

annual report

14/15

whnsw peak body for 21 non-government
women's health centres in NSW

Funded by the NSW Ministry of Health

women's
health
nsw



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our vision

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



our mission

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

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.

Strategies incorporated by Women's Health Centres include preventative health care, community education and development, advocacy and empowerment; providing women with knowledge, skills and resources to enable them to take more responsibility over factors that may adversely affect their lives.

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

The Women's Health NSW website www.whnsw.asn.au outlines our structure, aim, history and philosophy along with project information and annual reporting. It also provides information on all Women's Health Centre's located in NSW outlining their range of services and contact information.

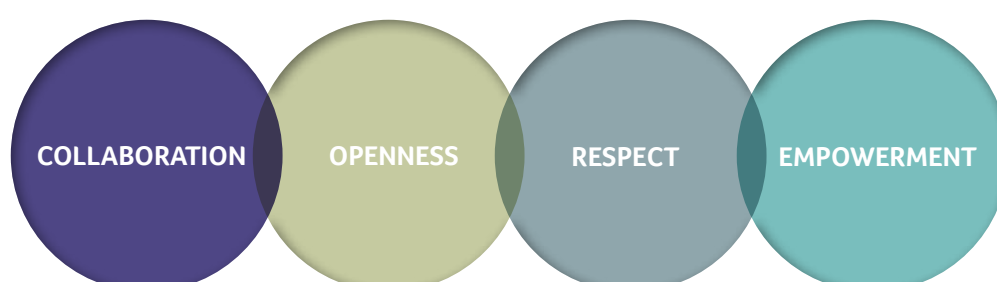
See page 15 for contact information for all Women's Health Centre's located in NSW.

our principles

Women's Health NSW works to the NSW Health CORE values of Collaboration, Openness, Respect and Empowerment 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 accessible and appropriately targeted information for 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 2014/15 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 centred 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.

Over the past twelve months Australia has been involved in a searching conversation regarding the prevalence of domestic violence in Australia. Government and community alike have rallied to understand and shape policy and practice to address the emerging needs of women.

The work of the women's health NGO sector in violence prevention and service provision provide a vital partnership in the NSW primary integrated health care system. From safety planning, medical services, specialist trauma counselling and therapeutic resilience work, legal and financial information, court support, grief and loss and parenting skills, to name but a few current services, the women's health centres have always been a vital partner to enhance health, safety and well-being outcomes for women who have experienced violence.

Our work with the NSW Women's Alliance: Sexual Violence/ Domestic & Family Violence has been crucial. The NSW Women's Alliance brings together a range of agencies with a variety of expertise, knowledge and experience in both responding to and working to prevent violence against women. While there has been a major focus on government policy and practice, development and implementation including Child Protection Legislative Reform, Domestic Violence Information Sharing Legislation, It Stops Here – NSW Domestic and Family Violence Framework for Reform and, Going Home, Staying Home Reforms, we also developed and published *A Safer State – Blueprint to end Sexual Assault and Domestic and Family Violence in NSW*.

... the women's health centres have always been a vital partner to enhance health, safety and well-being outcomes for women who have experienced violence.

The Australian Women's Health Network continues to be a key partnership in the development of resource materials to improve health and wellbeing for all women in Australia. This year the development of the *Women's Health Hub*, a national central point to access information on women's health issues, including policy, research and good practice is both timely and effective in promoting evidenced based knowledge and practice.

During the year we also successfully managed ongoing programs; *Women's Health Statewide Meetings and Education Program* and the *Women's Health NSW Database*.

Through the Women's Health NSW managed data system, we are able to demonstrate the extensive and wholistic service provision of the women's health centres by centralising their individual service data into 130,830 occasions of service and their extensive service provision spanning more than 150 presenting health issues.

Work over the year has extended partnerships and improved policy, procedure and access to services for women and vulnerable communities across NSW. 2014/15 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, effective public policy and practice and a continued unpacking of gender inequity.

