

annual report
2013/14

women's heath nsw

*Peak body for 21 non-government
women's health centres in NSW*

Funded by the NSW Ministry of Health





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our vision

That all women and girls are empowered to reach their potential within a safe and healthy environment.





about us

Women's Health NSW is the peak body for 21 non-government community-based women's health centres in New South Wales.

We promote a coordinated approach to policy and planning, staff professional development, and consultation between member services, NSW Ministry of Health and other government and non-government agencies.

Members include 17 women's health centres providing multidisciplinary, primary health care focusing on wellness, prevention, early intervention, immediate and ongoing care including physical health/activity, chronic illness, emotional & mental health, reproductive and sexual health and the health effects of violence against women. Four special purpose services concentrate on culturally tailored programs for Aboriginal and Immigrant women and trauma specialised counselling. Throughout the network, service provision is influenced by the identified needs of local communities and the shared aim of improving the health of women, with a focus on women experiencing disadvantage.

All centres work within the social model of health framework which acknowledges the physical, emotional and mental aspects of health as well as the social, cultural and economic factors that impact on women's wellbeing and ability to access services.

Our principles

Women's Health NSW works to the NSW Health CORE values which resonate with the *WHNSW Principles of Women's Health Care*, (endorsed 1982) highlighted below:

- Social justice and an understanding of a gendered approach to health care and policy
- Health is determined by a broad range of social, environmental, economic and biological factors
- Differences in health status are linked to gender, age, socio-economic status, ethnicity, disability, location environment, gender inequality and discrimination
- 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 empowerment are important elements of the health process
- Dignity, privacy, informed consent, confidentiality and safety
- Informed decision-making about health care requires information which is accessible and appropriately targeted for various socio-economic and cultural groups
- Health care is both evidence-based and values women's own knowledge and experience
- Equity and accessibility
- Effective community management
- Links women's individual experience and health needs to the social and cultural context of women's lives
- Empowers women
- Challenges sex-role stereotyping, gender discrimination, racism and homophobia which affect health and well-being
- Increase the accessibility, sensitivity and acceptability of health services for women
- Relates to identified health priorities at the local and state level.

NSW Health CORE values



from the CEO

In 2013/14 WHNSW continued its collaborative work with NSW Ministry of Health (NSW MOH) and NSW Health peak bodies as part of the NGO Advisory Committee, with work centering around implementation of the Ministry's *Partnerships for Health* policy and the development of the new contract arrangements for non-government organisations. During the process we have been aiming to ensure the needs of women's health and capacity building opportunities are identified for the sector.

Mid year we were pleased to have achieved accreditation under the Australian Service Excellence Standards.

We also continue to work closely with the NCOSS Health Policy Advice Group – a coalition of NGO health organisations. Work this year continued to focus on working with Medicare Locals to enhance government policy and practices including; Agency for Clinical Innovation (ACI), Rural Health Plan, NSW MOH Integrated Care (IC) Strategy, Transport for Health, Community Engagement Framework, Care Coordination Policy, NSW Kids and Family Strategic Plan and NSW MOH Activity Based Funding Taskforce initiatives.

We have been involved in work with the NSW Women's Alliance: Sexual Violence/Domestic & Family Violence bringing together the various sectors working to improve human and legal services for women and decrease violence in NSW. Again the focus has been on government policy and practice including Child Protection Legislative Reform, Domestic Violence Information Sharing Legislation, NSW Domestic and Family Violence Framework for Reform and Crimes Amendment (Provocation) Bill 2014.

Current work has further extended partnerships and improved policy, procedure and access to services for women and vulnerable communities across NSW.

The Australian Women's Health Network is a key partner in the development of extensive resource materials to improve women's health and wellbeing and we continued our worthwhile partnership with Family Planning NSW through our collaboration on opposing the Crimes Amendment (Zoe's Law) Bill 2013 (No 2) and scoping of a Data Dictionary of the NSW MOH Women's Health Framework 2013.

During the year we also successfully managed ongoing programs including the *Nature of Women's Health: Past; Present; Future*, Women's Health Statewide Meetings and Education Program and the Women's Health NSW Database.

