



2016/17

CENTRAL COAST  
COMMUNITY WOMEN'S  
HEALTH CENTRE

# Annual Report





## OUR VISION

*To be the feminist health centre of choice for Central Coast women to access best practice holistic health care.*

## OUR MISSION

*To be known and trusted as the best provider of holistic health care services for Central Coast women of all ages, backgrounds and cultures. To provide our services in a consultative, collaborative, respectful, friendly and effective way that enriches women's lives and improves their personal wellbeing. To be a respected organisation that women want to join.*

## OUR FEMINIST PRINCIPLES

*All our services are provided in the context of our feminist principles. The principles are based on the philosophy that every woman has the right to be able to make informed decisions regarding all aspects of her physical, mental and emotional 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. We value women's own knowledge and skills and see women as the experts in their own lives.*



## OUR OBJECTIVES

- Provide a holistic health service to women in the community, which includes a women's health clinic, generalist counselling, therapeutic groups, educational groups and workshops, social groups, information and referral, advocacy and complementary therapists.
- Educate and empower women through the provision of preventative health services, self-development and empowerment 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.
- Partner with other services to address the needs of women in our community.
- Provide information and referral services to women.

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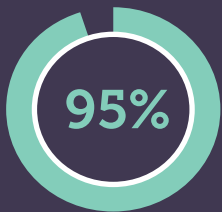
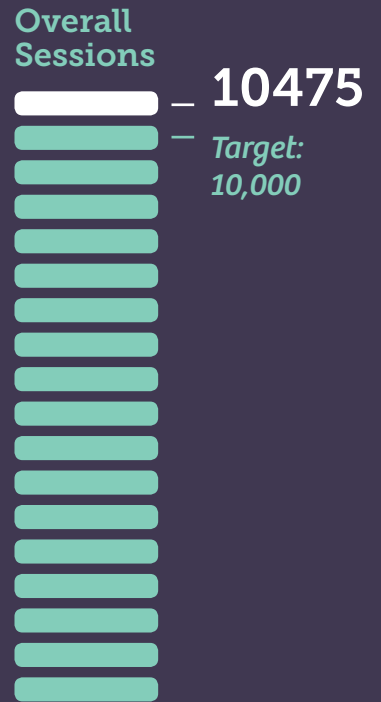
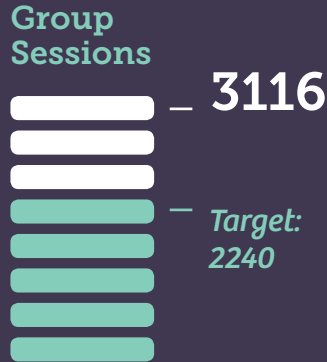
Central Coast Community Women's Health Centre acknowledges the traditional owners of this land where we live, learn and work, elders past, present and future, for they hold the memories, the traditions, the culture and hopes of Aboriginal and Torres Strait Islander peoples across the nation.

# KEY PERFORMANCE INDICATORS

## Operational



Target: **80%**  
service  
availability



The feedback that we receive confirms that we provide a high quality service in all our areas of service delivery; we consistently meet or exceed 95% positive feedback.