Denele Crozier



strategic priorities

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

- 1** *Advocating for improved outcomes for women*
- 2** *Networking and Research*
- 3** *Reorienting the health system*

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

- 4** *Good governance*
- 5** *Training and development*
- 6** *Women's health priority issues*





strategic activities

Data and Evaluation Systems

Evaluating the social model of health in service delivery requires a comprehensive approach to statistical data collection. WHNSW 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 (18) Women's Health Centres use the WHNSW Women's Health 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 2014/15, WHNSW and members centres continued an analysis 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 2014/15 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
- Domestic Violence NSW

Other projects and consultations

- Priorities to Reduce Inequality and Disadvantage, NCOSS Forum
- Women's Domestic Violence Court Advocacy Program Forum, Legal Aid NSW
- Social Determinants of Health Research Forum, Social Determinants of Health Alliance

- NGO Capacity Building, Gaps and Resource Development, NSW Health
- Child Protection Reforms Consultation, Family and Community Services
- Information Share Protocols Consultation, Department of Justice
- Primary Health Care Conference Roadshow, Public Health Association
- NSW Health Innovation Symposium
- Commercial Surrogacy Forum, Women's Legal Services NSW
- Domestic Violence NSW Conference
- NSW Police Force Domestic and Family Violence Stakeholder Forum
- White Ribbon Breakfast, It's Time to Talk Forum
- Make It Happen, Q & A Panel, International Women's Day, Wagga Wagga
- Continuing and New Challenges in the Quest to Eliminate Violence against Women, its Causes and Consequences, Australian Human Rights Commission
- A Sociological Approach to Health Determinants, Associate Professor Toni Schofield
- NSW Domestic Violence Disclosure Scheme (DVDS) Roundtable, NSW Government
- World Population Day Breakfast, Family Planning NSW
- Advancing the Common Good, ACOSS National Conference

Professional Development

In 2014/15 WHNSW continued its focus on professional development programs, comprising three sector wide state-wide meetings attended by 173 employees which included nine targeted education sessions and a two day workshop on NGO Reform, Issues and Opportunities

Training included:

- *Fit for Purpose Evaluation, Program Logic Tools*, Libby Darlison, Director, the Miller Group, Social Policy and Management
- *Women's Health and NGO Reform, Issues and Opportunities*, Carla Cranny, Director, Carla Cranny and Associates
- *Evaluation Frameworks, Showcasing Scott Millar Evaluation Tools*, WHNSW Evaluation Sub Committee
- *Aboriginal Women's Programs Illawarra/Shoalhaven*, Agnes Donovan, IWHC, Council of Women

