



Annual Report 2013/2014

Central Coast Community Women's Health Centre Ltd.

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Annual Report
July 2013 - June 2014
ABN 82 001 330 472



The three branches of the
Central Coast Community Women's Health Centre are:

Wyoming Women's Health Centre (main branch)
37 Maidens Brush Road Wyoming

Northern Women's Health Centre
7 Rose St Wyong

Peninsula Women's Health Centre
20A McMasters Road Woy Woy



**Farewell...to our CCCWHC workers
Sandra Sturgess, Penny Hurley and Laraine Spears at International Women's Day
celebration at Peninsula Women's Health Centre
March 2014**



International Women's Day at the Peninsula Women's Health Centre, March 2014

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About Us

The Central Coast Community Women's Health Centre (CCCWHC) was established in 1975 by a group of volunteer women who had a vision about providing an alternative model of health care to the traditional clinical model, i.e. one that is holistic and would improve the quality of women's lives.

Today the CCCWHC continues to work to fulfil this vision and operates as a not-for-profit organisation from three locations across the Central Coast at Wyoming, Wyong and Woy Woy. We work to fulfil the right of all women to health services of high quality that are provided in an empowering manner that values women's own knowledge and skills.

All services provided by the centre are based on feminist principles. The principles hold that every woman has the right to make her own informed decisions regarding all aspects of her physical, mental, emotional and spiritual health. We provide a safe environment where women are given the opportunity to gain information and learn skills to enable them to make healthy life choices.

Our Vision: A feminist health centre of excellence enabling Central Coast women access to holistic health care.

Our Mission: To work alongside and support women of all ages, backgrounds and cultures in a respectful, friendly and effective way. We also value women's own knowledge and skills in addressing their challenges and concerns.

Our Objectives:

- Provide a holistic health service to women in the community which includes a women's gynaecological doctor's clinic, general counselling, therapeutic groups, social groups and alternative therapists.
- Educate and empower women by the provision of preventive health services and self-development programs.
 - Encourage Aboriginal and Torres Strait Islander women, women from diverse cultural backgrounds, women with disabilities and women from low income groups to achieve full access to the services provided.
 - Provide a safe space for women in a supportive environment.
 - Advocate for women on a range of women's issues from a feminist perspective.
 - Identify the health needs of women in the community and develop services and programs to meet these needs.
 - Provide information and referral to women.

Our Strategic Goals (developed at 2014 Strategic Planning):

1. Services: Provide Quality Services That Are Responsive To Women's Health Needs
2. Sustainability: Increase Our Long-Term Sustainability By Developing Diverse Sources Of Funding And Partnerships
3. Promotion: Increase Community Awareness Of The Central Coast Community Women's Health Centre And The Services Provided

4. Governance: Strengthen Effective Governance Through Leadership, Accountability And Ethical Conduct

Governance and Management

The Central Coast Community Women's Health Centre Ltd. (CCCWHC) is a non-profit community based organisation. We are an incorporated company with limited guarantee. The CCCWHC is able to raise funds as it sees fit in line with the philosophy and ideology of the Membership. It has been granted an authority to fund raise, CFN11161.

The Board consists of up to seven women identified from the community and elected annually by and from the Membership at the Annual General Meeting held on the third Tuesday of September every year. The organisation has now successfully transitioned from a Board consisting of paid staff, volunteers and community women, to a Board fully constituted by community women. This change was the result of a recommendation from an independent report commissioned for CCCWHC, and which took place over ten months, from September 2013 to July 2014.

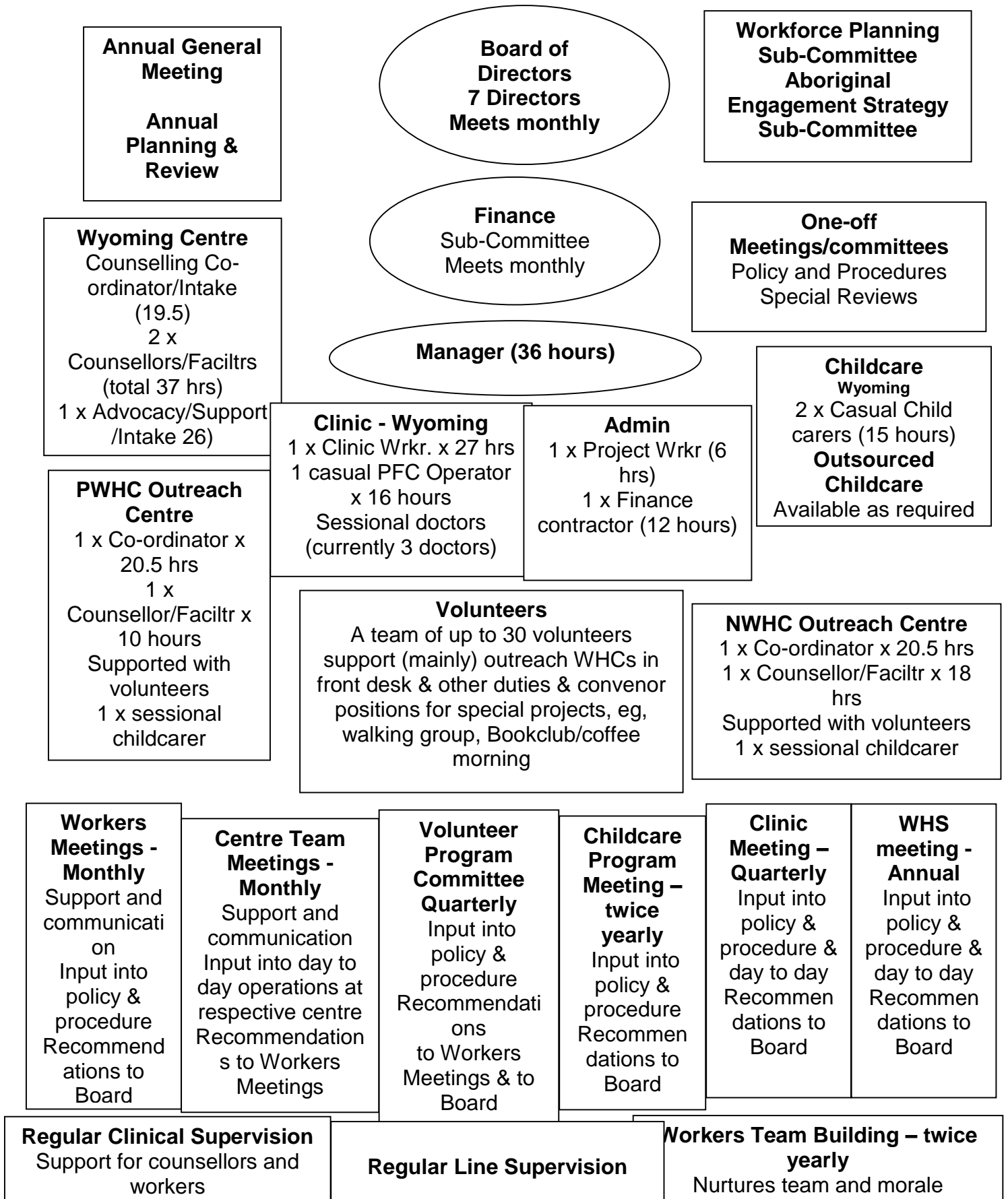
The CCCWHC has three established branches of Women's Health Centres across the Central Coast with the main one being in Maidens Brush Road Wyoming. The Northern Centre is situated in Rose St, Wyong and is also known as "Rose Cottage" and the Peninsula Centre is in Woy Woy.