Through the Women's Health NSW managed data system, women's health centres were able to demonstrate their extensive and wholistic service provision by centralising their individual service data into 158,592 occasions of service and their extensive service provision spanning more than 150 presenting health issues.

Current work has further extended partnerships and improved policy, procedure and access to services for women and vulnerable communities across NSW. 2013/14 has been a productive year that has influenced the work ahead by identifying strategic directions that will make a difference. We look forward to continuing partnerships and to the development of effective public policy and practice.



Denele Crozier





strategic priorities

Women's Health NSW will be **proactive** on priority issues relevant to women's health:

- Advocating for improved outcomes for women
- Networking and research
- Reorienting the health system

Increase the capacity of the women's health sector to respond to women's health and wellbeing:

- Good governance
- Training and development
- Women's health priority issues

Our mission is to ensure that women's health care is delivered in a gender appropriate, affordable and accessible way that truly meets the health needs of women.

strategic activities

Data and Evaluation Systems

Evaluating the social model of health in service delivery requires a comprehensive approach to statistical data collection. Women's Health NSW developed the WHNSW Database using a Microsoft Access software program as an integrated client management and statistical collection system. The database enables women's health centres to collect consistent information on service delivery and demographics, which can be collated to form a state-wide picture.

Eighteen women's health centres use the WHNSW Database. Other centres such as Waminda and Rape and Domestic Violence Services Australia use separate purpose-built databases to reflect their organisations' specific requirements.

During 2013/14, WHNSW and member centres commenced critiques of the WHNSW Database with a view to enhancing its capacity to present information on key performance indicators and outcomes.

For more information on the WHNSW Database see pages 10-12.

Partnerships

During 2013/14 we participated in government and non-government committees and working groups including:

- NSW Ministry of Health NGO Advisory Committee
- Australian Women's Health Network (AWHN)
- Non-Government/Government Women's Health Program Meeting
- NSW Council of Social Service (NCOSS) Management
- NCOSS Health Policy Advice Group (HPAG)
- NSW Female Genital Mutilation (FGM) Education Program Advisory Committee
- NSW Women's Alliance Sexual Violence/ Domestic & Family Violence.

Other projects and consultations:

- National Evaluation of Medicare Locals Stakeholder Workshop, Department of Health & Ageing, Ernst & Young, University of NSW and Monash University
- Domestic and Family Violence Review and Evaluation Roundtable, Australian Institute of Family Studies
- Women's Health 45+ 2013 Conference, WHNSW Presentation: It's Not Just About Menopause, Ausmed Education
- Using International Human Rights Instruments to Advocate for Women's Rights in Australia, Professor Gillian Triggs, President Human Rights Commission
- NSW Medicare Locals & Not-For-Profit Community Sector Forum, NCOSS & General Practice NSW
- Forum on Domestic & Family Violence – Frontline Workers and Community Leaders, Parramatta Holroyd Family & Domestic Violence Prevention Committee
- Implement Partnership for Health – Information Session – NSW Ministry of Health
- 2014 Sustaining Women's Empowerment in Communities and Organisations, Australian Centre for Leadership for Women
- Royal Commission Counselling Launch, Rape & Domestic Violence Services Australia
- Forum on Zoe's Law, University of New England, School of Law
- Collaboration Forum, Public Service Commission
- Federal Treasurer's Post Budget Address to the Community Sector, Australian Council of Social Service (ACOSS)
- Lifting Our Gaze, Emeritus Professor Tony Vinson and Dr Margot Rawsthorne, University of Sydney, Faculty of Education
- Interfaith Forum on Forced Marriage in Australia, Women's Interfaith Network and Anti-Slavery Australia
- ACOSS National Conference 2014





Professional Development

In 2013/14, WHNSW continued its focus on professional development programs, comprising three sector-wide statewide meetings attended by 113 employees which included ten targeted education sessions and the Statewide Women's Health Training Program attracting registrations from sector members and other community services.

