



# Annual Report 2014-2015

## **OUR VISION**

**A FEMINIST HEALTH CENTRE  
OF EXCELLENCE ENABLING  
CENTRAL COAST WOMEN  
ACCESS TO HOLISTIC  
HEALTH CARE**

## **OUR MISSION**

**TO WORK ALONGSIDE &  
SUPPORT WOMEN OF ALL AGES,  
BACKGROUNDS & CULTURES IN  
A RESPECTFUL, FRIENDLY &  
EFFECTIVE WAY. WE VALUE  
WOMEN'S OWN KNOWLEDGE  
& SKILLS IN ADDRESSING  
THEIR CHALLENGES  
& CONCERNS**

**Past to Present**

The Central Coast Community Women’s Health Centre (CCCWHC) was established in January 1976. Our founders were a group of volunteer women who had a vision about providing an alternative model of health care to the traditional clinical model, i.e. a holistic health service that would improve the quality of women’s lives. Almost 40 years later CCCWHC is still working to fulfil this vision, operating from three locations across the Central Coast, at Wyoming (main centre), Wyong (Northern centre, also known as “Rose Cottage) and Woy Woy (Peninsula centre).

**Our Feminist Principles**

All services provided by the centre are based on feminist principles. The principles uphold the conviction that every woman has the right to make 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. 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.

*Women’s Health Centres are vital in communities; I fully support women treating women.*

**CLIENT COMMENT**

**Our Funding**

CCCWHC is a non-government, not for profit organisation with charitable status. Just over 70% of our income comes from a grant from the NSW Ministry of Health, administered by the Central Coast Local Health District. In addition to this women’s health funding, we are also funded by the Department of Social Services for our childcare program at Wyoming. Our doctor’s clinic operates through a combination of Medicare bulk billing and fee paying patients. We also lease our rooms at low cost to external facilitators, complementary therapists and allied health practitioners for activities such as yoga, massage, acupuncture, and psychology services. We collect donations for our services where possible. Our two outreach centres in particular rely on donations and fundraising to ensure the continuation of the outreach services.

CCCWHC is one of 21 women’s health centres in NSW. Women’s Health NSW is our peak body which provides a range of supports including training, database management, advocacy support and representation to government on women’s health issues.

**Fee Details**

- Doctor’s clinic: bulk billed for healthcare card holders + payment of fees
- Counselling and groups – by donation
- Complementary therapies - \$45 or \$40 for healthcare card holders for a 50 minute massage; \$35 for a 30 minute acupuncture session
- Psychologist appointments – Fee scale in place

<b>About Us</b>	<b>2</b>
Vision & Mission	
Past to Present	
Our Feminist Principles	
Our Funding	
Fee Details	
<b>Review</b>	<b>4</b>
Chairperson’s Report	
Achievements	
Strategic Directions	
Manager’s Report	
<b>Services</b>	<b>6</b>
Our Funded Services	
Our Fee Paying Services	
Centre-based Partnerships	
<b>Clients</b>	<b>8</b>
Client Demographics	
<b>Government Health Goals</b>	<b>10</b>
Working with Government	
NSW Women’s Health Framework 2013	
<b>Partnerships &amp; Supports</b>	<b>12</b>
Partners	
Members	
Volunteers	
Students	
Acknowledgements	
<b>Performance &amp; Quality</b>	<b>14</b>
Accreditation & Key Outcomes	
Professional Memberships	
Professional Development	
<b>Service Statistics &amp; Reports</b>	<b>16</b>
Presenting Issues	
Engaging the Community	
<b>Governance &amp; Structure</b>	<b>17</b>
Operation	
Objectives	
Board of Directors	
Staff	
Organisational Structure	
<b>Financial Statements</b>	<b>18</b>

*Photo Disclaimer: Any persons depicted in stock photos are models and are included for illustrative purposes only.*

### Chairpersons Report

At the end of the 2014-2015 Financial Year, the Central Coast Community Women’s Health Centre appears to be in a more secure position than twelve months ago.

In March this year, the NSW Baird Government made a commitment that it would not subject funding for Women’s Health Centres to contestability. This meant no competitive tendering for our core (Women’s Health) funding. This also meant, that in contrast to our sister organisations who had provided housing and outreach for victims of domestic violence, who had lost their core funding through such a tender process, the CCCWHC now stands alone on the coast, as an organisation owned by women, providing services for women, by women.

However, the significant amount of effort to get CCCWHC and all the WHCs in NSW tender ready has resulted in our organisation today that is strong, accredited, and forward looking.

While many members of the 2014-2015 Board were new to their positions, with some also new to the organisation, none of them are new to the community sector on the Central Coast and all of them are aware of the work of the CCCWHC. We have added to their background knowledge and

experience by investing in training to ensure the best levels of governance and leadership. We have also paid significant attention to workforce issues to ensure the health and safety of all our dedicated and passionate workers and the strong leadership of Xylia Ingham, who was also new to the Managers Role in 2014.

There will be challenges ahead but I am confident that CCCWHC will remain a strong voice for women on the Central Coast. We will continue to advocate for the health and well being of women, young and old and in-between, and to offer women opportunities to develop professionally and to take on positions of leadership. Furthermore, CCCWHC will continue to play a significant role in the community and health sectors in the region.

In 2016, the CCCWHC will celebrate 40 years of providing a model of care for women, based on feminist principles, that aims to inform, support and empower women to make the best decisions about their health and well being. We will be hosting a celebratory ball in March, that will also coincide with and promote International Women’s Day on the coast, and I hope you will join us!