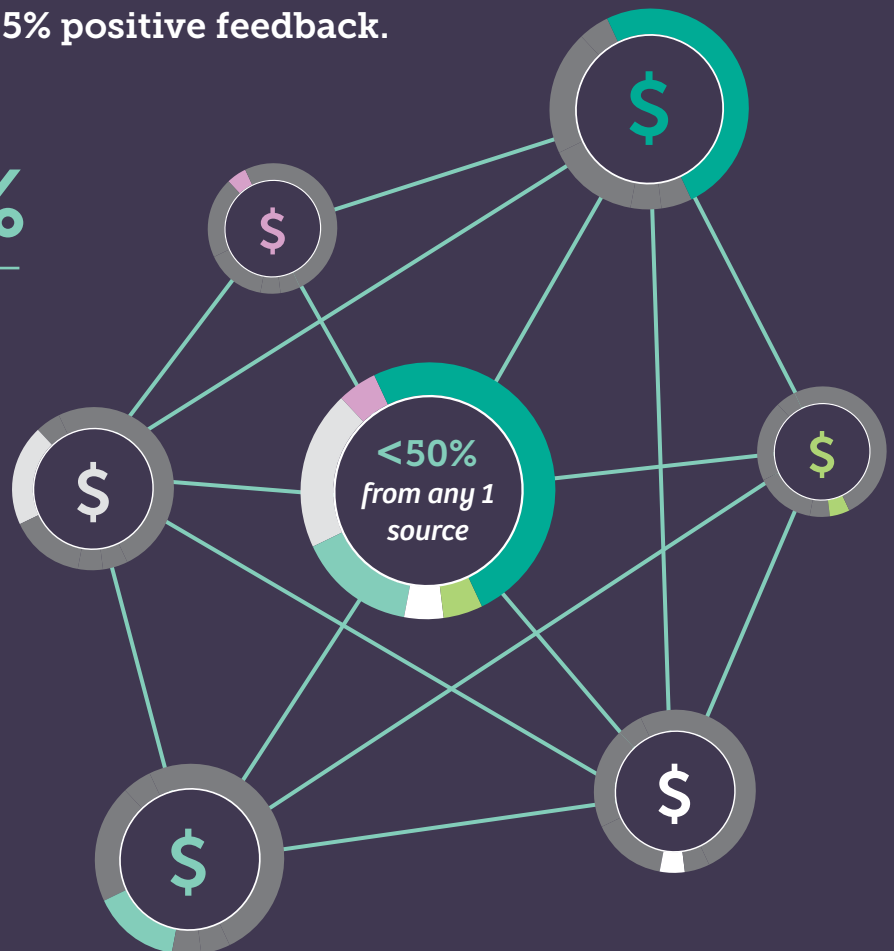
## Financial

Target: maintain a current ratio of **2.5%**

TARGET EXCEEDED: 2016/17, finishing with a current ratio of

**3.48%**

We are working towards a goal of maintaining one year of operational funding in our reserves, and working towards attracting enough diverse sources of income so that our income consists of no more than 50% from any one revenue source.

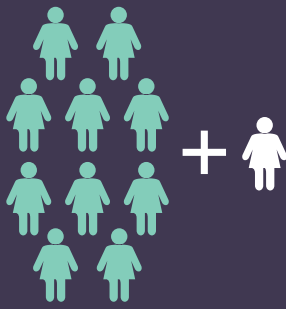




# Strategic

Target: increase our clients by

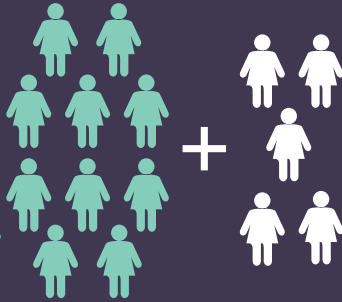
**10%**  
each year



In March 2017 the installation of our **NEW BUILDING** at Northern Women's Health Centre Wyong has meant that additional activities can be provided for women in an improved setting.

2016/2017 CCCWHC SAW:

**600**  
new clients



**1114**  
returning clients

A growth of almost 50% in client numbers for the year.

In 2017/18

We we look forward to enhancing our clinic services and providing additional allied health services

including those provided by a psychologist, nutritionist and exercise physiologist.

Looking ahead to 2017-2020

we will be encouraging member growth;

**6%**

In 2016/17 we saw a 6% increase in members.

**20%**

We will be working towards a 20% per year increase over the next three years.

**10%**

CCCWHC has a goal of 10% growth in services each year

In 2016/17 we provided additional groups for women through partnerships with other services, and some additional counselling provided by a psychology intern.

# Risk Management

CCCWHC aims to be

**100%**  
compliant

with accreditation requirements



Dec 2016: successfully awarded GPA clinic accreditation having met all of the RACGP Standards for General Practices.



All Australian general practices, after hours' services, medical deputising services and Aboriginal health services must adequately meet these standards to maintain their current accreditation status.

With GPA Accreditation CCCWHC is able to demonstrate that it provides a high quality clinical service to its clients. It also provides the opportunity to bring in extra income through the Practice Incentives Program. This is very important for our not for profit organisation and fits with our financial goals.

## MESSAGE FROM THE CHAIR

Those of you who read this Annual Report in full will be surprised at the high number of occasions of service provided in 2016/2017 by the team of staff and volunteers who make up the Central Coast Community Women's Health Centre.

We cover the Central Coast region, from Woy Woy to Wyong and we work with many women who have a complexity of issues that need to be addressed.

Look at how we respond to the NSW Women's Health Framework 2013 and the NSW State Plan; how we intervene with the aim to prevent hospital admissions, homelessness, abuse and injury; how we work with women to uncover their worth, remind them of their value and celebrate their contributions. We are able to offer quality services in a safe place for women, many of whom have either escaped or are living with abuse. We not only offer quality services, but we work with many other relevant organisations to respond to a variety of needs. We also advocate for gaps to be filled and always for gender equality. We do all this with limited resources and in the knowledge that demand far exceeds our ability to respond.

However this is the community sector; where people volunteer their time to make a difference; where pay rates for workers are slowly increasing. This increase results from a successful Equal Pay Case when the Fair Work Commission found in 2012, that our employees do work of equal and comparable value to those employed in local government, but because they are employed in a female dominated industry like ours, get paid less.

This is also the sector where we receive support from government, from service organisations, from philanthropic organisations and individuals; all of whom know the value of small, local and flexible organisations that can quickly respond to emerging issues and in doing so, strengthen communities.

I feel privileged to be part of this organisation, this team of women,



including the paid workers, volunteers, members and friends.

I acknowledge the contribution of my sister members of the Board who so conscientiously apply their high level skills to the strategic direction of the organisation. They are always concerned about best practice, about sustainability and growth of the services provided, and about the health and safety of the staff who give over and above their duties, out of concern for their clients, the women of the Central Coast.

The major focus of the Board over the past year has been in response to the need for a higher, more sophisticated level of financial management for the organisation. We have increased our investment in this area and while this is still a work in progress, I am confident we are achieving our goal. We have also revamped the Strategic Plan, with a new format and growth strategies that aim to provide services for women for the next 40 years at least.