Training included:

- *Understanding the Requirements of NSW Health e-tenders*, Dr Amanda Davies, Research Consultant
- *Practical Implications for Integration*, Paul Schott, Director, Paul Schott Enterprises
- *The Journey to Amalgamation*, Sandra Handley, Manager, Lismore and District Women's Health Centre
- *Evaluation Frameworks*, Margot Rawsthorne, Senior Lecturer, Sydney University, Convener, Social Work and Policy Studies
- MOH Contract for 2014/2015, NSW Ministry of Health, NGO Unit Team
- *NSW Women's Health Framework: Overview*, Suzie Van Opdorp, Manager, Blue Mountains Women's Health Centre
- *Strategic Planning with NSW Health Priorities*, Betty Green, Manager, Liverpool Women's Health Centre
- *PASH Positive Adolescence Sexual & Health Consortia – A new way Forward*, Sandra Handley, Lismore & District Women's Health Centre

Attended briefings on the progress of:

- NSW Women's Alliance – Sexual Violence, Domestic and Family Violence
- National Plan to Reduce Violence against Women and Their Children (National Plan)
- Crimes Amendment (Zoe's Law) Bill 2013 (No.2)
- Child Protection Legislative Reform
- Miscellaneous Amendment to Domestic Violence Information Sharing Legislation
- *It Stops Here NSW Domestic Violence and Family Violence Framework for Reform*, 2nd National VAW Action Plan
- Crimes Amendment (Provocation) Bill 2014
- Australian Privacy Law Amendments
- WHNSW and Family Planning NSW – Data Dictionary – NSW Health Women's Health Framework 2013, Project Proposal
- Australian Women's Health Network – priority position papers:
 - *Women and Non-Communicable Diseases (Chronic Conditions)*
 - *Health and Primary and Secondary Prevention of Violence Against Women*
 - *Impact on Women's Health of Climatic and Economic Disaster*

Continuous Quality Improvement

In February 2013, Women's Health NSW achieved accreditation against the Australian Service Excellence Standards.

During 2013/14 all NSW women's health centres were enrolled in formal continuous quality improvement processes (CQI) or had been accredited against industry standards:

- Nine women's health centres achieved accreditation or formal recognition from ASES or Quality Improvement Council.
- Two women's health centres were accredited against the Royal Australian College for General Practices (RACGP) Standards for General Practices.

21 women's health centres across NSW employ 320 staff specialised in women's health. Together they provided 158,592 occasions of service during 2013/14.

women's health nsw outcomes

Goal: *Be proactive on priority issues relevant to women's health*

- 100% attendance at NGO Advisory Committee; Women's Alliance; Australian Women's Health Network; NSW Women's Health Program; NCOSS Health Policy Advice
- Media and forum commentary on Crimes Amendment (Zoe's Law) Bill 2013 (No. 2); Women's Access to Pregnancy Termination Services
- Participated in five research programs:
 - *Intimate Partner Sexual Violence* research, Southern Cross University
 - *Norma's Project – Preventing Sexual Assault of Older Women in Australia*, La Trobe University
 - AIFS Research Domestic and Family Violence Prevention and Early Intervention
 - BRA Research Australia, University of Wollongong
 - *Psychological Impact of Severe Premenstrual Symptoms*, Curtin University
- WHNSW Women's Health Training Program delivered to new managers and staff of women's health sector
- Circulated communications on over 57 key health issues to women's health centres

Goal: *Increase the capacity of women's health sector to respond to women's health and wellbeing*

- Three statewide meetings attended by 113 health professionals with 87% of women's health centres represented
- Annual delivery of *Nature of Women's Health: Past, Present and Future* attended by participants from across NSW
- Sector notified of 44 external training and education opportunities relevant to women's health
- Policies distributed through manager e-list: Client survey examples, client consent forms, computer based client file record systems, Australian Privacy Law
- 18 women's health centres utilised the WHNSW Database for client management, statistical and evaluative processes
- *Orientation Kit for New Managers* implemented in Bankstown, Hunter and the Illawarra