**Sally Jope**

### Achievements

- Commitment from the state government not to subject Women’s Health Centre funding to contestable tender
- Introduction of a number of new Board Directors
- Three new counselling/advocacy positions created that now work across the three centres, enhancing integration of the service
- Adoption of a new WOTS ON that integrates the three centres
- Adoption of four political leaders as our patrons
- Meetings held with all key political figures on the Central Coast, both state and federal
- Continued enhancement of our social media advocacy role through Facebook and Twitter
- Creation of a new partnership with Yerin Aboriginal Health Service (Eleanor Duncan) for Aboriginal antenatal groups and clinics at Northern and Peninsula centres
- Introduction of a Medicare funded counsellor at our Wyoming centre and a Medicare funded psychologist at our Northern centre
- Raised profile of the organisation through being a member on the organising committee for the first Central Coast International Women’s Day Expo in March 2015



Jacob Lund/Shutterstock.com / oneinapunch/Shutterstock.com

## Strategic directions

Our Strategic Goals developed at our 2014 Strategic Planning are:

### 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

*We are so privileged to have this wonderful clinic on the Central Coast with such dedicated staff and volunteers. They all honestly care about the women of the Central Coast. I wish there were more clinics and staff like this around so more women could benefit from the service.*

CLIENT COMMENT



#### Message from the Manager

2015/15 has been another extremely busy year for CCCWHC with ongoing change taking place to enhance the service that we provide to women in the community. This change has included a trialling of centralised intake for counselling; a new WOTS ON that incorporates the activities of all three centres in the one program; and restructuring of the counselling and advocacy positions. The staff have been gracious as always in embracing these changes.

We were fortunate over the year to take on the services of a Medicare funded counsellor at Wyoming and a psychologist at Northern, to support our existing counselling services. Our clinic has continued to provide much needed women's health services to clients and over the coming year we will be working hard at expanding our capacity to meet this need.

The 2014/15 year saw us far exceed our targets in group attendances in particular, a positive sign that our services are very much needed and utilised in the community.

CCCWHC has continued to play an advocacy role over the past year on women's health issues, including with regard to our funding, women's services and domestic violence. We were much relieved in March to hear

the commitment from both sides of politics and in particular the current Baird government to not subject women's health centres to funding contestability; while the Ministry of Health is still reviewing women's health centre funding, we now know that this will be a more consultative rather than competitive process. Our peak body Women's Health NSW has been key to advocating on this issue for the women's health sector over the past three years.

2015/16 will see our centre continue to play the vital role that it does for the community in clinical services, counselling, groups and advocacy; we will also continue to work hard to enhance the service where possible. March 2016 will see two weeks of celebrations for International Women's Day culminating with our 40 year celebrations. I would like to thank the very hard working staff of the CCCWHC and our centre-based volunteers for their hard work and commitment to the organisation and their continued embracing of ongoing change; I also wish to give a huge thanks to our Board volunteers, for giving such a large amount of their time and energy to our organisation.

**Xylia Ingham**



**SERVICES**

**Our Funded Services**

Women’s health services including:

- counselling
- therapeutic groups
- educational groups
- social groups
- client advocacy
- information and referral services.

The childcare service at Wyoming.

**Our Fee Paying Services**

- Doctor’s clinic including the pelvic floor chair
- Complementary therapies
- Allied health practitioners i.e. psychologist and Medicare funded counsellor

*I find coming to a women’s only service more personal.*

**CLIENT COMMENT**

**Centre-based Partnerships**

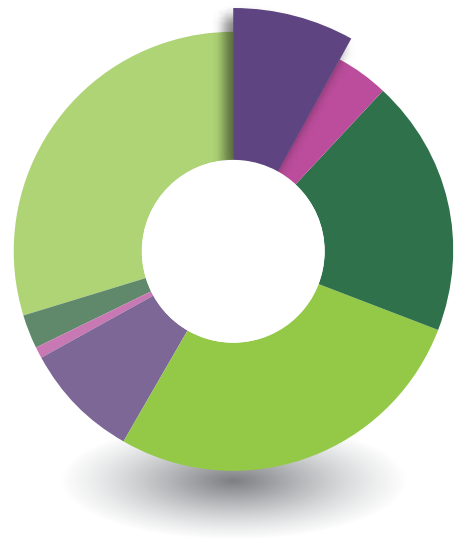
In 2014/15 our centre-based partnerships included:

- Counselling for Adult Survivors of Childhood Sexual Assault provided by Rape and Domestic Violence Services Australia
- Early Intervention Family Law Legal Advice Service provided by NSW Legal Aid
- Women’s Health Clinic at Peninsula Centre provided by the CCLHD Women’s Health Service
- Family Planning NSW for Mirena insertion clinics
- CoastCare Counselling for provision of a low-cost counselling service at Peninsula Centre, to enhance our existing service.

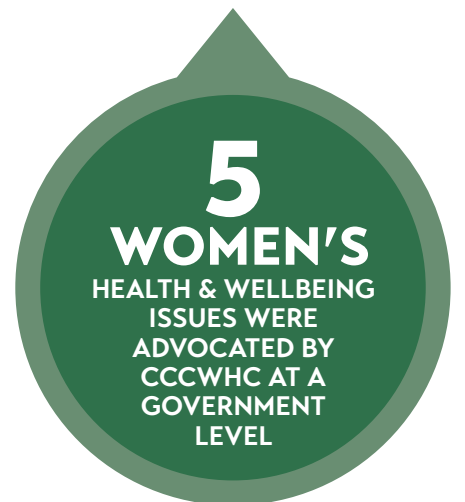
CCCWHC also has a partnership with our peak body, Women’s Health NSW, for the maintenance of our statistical database, and for research about the women’s health sector.