CCCWHC operates with a managerial structure, with a whole of organisation approach which will continue to assist us in strengthening our unity and coordination in delivering quality, affordable, and accessible Women's Health Services across the three centres for the benefit of women of the Central Coast.

Membership Status

As at 30th June 2014 there were 65 members of the company (2013:50)

Organisational Structure



Farewell

In July 2014 we said goodbye to Penny Hurley, a long standing CCCWHC staff member of 27 years. Penny began working at the Centre as a Childcare Worker in May 1987. Below is a list of some of Penny's roles and achievements during her 27 years at CCCWHC, and some photos from her farewell.

- Child Care Co-ordinator from 1987 to 1997.
- Crisis Counsellor and support worker for countless Central Coast women.
- Supported women experiencing DV and attending court, and case conferencing on behalf of CCCWHC.
- Strong advocate for women and children at risk of homelessness, making representation to Minister of Housing's office.
- Participated in delegations to Local, State and Federal members advocating for improved conditions and funding for Central Coast community women.
- Counselling/Group Coordinator- supporting counselling/health worker team
- CCCWHC Board member over several terms.
- CCCWHC Chairperson over several terms.
- Committee Member on the "Speaking Out" - Adult Survivors of Child Sexual Assault project - a play and video educational resource.
- Developed Child Protection Policy and Child Care Handbook for CCCWHC.
- Child Protection Coordinator for CCCWHC.
- On the Volunteer Committee to review Volunteer training and produce Volunteer handbook.
- Involved in organising of many Days of Actions and International Women's Days for CCCWHC.
- Maintained up to date information and resources to refer women to appropriate services outside of CCCWHC.
- Seamlessly referred women that accessed the clinic or counselling services to other programs within or outside of the CCCWHC.
- Great sense of humour and wonderful caring advocate and support person to her colleagues over her 27 years.
- Always represented CCCWHC with pride, professionalism and utmost dedication and honesty.

Best of luck Penny on your new journey in retirement.



List of Directors 2013/2014

Name of Director	Position Held	Representation	Years as a Director
Shayne Davy	Chairperson	Community Rep	5 years. 3 years as Chairperson
Matylda Mackiewicz	Vice-Chairperson	Community Rep	5 years Resigned May 2014
Sandra Sturgess	Secretary	Staff Rep	7 years on and off Resigned May 2014
Xylia Ingham	Secretary	Staff Rep	2 years (previously) then 2 months Resigned July 2014
Kate Bradfield	Director	Staff rep	5 years Resigned June 2014
Kathy Davies	Director	Volunteer rep	3 years Resigned June 2014
Jan Thompson	Director	Community Rep	Appointed January 2014
Erin Poulton	Treasurer	Community Rep	1.5 years
Clare Oliver	Director	Volunteer Rep	3 years Resigned October 2013
Christine Sinclair	Director	Community Rep	Appointed October 2013; Resigned November 2013
Sally Jope	Director	Community Rep	Appointed June 2014
Carole Davidson	Director	Community Rep	Appointed June 2014
Susan Winter	Director	Community Rep	Appointed June 2014
Bobbi Murray	Director	Community Rep	Appointed July 2014

Programs & Services 2013/14

All Services and Programs supported by:

- **Manager**
- **Project worker**
- **Contract bookkeeper**

Service/Program and Staffing	Brief Description of Program
Clinical Service (Wyoming only) <ul style="list-style-type: none"> - Three part-time doctors - Senior Receptionist - Casual Receptionist - Pelvic Floor Chair operator 	Women's well gynaecological doctors' clinic- early intervention and screening services. Pelvic Floor Chair Program
Counselling/Advocacy <ul style="list-style-type: none"> - One part-time Counselling/Group Co-ordinator (Intake/crisis) - 4 x part-time Counsellors/Group Facilitators - 1 x part-time Advocacy/Support worker 	Provision of face to face short to medium term counselling (10 sessions). Crisis counselling phone or visit. Advocacy, support, information and referral for women.
Groups <ul style="list-style-type: none"> - Run by internal and external facilitators and volunteers (see full list on page). - Use of centre/s by outside groups 	A mix of social, self-development and therapeutic groups delivered in workshops or up to 10 week courses. Older Women's Network at Northern Centre
Childcare <ul style="list-style-type: none"> - Recurrent funding for Wyoming - Casual as needed at Outreach centres 	Occasional care service for children 0-5 years on premises or outreach who are accompanying parent attending appointment or group.
Community Engagement/Service Development <ul style="list-style-type: none"> - Involvement of all staff - 2 x part-time Co-ordinators at Northern & Peninsula centres - Team of up to 30 volunteers 	Information/referral, attendance at meetings and interagencies, organisation and attendance at a range of community events and social action campaigns. Outreach centre co-ordination Volunteer Management Support of all programs, special projects and front desk support at Outreach centres
Alternative Care <ul style="list-style-type: none"> - Through partnering/contract - 3 massage therapists and one acupuncturist engaged during 13/14 	Partner/contract with a range of qualified alternative practitioners to provide low cost therapies utilising CCCWHC premises. Including massage, Chinese remedies and naturopathy.