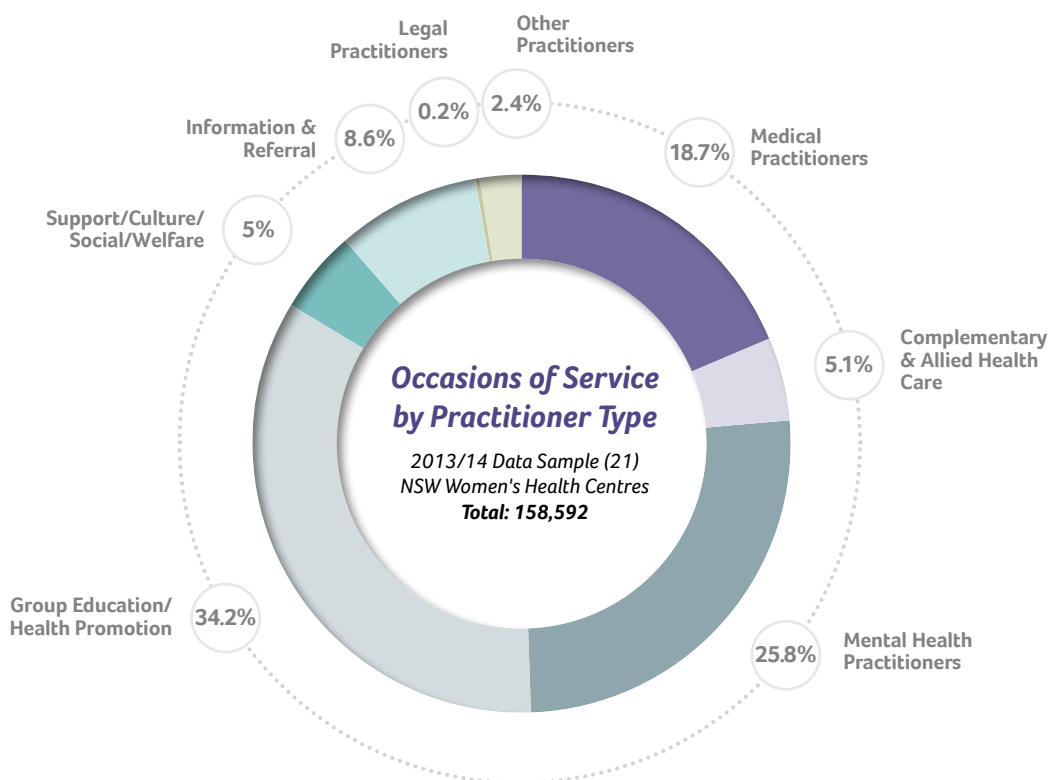
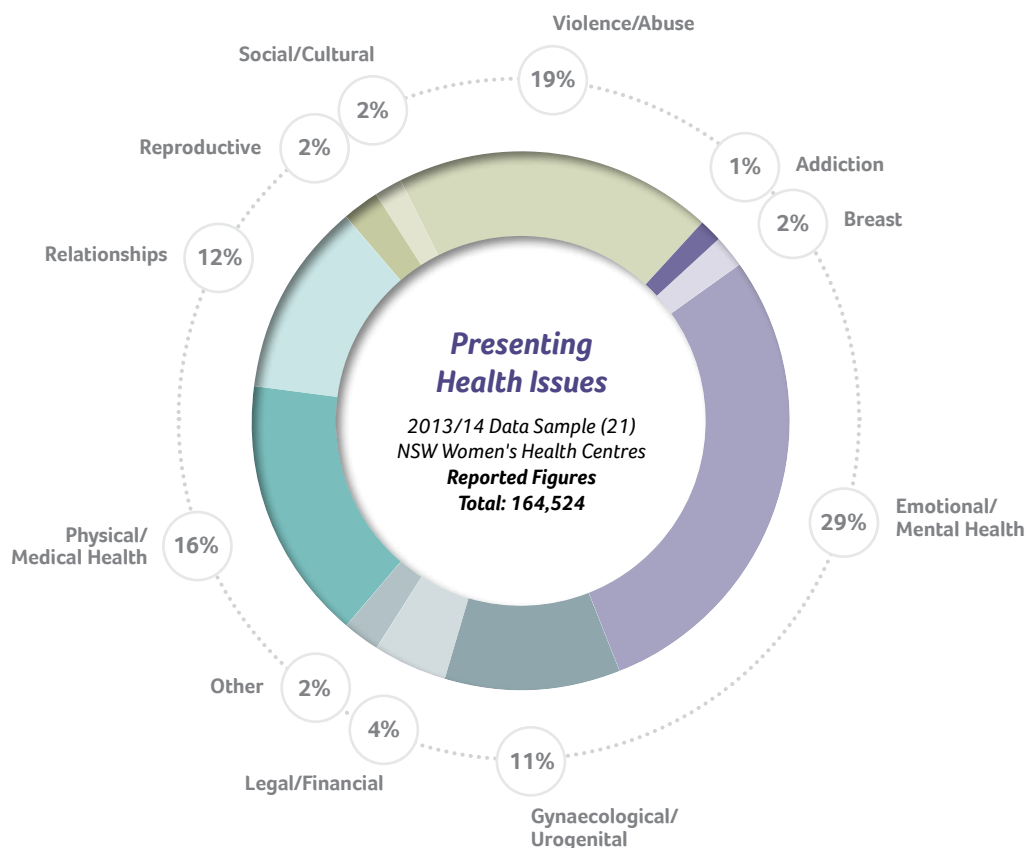
Goal: *Enhance WHNSW governance and performance to achieve its aims and objectives*