**SERVICES PROVIDED**

Total occasions of service: 13,520



● Pelvic Floor Chair	8.1%
● Complementary Therapies	4.0%
● Groups	18.8%
● Doctor appointments	27.5%
● Counselling	8.7%
● Advocacy	0.7%
● Childcare	2.6%
● Community engagement	29.6%



**CLIENTS**

**Client Demographics**

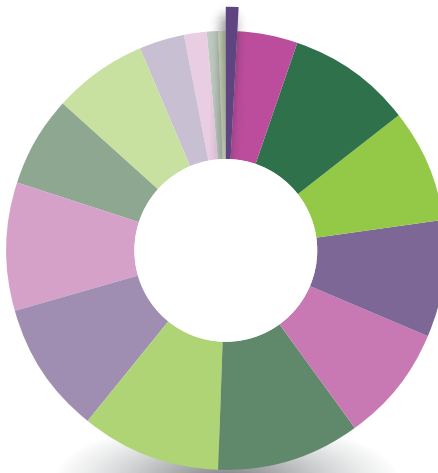
Our Women’s Health database captures client demographic data and their presenting issues, for clinic and counselling appointments, and group sessions.

In 2014/15 there were 13,500 client contacts over our three centres at Wyong, Wyoming and Woy Woy, and out in the community.



**CLIENT AGE**

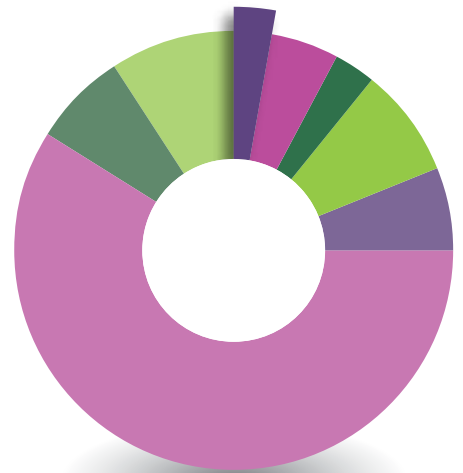
Total number recorded: 1,951



● 0-15	0.9%	● 50-54	9.9%
● 16-19	4.4%	● 55-59	9.3%
● 20-24	9.2%	● 60-64	6.8%
● 25-29	8.4%	● 65-69	6.8%
● 30-34	8.7%	● 70-74	3.3%
● 35-39	8.7%	● 75-79	1.7%
● 40-44	10.5%	● 80-84	1.0%
● 45-49	10.2%	● 85+	0.3%

**CLIENT EMPLOYMENT STATUS**

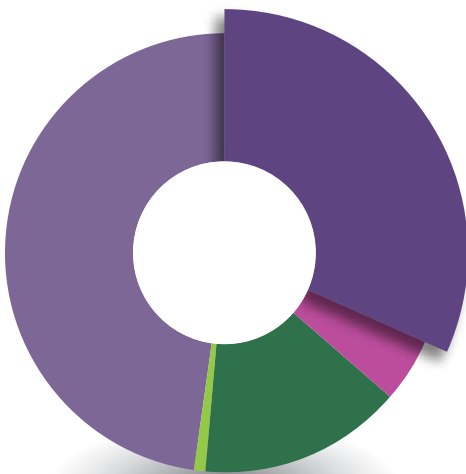
Total number recorded: 614



● Employed (other)	3%
● Casual	5%
● Full-time	3%
● Part-time	8%
● Student	6%
● Pension/Benefit	59%
● No Personal Income	7%
● Other Income	9%

**CLIENT ETHNICITY**

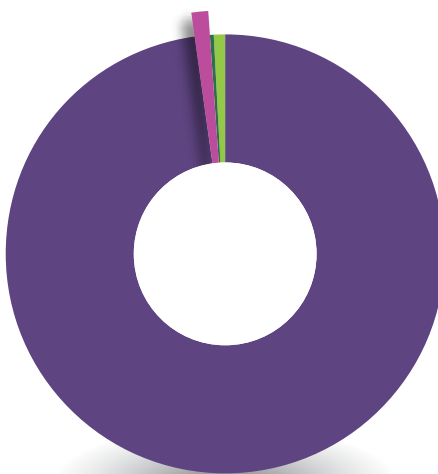
Total number recorded: 5,825



● Anglo-Australian	32%
● ESB	5%
● CALD	15%
● ATSI	1%
● Not recorded	48%

**CLIENT LOCATION BY LHD**

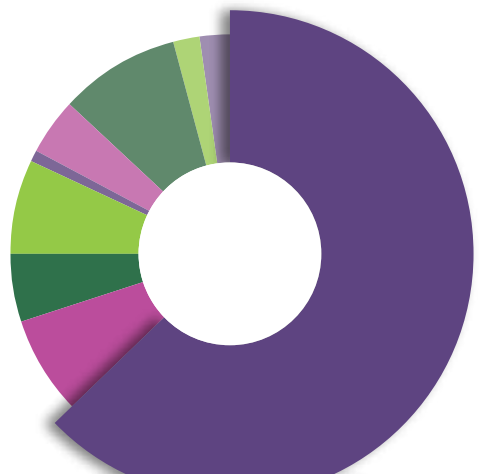
Total number recorded: 1,926



● Central Coast	97.8%
● Hunter New England	1.2%
● Northern Sydney	0.3%
● Other	0.7%

**CLIENT LOCATION BY POSTCODE**

Total number recorded: 2,821



● 2250	63%	● 2260	4%
● 2251	7%	● 2261	9%
● 2256	5%	● 2263	2%
● 2257	7%	● Other	2%
● 2259	1%		

Working with Government

Central Coast Community Women’s Health Centre aims to work with government in fulfilling the needs of women to live a life of physical, mental, social and emotional wellbeing.