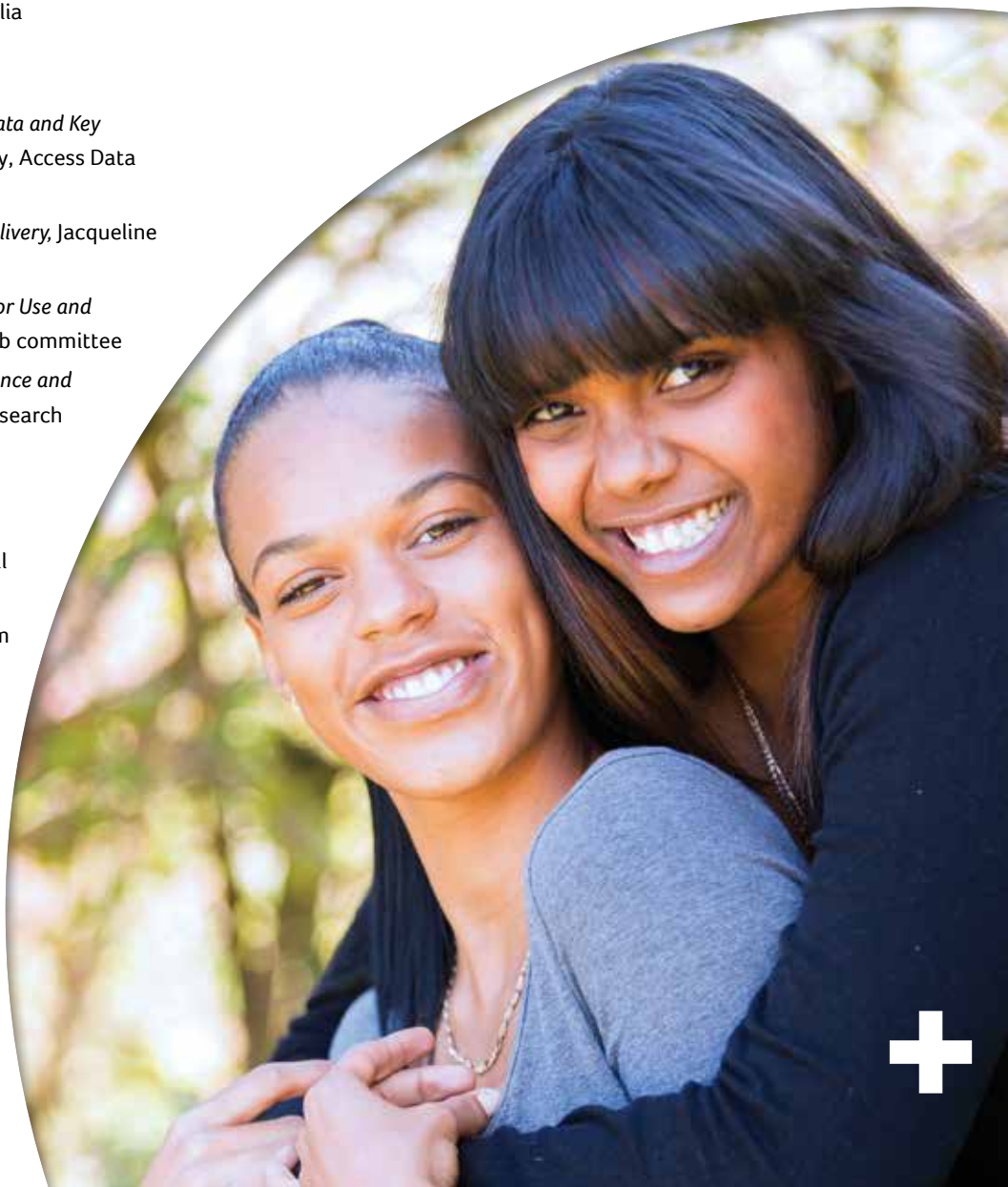
- *Labrys Project*, Emma Rodrigues, Women's Health Officer, ISLHD
- *Sexual Health and Disability Research*, ISLHD/Illawarra Women's Health Centre
- *Exploring Risk Factors for Chronic Disease in Women with Intellectual Disability*, Vivienne Kish, ISLHD
- *Partnerships for Health, Women's Health Program Mapping Study*, Cathy Ellis, Acting Associate Director, Priority Programs Unit, Integrated Care Branch, NSW Ministry for Health
- *Information Sharing Protocols, Part 13A Crimes (Domestic & Personal Violence) Act 2007*, Francine Clough, Justice Strategy & Policy
- *A Women's Story, From Afghanistan to Germany and Australia*, Nirgina Mir
- *Differences in Trauma Informed and Specialist Practice and the Role of Women's Health Centres*, Rape and Domestic Violence Services Australia
- *Overview: Impact and Stages of Trauma*, Rape and Domestic Violence Services Australia
- NSW Carers Strategy 2014 - 2019
- Medical Privacy, Exclusion Zones for Medical Day Surgery Clinics
- Foundation to Prevent Violence Against Women and their Children
- Fund Assist, National Centre for Education and Training on Addiction (NCETA), Flinders University
- NSW Rural Health Plan, Towards 2021
- Female Genital Mutilation (FGM), NSW Education Program on FGM Strategic Plan 2014 - 2017
- Maternity-Pregnancy and Birthing Care for Women Affected by Female Genital Mutilation/Cutting, NSW Health
- Miranda Project, Women's Diversion Program, Corrective Services NSW
- A Safer State - Blueprint to End Sexual Assault and Domestic and Family Violence in NSW, NSW Women's Alliance

WHNSW sector programs included:

- *WHNSW Database - Uniformity in Data and Key Performance Indicators*, Scott Dovey, Access Data Systems
- *Women's Health Model of Service Delivery*, Jacqueline Schroeder, Research Officer
- *Evaluation and Practice Tools - Sector Use and Application*, WHNSW Evaluation Sub committee
- *Violence Against Women - The Evidence and Statistics*, Jacqueline Schroeder, Research Officer

Sector briefings included:

- 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 and Family Violence Framework for Reform
- Going Home, Staying Home Reforms
- Deputy Ombudsman, Independent Review, Going Home, Staying Home Reforms





women's health nsw outcomes

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

- 100% attendance at NSW Health NGO Advisory Committee; NSW 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 from regional NSW; Women's Medical Privacy;
- Participated in research/consultation programs:
 - Senate Inquiry into Domestic Violence
 - Senate Inquiry, Violence Against People with Disability in Institutional & Residential Settings
 - BRA Research Australia, Biomechanics Research Laboratory School of Medicine, University of Wollongong
 - Female Sexuality, Social Science, University of Newcastle
 - Community Based Primary Prevention Models, Australian Centre for Study of Sexual Assault
 - Technology Abuse and Women, Smartsafe National Survey
 - Correlation between Domestic Violence and Animal Abuse, University of Sydney