- Accreditation achieved
- 83% of Board positions filled at 2014 annual general meeting
- Evaluated progress against its 2013 Strategic Plan and incorporated updates in line with Partnerships for Health priorities





women's health sector achievements



Women's Health NSW Database: Presenting Issues Reference Table Categories

18 women's health centres use these tables to collect information for statistical purposes, review and evaluation. The information provides a statewide view of women's health issues to inform planning and policy development.

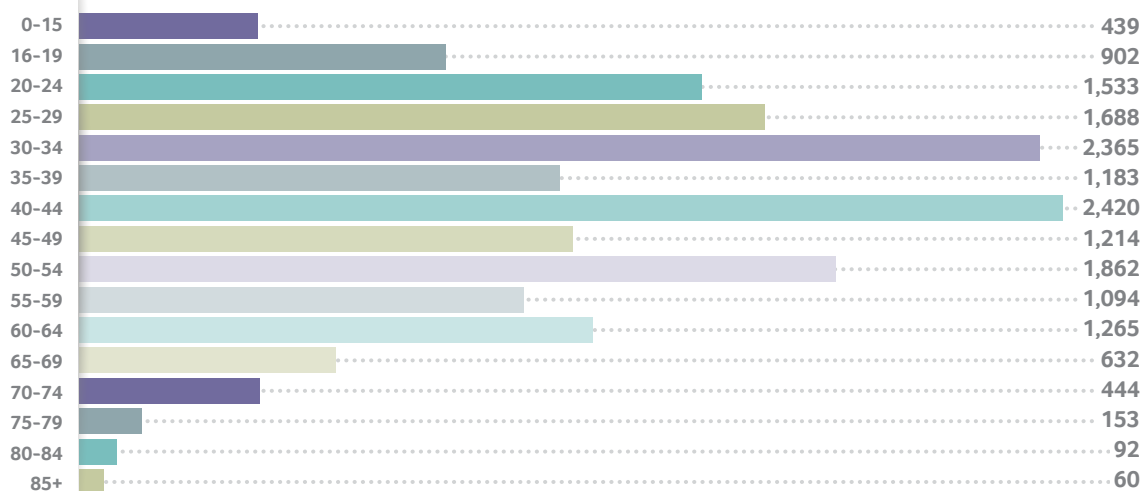
Physical/Medical	Breast	Addiction
Acute Pain	Breast cancer	Alcohol
Allergies	Breast cancer metastasis	Amphetamines
Arthritis	Breast diagnostic	Cannabis
Cardiovascular (heart and blood)	Breast feeding	Cocaine
Chronic fatigue syndrome	Breast implants	Gambling
Chronic Pain	Breast lumps	Hallucinogens and party drugs
Dermatological	Breast other	Opiates
Digestion	Breast screening/examination	Other drug abuse
Ears, Nose, Throat	Breast surgery	Poly drug abuse
Endocrine/Hormonal – diabetes	Lymphoedema	Prescription medication abuse
Endocrine/Hormonal – other	Gynaecological / Urogenital	Tobacco smoking(nicotine)
Faecal incontinence	Endometriosis	Legal / Financial
Gastrointestinal	Cervical Cancer	Adoption
Haematology	Circumcision/female genital mutilation	Employment
Headache	Gynaecological general (e.g. fibroids, cysts, polyps)	Financial problems
Health Other	Hormone replacement therapy	Homelessness
Hepatitis C	Hysterectomy	Housing
Herbal/homeopathic medication	Menopause	Legal issues – child custody
HIV/AIDS	Menstruation	Legal issues – divorce
Immunology	Ovarian Cancer	Legal issues – family law
Injury – acute	Pap/Cervical screening	Legal issues – other
Injury – chronic	Polycystic ovarian syndrome	Legal issues – victims compensation