CCCWHC does this by implementing the goals of various state plans through its work. This can particularly be seen in the *NSW Women’s Health Framework of 2013* (see table below).


*Nowhere else do I receive the level of care, attention and time.*

CLIENT COMMENT

NSW Women’s Health Framework 2013

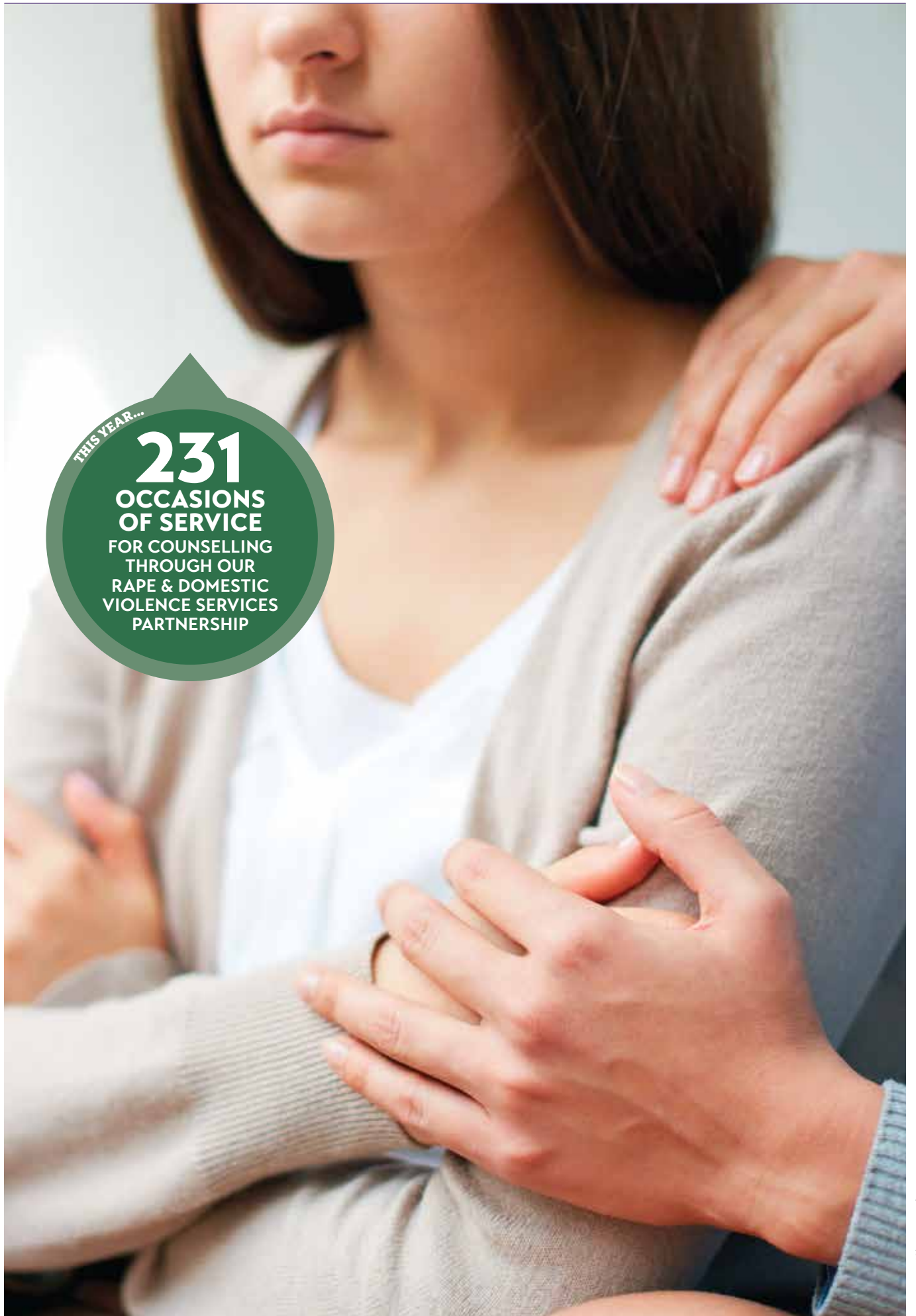
PRIORITY ISSUE	LIFESTYLE RELATED CHRONIC DISEASE	MENTAL HEALTH & SOCIAL WELLBEING	REPRODUCTIVE & SEXUAL HEALTH	PROMOTE ACCESS TO SERVICES	PROVIDE SUPPORT FOR WOMEN WITH A DISABILITY AND WOMEN CARING FOR A PERSON WITH A DISABILITY
KEY STRATEGIES	Support healthy lifestyles, including nutrition, physical activity, prevention of smoking, risky alcohol use and drug use.	Promote good mental health and early intervention and specialised treatment.	Provide reproductive and sexual health prevention, screening, treatment and education and provide women with options for managing fertility.  Improve responses to sexual, domestic and family violence against women.	Recognise the needs of different groups and age groups of women, providing appropriate services matched to population needs analysis and community consultation.	Provide mental and physical health services for women with a disability and women caring for someone with a disability.
HOW OUR SERVICES ADDRESS THE GOAL	<ul style="list-style-type: none"> <li>• 3721 doctors appointments provided to women during 2014/15;</li> <li>• 37 presentations with addiction;</li> <li>• 329 presentations with breast health issues;</li> <li>• 2384 presentations of gynaecological health;</li> <li>• 1279 presentations of physical/medical health;</li> <li>• 1022 client contacts in physical activity groups across the three centres</li> <li>• 136 doctors appointments with diabetes management as a presenting issue</li> <li>• 193 doctors appointments with weight management as a presenting issue</li> <li>• 1096 doctors appointments with urinary incontinence as a presenting issue (pelvic floor chair)</li> </ul>	<ul style="list-style-type: none"> <li>• 1182 counselling appointments;</li> <li>• 1058 attendances at therapeutic groups;</li> <li>• 1478 attendances at social groups;</li> <li>• 3668 client contacts with emotional/mental health as a presenting issue;</li> <li>• Emotional and mental health accounted for 28% of presenting issues of all client contacts</li> <li>• 669 client contacts with anxiety as a presenting issue;</li> <li>• 702 client contacts with depression as a presenting issue;</li> <li>• 2368 client contacts with stress as a presenting issue;</li> <li>• 851 client contacts with self-esteem as a presenting issue;</li> <li>• 405 client contacts with grief and loss as a presenting issue.</li> </ul>	<ul style="list-style-type: none"> <li>• 2385 contacts with doctors involving reproductive/sexual health</li> <li>• 628 pap smears conducted</li> <li>• 1104 client contacts with violence and abuse as a presenting issue</li> <li>• 160 client contacts with adult child sexual assault as a presenting issue</li> <li>• 792 client contacts with domestic violence as a presenting issue</li> <li>• 76% of all violence and abuse presenting issues are for domestic violence</li> <li>• 38% of all counselling sessions involved the issue of domestic violence</li> <li>• 149 legal advice appointments on family law matters</li> <li>• 45% of all group contacts involved the issue of domestic violence</li> </ul>	<ul style="list-style-type: none"> <li>• Provision of a women only holistic health service that addresses the specific health needs of women, in a safe space for women.</li> <li>• 40% of clients at Northern centre and 25% of clients at Peninsula centre present with a disability.</li> <li>• Unique ability as a women only service to address the holistic health needs of LGBTIQ women.</li> </ul>	<ul style="list-style-type: none"> <li>• 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.</li> </ul>