Programs and Services Provided Through Our Partnerships 2013/14

Program/Service	Partnership Arrangement
Trauma counselling service one day a week at Wyoming Centre to support adult survivors of sexual assault.	MOU with Rape and Domestic Violence Services Australia to provide outreach counselling.
Provide a gynaecological and outreach women's nurse pap/breast clinic at Peninsula Women's Health Centre.	Partner with Central Coast Local Health District to operate the clinic.
Domestic violence group at Peninsula Women's Health Centre.	Partner with Woy Woy Women's and Children's Service to run the group.
Low cost counselling outreach service at Peninsula Women's Health Centre.	Partner with Coast Care Counselling Services to provide this service
Referral of domestic violence clients for counselling or groups. Post domestic violence group 'Lotus' at Wyoming Centre	MOU with Central Coast ADVICE for referral of clients. Partner with Central Coast ADVICE (Area Domestic Violence Integrated case management and education) Brisbane Waters and Tuggerah Lakes local area to run Lotus group.
Domestic violence support groups at Northern centre.	Partner with CatholicCare's Staying Home Leaving Violence service to run groups.
Fortnightly Family Law Legal Advice outreach clinic at Northern Centre.	Partner with Legal Aid Early Intervention Law Outreach Service to run legal clinics
Provision of Mirena training clinics for doctors provided by doctor at Wyoming.	MOU with Family Planning NSW
Referrals for counselling/group for Work Development Orders	Formalised referrals from State Debt Recovery Office

Our Funding Partners 2013/2014

We gratefully acknowledge:

NSW Health – Central Coast Local Health District	CCCWHC's core funding
Department of Education, Employment and Workplace Relations	Occasional Childcare at Wyoming Premises
Erina Leagues Club – Club Grant	Childcare at Northern (Wyong)
Ettalong Beach War Memorial Club – Club Grant	Childcare at Peninsula Centre
Central Coast Medicare Local	Menopause Lifestyle Group at Northern and Weight and Lifestyle Group at the three centres
The Continence Foundation	Incontinence Seminar at The Erina Centre in June 2014

We also gratefully acknowledge the following donations:

Brisbane Water Bridge Club	To the Peninsula Women's Health Centre
Rod and Virginia Wenzel	To the Peninsula Women's Health Centre
Wagstaffe to Killcare Community Association	To the Peninsula Women's Health Centre

Groups provided 2013/14

Wyoming

- Beyond Survival Sexual Assault Support Group
- Feeling Good
- Good Boundaries, Better Relationships
- Managing Anxiety
- Seasons for Growth
- Self-Esteem
- Vitality and Energy Management
- Hatha Yoga
- The Lotus Group (partnered with CC ADVICE)
- Being a Mum (partnered with Interrelate)
- Triple P (partnered with Burnside)

Northern

- Self-Esteem
- Positive Thinking
- Boundaries and Standards
- Vision Boards
- Managing Anxiety
- Regaining Self Embracing Life Domestic Violence Group (partnered with Catholic Care Staying Home Leaving Violence Program)

- Menopause and Lifestyle Group (with funding from Medicare Local)
- Weight and Lifestyle Group (with funding from Medicare Local)

Peninsula

- Self-Esteem
- Managing Anxiety
- Butterfly Domestic Violence Group (partnered with Woy Woy Women's and Children's Service)
- Menopause and Lifestyle Group (with funding from Medicare Local)

Representation at Interagencies, on Committees and at Special Events

During 2013/2014 we maintained a high profile and networking opportunities through regular representation at and involvement in:

- Domestic Violence Committee
- 16 Days of Action Against Violence Against Women Sub-Committee
- CALD Domestic Violence Sub-Committee
- Domestic Violence Advocacy Sub-Committee
- Integrated Domestic Violence Group Planning Committee
- Women's Health Interagency Group
- North of Wyong Interagency
- Central Coast Aboriginal Interagency
- Wyong Interagency
- Disability Interagency
- Peninsula Early Childhood Network
- Central Coast Mental Health Interagency
- WHNSW meetings

CCCWHC led the 2013 Day of Action Against Sexual Assault in August 2013 in Kibble Park Gosford and International Women's Day 2014 at the Peninsula Women's Health Centre Woy Woy.

We also participated in a number of expos and events:

- White Ribbon Walk for Domestic Violence
- 16 Days shopping centre stalls
- NAIDOC Week activities organised by Burnside, in the north of Wyong Shire
- School holiday outreach activities organised by Burnside in the north of Wyong Shire
- Peninsula Links Day
- Connect Day (Homelessness Expo)
- Central Coast Multicultural Expo
- Central Coast Multicultural Health Expo
- Central Coast Health Expo
- Wyong Shire Services Expo

CCCWHC also conducted advocacy on the following specific issues relevant to women:

- Zoe's Law
- Going Home Staying Home homelessness reforms

Training that staff have participated in has included:

- Child Protection - Provided by Children and Abuse Prevention, Central Coast Local Health District (staff and volunteers)
- Domestic Violence - Provided by Children and Abuse Prevention, Central Coast Local Health District (staff and volunteers)
- Back to Basics training in preparation for Accreditation, on key service delivery issues including policy, as well as Worker Health and Safety and Human Resources (staff and volunteers).
- Fire Extinguisher training (staff)
- Individual staff have also participated in a wide range of trainings and workshops, including regarding grief and loss, eating disorders, vicarious trauma and First Aid.

This Year's Achievements

CCCWHC recorded a number of significant achievements in the 2013/14 reporting year including:

- Adoption of a new Constitution at the September 2013 Annual General Meeting
- Transition of paid staff members and volunteers off the Board of Directors, with the result that the Board of seven members now consists entirely of community representatives
- Accreditation with the Quality Improvement Council in March 2014, with the result of recommendation for Accreditation with a Period of Grace
- Key staff changes including appointment of a new Manager and Counselling Coordinator
- Several staff members now working across two centres, Wyoming and Northern, enhancing Centre integration and efficiency
- Adoption of new policies for all policy areas
- Continued consolidation of CCCWHC leadership in the organisation and celebration of the key events of International Women's Day and Day of Action Against Sexual Assault; and in particular enhanced participation from other organisations in the planning and preparation of the latter
- Beginning of the process for adoption of key female political figures as our patrons
- Active engagement with Twitter to promote our service and women's issues, in addition to our already active Facebook page.

Chairperson's Report

Welcome to the 2013/14 Annual General Meeting of the Central Coast Community Women's Health Centre. My name is Shayne Davy and I have had the honour of being the Chairperson of the Board for the past 3 years.