Injury – repetitive strain/tendonitis	Premenstrual syndrome	Emotional / Mental Health
Injury physical – other	Thrush	Anger
Medication	Urinary (kidney/bladder)other	Anxiety/ panic disorders
Musculoskeletal other	Urinary incontinence	Stress
Neurological – other	Urinary tract infections	Depression
Nutrition	Vulva-vaginal other	Grief/ loss
Oncology/Cancer – other	Reproductive	Mental health
Also see Breast and Cervical Cancer	Pregnancy – artificial insemination	Body image (not eating disorder)
Osteoporosis	Pregnancy – infertility	Disordered eating
Pathology and other tests	Pregnancy – IVF	Self esteem
Pre/Post surgery	Pregnancy – miscarriage	Suicide
Pulmonary (lung)/Respiratory	Pregnancy – pregnancy test	Trauma – emotional
Sciatica	Contraception – emergency	Self harm
Sexually Transmitted Infection	Contraception – general	Post natal depression
Sight/Vision/Eyes	Pregnancy – antenatal/ prenatal care	Social / Cultural
Sleep issues	Pregnancy – ectopic pregnancy	Cultural concerns
Tiredness/ fatigue	Pregnancy – gestational diabetes	Discrimination
Weight management	Pregnancy – other	Loneliness/isolation
Relationships	Pregnancy – post natal check ups	Migration
Childhood Issues	Pregnancy – options	Racism
Family Issues	Pregnancy – post termination	Systemic Racism – indigenous
Impacted Addiction	Pregnancy – termination	Systemic Racism – immigrant/refugee
Impacted Health – mental	Violence / Abuse	Sexual discrimination
Impacted Health – physical	Sexual harassment	Sexual Identity
Impacted Identity	Violence – Adult CSA	Other
Impacted Other	Violence – Adult sexual assault	Access and advocacy
Parenting	Violence – Child CSA	Complaint
Relationships	Violence – Children	Disability – management of
Safe sex	Violence – DV	Emergency/crisis
Sex & sexuality (not identity)	Violence – other	Other
	Violence – Ritual Abuse	
	Violence – Systemic Abuse	
	Violence – trauma/torture	





