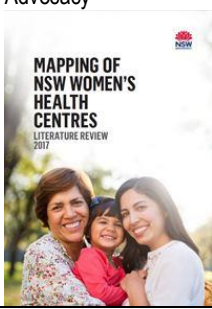
Help for people who can't pay their fines

ALS Legal Aid

Work and Development Orders (WDO) are made by Revenue NSW to allow eligible people who have a mental illness, intellectual disability or cognitive impairment, are homeless, and are experiencing acute economic hardship to satisfy their fine debt through unpaid work with an approved organisation or by undertaking certain courses or treatment. The Centre has been an approved organisation (Sponsor) for 2/3 years and during that time we have supported women to reduce or eliminate their outstanding debts. This is an important step in obtaining financial freedom for them. Activities include: Counselling, Economic Wellbeing Support, Crisis Support and participation in other Centre based activities.

Telstra Safe Connections Program

The Centre has partnered with Telstra and Wesnet to help women impacted by domestic violence to stay safely connected. Telstra provides smartphones, pre-paid credit and information on the safe use of technology to WESNET for distribution through its partner agencies nationally to support women impacted by domestic violence. During our partnership we have handed out over 20 phones. Women have reported that their new phone has increased their sense of safety and empowerment.

Service Objectives	Activity	Outcomes
<p>Objective 1 To promote good physical/mental/emotional health/wellbeing</p> 	<p>Crisis/support work</p> <p>Economic Wellbeing</p> <p>Health Promotion</p> <p>Complementary services – re-established 5/2017 after hiatus</p>	<p>Clients access service by appointment/drop in/over the phone. Supports/structures promote needs being met promptly.</p> <p>Clients introduced to concepts to improve financial literacy including budgeting/financial goals/debt reduction.</p> <p>Health Promotion strategies [linked with health plans/goals] ensure activities engage with women across all demographics. For example</p> <ul style="list-style-type: none"> • Woman2Woman health Expo held at the Multi-Cultural Centre <p>International Women's Day - on March 8th - included: Information stalls, Workshops, Key note speaker, Multicultural food, Activities and Children's areas. 150 women from many different cultural backgrounds attended including Myanmar, Afghanistan, Sudan and South Africa.</p> <p>Independent Massage Therapist continues to provide access to affordable opportunities promoting holistic health care options – model incorporates reduced fees paid directly to practitioner by client – promoting accessibility and affordability. New and repeat clients – indicate improvements linked to physical health eg pain, muscle tension, headaches, anxiety and self-care.</p>
<p>Objective 2 To provide specialised counselling service/therapeutic programs</p>	<p>Specialised Trauma Counselling Therapeutic programs</p>	<p>Within trauma informed framework no restriction on number of sessions.</p> <p>Therapeutic Trauma Support Group developed in response to identified needs – conducted over 2 terms – foundation/advanced. Self facilitated groups continue to meet – supported by the Centre as needed</p>
<p>Objective 3 Advocate for holistic health/wellbeing needs of women in the community</p>	<p>Advocacy</p> 	<p>Individual/local/state/national to address holistic health objectives and improve outcomes.</p> <p>Participation in the Urbis review of Women's Health Centres Presentations at Mental Health Unit</p> <p>Domestic Violence Project: 2650 – Community Attitudes Survey Report launched. Media linked to current topics – multiple including print/electronic/digital e.g.</p> <p>https://www.dailyadvertiser.com.au/story/5476791/wagga-leader-labels-the-assault-on-comedian-unforgivable/</p> <p>https://www.dailyadvertiser.com.au/story/5387287/calls-for-specialist-courts-in-wake-of-consent-law-review/</p>
<p>Objective 4 Deliver high quality evidence based care</p>	<p>Service accreditation maintained through external accreditation processes</p>	<p>The Centre is accredited under the ASES Standards until May 2020. The Centre has also completed the NSW Government NGO Benchmarking Model, excelling in all areas.</p>

Mapping of NSW Women's Health Centres Completed by Urbis for the NSW Ministry of Health in 2017

Key elements for services delivered by Women's Health Centres that have been found to positively affect women's health outcomes identified in this review are:

- *delivering quality care that is holistic in scope and recognises women's overall physical, mental and emotional wellbeing
- *empowering women and promoting their participation as 'partners' in their health care.
- *providing access to female physicians
- *facilitating inclusive care, including culturally appropriate care
- *creating safe, private and women-friendly spaces for women to access essential health services
- *providing opportunities for single site service provision
- *promoting continuity of care
- *providing access to affordable health services
- *adopting a life course approach to women's health issues.