I also acknowledge our patrons, the women who represent us in the House of Representatives and the Senate and the local members of the NSW State Assembly. I look forward to working with the first councillors of the Central Coast once elections are held in September 2017.

In 2016/17 CCCWHC reported a surplus of \$225,501. This surplus included two significant one-off grants. The first

relates to \$100,000 received from the Department of Family and Community Services as part of the Community Building Partnership Scheme in Wyong. The second related to a \$25,000 grant received from the Rotary Club of Gosford. Members will also recall the appointment of a new auditor at last year's AGM and during the year, CCCWHC undertook a review of its financial management practices which included a change in accounting service providers. As noted in the extracts of the financial report, other liabilities (relating to grants in advance) decreased by \$68,293. CCCWHC did not have an obligation to satisfy these liabilities at year-end and accordingly these were derecognised from the statement of financial position and returned to the statement of profit or loss and other comprehensive income. The surplus for the year of \$225,501, adjusted for these one-off items, would have been \$32,308.

Finally I acknowledge the many women who support our work but may not be formally linked to us. I invite you to join or re-join the CCCWHC. Through membership, likeminded women in our community will be able to engage and advocate on feminist and gender issues that concern women of all ages and to support the provision of essential health services within a feminist framework, in a holistic way, for all women on the Central Coast.

*Sally Jope*



## MESSAGE FROM THE MANAGER

The past year, 2016/17 has of course been another busy year. We have achieved some major milestones and have also been working at a steady pace to continue to provide all of our services.

Throughout 2016 our clinic staff and doctors worked very hard to satisfy all of the requirements for GPA accreditation, including implementation of new systems, development of new policies and ensuring that we comply with all relevant clinical standards. Receiving clinical accreditation is an especially significant achievement for a specialist women's health centre that is not a general practice. In December 2016 we were advised that we had satisfied all of the requirements of the Royal Australian College of General Practitioners (RACGP). GPA Accreditation not only enhances the professionalism of our clinic, but also means that we are eligible for practice incentives, which addresses our need to bring in additional income.

Continuing with our celebration theme for our 40 year anniversary, 1976 – 2016, in August 2016 we held an event, Looking Back Looking Forward, to further celebrate the achievements of the organisation over the past 40 years.

Approximately 50 women attended the afternoon event, including former members, original staff and Board members, where they talked about their contributions to the organisation, which were marked, on a timeline around the room. The overriding themes that arose out of the discussions on the day was the volunteer commitment by women for women that marked the beginnings of the women's health centre in Gosford, the passion that these women had for helping themselves and other women, and the importance of this organisation, continuing to this day and into the future.

A major achievement for this year has been the installation of our new modular building at Northern Women's Health Centre in Wyong. The building was made possible by a grant from the Community Builders Scheme 2015 with support from the Hon. David Harris, Member for Wyong. Our Northern Centre Coordinator Paula Jarman did an excellent job of managing the project from start to finish and the result has been a new modern facility that can be used for childcare, group activities and training, which will enhance our current services. A big thank you to David Harris for this contribution to the Wyong community.

This year we have been able to introduce two new groups to our existing program, thanks to Central Coast (Gosford) Council for the funding and our

Counsellor and Group Facilitator Julie Darge for writing the groups. Our new Emotional Eating group has been held at all three centres, and our Menopause group will be run in the second half of 2017. This year we have also been able to offer additional groups in partnership with other services including the Central Coast Local Health District.

In March 2017 we again hosted successful International Women's Day events. A forum was held at the Wyoming centre, where four lively and engaging speakers spoke on the topic of financial empowerment for women, along the lines of the 2017 IWD theme of "Be Bold for Change". We also held open days with morning tea and guest speakers at our two outreach centres, and participated in the third Central Coast IWD Expo at Erina Fair. As a representative of CCCWHC, the Chair of the Women's Health Centre Sally Jope is also the Chair of the Central Coast IWD Expo Committee, and through this initiative relationships have been strengthened with other Central Coast women's organisations.

In our clinic we continue to experience overwhelming demand for our doctor's services, with not enough doctors or appointments available to service the needs of Central Coast women seeking specialist women's health services. Unfortunately, along with many other general practices on the Central Coast we have had to close our books for a period of time. However we are on track to recruit another doctor in 2017 and look forward to be in the position to better address this unmet need.

Our counselling service continues to experience high levels of demand, in particular in the Wyong area. Where we are not able to meet demand due to waiting lists for counselling, we refer on to other services. Many women do however prefer to come to a women only service provided in a safe space. Domestic violence continues to be a major presenting issue. Many of the women accessing our counselling service have been exposed to violence at some stage in their lives. Our statistics for women presenting with experience of child sexual abuse have also increased this year.



The centres at Wyong and Woy Woy continue to experience high demand and instances of women dropping in to the centres in crisis remain high. The volunteers who attend the front desk at both centres play an invaluable role in ensuring that when women make contact they receive the best service they can.