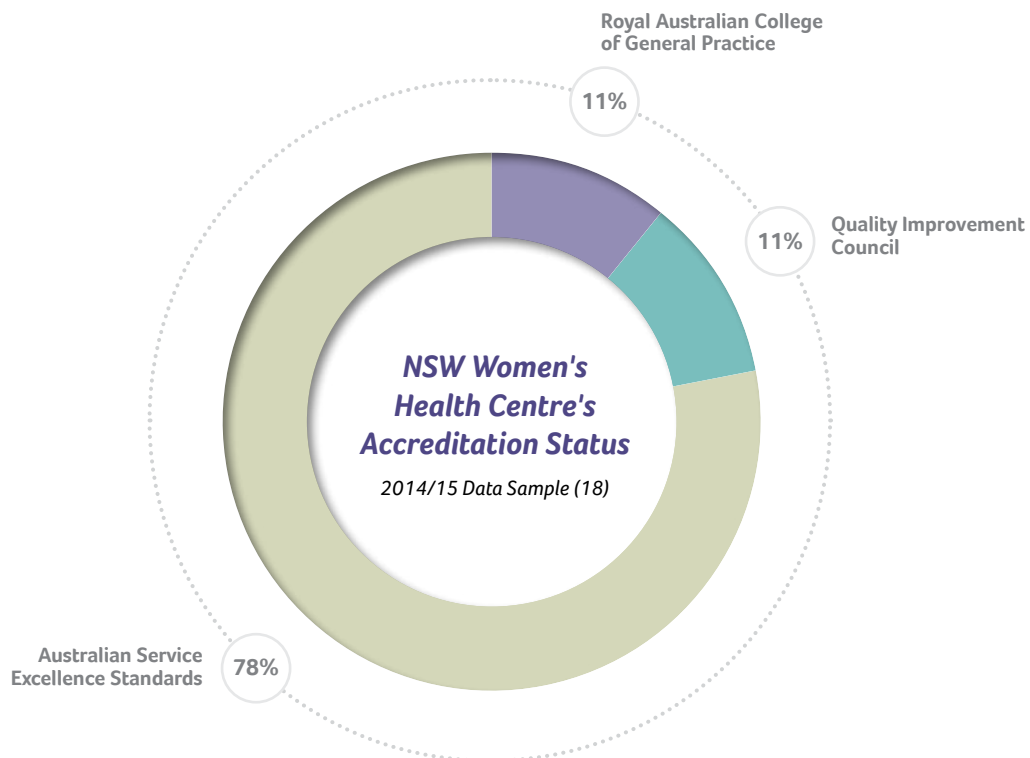
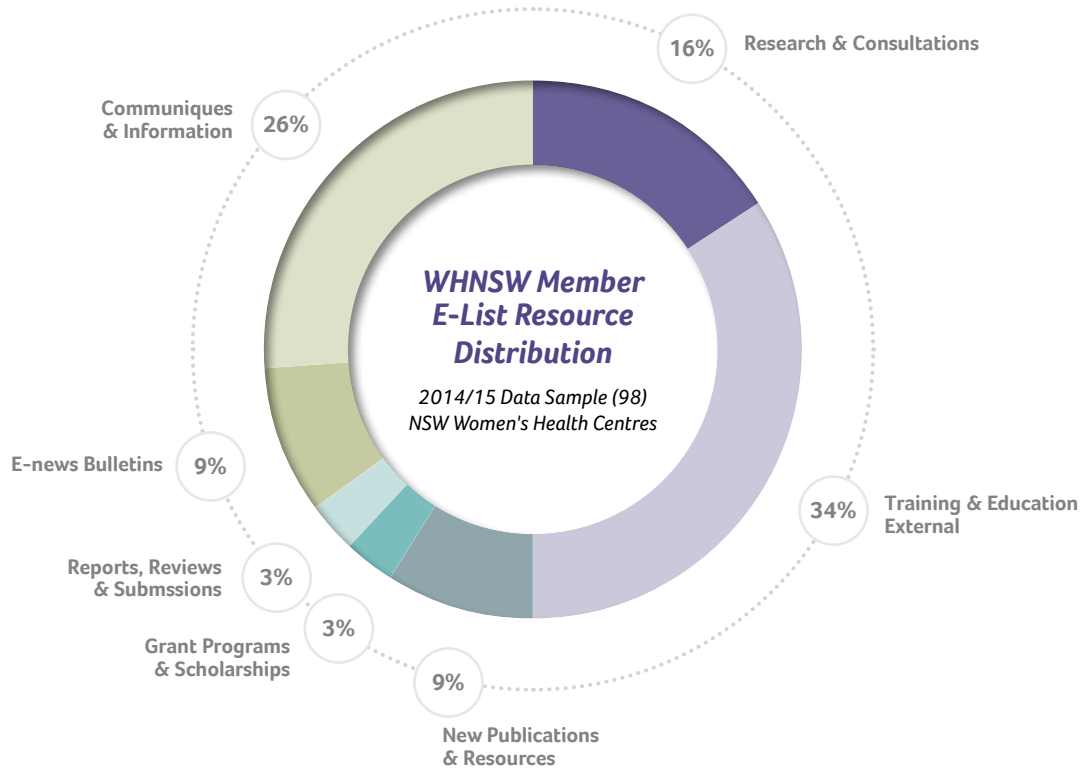
Goal: Increase the capacity of women's health sector to respond to women's health and wellbeing