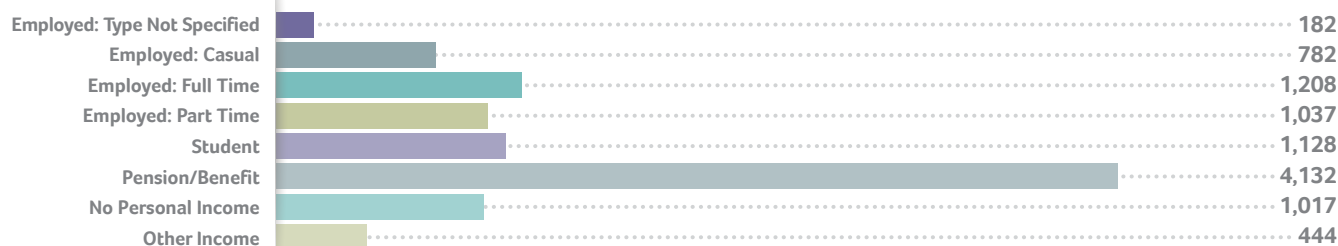
Client by Age Range

2013/14 Data Sample (19) Women's Health Centres **Reported Figures Total: 17,346**



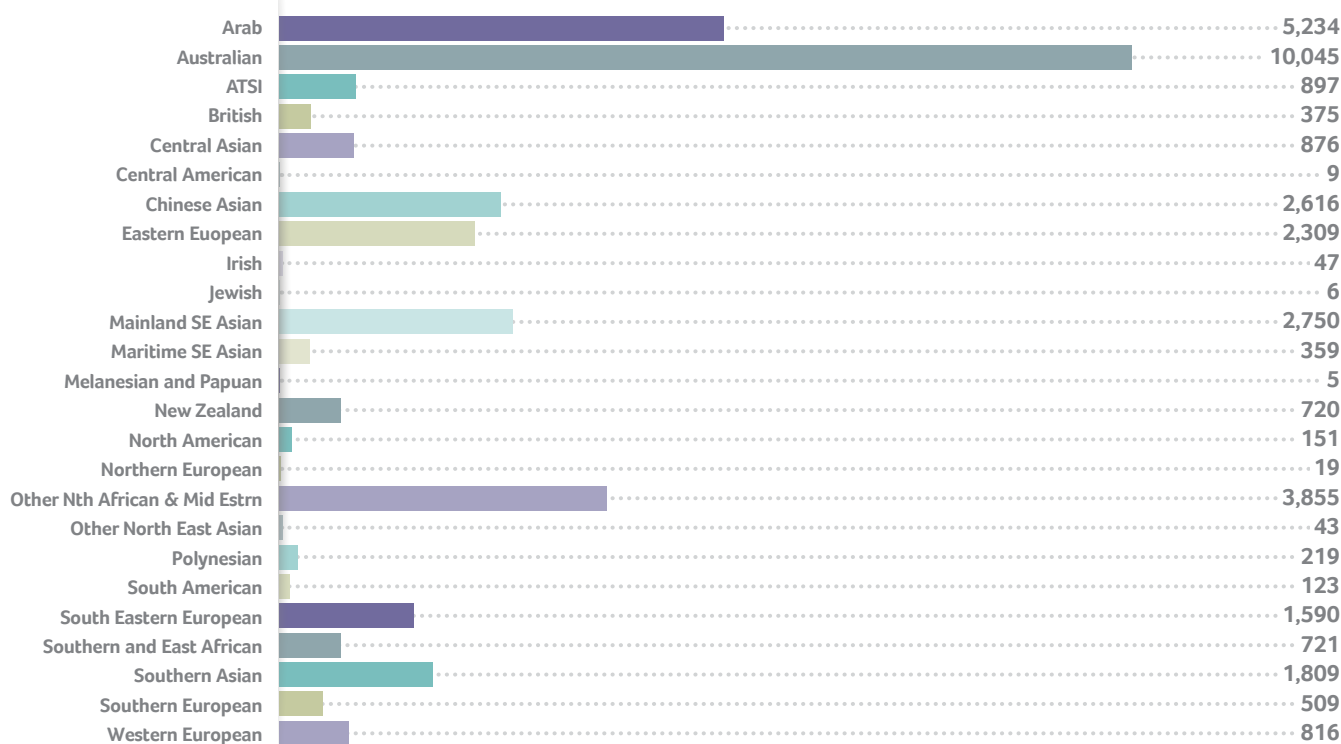
Client Financial Status

2013/14 Data Sample (18) Women's Health Centres **Reported Figures Total: 9,930**



Client Ethnicity

2013/14 Data Sample (20) NSW Women's Health Centres **Reported Figures Total: 36,103**



organisation & structure

Women's Health NSW Inc is managed by an elected Board of Management comprising eight members representing rural, metropolitan, outer-metropolitan and special purpose services across NSW, and the Chief Executive Officer.

Board of Management 2013/14

Category	Name	Organisation	Position
Specialist Service	Margherita Basile	Sydney Women's Counselling Centre	Chair
Specialist Service	Karen Willis	Rape and Domestic Violence Services Australia	Director
Metropolitan	Betty Green	Liverpool WHC	Director <i>Resigned May 2014</i>
Metropolitan	Salwa AlBaz	Cumberland WHC	Director
Rural	Belinda McMahon	Wagga WHC	Treasurer
Rural	Tracy Lumb	Shoalhaven WHC	Director
Outer Metropolitan	Suzie Van Opdorp	Blue Mountains WHC	Director
Outer Metropolitan	Jane Gold	Penrith WHC	Director
Chief Executive Officer	Denele Crozier	WHNSW	Director
Rural Advisory Member	Gail Meyer	Wagga WHC	Advisory role

Our Employees (1.9 FTE)