Our childcare service continued to support the children of women attending our programs and the childcare workers remain enthusiastic and committed to their role of supporting women and children accessing our service. Our childcare service at Wyoming is likely to experience some changes to federal government funding arrangements in 2018/19 and we are working to ensure that we are able to continue to provide this much needed occasional childcare. The childcare service that we provide at our three centres is focused on the needs of women and designed to allow women to attend appointments, clinical or otherwise, while having their child cared for in a safe and supportive environment, for a short time of up to two hours. Many of these children have never before been cared for in a formal child care setting, and coming to our service may be the first experience for both child and mother. The service is

instrumental in allowing the mother to address any pre-vocational barriers to employment that she may experience, such as physical or mental health issues, which she would find difficult to address if affordable and short term childcare were not available. We therefore see this service as integral to the fulfilment of the current Federal Government's priority to increase the number of women in paid employment.

Towards the end of 2016/17 two new women joined our CCCWHC Board of Directors: we welcomed Debbie Notara as Director and Shayne Silvers in an Ex-Officio position, representing Coast Shelter. We are excited to have these two new members as part of our governance team. In April 2017 the Board engaged in a strategic planning process for the 2017-2020, three year period, which was followed by a day of operational planning by staff. We look forward to working towards the achievement of our goals and strategies over the next three years.

Our relationship with our main government funding partner, the NSW Ministry of Health, continues to be strong as we move towards funding certainty over the coming year. We look forward to the development of new relevant strategies

and frameworks in particular the NSW Women's Strategy, and the relevance of this strategy to women in NSW and in our community.

I would like to give my thanks once again this year to the staff of Central Coast Community Women's Health Centre who are so very committed to their roles and to providing the best service possible to the women that we support. I thank the clinic staff including the doctors, through to counsellors, coordinators and childcare workers. The staff of CCCWHC work from a feminist model of women's empowerment; we adopt a strengths based approach while acknowledging women's struggles that are rooted in gender inequality, and the impact that this has on their health over a lifetime. Our service acknowledges the deleterious effects and impact of trauma, and all of our staff are trauma informed. It is this informed approach and ongoing commitment that allows us to continue to provide a best practice, quality service that women want to use, year after year.

*Xylia Ingham*

## MESSAGE TO MEMBERS



As at 30 June 2017 there were 69 members of the company (2016:65).

CCCWHC highly values its members as both the original initiators and current supporters of the organisation. In 2016/17 the Board agreed to a strategy to engage current members and friends; to re-engage former members and friends and increase membership of CCCWHC. This member growth strategy is part of our 2017-2020 Strategic Plan. It will draw on existing interest and support and offer members new opportunities to explore a range of options to participate in the CCCWHC.

The Strategic Plan includes this value proposition for members:

Through membership with CCCWHC, like-minded women in our community can engage and advocate on feminist and gender issues that concern women of all ages, and support the provision of essential health services within a feminist framework, in a holistic way, for all women on the Central Coast of NSW.



## DELIVERING ON STRATEGY

In 2016/17 CCCWHC continued to deliver on strategy. This included:

Installation of a new modular building at Northern Women's Health Centre funded by the NSW Government's 2015 Community Building Partnerships program. The building was constructed off-site by Builtsmart and delivered to Northern Women's Health Centre over the back fence via a crane in February 2017. Member for Wyong, The Hon David Harris and CCCWHC Board Chair Sally Jope spoke at the opening of the building on the 26th June 2017 with approximately 30 people attending. The new vibrant space will be utilised as a group, childcare and training room.

Fulfillment of our target numbers, set with the Ministry of Health, for the provision of counselling sessions, therapeutic and social groups, physical activity groups, and domestic violence related information and referral. We also achieved the required number of GP and Pelvic Floor Chair clinics, and continued to engage widely in community activities, especially with regard to action on domestic violence and sexual assault.

Achievement of GPA clinic accreditation, which was a key strategy for the year.

We also made improvements to existing policies and developed a number of new policies including for flexible work arrangements, domestic violence leave and case management.

**"The women's health centre has allowed me to learn how to move on in my relationships and I know that my son is safe while I do it"**



## HIGHLIGHTS

One of our major highlights for the year was the installation of the new building at our Northern centre at Wyong.

In August 2016 CCCWHC hosted "Looking Back Looking Forward"; an event attended by approximately 50 former and current, members, including previous staff and directors of the Board. The event intended to continue to capture the spirit of CCCWHC's 40 year anniversary and our celebratory ball in March 2016. Participants reflected on the history of the organisation and its milestones and achievements that were captured on a timeline that is yet to be published.

CCCWHC has been working hard over the past years to recruit more doctors for our clinic. We will continue to do so over the coming year, as our aim is to be able to further enhance the service that we provide to women in our community with more clinics, including after hours (evening and Saturday mornings).

This year we developed and implemented two new groups; 'Emotional Eating' and 'Menopause', to add to and complement our existing program of therapeutic and educational groups.

We held three International Women's Day events across our three centres including a forum on financial empowerment at Wyoming centre in the context of the 2017 IWD theme of "Be Bold for Change". The NSW Council of Social Service's 'New Year for Women' campaign was the inspiration behind this focus on financial empowerment and the NCOSS Policy Officer Caroline Dimond was one of the speakers. CCCWHC is continuing this focus on financial empowerment through awareness raising in its centres in 2017.



Opened on

**26  
June  
2017**

## FUNDING

CCCWHC is a non-government, not for profit organisation with charitable status.