- Three statewide meetings and a sector workshop attended by 173 health professionals, 87% of the women's health centres were represented, 94% being from rural locations
- WHNSW maintains a sector manager e-list and runs three Manager Forums per year
- Sector capacity training is listed under the Professional Development section on page 6

- WHNSW Workshop Women's Health & NGO Reform, Issues and Opportunities included:
 - Service delivery issues in contestable funding environments
 - Service provision into the future
 - Partnerships and alliances
 - Images and attributes of successful organisations
- External training opportunities (33) were distributed including:
 - Grant Funding to Procurement Processes, NCOSS
 - The Confident Board Member, NCOSS
 - Risk Management, QIP
 - Internal Auditing, QIP
 - Good Governance for Non-Profits, Matrix on Board
 - Introduction to Unit Costing, NCOSS
- Specific consultations/surveys were also distributed including:
 - Advance Care Planning Practice Nurse Survey, Masters Public Health, University NSW
 - Physical Disability – Access to Premises Standards – Survey
 - NGO Capacity Building Survey, NSW Ministry of Health
 - Social Research Design Project, University of Sydney
- 18 women's health centres utilised the WHNSW Database for client management, statistical and evaluation processes
- Orientation Kit for New Managers implemented in Liverpool and Blacktown
- WHNSW developed and distributed sector wide *Annual Report Template*
- 86% of women's health centres have completed accreditation