*The Central Coast  
Women's Health Centre  
has been such a positive  
addition to my life, I am  
so glad I found you.*

CLIENT COMMENT



THIS YEAR...  
**231**  
OCCASIONS  
OF SERVICE  
FOR COUNSELLING  
THROUGH OUR  
RAPE & DOMESTIC  
VIOLENCE SERVICES  
PARTNERSHIP



## Our Partnerships

While a number of our partnerships in the 2014/15 year remained consistent, there were some that had to end and some new ones too. With the change in the refuges following the Going Home Staying Home homelessness reforms of 2013, we were no longer able to partner with Woy Woy Women's and Children's Service to provide their Butterfly domestic violence outreach group. This change impacted on women and led to a new initiative of a number of services for the creation and implementation of the Breaking Free domestic violence group.

In addition to our Centre-based partnerships we were also fortunate to provide additional services through the other partnership arrangements in 2014/15 (see table below).

## Additional Services Provided

PROGRAM/SERVICE	PARTNERSHIP ARRANGEMENT
Post domestic violence group 'Lotus'	MOU with Central Coast ADVICE (Area Domestic Violence Integrated case management and education) Brisbane Waters and Tuggerah Lakes local area to run Lotus group at Wyoming Centre.
Domestic violence support groups	MOU with CatholicCare's Staying Home Leaving Violence service to run domestic violence groups at Northern Centre.
Referrals for counselling/groups for Work Development Orders	Formalised referrals from State Debt Recovery Office
Breaking Free Domestic violence groups at Wyoming and Peninsula centres.	Partner with a number of local services to provide the group at the Women's Health Centres and in neighbourhood centres on the Central Coast.
Aboriginal Antenatal Group + clinic at Northern centre.	Partner with Yerin Aboriginal Health Service (Eleanor Duncan) to provide an Aboriginal antenatal group and clinic

*The most important aspect of this group personally, was [learning] skills to help children cope and dealing with the anger and knowing it is not my fault.*

CLIENT COMMENT

## Members

As at 30th June 2015 there were 60 members of the company (2014:65)

## Volunteers

As of 30 June 2015 there were 35 volunteers with CCCWHC

Our volunteers provide an invaluable service to CCCWHC with their support on the front desk, phones and in social groups at Northern and Peninsula, providing admin support at Wyoming, and on our Board.

2015 saw another very enjoyable volunteer celebration lunch in May, at Lee Rowan's garden world.

## Students

During 2014/15 CCCWHC hosted 16 students including:

- Four Community Services diploma students
- Three Community Services Certificate IV students
- Seven nursing students
- Two counselling students

## Acknowledgements

Our Funding Partners 2013/2014:

- **NSW Health - Central Coast Local Health District:** CCCWHC's core funding
- **Department of Social Services:** Occasional childcare at Wyoming centre
- **Central Coast Medicare Local:** Weight and Lifestyle Group at Wyoming centre

We also gratefully acknowledge the following donors in 2014/15:

- Brisbane Water Bridge Club \$2,290.00
- Everglades Sharks Fishing Club \$100.00
- Rod and Virginia Wenzel \$903.00
- Wagstaffe to Killcare Community Association- Art Show Fundraiser \$943.00
- All individuals who provided a donation to the service - with particular thanks to those who gave \$50 and over

Thank you also to our centre-based and Board volunteers who provide a vital service to our organisation.



### Accreditation & Key Outcomes

CCCWHC is currently in a three year accreditation cycle with the Quality Improvement Council with our mid-term review due in September 2015. CCCWHC works hard to maintain accreditation and quality systems generally, in all service areas, throughout the year.