Just over 70% of our income comes from the NSW Ministry of Health, administered by the Central Coast Local Health District.

We also receive funds from the Australian Government through the Department of Education and Training for occasional childcare at Wyoming, which funds 15 hours of childcare per week for women attending the centre for appointments and groups.

Our doctor's clinic operates through a combination of Medicare bulk billing and fee paying patients.

Other sources of funding for CCCWHC include rental income from external facilitators who use our facilities to provide services to the community; donations; and fundraising.

"I would not be able to attend group without the childcare service"



### Our Funding Partners 2016/2017

NSW Health – Central Coast Local Health District	CCCWHC core funding
Department of Education and Training	Occasional childcare service at Wyoming centre
Central Coast Council	Emotional Eating and Menopause group program

### We also gratefully acknowledge the following donors in 2016/17:

Rotary Club of Gosford	\$25 000
<b>TO PENINSULA WOMEN'S HEALTH CENTRE</b>	
Brisbane Water Bridge Club	\$1000
The Peninsula Women's Health Centre Walkie Talkies walking group	Approx. \$200 per month
<b>TO NORTHERN WOMEN'S HEALTH CENTRE</b>	
Grill'd Tuggerah	\$300
Women's Competitions Wyong Golf Club	\$4,500
The Entrance High School	\$1,500
Bamboo Budda	\$960
Wyong Rotary	\$200

Thanks to all individuals who donated to the organisation – with particular thanks to those who gave \$50 and over. Your support is very much appreciated.

Thank you also to our volunteers, both centre-based and Board Directors, who provide a vital contribution to our organisation.

*The estimated value of this unpaid work for 2016/17:*

- **\$83,330** for our 25 front desk and support volunteers
- **\$60,375** for our volunteer Board Directors.



## PARTNERSHIPS

### In 2016/17 our partnerships included:

- Counselling for Adult Survivors of Childhood Sexual Assault provided by Rape and Domestic Violence Services Australia at Wyoming centre two days per week
- Legal Advice Service provided by the Early Intervention Family Law Legal Advice Service of Legal Aid NSW at Northern Women's Health Centre one day per fortnight
- Women's Health Clinic provided by the Central Coast Local Health District Women's Health Service at Peninsula Women's Health Centre three days per month
- Family Planning NSW for Mirena insertion clinics at Wyoming centre
- Low cost counselling service provided by CoastCare Counselling at Peninsula Women's Health Centre
- Supported Playgroup provided by Uniting at Northern Women's Health Centre one day per week
- Aboriginal antenatal group and clinic provided by Yerin Aboriginal Health Service at Peninsula Women's Health Centre and Northern Women's Health Centre
- Postnatal Depression group provided by the Central Coast Local Health District in Term 2 2017 at Wyoming centre
- Better Health Self Management group provided by the Central Coast Local Health District in Term 2 at Wyoming centre
- Parenting after domestic violence group provided by Central Coast Family Support at our Peninsula centre
- MOU with CatholicCare's Staying Home Leaving Violence service to run domestic violence groups at Northern Women's Health Centre.
- Partner agreement with various services including BaptistCare, Central



# 312

*occasions of service for counselling through our Rape and Domestic Violence Services partnership*

Coast Local Health District, Benevolent Society and Central Coast Family Support service to run domestic violence group 'Breaking Free' at our three centres

- Formalised referrals from State Debt Recovery Office Referrals for counselling/groups for Work Development Orders
- Central Coast International Women's Day Coordinating Committee Partnership with a number of women's organisations on the Central Coast to coordinate the 2017 International Women's Day Expo and other related activities

CCCWHC is one of 20 generalist and specialist 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 and the work of the women's health sector. We have a partnership with Women's Health NSW for the maintenance of our statistical database. CCCWHC is represented on the Board of Women's Health NSW by our Chair, Sally Joje.

# 85

*occasions of service for Legal Aid's family law advice service at our Northern centre.*

## two Mirena clinics

*through our partnership with Family Planning NSW*

# 16

*Work and Development Orders for women across our 3 centres*

## SERVICES

### SERVICES PROVIDED IN 2016/17

#### Our funded services include:

- Women’s health services including clinical services, counselling, therapeutic groups, educational groups, social groups, client advocacy, and information and referral services.
- The childcare service at Wyoming.

#### Fee paying services include:

Doctor’s clinic including the pelvic floor chair, complementary therapies, allied health practitioners including an exercise physiologist and nutritionist.



● Pelvic Floor Chair	1131	8%
● Complementary Therapies	607	4%
● Doctor appointments	4062	28%
● Counselling appointments	1045	7%
● Advocacy, Casework and Support	193	1%
● Information and referral	638	4%
● External Referrals	290	2%
● Childcare	294	2%
● Community engagement	3000	21%
● Groups	3116	22%

Group statistics		
● Physical activity groups		32%
● Therapeutic groups		35%
● Health Education and Skills Development		10%
● Support group		14%
● Forums and Events		9%

**14376**

contacts overall

**1045**

counselling appointments

**3116**

group contacts overall

Across our three centres, we provided **11,328** front desk contacts, **9,990** in the clinic alone, consisting of incoming and outgoing calls

In 2016/17 there were **4062** occasions of service in our clinic, a small increase from the previous year.