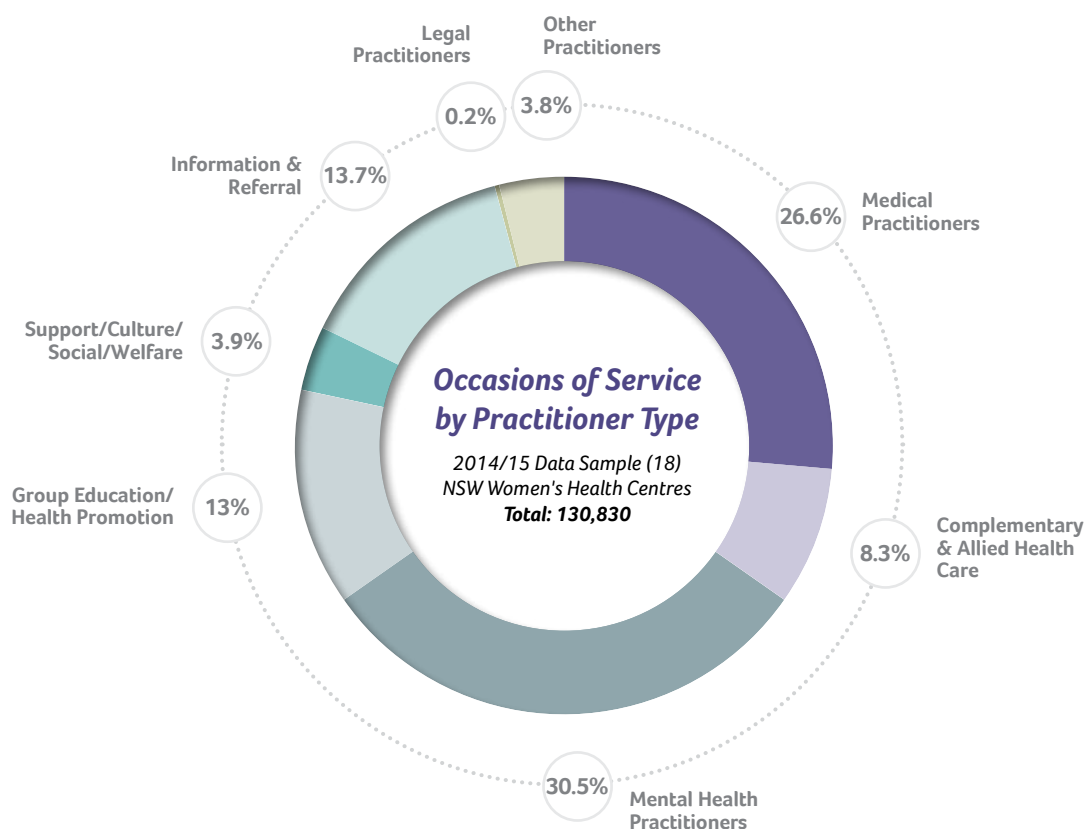
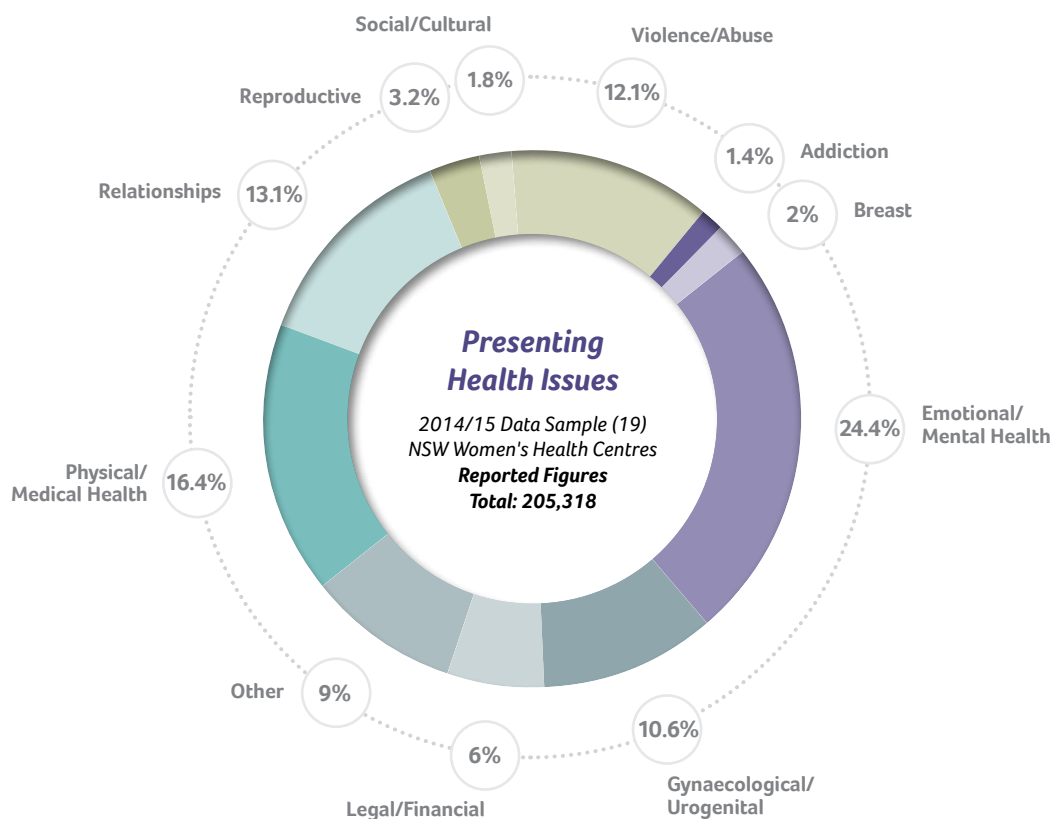
Goal: Enhance WHNSW governance and performance to achieve its aims and objectives

- Accreditation maintained
- 100% of Board positions filled
- Strategic Planning and Evaluation cycles maintained as per schedule





women's health sector collated data



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.