In 2013/14 CCCWHC has continued to go through many changes, challenges and uncertainties as well as some amazing achievements and outcomes. One of the highlights of the year has been the accreditation of the Women's Health Centre. This wonderful outcome would not have happened without the tireless work and energy from our past Manager Sandra Sturgess, with support from Xylia Ingham and other workers.

As many of you know Sandra Sturgess resigned from her position as Manager in May of this year. I would like to take the opportunity on behalf of the Board to thank Sandra for all of her hard work, dedication and energy to the managing of the Womens Health Centre. Thank You!

I would also like to welcome Xylia Ingham our new Manager who has undertaken her new role with enthusiasm, motivation and professionalism and I am sure will be an effective manager in whatever challenges present over the next 12 months. Welcome Xylia!

I would also like to acknowledge the resignation of one of our dedicated workers Penny Hurley. Penny has been with the Women's Health Centre for the past 27 years starting off as a childcare worker and moving onto being the Intake Worker/Counsellor. Penny will be sorely missed for her quiet, gentle and empathic persona. Thank you Penny for everything you have done, for the many women in crisis you have helped and supported. A big welcome to Sharan Page who has replaced Penny in her role as Counselling/Group Coordinator.

One of the major challenges to face the Women's Health Centre is the uncertainty with future funding. CCCWHC has guaranteed funding until June 2015 with a competitive tendering process being the new funding model. The uncertainty of future funding has placed the organization in a difficult position with employment of new workers resulting in current workers having to be resourced to gaps in service provision. This has resulted in Karina Ejubs taking on the temporary role of Coordinator of Rose Cottage (to replace Xylia) and Fiona Taylor and Julie Darge taking on clients for counselling at Rose Cottage to replace Sharan Page.

I would also like to take the opportunity to thank all workers, clinic staff and doctors, volunteers and all Board members (past and present) for your dedication, commitment and tireless work and energy to the women in our community.

Whilst it has been a year of challenges and many changes, I am sure whatever lies ahead over the next 12 months as an organization the Central Coast Community Women's Health Centre will survive. It may be in a different form, in a different structure, but one thing I am sure of is that as strong, passionate and dedicated women we will ensure that this unique valuable service we provide to our community continues to provide the services that it does, and that we will do everything in our power to ensure this uniqueness is not lost.

Finally it has been an honour and a privilege to be the Chairperson of the Board for the past 3 years and Board member for 5 years, but now is the time for me to step down from the Board. I have found being a Board member of the Women's Health Centre a valuable and rewarding experience which I will treasure always. So keep up the good work and keep fighting to make sure we don't lose this wonderful and indeed amazing service.

Thank you
Shayne Davy

Message from the Manager

Welcome to my first report as Manager of the Central Coast Community Women's Health Centre, having been formally appointed to this position in June 2014, after the resignation of the much admired Sandra Sturgess. My appointment to this position has been a challenge for myself and a huge leap of faith for our Chairperson and the other members of the interview panel – I strive every day to assure them that they made the right choice, and that I will/am doing my very best to serve the interests of the Central Coast Community Women's Health Centre, and the women who are our clients.

There have been many highlights and of course challenges during the last 12 months as you have seen in the Chairperson's report. One of the major challenges has been Sandra's departure, a challenge which Shayne, Penny and other key people worked to manage, to support myself and the organisation through this time. The staff of the organisation also continued to work hard during this time, which is a tribute to their great professionalism but also to their commitment to our vision – that we are a feminist health centre of excellence enabling Central Coast women access to holistic health care.

In March 2014 we underwent Accreditation with the Quality Improvement Council. This was a long process which we began in earnest in July 2013, with preparation of key documents that were uploaded to a portal for review, and which culminated with a two-day site visit in March 2014. This was a stressful time for staff and Board members, but for which we were rewarded with Accreditation with a Period of Grace, focusing on two items for which we needed to strengthen our process and documentation. This report has now been sent to QIC, and we are awaiting the outcome. The Accreditation process took up much of the Centre's time and energy over the 2013/14 year and I am sure that Sandra would join me in thanking the staff for the tireless commitment to updating policies and forms, attending Back to Basics meetings, and for working together to improve the quality

of our organisation. Thanks must also go to the Board of Directors who also participated in improvements that at times meant donating additional personal time to attend specially convened special meetings to get things approved. All of this hard work meant that the organisation was able to achieve the result that it did.

We have also been dealing with continued funding uncertainty, a continuous theme for our organisation for the past two years. Currently we are in contract with NSW Health/Central Coast Local Health District until June 2015. At this stage we do not have any information about when the new funding arrangements will begin, however we do know that the Ministry has July 2015 as the target date to have begun new tender arrangements that will be competitive in their nature, and look very different to the way that we are currently funded. CCCWHC has been striving over the past two years to improve processes, systems and reporting structures, so that we can be more competitive when the times comes to tender for services against other organisations. Our strengths in this regard are our strong philosophy and uniqueness, our local, grassroots service provision, and our long standing and good reputation in the community. However, we cannot afford to be complacent and must work hard over the next year to enhance our effectiveness, build our profile in the local community and in the political sphere, and strengthen our organisation through partnerships and diverse sources of funding.

Through funding uncertainty our team has continued to remain optimistic, strong and committed and I acknowledge and thank everyone for this. At our recent annual planning day we worked hard to establish a new set of goals, which will provide us with a solid foundation for developing our organisation. We will not be threatened by the new competitive funding environment, and will continue to work toward strengthening our organisation in different ways. I have been encouraged no end by the creative midsets of the workers at CCCWHC who are extremely open to change, new approaches and methods, for the benefit of our organisation; openness to change is something that is not always seen in workplaces, and that shows our strength and passion for the continuation of our service and for women's services into the future.

The major events that CCCWHC has been involved in over the past year included our Day of Action against Sexual Assault at Kibble Park in August 2013 - once again the day was a success, supported by all staff but in particular Karina Ejubs who did the majority of the organising – I wish to acknowledge her work in ensuring the smooth running of the day. International Women's Day was this year hosted by Peninsula Women's Health Centre – I wish to thank Kate Bradfield and the team at Peninsula for their hard work in organising a successful day that was enjoyed by all who attended. Our annual Volunteer Appreciation lunch was held this year at Peninsula Bowling Club, was well enjoyed by all who attended and was very well deserved by our volunteers across the organisation. Our Volunteer Program is one of our major strengths as an organisation, and we continue to enhance the program, through support for our volunteers and recruitment of new volunteers.