**In childcare** we saw 294 children which is very similar to last year.

This number included an increase in children for PFC and counselling clients and a doubling of children from culturally and linguistically diverse backgrounds.

In 2016/17 our childcare workers have focused on the Supporting Nutrition for Australian Childcare program, which provides valuable resources and information regarding nutrition and healthy food. Utilising the information provided they have been meeting the Early Years Learning Framework outcomes. It has also allowed them to promote and encourage children to eat and enjoy more vegetables, supporting good health, growth and development.

In 2017/18 the childcare service aims to continue to research current relevant information regarding children and their wellbeing; to continue to access professional training to keep standards current and to maintain an environment which is warm and welcoming to children and their mothers/female carers.





In 2016/17 we provided  
**607** massage,  
acupuncture and reflexology  
sessions

## The main reasons for accessing the acupuncture service included

*circulatory disorders such as high blood pressure, gastrointestinal disorders such as irritable bowel syndrome, gynaecological/ genitourinary issues such as menopause, immune disorders such as chronic fatigue, musculoskeletal and neurological disorders including arthritis and sciatica, emotional and psychological reasons such as anxiety, depression and stress, and respiratory issues including asthma. Other reasons included giving up smoking, weight control, and wellbeing and preventative reasons.*



In 2016/17 we provided **193** occasions of advocacy, casework and support for women using our services, and **683** instances of information and referral.

The presenting issues seen by our **massage therapists** ranged from anxiety, lower and upper back pain, shoulder pain, tense neck and shoulders, all over body pain, stress and the need for nurturing and relaxation.



We provided **290** external referrals to other agencies and services

Presenting issues for reflexology included *low self-esteem, depression, anxiety, insomnia, grief and domestic violence*

We held **326** doctors clinics over the year and saw 289 new patients, similar to last year.

There were **1131** occasions of service in our pelvic floor chair program, magnetic stimulation of the pelvic floor, a highly effective treatment for urinary incontinence and prolapse.

# OUR CLIENTS

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

- In 2016/17 54% of our clients were on a healthcare card and 24% were in some kind of paid work including full time, part time and casual work.
- This year the percentage of Aboriginal & Torres Strait Islander women using our service was 4% and the percentage of culturally and linguistically diverse women was 8%
- Overall, 29% of presenting issues were for emotional and mental health and 19% for gynaecological/urogenital health.
- For our doctors, 16% of presenting issues were for emotional and mental health and 38% for gynaecological/ urogenital issues. Anxiety and Depression were the most common issues seen by our doctors in the category of emotional and mental health.
- Domestic violence accounted for 64% of violence and abuse issues overall as seen by our counsellors and arose as a presenting issue in 43% of all counselling sessions.
- 23% of client contacts in the violence and abuse category were for child sexual abuse, compared to 18% last year.
- Depression accounted for 19% of all emotional and mental health issues and anxiety 22%.
- 13% of all emotional and mental health presenting issues was for stress and 14% for emotional trauma, an increase of 3% from last year
- Occasions of service for both Grief and Loss and Disordered Eating increased by 2%

## CLIENT CONTACT PROFILE

### AGE



0-15	0%	50-54	10%
16-19	4%	55-59	10%
20-24	6%	60-64	9%
25-29	8%	65-69	7%
30-34	10%	70-74	6%
35-39	8%	75-79	2%
40-44	10%	80-84	1%
45-49	10%	85+	0%

### EMPLOYMENT STATUS



Employed (other)	3%
Casual	8%
Full-time	4%
Part-time	9%
Student	6%
Pension/Benefit	54%
No Personal Income	8%
Other Income	8%

### ETHNICITY



Anglo-Australian	83%
English speaking background	6%
Culturally & Linguistically Diverse	8%
Aboriginal & Torres Strait Islander	4%

### POSTCODE



2250	37%
2251	10%
2256	7%
2257	12%
2259	10%
2260	6%
2261	12%
2263	4%
Other	2%
LGA	
Wyong	25%
Gosford	52%

This year:

**19%** of clients were living with a disability &  
**2%** stated that they are same sex attracted



PRESENTING ISSUES KEY STATISTICS

PRESENTING HEALTH ISSUE



Addiction	82	1%
Breast	271	2%
Emotional/Mental Health	3684	29%
Gynaecological/Urogenital	2480	19%
Legal/Finance	518	4%
Other	56	0%
Physical/Medical Health	1988	15%
Relationships	1635	13%
Reproductive	552	4%
Social/Cultural	152	1%
Violence/Abuse	1444	11%

GP CLINIC PRESENTING ISSUES



Addiction	17	0%
Breast	261	4%
Emotional/Mental Health	920	16%
Gynaecological/Urogenital	2243	38%
Legal/Finance	17	0%
Other	6	0%
Physical/Mental Health	1757	30%
Relationships	166	3%
Reproductive	495	8%
Social/Cultural	1	0%
Violence/Abuse	22	0%

COUNSELLING PRESENTING ISSUES



Addiction	55	1%
Breast	1	0%
Emotional/Mental Health	2313	43%
Gynaecological/Urogenital	32	1%
Legal/Finance	389	7%
Other	24	0%
Physical/Mental Health	151	3%
Relationships	1334	25%
Reproductive	7	0%
Social/Cultural	115	2%
Violence/Abuse	918	17%