In 2014/15 this included:

- Ongoing review of centre handbooks for counselling, clinic and childcare;
- Identification of the need for a new “Groups” handbook;
- Identification of the need for improvements to our childcare policies in accordance with new ChildSafe standards;
- Review and updating of registration forms;
- Introduction of Skype meetings for enhancement of staff integration between the three centres;
- Introduction of three “new” counselling and advocacy roles for seamless provision of services between the three centres;
- Development and/or improvements made to existing policies, e.g. our communication policy, our student policy, our volunteer policy, work health and safety and service delivery policies;
- Ongoing development of our clinic, to enhance services and ensure continuity of excellent service provision in women’s health and medicine in the years to come.

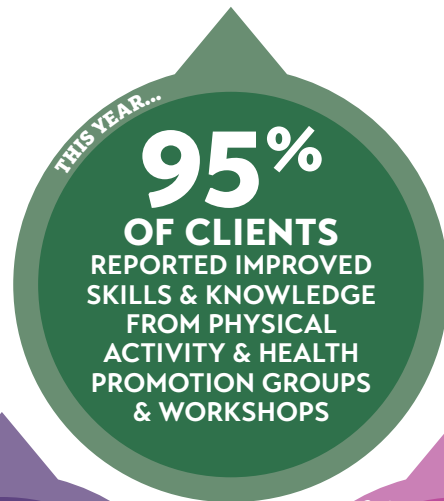
### Professional Memberships

In 2014/15 CCCWHC maintained professional memberships with the following organisations:

- Women’s Health NSW
- Australian Women’s Health Network
- Psychotherapy and Counselling Federation of Australia
- Australian Counselling Association
- NSW Business Chamber
- Jobs Australia
- Quality Improvement Council



racom/Shutterstock.com / wavebreakmedia/Shutterstock.com



## Professional Development

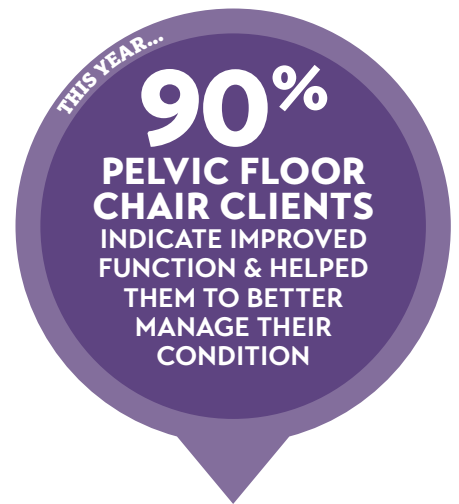
Training that CCCWHC **staff** have participated in during 2014/15 has included:

- Women in Leadership;
- New Managers and Coordinators;
- Aboriginal Cultural Awareness;
- Assertiveness;
- Disability Awareness;
- Working with trauma;
- Love Bites trauma training;
- Rape and Domestic Violence Services Australia trauma training;
- Community Matching Fund and Benefit Grant Workshop;
- Centrelink and Social Security Information Workshop;
- ChildSafe training;
- Shark Cage training;
- Safety Planning and Response;
- Suicide Awareness and Prevention;
- Connexions Conference (violence, abuse and neglect);
- Planning an accessible event;

- Ignite Volunteering Conference;
- EatFed Conference.

**Volunteers** participated in:

- Boundaries and “stress less’ training;
- Aboriginal Cultural Awareness;
- Disability training;
- Safety Planning and Response training;
- Rape and Domestic Violence Services Australia Trauma training.

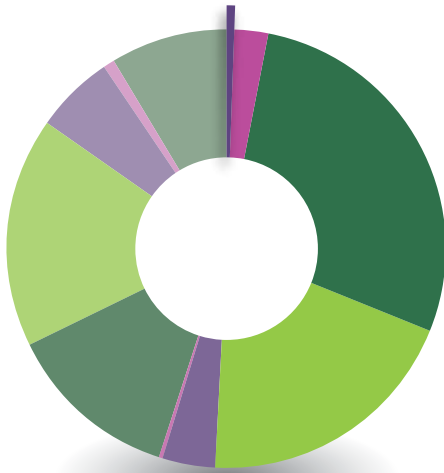




SERVICE STATISTICS & REPORTS

PRESENTING HEALTH ISSUES

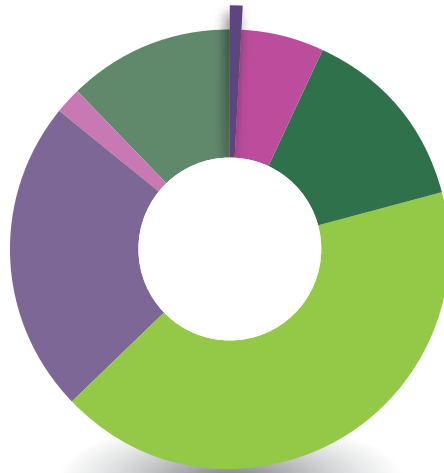
Total number recorded: 13,100



● Addiction	0.6%
● Breast	2.7%
● Emotional/Mental Health	28.0%
● Gynaecological/Urogenital	19.5%
● Legal/Finance	3.9%
● Other	0.5%
● Physical/Medical Health	12.6%
● Relationships	17.0%
● Reproductive	5.7%
● Social/Cultural	1.0%
● Violence/Abuse	8.4%