The Urbis Report can be found at: <https://www.health.nsw.gov.au/women/Publications/wh-mapping-review.pdf>

Staff & Training

Staff, as at 30/6/2018, consisted of:

- Manager - Gail Meyer - 28hr/wk.
- Receptionist/Community Development Worker/Support Worker - Julie Mecham - 33hr/wk.
- Finance Officer - Alison Carr - 21hr/wk.
- Trauma Specialist Counsellor - Leah Anderson - 28hr/wk.
- Economic Wellbeing Worker - Emma Creasy - 11hr/wk.
- Health Promotion Worker - Claire Kendall - 8hr/wk.
- Casual relief staff - Jenny Jordan, Larissa Palamara and Claire Gabriel
- Reception - Volunteer - Jackie Sellars

Staff Training

- Revenge Porn seminar
- Domestic Violence [DV] training - 2 day training to identify and respond to instances of DV
- Victims of Crime support services
- WHNSW Database training
- NSW Justice Service Roadshow training
- DV Training
- Working with the Neurobiological Legacy of Trauma:
 - Disorganized Attachment
 - Recognising and treating Dissociative Phenomena
- A three phase approach to working therapeutically with complex trauma clients
- How to change the Story - Putting the prevention of violence against women into practice
- Survivor Advocate Program - Purpose, Insights and Discussion
- Transcultural Mental Health
- Complex Trauma Training
- Drug and alcohol first aid
- Loss & Grief Work with Adults
- ANROWS Conference in Sydney:
 - Risk and Safety
 - Domestic Violence Contraception and Pregnancy the Need to Improve Responses to Reproductive Coercion
 - Money, Love and Financial abuse - opening the predator's black box
 - Acting on Evidence
- Evidence based treatments for people living with Borderline Personality Disorder
- Dual Diagnosis
- Work and Development Order [WDO] Training
- Fire Safety Training
- Governance
- WHNSW Statewide Meetings including:
 - Financial Risks and Controls
 - HR Managing Conflict in the Workplace 1&2
 - Single Point Payroll Presentation
- Clinical Governance
- Peer Supervision
- Staff meetings
- After hours staff orientation

Management Committee Members Training Governance - linked with existing roles within individual professions
Management Committee and Manager Retreat Days - reflection and vision planning.
Management Committee governance training - MC and Manager by member of GIA

Staff members hold relevant tertiary qualifications

- Social Science - Social Welfare
- Social Work
- Welfare Practice
- Humanitarian and Community Studies
- Community Services Work
- Applied Mental Health
- Business (Accounting)
- Management - Business & Community Management
- Human Resources Management

Membership of Women's Health NSW Board, Board of Rape and Domestic Violence Services Australia & The Daily Advertiser Advisory Board



Service Accreditation maintained through external processes

Economic Wellbeing

Economic abuse can be a hidden form of intimate partner abuse. Victims are often unaware it is happening - until they are in the process of separation and divorce, or are experiencing severe financial stress. Economic abuse occurs between intimate partners when one controls or manipulates the other person's access to finances, assets and decision-making to create dependence and control. (The Conversation, March 2, 2017. Jozica Kutin, Mike Reid and Roslyn Russell.)

During the 2017-2018 financial year there has been a significant increase in the number of people accessing the Economic Wellbeing program. Over 169 occasions of service were provided. The Economic Wellbeing program has applied for a number of grants and funding opportunities in hopes of developing and implementing trauma informed and client centred workshops and programs regarding financial literacy. The program has been able to offer a variety of services this year including:



Feedback has been extremely positive from the Women who have accessed the service, with quotes including:

- "I now have the information I need, thank you"
- "I can manage my money". Quote from client.
- "I have been able to develop an achievable budget." Quote from client.

After Hours

Since September, 2017 the Wagga Women's Health Centre has offered After Hours* services on Saturdays, Sundays and public holidays. This has been made possible by funding from the Murrumbidgee Primary Health Network and Impact Philanthropy.

Since its launch, the numbers attending during After Hours service have steadily increased as the Wagga Wagga and wider community become more aware of this additional service. The After Hours service ensures women are able to access counselling, crisis and support and resource support which have been an identified gap in service delivery for the region. Staff also run a variety of group activities and events such as Learn Ukulele, Gardening, Craft, Sundays@theCentre and Centre Open Days. Research is now available that supports the link between emotional and physical health. Reducing loneliness and isolation through attending activities at the Centre can improve both the emotional/mental and the physical impacts of hardship, poverty, homelessness and trauma experienced by clients.