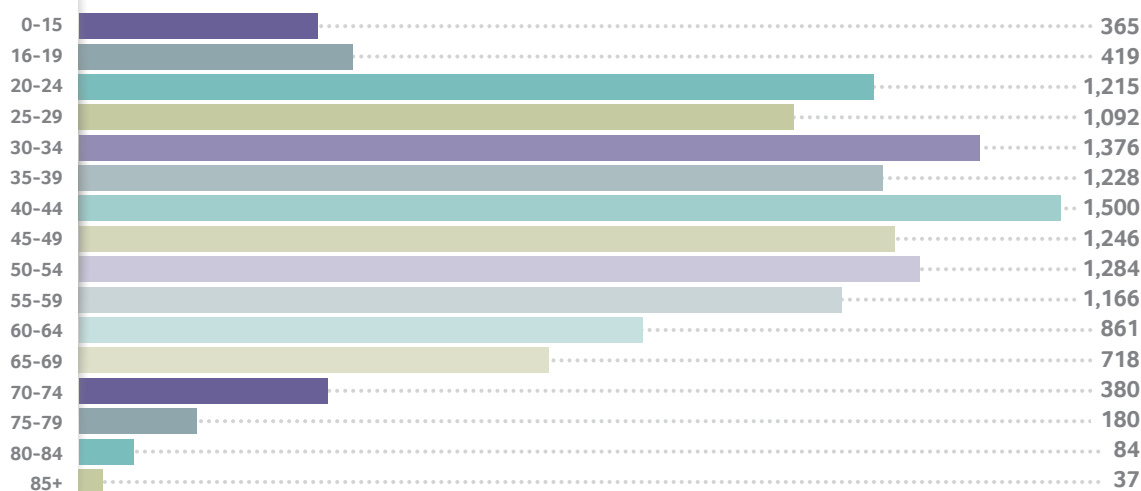
Physical/Medical	Breast	Addiction
Acute Pain	Breast cancer	Alcohol
Allergies	Breast cancer metastasis	Amphetamines
Arthritis	Breast diagnostic	Cannabis
Cardiovascular (heart and blood)	Breast feeding	Cocaine
Chronic fatigue syndrome	Breast implants	Gambling
Chronic Pain	Breast lumps	Hallucinogens and 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	





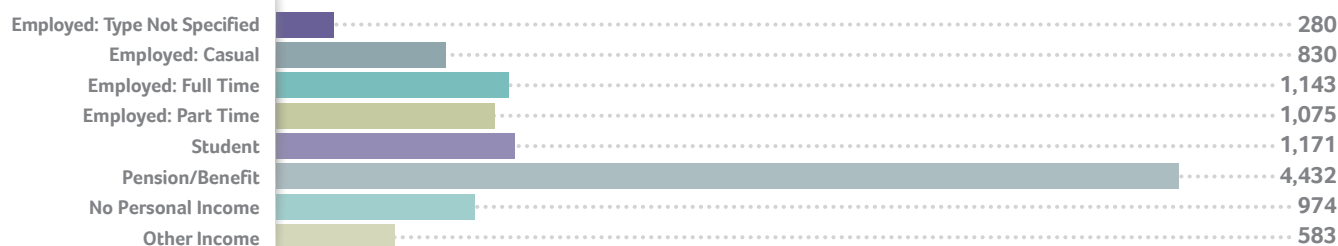
Client by Age Range

2014/15 Data Sample (19) Women's Health Centres **Reported Figures Total: 13,151**