DOCTORS PRESENTING ISSUES

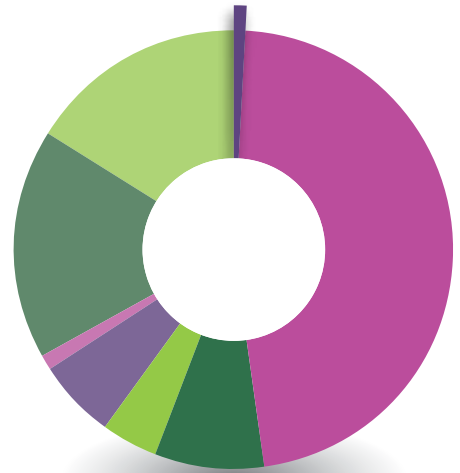
Total number recorded: 5,655



● Addiction	0.6%
● Breast	2.7%
● Emotional/Mental health	28.0%
● Gynaecological/Urogenital	19.5%
● Physical/Medical health	3.9%
● Relationships	0.5%
● Reproductive	12.6%

COUNSELLING PRESENTING ISSUES

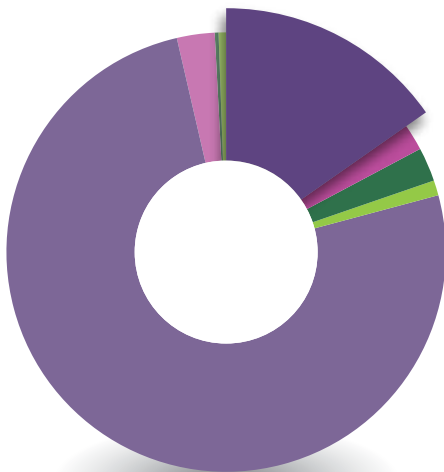
Total number recorded: 4,771



● Addiction	1%
● Emotional/Mental health	47%
● Legal/Financial	8%
● Physical/Medical health	4%
● Reproductive	6%
● Social/Cultural	1%
● Relationships	17%
● Violence/Abuse	16%

VIOLENCE AND ABUSE PRESENTING ISSUES

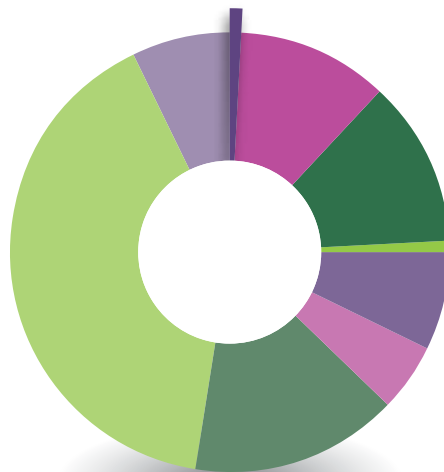
Total number recorded: 1,049



● Adult CSA	15.3%
● Adult Sexual Assault	2.1%
● Child CSA	2.6%
● Violence - Children	1.1%
● Domestic Violence	75.5%
● Other	2.9%
● Systemic Abuse	0.2%
● Trauma/Torture	0.4%

VIOLENCE AND ABUSE PRESENTING ISSUES

Total number recorded: 5,855



● Anger	1%
● Anxiety/Panic Disorders	11%
● Depression	12%
● Disordered Eating	1%
● Grief & Loss	7%
● Mental health	5%
● Self-esteem	15%
● Stress	40%
● Trauma - Emotional	7%

THIS YEAR...  
**38%**  
 OF ALL COUNSELLING SESSIONS INVOLVED THE PRESENTING ISSUE OF **DOMESTIC VIOLENCE**

*Learning to create boundaries in my personal relationships changed my life.*

CLIENT COMMENT





**87**  
OCCASIONS  
OF SERVICE  
FOR PELVIC  
FLOOR CHAIR

**37**  
OCCASIONS  
OF SERVICE  
FOR CLINIC

**67**  
OCCASIONS  
OF SERVICE  
FOR COUNSELLING

**153**  
OCCASIONS  
OF SERVICE  
FOR GROUPS

THIS YEAR...  
**350**  
CHILDREN  
WERE CARED FOR BY  
OUR CHILDCARE  
SERVICES



Chinaview/Shutterstock.com

### Engaging the community

During 2014/15 we continued to maintain a high profile through regular representation on 16 different committees.

Unfortunately our 2014 Day of Action Against Sexual Assault planned for The Entrance at the end of August 2014 was rained out. We were able to hold a small morning tea in place of the event at our Northern centre.

We held three events at each of our centres for International Women’s Day in March, and we were a key organiser of the inaugural Central Coast International Women’s Day Expo also held in March.

We participated in 11 White Ribbon events during the 16 Days of Action Against Violence on Women between 25 November and 10 December; and we also held our own shopping centre stalls promoting our service throughout the year.

Expos and events that we participated in included:

- White Ribbon Walks for Domestic Violence at Terrigal and The Entrance
- White Ribbon Breakfast
- Connexions Conference
- 16 Days shopping centre stalls at all major shopping centres on the Central Coast
- Koori Love Forum during the 16 days of action
- NAIDOC Day
- Peninsula Links Day
- Connect Day (Homelessness Expo)
- Central Coast Multicultural Expo
- Central Coast Multicultural Health Expo
- Harmony Day
- North of Wyong Connect Day

In March 2015, CCCWHC partnered with Rape and Domestic Violence Services Australia to deliver a training on complex trauma, vicarious trauma and sex and ethics.



*The massage therapist has great knowledge of massage therapy, she always asks how I am and listens to what I have to say. She tailors the massage to the individual.*

CLIENT COMMENT

**Operation**

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 as we are a registered charity.

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 in September each 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 transition took place over ten months, from September 2013 to July 2014.