From September, 2017 to June, 2018 the Centre provided over 450 occasions of service during After Hours service

* After Hours are: Saturday 12 noon . 7.00pm, Sunday & Public holidays 9.30am . 4.30pm

International Day for the Elimination of Violence against Women 2017

The Wagga Women’s Health Centre marked International Day for the Elimination of Violence against Women (the start of the 16 Days of Activism) again for the third year by hosting a commemoration ceremony lead by White Ribbon Ambassadors and male leaders within the Wagga Wagga community. This event is to pay respect to all of the women who had lost their lives to violence through the year. The ceremony saw the names of those who have lost their lives to Violence be read out while members of the community tied a white ribbon (with person’s name and age where known printed on it) to the rail, outside the Centre in their memory. This was then followed by one minute silence. MC Brad Addison tied the first ribbon to the rail which was that of local women Allecha Boyd who died in August 2017. This sat alongside the perpetual yellow ribbon in remembrance of Stephanie Scott.



International Women’s Day

Each year on International Woman’s Day the Wagga Women’s Health Centre marks and celebrates the occasion with a one day event titled **Woman 2 Woman Expo**. The events are an opportunity to celebrate and recognize how far we have come in the push for gender parity, but also to acknowledge how far we have yet to go. The theme for this year’s Day was *Press for Progress*. The 2018 Woman 2 Woman was an expo-style event, held in the gardens of the Multicultural Council of Wagga Wagga. The expo featured key note speaker Constance Okot, interactive and informative workshops, information about services and organisations for women in Wagga and the surrounding areas, activities and multicultural fare. Approximately 140 women attended the event; with an estimated 60% being from culturally and linguistically diverse backgrounds.

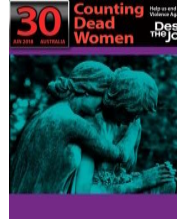


Risk Management

- Risk Management calendar maintained and reported against to Management Committee
- Full scope of insurances maintained and reviewed regularly
- Manager and Finance Officer undertake risk and fraud detection training
- Management and Finance Officer undertake Governance Training
- Appropriate governance and financial frameworks and training adhered to
- 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.

Grant opportunities identified

Wagga Women's Health Centre Facebook Snapshot 2017–2018



For the first 6 months of the year, 30 women died as a result of violence. That is more than one a week. Destroy the Joint. Counting Dead Women

300 new page Likes. Total has now reached 1000

Over the last financial year the Wagga Women's Health Centre have used social media to promote many different women's health items, events and issues. These included promotion of events such as International Women's Day and Human Rights Day; Promotion of initiatives such as Lung Health Month and Bowel Cancer Awareness Month; and promotion of the Centre's ongoing groups. All told the Centre's social media posts specifically promoting health have reached more than seven thousand, eight hundred people.

Topics also covered include;

- *Counting Dead Women (Destroy the Joint)*
 - *Fundraising*
 - *Promotion of Centre activities*
 - *Health Promotion - Awareness of health issues*
 - *Supporting partner organisations*
 - *Awareness campaigns such as: mental health, Blue Knot, White Ribbon Day*
 - *National events e.g. Anti-Poverty Week*
- **Supported legislation changes to Abortion Clinic Safe Zones*
 - **Links to Legal Aid resources*
 - **Domestic violence discussion pieces*
 - **Feminist agenda items*
 - **LGBTIQ+ information/awareness*
 - **theDVproject: 2650*

theDVproject: 2650

During 2017/18 the Centre was successful in accessing grant monies of **\$1.2million** (over 3 years) from Women NSW, NSW Domestic and Family Violence Innovation Fund. The funding is to enable the theDVproject: 2650 to be progressed. This project is based on the research findings from local, state, national and international research.

theDVproject:2650 is a whole of community primary prevention program in Wagga Wagga designed to change the attitudes, social norms and structures that drive domestic and family violence (DFV); and increase support for gender equality. The project will educate the community on the drivers of DFV, promote gender equality and respect for women, and challenge rigid gender roles and stereotypes and will incorporate gender audits, community engagement and community-wide campaigns.

Significant partnerships are being developed to support the scope of outcomes and benefits from this project.



Feedback & Support

Some comments from our clients;

- *'For the first time I have been able to see the progress I have made. The kids and I feel safe and I don't feel ashamed'*
- *'I have been able to develop an achievable budget'*
- *'I feel like a weight has been lifted. I feel good'*
- *'Thank you. I truly do not know what I would do without your support and the help of your organisation'*

Other feedback;

- *"Thank you for hosting us and the wonderful work you do supporting women" Senator Mehreen Faruqi*
- *"Attending the group has changed the way I look at things. I used to think that it was just me who thought like this. Now I know that its not and that helps me to look at things differently. I feel much more confident"*

Thank you to our community who continue to support the Centre through donations, participation in activities, attendance at events, who refer friends and family to our service, are a part of our on-line community and those who are our sisters in the network.