Name	Position
<i>Ongoing and fixed term</i>	
Denele Crozier	Chief Executive Officer
Jacqueline Schroeder	Research Officer
Louise Weston	Administration Officer
Nola Cooper	Bookkeeper
<i>Casual staff and contracts</i>	
Lesley Garton	Women's Health Training Program and Admin Locum <i>Sept 2013 - May 2014</i>
Sharon Fray	Women's Health Training Program <i>May 2014</i>
Access Data Systems	Women's Health Database
Not Just Networks Pty Ltd	WHNSW IT Systems
Purple House Design	Publications and Brochures





financial report

Audited Financial Accounts for the 2013/14 Financial Year are tabled at the AGM. Women's Health NSW continues to operate to budget and asserts that there are reasonable grounds to believe it will be able to pay its debts if and when they fall due.

Women's Health NSW has a strong finance team coupled with good financial systems and projected budgets for the year ahead.

<i>Statement of Income and Expenditure</i>	2013/14 \$	2012/13 \$
Income		
<i>Funding</i>		
NSW Ministry of Health	191,300	184,500
<i>Other Income</i>		
Training	69,122	66,118
Interest	3,831	2,249
Donations	-	1,780
Miscellaneous	392	4,077
Australian Women's Health Conference 2013	-	20,666
Income Brought Forward	1,120	-
Total Income	265,765	279,390
Expenditure		
Wages and On Costs	149,806	155,961
Operational Expenses	66,555	67,828
Sector Development and Training	21,000	17,611
Sector Programs & Resource Development	23,559	12,144
IT & Equipment	4,925	4,868
Australian Women's Health Conference 2013	-	20,666
Total Expenditure	265,845	279,078
Operating Surplus/(Deficit)	-79.90	310
Total Equity	8,198	8,267

For a full set of accounts, please contact admin@whnsw.asn.au

women's health services in nsw

Women's Health Centres

Bankstown Women's Health Centre

www.bwhc.org.au

Telephone: 9790 1378



Blacktown Women's and Girls Health Centre

www.womensandgirls.org.au

Telephone: 9831 2070



Blue Mountains Women's Health and Resource Centre

www.bmwhrc.org

Telephone: 4782 5133



Central Coast Community Women's Health Centre

www.cccwhc.com.au

Telephone: 4324 2533



Central West Women's Health Centre

www.cwwhc.org.au

Telephone: 6331 4133



Coffs Harbour Women's Health Centre

www.genhealth.org.au

Telephone: 6652 8111



Cumberland Women's Health Centre

www.cwhc.org.au

Telephone: 9689 3044



Hunter Women's Centre

www.hwc.org.au

Telephone: 4968 2511



Illawarra Women's Health Centre

www.womenshealthcentre.com.au

Telephone: 4255 6800



Leichhardt Women's Community Health Centre

www.lwchc.org.au

Telephone: 9560 3011



Lismore Women's Health and Resource Centre

www.lismorewomen.org.au

Telephone: 6621 9800



Liverpool Women's Health Centre

www.liverpoolwomenshealth.org.au

Telephone: 9601 3555



Penrith Women's Health Centre

www.penrithwomenshealthcentre.com.au

Telephone: 4721 8749



Shoalhaven Women's Health Centre

www.shoalhavenwomenshealthcentre.org.au

Telephone: 4421 0730



Wagga Women's Health Centre

www.waggawomen.org.au

Telephone: 6921 3333



WILMA Women's Health Centre Campbelltown

www.wilma.org.au

Telephone: 4627 2955



Women's Centre for Health & Wellbeing Albury Wodonga

www.womenscentre.org.au

Telephone: 6041 1977

Special Purpose Services

Immigrant Women's Health Service

www.immigrantwomenshealth.org.au

Telephone: 9726 4044 (Fairfield)

Telephone: 9726 1016 (Cabramatta)



Rape & Domestic Violence Services Australia

www.rape-dvservices.org.au

Telephone: 8585 0333 (Admin)

Freecall: 1800 424 017 (Counselling and Support)



Sydney Women's Counselling Centre

www.womenscounselling.com.au

Telephone: 9718 1955



Waminda – South Coast Women's Health and Welfare Aboriginal Corporation

www.waminda.org.au

Telephone: 4421 7400





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***whnsw** is a not for profit organisation
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