**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 services to women.

**Board of Directors**

- Sally Jope, Chairperson
- Carole Davidson, Vice-Chairperson
- Bobbi Murray, Secretary
- Erin Poulton, Treasurer
- Susan Winter, Director
- Ruby Eaton, Director

**Staff**

Staff at CCCWHC consist of the Manager, Counselling Coordinator, three counsellors/group workers, one senior medical receptionist, two medical receptionists, one pelvic floor chair worker, two outreach centre coordinators and six casual childcare workers.

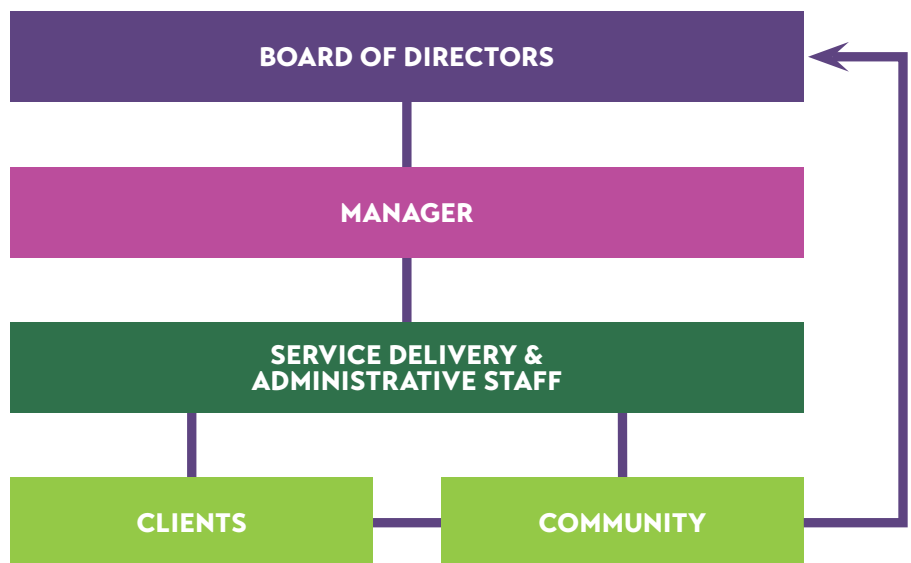
The centre also has a number of contractors providing essential delivery of services including three general practitioners, three massage therapists, one acupuncturist, one Medicare funded counsellor, and one psychologist.

**Organisational Structure**

CCCWHC operates with a managerial structure with a whole of organisation approach.

*The personal development [group] was excellent, [I] have learnt a new and improved way to self protect and have healthy relationships.*

CLIENT COMMENT



## FINANCIAL STATEMENTS

### Consolidated Profit & Loss Statement

FOR THE YEAR ENDED 30 JUNE 2015

	2015 \$	2014 \$
<b>INCOME</b>		
Donations	13,386	15,400
Grants received	620,587	594,830
Medicare receipts	136,271	126,827
	<b>770,244</b>	<b>737,057</b>
<b>LESS EXPENDITURE</b>		
Advertising	3,731	8,956
Alternative Therapy	245	525
Accounting & audit fees	6,630	6,300
Annual Leave	7,245	(3,682)
Bank charges	1,649	1,707
Bookkeeping services	15,914	15,715
Books, badges & t-shirts	260	95
Catering	2,633	2,015
Computer expenses	11,629	1,775
Conference expenses	3,010	902
Contributions	1,600	1,600
Depreciation	2,666	2,671
Depreciation - office furniture & equipment	5,688	21,537
Electricity	6,775	7,838
Entertainment	1,026	-
Facilitators	10,522	13,116
General expenses	3,214	8,239
Group and Program supplies	1,323	950
Insurance	34,304	34,372
Lease of plant and equipment	-	2,591
Long Service Leave	6,838	(5,709)
Motor Vehicle Expenses	323	-
Medical equipment and supplies	9,890	8,275
NBN Upgrade	8,681	-
Operational Expenses	18,239	18,640
Postage	2,231	1,925
Printing & Stationery	6,559	7,293
Rent & Rates	3,551	3,682
Repairs & Maintenance	33,463	36,850
Salaries	473,018	500,415
Staff Training & Welfare	6,173	4,583
Subscriptions	8,636	6,719
Superannuation Contributions	42,257	42,619
Supervision expenses	5,740	7,360
Telephone & Internet	16,707	15,288
Travelling Expenses	5,263	3,978
Volunteer Expenses	1,724	1,353
Waste Disposal	2,796	2,677
	<b>772,153</b>	<b>783,170</b>
<b>OTHER INCOME</b>		
Interest Received	9,626	9,505
Rental Income	7,981	4,974
Other Revenue	8,154	31,116
	<b>25,761</b>	<b>45,595</b>
<b>NET OPERATING SURPLUS/(DEFICIT)</b>		
	<b>23,852</b>	<b>(518)</b>
Retained profits at the beginning of the financial year	579,384	579,902
<b>TOTAL AVAILABLE FOR APPROPRIATION</b>		
	<b>603,236</b>	<b>579,384</b>
<b>RETAINED PROFITS AT THE END OF THE FINANCIAL YEAR</b>		
	<b>603,236</b>	<b>579,384</b>

**Central Coast Community  
Women's Health Centre Ltd**

PO Box 2010, Gosford NSW 2250

T 02 4324 2533

F 02 4323 7490

E [admin@cccwhc.com.au](mailto:admin@cccwhc.com.au)



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

**Wyoming Women's Health Centre**  
37 Maidens Brush Road,  
Wyoming NSW

**Northern Women's Health Centre**  
7 Rose Street,  
Wyong NSW

**Peninsula Women's Health Centre**  
20A McMasters Road,  
Woy Woy NSW



Quality  
Improvement  
Council

'Yes... we are  
a QIC accredited  
organisation'