Thanks to RAAF Base Wagga for their ongoing support through donations



Thank you to GHD for their very generous donation of computers



Thanks to Commonwealth Bank and Staff for commitment to supporting the Centre



Wagga Women's Health Centre Life Member Jan Roberts OAM

**Extract from speech
Farewell for Jan Roberts - a founder of the Centre
Wagga Women's Health Centre Annual General Meeting
1st November 2017**

What can I say... tonight we are witnessing history....

Jan has indicated that she is now transitioning from being on the Management Committee of the Wagga Women's Health Centre. Jan will however always be a part of the Centre and the Centre will always be a part of Jan's being. The two are indivisible.

Jan can be described as:

- A feminist
 - A mentor
 - A teacher
 - An advocate
 - A leader
 - And above all ... a friend. And I am sure that there are many other descriptions!!
- * A founder of the Wagga Women's Health Centre
 - * A part of the sisterhood
 - * An inspiration
 - * An activist
 - * A wise Crone

Jan your achievements have been many and are remarkable. They have changed the fabric of our community as you have challenged systems and processes and individuals! You have well and truly challenged many, supported the rights of many and have been very much about social justice, human rights and gender equity. You know that the Wagga Women's Health Centre will always be a home for you and that you will always be welcome. Do not think for a moment that you will never hear from us again as we continue to seek your wisdom and support. We absolutely wish you all the best for your future endeavours and I wish for you a light heart as you continue to pursue your dreams and aspirations. On behalf of the Management Committee and Staff of the Centre I would now like to confer upon you *Life Membership of the Wagga Women's Health Centre Association*. You are the inaugural recipient of this and it is indeed an honour to present you with this Certificate and status. I would also like to present you with a small memento of your journey with the Centre. I acknowledge that nothing will capture the whole experience however this may bring a smile to your face. Jan I give you my thanks, my gratitude and my very best wishes. All the best.

The **40th Anniversary of the Centre** will occur during 2019 allowing a time of reflection on the life of the Centre and its journey; including that when the Centre first opened its doors ... and this is recorded... that on that first day a woman came to the Centre as seeking support due to her experience of domestic violence. This was at a time when the term Domestic Violence didn't actually exist as it does today.

The preparation for the anniversary has allowed a time for women to come together to

- tell, share and record their stories that recognize the journey of the Centre and women
- involve women in a process that connects women and recognizes and celebrates their highly valued and diverse contribution
- demonstrate how we have evolved over time.

It has also allowed the motivation for women's involvement with the Centre to be explored and to also ask why the Centre was important for them. Wording attributed to Kym Witney

More information will be provided about the acknowledgement of this achievement as we progress into 2019.

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.

Management Committee

Name	Position
Jenny Rolfe	President
Genevieve Fleming	Vice President
Monique Price	Secretary
Helen Mundy	Treasurer
Geraldine Rurenga	Community Representative
Helen Foley	Community Representative
Peita Vincent	Community Representative
Jan Roberts	Resigned 1/11/17
Monique Medway	Resigned 2/7/17
Kym Hampton	Community Representative Resigned 1/11/17



Management Committee at 2016-2017 AGM

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).

The Wagga Women’s Health Centre would like to acknowledge and thank both **Nancye Piercy**, the Centre’s Patron, and **Jan Roberts OAM**, a Life Member and a Founding member of the Centre.



Throughout the year 416 hours have been recorded by the Management Committee and Management for time donated for Centre Governance and progression of Centre projects. At a calculation of \$90 per hour, this equates to a significant donation of \$37440. All members of the Management Committee are tertiary qualified professionals with many years work experience in their own careers. The benefits to the community are enhanced by expertise given which improves processes and accountabilities within Non-Government Organisations like the Wagga Women’s Health Centre Inc.

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 are:

- 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 body.



Operational Financial Report for the Financial Year 2017 - 2018

Income	\$	%
NSW Health Grant	\$368,067.52	51%
Funded Contracts	\$169,127.84	23%
Donations - Service*	\$135,206.47	19%
Donations - Building	\$29,468.53	4%
State Govt Grant	\$15,000.00	2%
General	\$8,739.40	1%
Total Income	\$725,609.76	
Expenditure		
Service Delivery	\$240,734.79	35%
Administration	\$169,512.05	24%
Funded Contracts	\$169,258.18	24%
Future Service Delivery	\$77,170.00	11%
Occupancy	\$40,051.44	6%
Total Expenditure	\$696,726.46	
Profit*	\$28,883.30	
*Includes income in future projects reserve of \$77170		

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)

NB: Increased costs for accreditations, audits, insurances and utilities impact significantly on administration costs.