This year we have also hosted a number of students, including three students studying a Community Services TAFE qualification, four first year nursing students and a university student studying for a counselling qualification.

I mentioned at the outset that we have had key staff changes at CCCWHC over the past year. One of the major changes we have had was long term staff member Penny Hurley's resignation, as she starts the next stage of her life in retirement. Penny's contribution to the Women's Health Centre can be seen in the tribute to her at the beginning of this

annual report. I think all will agree that Penny had a commitment to her work with women and an understanding of women's issues that we all, staff, community women and others who knew her, greatly admired.

In conclusion I wish to thank the staff of the CCCWHC in continuing to support the organisation through their passion and dedication in providing a quality service for the enhancement of women's health and wellbeing. I would also like to acknowledge the Board, old and new members, and in particular provide enormous thanks to our outgoing Chairperson Shayne Davy who has worked tirelessly for the Central Coast Community Women's Health Centre over the past five years, through many a challenge. In the three months that I have been Manager, Shayne has also worked very hard to support me in this new role, for the benefit of the Centre. Shayne is a dedicated, caring and extremely knowledgeable woman who truly has the interests of our community women at heart.

Xylia Ingham
Manager

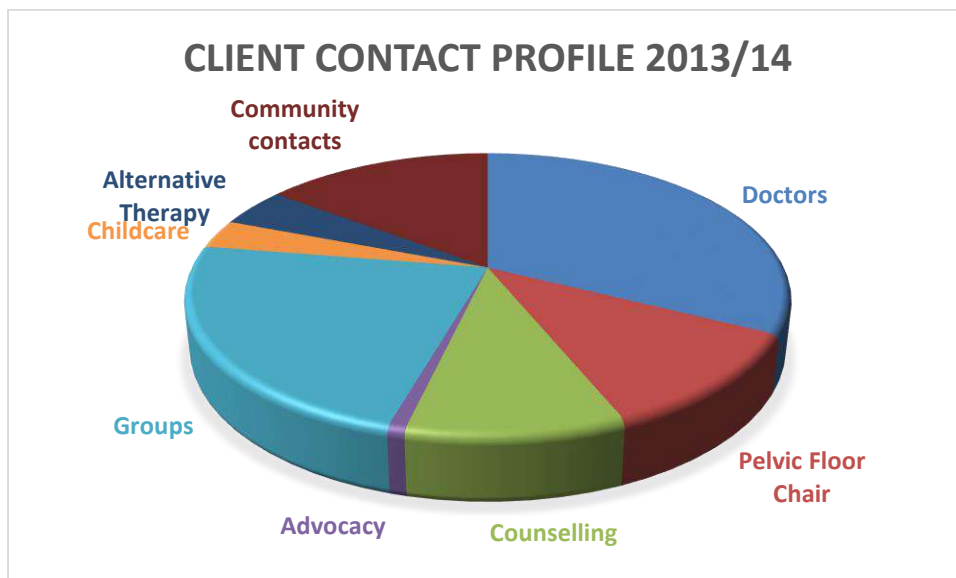
Statistical Profile 2013/14

During the 2013/14 reporting period, the Centre provided the following instances of service:

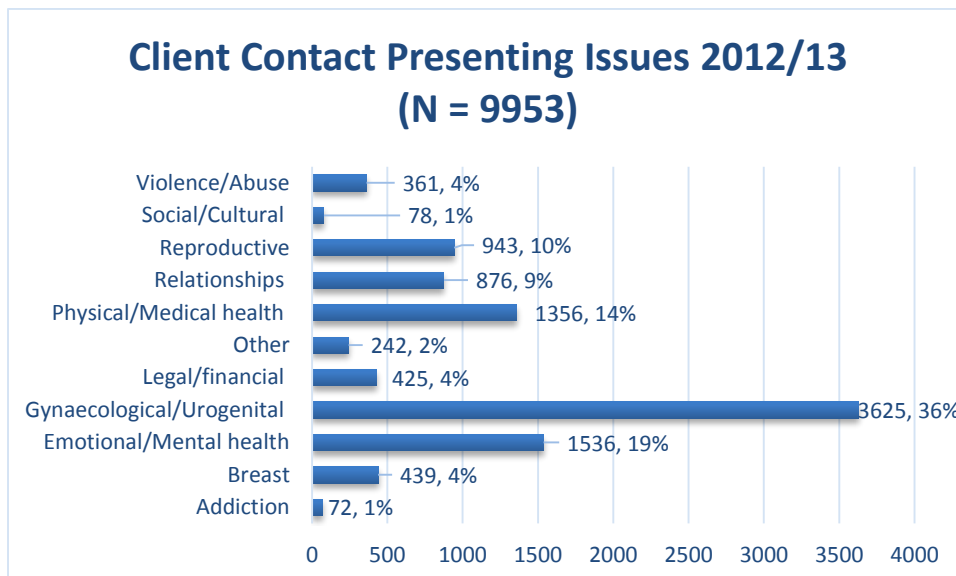
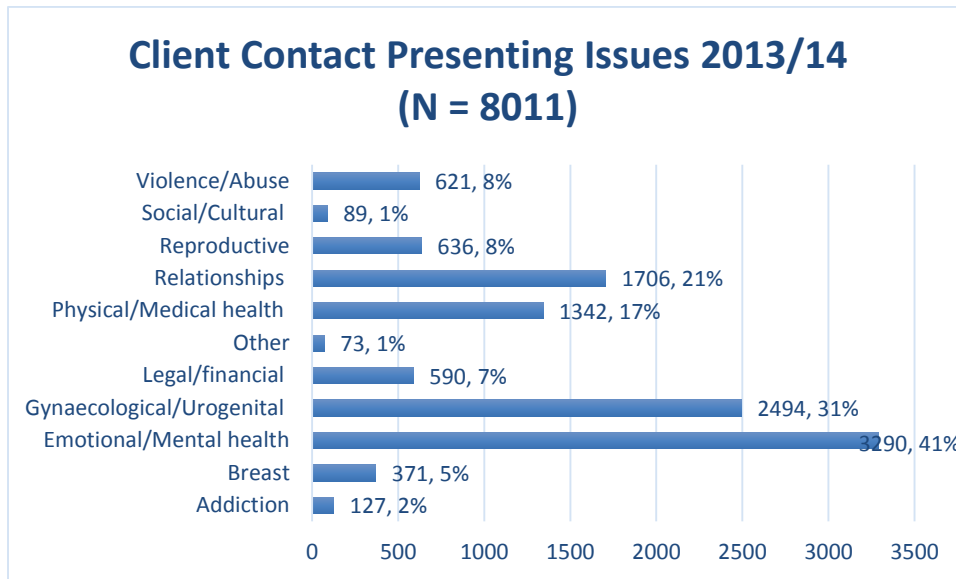
- 10174 total contacts, including 8674 that were made with clients at any one of our three centres, through the below listed services.
- Clinical Services - 3297 contacts with a doctor. 1155 pelvic floor sessions.
- Counselling – 1010 counselling sessions including crisis.
- Advocacy – 82 advocacy sessions
- Groups – 2345 group contacts.
- Childcare – 335 instances of childcare
- Alternative Therapy – 450 sessions of massage and acupuncture

Approximately 1500 contacts were made via promotional activities in the community.