Counselling appointments involving emotional and mental health issues increased 13%

**to 43%**

Occasions of service for **suicide**

increased by 1% with 39 presentations

The majority of our clients were in the **40-59** year age group with 12% aged under 25

COMMUNITY ENGAGEMENT

In 2016/17 CCCWHC staff participated in the following community events:

NAIDOC day, Grandparents Day Out, Baby Expo, Toukley NRL Club Domestic Violence day, Connect Day for the homeless and those at risk of homelessness, Day of Action Against Sexual Assault shopping centre stalls at Lake Haven, Tuggerah, Woy Woy and Erina Fair shopping centres, White Ribbon walks at Terrigal and The Entrance, White Ribbon shopping centre stalls around the Central Coast, White Ribbon Breakfast, International Women’s Day events at Wyong, Wyoming and Woy Woy Women’s Health Centres, International Women’s Day Expo, Looking Back Looking Forward 40 year anniversary event, Domestic Violence Connexions Conference, GOATS youth festival, Mary Macs outreach at Woy Woy, Kids Day Out, The Entrance Primary School Expo, Peninsula Links Day, Charity Day for Northern Women’s Health Centre at Wyong Golf Club, Connect Now Expo at YMCA Lake Haven, Women’s Health NSW Statewide meetings, Natural Disaster Awareness Program and Save Our Community Services Forum.



We provided approximately

**3000**

occasions of service in our community engagement role at events and forums.

## WORKING WITH GOVERNMENT

At CCCWHC we aim to work with government, and use government plans as a guide to the work that we do, ensuring that we fulfil government strategies and targets.

### 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	<ul style="list-style-type: none"> <li>• 4062 doctor's appointments provided to women during 2016/17;</li> <li>• 17 presentations to doctors with addiction;</li> <li>• 261 presentations with breast health issues;</li> <li>• 2243 presentations of gynaecological health;</li> <li>• 1757 presentations of physical/medical health;</li> <li>• One physical activity group held each term at each centre;</li> <li>• 211 doctor's appointments with diabetes management as a presenting issue;</li> <li>• 353 doctor's appointments with weight management as a presenting issue;</li> <li>• 1254 doctor's appointments with urinary incontinence as a presenting issue.</li> </ul>
Mental health and social wellbeing	Promote good mental health and early intervention and specialised treatment	<ul style="list-style-type: none"> <li>• 1045 counselling appointments in 2016/17; 3116 group contacts including in therapeutic groups; health education and skills development groups; and support groups;</li> <li>• 3684 client contacts with emotional/mental health as a presenting issue;</li> <li>• Emotional and mental health accounted for 29% of presenting issues of all client contacts: <ul style="list-style-type: none"> <li>- 811 client contacts with anxiety as a presenting issue;</li> <li>- 707 client contacts with depression as a presenting issue;</li> <li>- 462 client contacts with stress as a presenting issue;</li> <li>- 370 client contacts with self-esteem as a presenting issue;</li> <li>- 293 client contacts with grief and loss and 502 with emotional trauma.</li> </ul> </li> </ul>
Reproductive and sexual health	Provide reproductive and sexual health prevention, screening, treatment and education and provide women with options for managing fertility	<ul style="list-style-type: none"> <li>• 495 contacts with doctors involving reproductive/sexual health in 2016/17;</li> <li>• 436 pap smears conducted</li> </ul>
	Improve responses to sexual, domestic and family violence against women	<ul style="list-style-type: none"> <li>• 1444 client contacts with violence and abuse as a presenting issue in 2016/17;</li> <li>• 337 client contacts with adult child sexual assault (adult clients who experienced sexual abuse as a child) as a presenting issue;</li> <li>• 926 client contacts with domestic violence as a presenting issue; 64% of all violence and abuse presenting issues are for domestic violence and 23% for adult child sexual assault;</li> <li>• 452 occasions of service for domestic violence counselling, which is 43% of all counselling sessions;</li> <li>• 85 legal advice appointments on family law matters;</li> <li>• 30% of all group contacts involved the issue of domestic violence</li> </ul>
Promote access to services	Not available	<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; <ul style="list-style-type: none"> <li>- Three centres situated across the Central Coast, enhancing access for women in a geographically widespread area.</li> </ul> </li> <li>• Unique ability as a women only service to address the holistic health needs of LGBTIQ women.</li> </ul>
Provide support for women with a disability and women caring for a person with a disability.	Not available	<ul style="list-style-type: none"> <li>• In 2016/17 21% of clients at our Northern centre and 22% of clients at our Peninsula centre presented with a disability;</li> <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> <li>• Upcoming registration with the NDIS.</li> </ul>