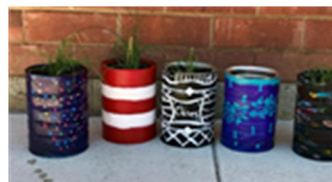
NB2: Occupancy expenses include depreciation write off and repairs to our new premises, including our new roof.

A Year in Pictures

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



Back Row: Claire Kendall, Jackie Sellars, Larissa Palamara, Leah Anderson, Emma Creasy, Alison Carr
Front Row: Claire Gabriel, Julie Mecham & Gail Meyer



Fire training was conducted for the Staff



Hersay Winter 2017



Hersay Spring 2017



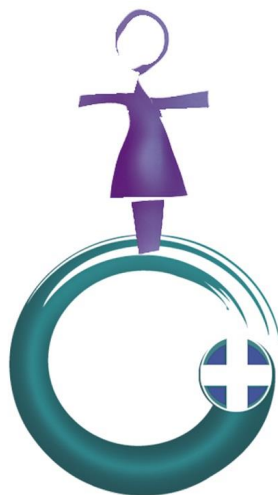
Hersay Summer 2018



Hersay Autumn 2018

Media events

- 3rd July Interview with Daily Advertiser - Jody Lindbeck. Contacted in response to Marketplace Hometown Heroes. Spoke about a spike in Police Domestic Violence call outs as well.
<http://www.dailyadvertiser.com.au/story/4766068/shoppers-support-for-womens-centre/?cs=148#slide=2>
- 4th July Wagga Wagga Daily Advertiser - Comment on the impact of social media on body image.
<http://www.dailyadvertiser.com.au/story/4767775/family-violence-spike-a-concern/?cs=147>
- 6th July Interview with Daily Advertiser - Jody Lindbeck. Introduction and discussion on Economic Wellbeing role. Published in Wagga Wagga Daily Advertiser
<http://www.dailyadvertiser.com.au/story/4772468/emmas-ready-to-help/?cs=148>
- 11th July Interview with Daily Advertiser - Jody Lindbeck Impact that increase of electricity bills will have on families and budgets. Published in the Wagga Wagga Daily Advertiser
- 16th October Blue Knot Day
 - Daily Advertiser
 - WIN9 News
 - 9 News
 - Prime News
 - ABC Radio
- 25th November Daily Advertiser White Ribbon Day
- December We Are. Wagga. published - including story relating to staff member
- 18th December provided Christmas safety information to Daily Advertiser
- 10th January Interview with ABC Radio re: After Hours services and DV Project
- 22nd January WIN News re: Hospital Domestic Violence Screening
- 29th January Daily Advertiser Family Planning training in Wagga
- 3rd February Daily Advertiser Family Planning training. Access issues
- 6th February Interview with Daily Advertiser re the Wagga Women's Health Centre's 40th Anniversary Project
- 7th February Daily Advertiser Wagga Women's Health Centre 40 years anniversary
- 2nd March Daily Advertiser front page - Woman 2 Woman Health Expo
- 5th March Wagga Weekly International Women's Day interview
- 5th March Interview with Daily Advertiser re International Women's Day
- 8th March Woman 2 Woman Health Expo and International Women's Day
 - Hit93.1 FM radio interview
 - Channel 9 news interview
 - Channel WIN news interview
 - Prime7 news interview
- 24th April Daily Advertiser Domestic Violence Offenders program
<http://www.dailyadvertiser.com.au/story/5359077/domestic-violence-offenders-program-branded-ineffective/?cs=148>
- 30th May - interviews with 2 x TV media re the roof upgrade - linked to NSW State Government funding grant
- 19th June Daily Advertiser re rape and murder of Eurydice Dixon
<https://www.dailyadvertiser.com.au/story/5476791/wagga-leader-labels-the-assault-on-comedian-unforgivable/>
- <http://www.dailyadvertiser.com.au/story/5359077/domestic-violence-offenders-program-branded-ineffective/?cs=148>
- Daily Advertiser Consent <https://www.dailyadvertiser.com.au/story/5387287/calls-for-specialist-courts-in-wake-of-consent-law-review/>
- 25th June WIN News Abortion Clinics in Wagga
- 26th June Daily Advertiser. Statement re: Rape in June



Wagga Women's Health Centre is Accredited at Certificate Level of the Australian Service Excellence Standards

Wagga Women's Health Centre Inc.

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

*Funded by NSW Ministry of Health and Murrumbidgee Local Health District
Murrumbidgee Primary Health Network and Impact Philanthropy*

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