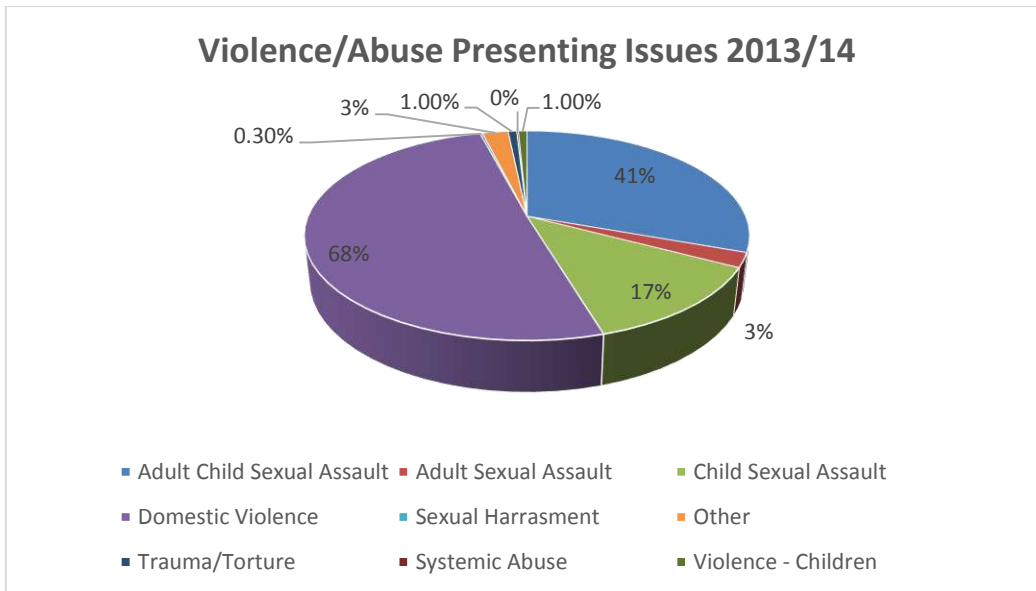
Client Contact Profile



Presenting Issues Profile

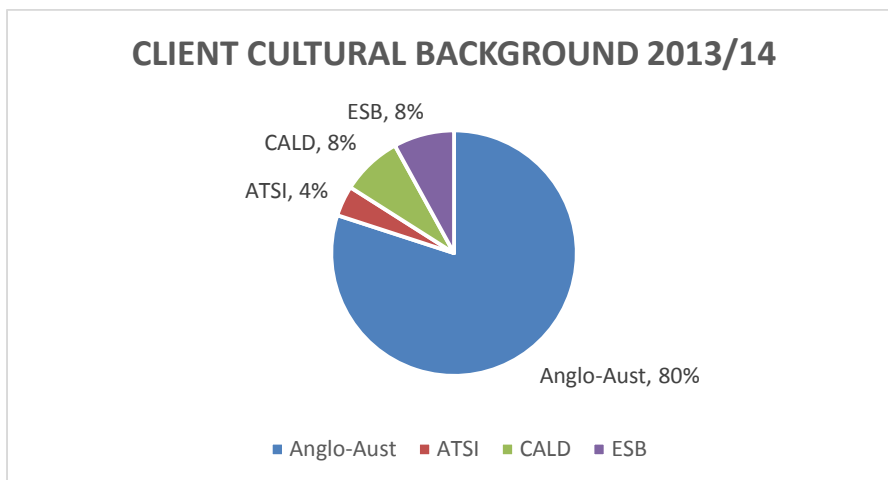


The main presenting issues for CCCWHC in 2013/14 were gynaecological health, emotional and mental health, relationships, and violence and abuse. Compared with the previous year, services that we provided that addressed emotional and mental health more than doubled, as did services for violence and abuse.



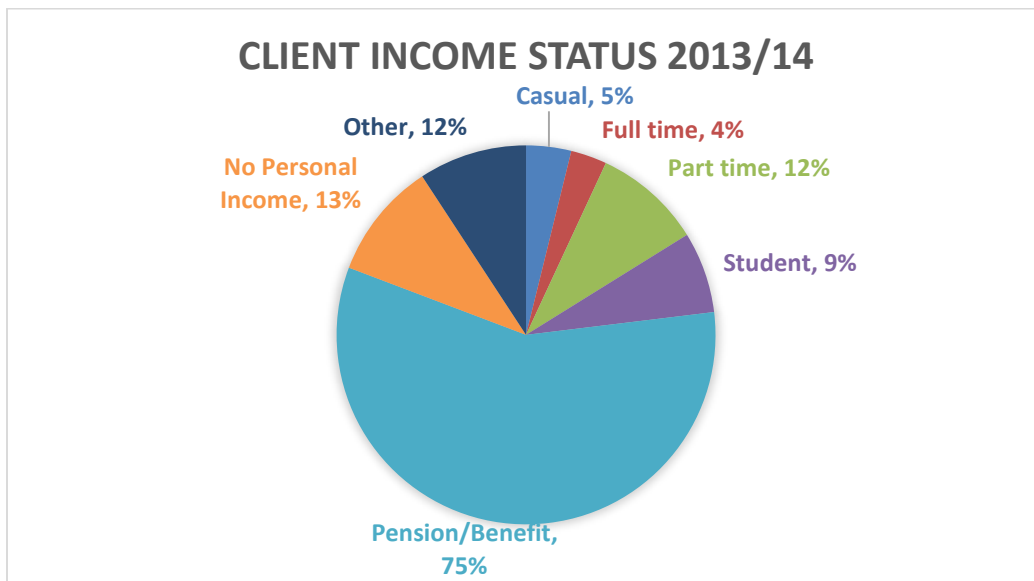
At CCCWHC, Domestic Violence represents by far the largest proportion of the presenting issues grouped under Violence and Abuse, followed by Adult Child Sexual Assault and Child Sexual Assault. This large proportion is reflective of the need for Domestic Violence services on the Central Coast. All three Centres offer services which respond to this need, including domestic violence groups provided in partnership with other services, counselling and legal advice services.