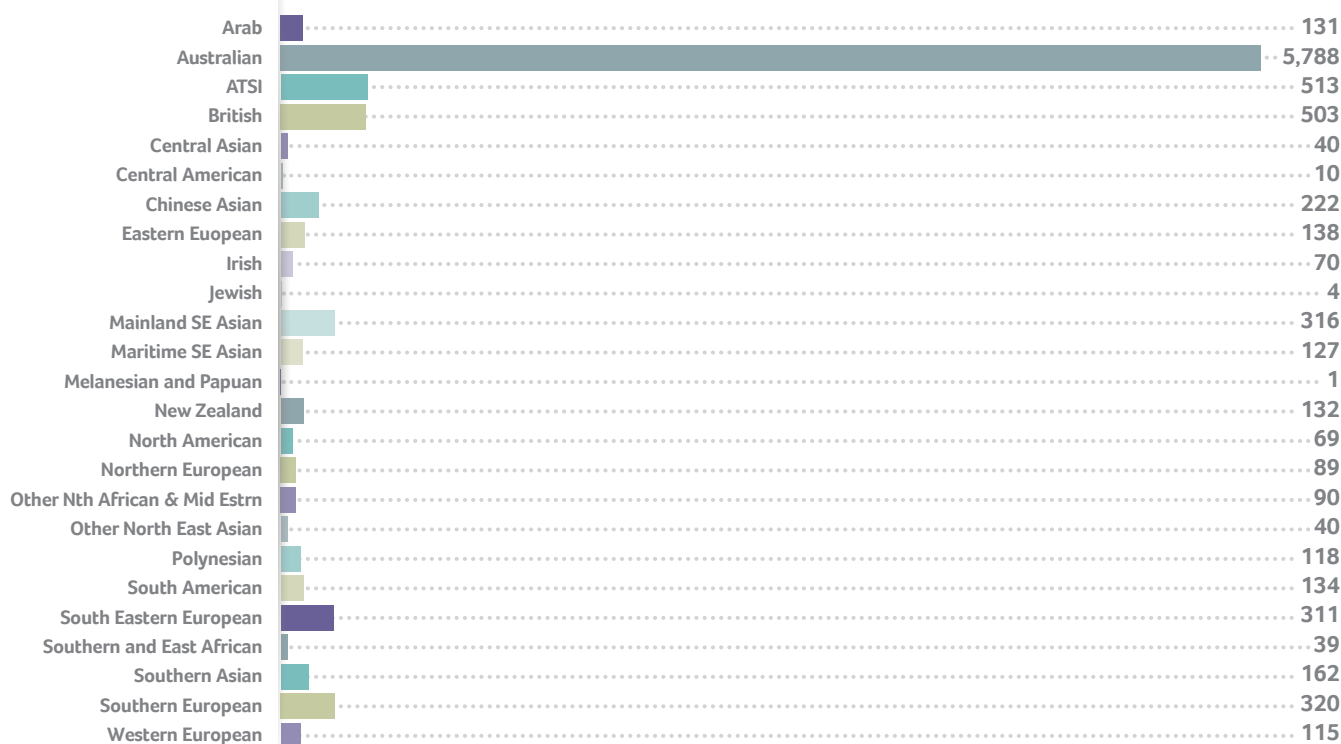
Client Financial Status

2014/15 Data Sample (18) Women's Health Centres **Reported Figures Total: 10,488**



Client Ethnicity

2014/15 Data Sample (19) NSW Women's Health Centres **Reported Figures Total: 9,482**



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 2014/15

Category	Name	Organisation	Position
Specialist Service	Margherita Basile	Sydney Women's Counselling Centre	Chair
Specialist Service	Karen Willis	Rape & Domestic Violence Services Australia	Director
Metropolitan	Salwa AlBaz	Cumberland WHC	Director
Rural	Tracy Lumb	Shoalhaven WHC	Secretary
Rural	Sally Stevenson	Illawarra WHC	Director
Outer Metropolitan	Jane Gold	Penrith WHC	Treasurer
Outer Metropolitan	Sarala Porter	Blue Mountains 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 & fixed term</i>	
Denele Crozier	Chief Executive Officer
Jacqueline Schroeder	Research Officer
Louise Weston	Administration Officer
Nola Cooper	Bookkeeper
<i>Contract</i>	
Access Data Systems	WHNSW Statewide Database
Not Just Networks Pty Ltd	WHNSW IT Systems
Purple House Design	Publications and Brochures

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financial report

Audited Financial Accounts for the 2014/2015 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>	2014/2015 \$	2013/2014 \$
Income		
NSW Ministry of Health	198,000	191,300
Training/Interest/Other	80,468	73,345
Donations	-	-
Income Brought Forward	19,870	1,120
Total Income	298,338	265,765
Expenditure		
Wages and On Costs	206,728	149,806
Operational Expenses	58,626	66,555
Sector Development and Training	24,432	21,000
Sector Programs & Resource Development	4,618	23,559
IT & Equipment	3,952	4,925
Total Expenditure	298,357	265,845
Operating Surplus/(Deficit)	(19)	(79.90)
Total Equity	8,169	8,188

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

bikeriderlondon/Shutterstock.com



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 charity
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Incorporations Act (2009)*



*Accredited at Certificate Level
of the Australian Service
Excellence Standards*

Funded by the NSW Ministry of Health

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