Demographic Profile

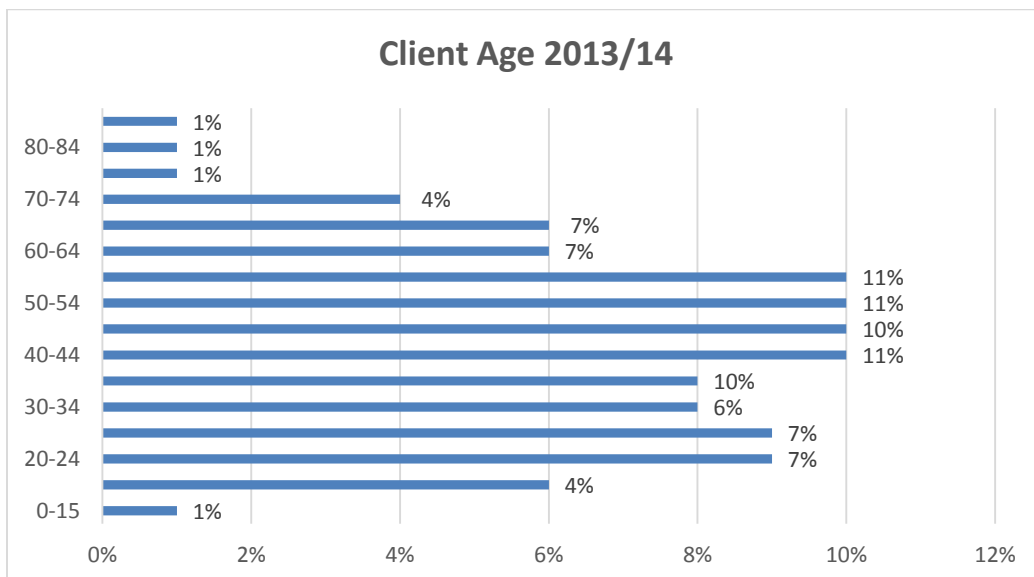


The large majority of CCCWHC clients are from an Anglo-Australian background, with 8% of clients from a CALD background. The Central Coast has a higher Anglo population than the state average, with only 6.8% of households speaking a language other than English at home, compared to the state average of 24.5% [ABS, 2011 Census]. Our Centre is therefore reaching a higher proportion of the CALD population than the Central Coast average. It is an important goal to try to increase our reach to CALD clients over the next year. **An encouraging statistic for the Centre is that 4% of total clients are of Aboriginal and Torres Strait Islander background.** Again, the Centre is reaching more than the Central Coast Aboriginal and Torres Strait Islander population average of 2.9%, and the NSW average of 2.5% [ABS, 2011 Census]. Our new Aboriginal Engagement

Strategy Sub-Committee aims to further enhance our reach to Aboriginal and Torres Strait Islander women.

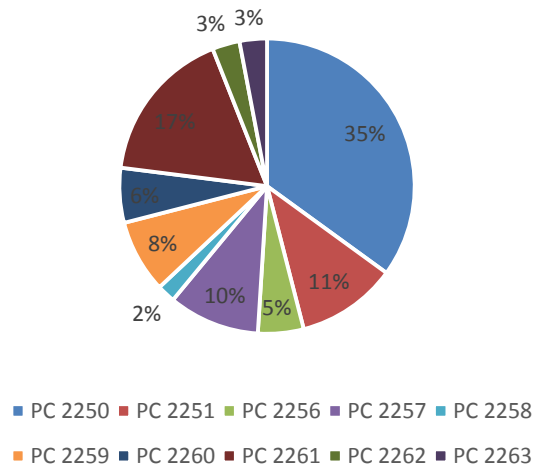


The chart on socio-economic status shows that the majority of our clients are on a pension or benefit, with only a very small proportion in paid work, and 13% with no personal income. The percentage of women accessing our service who are on a pension or benefit has increased 15% from last year.

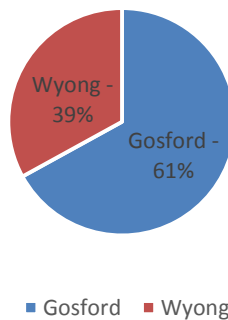


The majority of women who access our service are in the 40-59 year age range. The Centre has made efforts over the years to increase the proportion of young women who access our services.

Client Postcodes 2013/14



LGA Breakdown - Gosford and Wyong 2013/14



The client postcodes represented here are reflective of clients accessing our clinical services at our Wyoming Centre, with the majority of clients, 35%, coming from the 2250 local Gosford area and surrounding suburbs. Other large proportions include 2261 (Southern Lakes), 2257 (Woy Woy) and 2259 (Wyong), reflecting the physical locations of the two outreach centres. The majority of our reach (61%) is in the Gosford Local Government Area, which reflects the use of the clinical services at our Wyoming Centre, and the location of two of our centres, Wyoming and Peninsula Women’s Health Centres, in the Gosford LGA. Our reach to clients from Wyong Shire has increased since last year.

Measuring Effectiveness

This year...

96% of clients who filled in an evaluation reported an improvement in health and wellbeing, increased knowledge and greater empowerment.

96% rated the overall standard of service as excellent

95% indicated satisfaction with the standard of professionalism for counselling

96% using the counselling service reported a positive benefit in emotional wellbeing

95% of participants of therapeutic groups reported enhanced emotional wellbeing

95% of social group participants reported that there were high levels of professionalism from the facilitators and the centres generally; 59% reported that they had created friendships and reduced levels of isolation; and 92% expressed that they had satisfaction with personal outcomes achieved by participating in the groups.

Our partners reported that they were either very satisfied or extremely satisfied with the services provided by CCCWHC.

Working with Government

Central Coast Community Women’s Health Centre aims to work with government in fulfilling the needs of women to live lives of physical, mental, social and emotional wellbeing. CCCWHC does this by implementing the goals of various state plans in the following ways:

NSW State Plan 2021

Goal	Target	Relevant Priority Actions	How CCCWHC Services Address this Goal and Actions
Keep people healthy and out of hospital	Reduce overweight and obesity rates of young people and adults.		Provision of clinical services that address issues of obesity. Provision of a minimum of one physical activity group (e.g. yoga, tai chi) per term at each of our three centres.
	Reduce smoking rates for non-Aboriginal and Aboriginal people and		Provision of clinical services that address smoking.

	among pregnant women		
	Reduce risk drinking		<p>Provision of clinical services that address issues of risk drinking.</p> <p>Provision of counselling and support services, where appropriate, for women experiencing behaviours such as risk drinking.</p>
	Improve outcomes in mental health	Prevent hospital admissions by developing models for strengthening community mental health responses.	Provision of counselling, group, advocacy and support services that aim to support positive mental health for women.
	Reduce potentially preventable hospitalisations	Focus on the management of certain conditions by a GP or in a community health setting.	Provision of clinical services by GPs specialised in women's health, in a community health setting.
Better protect the most vulnerable members of the community and break the cycle of disadvantage	Increase the proportion of children who are developmentally on-track; Reduce the rate of children and young people who are at risk of significant harm; Reduce the rate of children and young people in statutory out of home care.	Develop new ways of delivering support to families including through the devolution of programs provided by the non-government sector.	Counselling, group and support services promote good mental health in women, assisting in the establishment and maintenance of safe family environments for children and young people.
Prevent and reduce the level of crime	Reduce crime levels	Implement initiatives to significantly reduce domestic and sexual violence against women and their children, including through expanding accommodation, legal advice and support services.	<p>Provision of counselling, group and advocacy services that support women experiencing domestic violence.</p> <p>Partnership with legal services to provide legal advice clinics on family law and domestic violence matters.</p> <p>Partnerships with specialist domestic violence services to provide domestic violence groups to clients at CCCWHC venues.</p>

NSW Women's Health Framework 2013

Priority Women's Health Issue	Key Strategies	How CCCWHC Services Address this Goal
Lifestyle related chronic disease	Support healthy lifestyles, including nutrition, physical activity, prevention of smoking, risky alcohol use and drug use.	<p>Provision of clinical services that address health issues such as nutrition, obesity and smoking and alcohol use.</p> <p>Provision of a minimum of one physical activity group (e.g. yoga, tai chi) per term at each of our three centres.</p>
Mental health and social wellbeing	Promote good mental health and early intervention and specialised treatment	<p>Provision of counselling, group, advocacy and support services that aim to support positive mental health for women. Can be considered a preventative and early intervention model/service.</p> <p>Ability to provide Aboriginal and CALD specific services and partner with specific organisations for the provision of services.</p>
Reproductive and sexual health	Provide reproductive and sexual health prevention, screening, treatment and education and provide women with options for managing fertility.	Provision of clinical services that address reproductive and sexual health needs of women.
	Improve responses to sexual, domestic and family violence against women.	<p>Provision of counselling, group and advocacy services that support women experiencing domestic violence.</p> <p>Partnership with legal services to provide legal advice clinics on family law and domestic violence matters.</p> <p>Partnerships with specialist domestic violence services to provide domestic violence groups to clients at CCCWHC venues.</p> <p>Ability to provide support services and advocacy for Aboriginal women experiencing violence.</p>
Promote access to services		Provision of a women only holistic health service that

		<p>addresses the specific health needs of women, in a safe space for women.</p> <p>Ability to deliver services specific to Aboriginal and CALD women through a culturally appropriate response.</p> <p>Unique ability to address the holistic health needs of LGBTIQ women.</p> <p>Ability to address the holistic health needs of women with a disability.</p>
Provide support for women with a disability and women caring for a person with a disability.		Ability to provide appropriate support services including advocacy, clinical services and counselling and group work for women with a disability and women caring for people with a disability.

NSW Domestic and Family Violence Reforms 2013

Key Outcome	Key Strategies	How CCCWHC Services Address this Goal
Domestic and family violence is prevented	Focus on an effective and evidence based prevention program	<p>Provision of counselling, group and support and advocacy services that focus on recovery for victims from domestic violence.</p> <p>Taking the lead in educational and promotional campaigns against violence e.g. White Ribbon, 16 Days, Day of Action Against Sexual Assault and IWD.</p>
Domestic and family violence is identified early	Shared minimum practice standards across all services	As first point of contact for many women experiencing domestic violence, CCCWHC is well placed to participate in the development of shared minimum practice standards, and their implementation.
Victims are safe and supported to recover	<p>Central Referral Points</p> <p>Targeted provision of specific services to communities at high risk of</p>	Provision of counselling, group and support and advocacy services that focus on recovery for victims from domestic violence.

	<p>domestic and family violence</p> <p>Targeted expansion of core programs</p> <p>New information sharing arrangements</p> <p>Safety Action Meetings</p>	<p>Expertise in provision of support services for women experiencing domestic violence, hence key service to be involved in new systems to address D&FV such as Central Referral Points and Safety Action Meetings.</p>
<p>A supported, professional and effective sector</p>	<p>A shared vision</p> <p>An agreed policy definition</p> <p>A new approach to investing in research and building evidence</p>	<p>As a key service provider to women experiencing D&FV, CCCWHC is well placed to participate in discussions and decisions around shared vision; agreed policy definition; and the building of the evidence base for D&FV.</p>

Photo Gallery

Volunteer Appreciation Lunch, May 2014





Domestic Violence Training presented by Central Coast Local Health District, September 2013, attended by staff and volunteers of CCCWHC



The team at Peninsula Women's Health Centre

Day of Action Against Sexual Assault, August 2013



Testimonials

- ✦ I can't change my past but I have learnt that I can move forward without it totally changing me
- ✦ D.V. won't become a defining thing for my future
- ✦ It is ok to grieve the loss and go forward
- ✦ I couldn't have benefitted more than I have from this six week course
- ✦ I wish that there could be more groups like this one
- ✦ A wonderfully welcoming, friendly and comfortable group due to facilitator's professionalism
- ✦ I really am coping a lot better. Just coming once a week has helped me so much more
- ✦ A highly experienced facilitator. It has been a pleasure to attend this course

Thank you

To those who have donated to the Centre over the year. Your support enables us to continue to provide much needed services to women.