## 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	Not applicable	<p>Provision of clinical services that address obesity. 353 doctor's appointments with weight management as an issue.</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>
	Reduce smoking rates for non-Aboriginal and Aboriginal people and among pregnant women	Not applicable	Provision of clinical services that address smoking. 82 occasions of service for addiction in 2016/17.
	Reduce risk drinking	Not applicable	<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.	<p>Provision of counselling, group, advocacy and support services that aim to support positive mental health for women.</p> <p>3684 occasions of service for emotional and mental health in 2016/17.</p>
	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. 4062 doctor's appointments provided in 2016/17.
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. 1045 counselling sessions provided to women in 2016/17.
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. 85 sessions of legal advice in 2016/17.</p> <p>Partnerships with specialist domestic violence services to provide domestic violence groups to clients at CCCWHC venues. 189 of all group sessions involved the issue of domestic violence.</p>

NSW DOMESTIC AND FAMILY VIOLENCE REFORMS 2013

NSW Domestic and Family Violence Reforms 2013	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. 43% of all counselling sessions involved domestic violence.</p> <p>Taking the lead in educational and promotional campaigns against violence e.g. White Ribbon and the 16 Days of Action on Violence Against Women, Day of Action Against Sexual Assault and International Women’s Day. Participated in 19 events for these actions in 2016/17.</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 domestic and family violence</p> <p>Targeted expansion of core programs</p> <p>New information sharing arrangements</p> <p>Safety Action Meetings</p>	<p>Provision of counselling, group and support and advocacy services that focus on recovery for victims from domestic violence. 1444 occasions of service for violence and abuse overall; 193 for advocacy, casework and support.</p> <p>Staff have been specifically trained in providing counselling and support services for women experiencing domestic violence, and work from a specific trauma informed model of care.</p>
A supported, professional and effective sector	<p>A shared vision</p> <p>An agreed policy definition</p> <p>A new approach to investing in research and building evidence</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.





OUR PEOPLE

In 2016/17 staff at CCCWHC consisted of the Manager, Counselling and Groups Coordinator/Intake Worker, three counsellors/group workers, one clinic coordinator, two medical receptionists, one pelvic floor chair technician, two outreach centre coordinators, one projects worker, five childcare workers and one administration/finance worker.

The centre also has a number of contractors providing essential delivery of services including three general practitioners; three massage therapists; one acupuncturist and one dietician.

CCCWHC staff have many combined years of experience in a range of areas, from clinical expertise in the work that our doctors, clinic workers, counsellors and group facilitators do, to our childcare workers who work with children, to experience in management, social science and humanities related areas, and community development, project management and financial administration. It is the experience and job knowledge of our workers that enables us to provide such a valued service to women, and that has women recommending our service to other women. Training that CCCWHC staff have received over the years has also enhanced the service that we provide to women and enabled us to provide services within specific philosophies

such as our holistic, empowerment and trauma informed approaches.

This year we wish to acknowledge the long-term commitment of some key staff members working with CCCWHC including Kate Bradfield, Prue Bradfield and Wendy Selkirk, who have all been with the organisation for over ten years.

A huge congratulations to Trish Griffin who as of May 2017 has been with Central Coast Community Women's Health Centre in various roles and capacities for 30 years. What an amazing achievement!

This year we farewelled our Counselling and Groups Coordinator Sharan Page, who had been with the organisation for almost six years. We thank Sharan for her contribution to CCCWHC.

Some key achievements of staff this year included Northern Women's Health Centre Coordinator Paula Jarman in project managing the installation of the new building at Northern, and Julie Darge in writing our new Emotional Eating and Menopause groups.

This year Dr Colette Hourigan was appointed as the senior doctor in the team, acknowledging her many years of experience with the organisation, her ongoing dedication and commitment

to her patients and the organisation and her leadership role in clinic decisions and developments.

All of the staff of CCCWHC provide an essential service in the work that they do and are deeply committed to working to assist women to the highest standard possible.

CCCWHC will continue to offer professional development and training opportunities to staff to further improve the services we provide to women. Our staff are our best asset, at the forefront of service delivery and enabling our organisation to function in the community with an excellent reputation.

**"This group has literally changed my life. I have my confidence back, my self-esteem and have left my guilt behind"**

– Domestic Violence Group  
Breaking Free





## VOLUNTEERS

As of 30 June 2016 there were 33 volunteers with CCCWHC, including front desk volunteers at the centres at Woy Woy and Wyong, special projects volunteers at Wyoming, and the volunteer directors on the CCCWHC Board.

As always, our volunteers have provided an invaluable service to our organisation.

The work of Centre volunteers includes support on the front desks of the Northern and Peninsula Centres, answering phones, assisting women

attending groups, facilitating social groups, providing referral information to women about other services and supports in the local area, and assisting with administrative, computer, gardening and other duties.

In 2016/17 our Peninsula Women's Health Centre hosted two Work for the Dole volunteers in front desk support and other administrative roles.

Our voluntary Board of Directors also provide strategic direction and take on the legal responsibility for the organisation. Board members prepare

for and attend monthly meetings as well as attend to organisational business between those meetings. Board members give a large amount of time, expertise and energy to the organisation.

In 2016 we celebrated our volunteer 'thank you' lunch at Lee Rowan's Garden World Ourimbah. The lunch saw a particular focus on the dollar value of the unpaid work by volunteers as well as the emotional and mental sense of wellbeing that volunteers derive from their unpaid work.

## STRUCTURE

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. We are a registered charity; therefore we are able to raise funds and request donations, as long as it is in accordance with our philosophy and the ideology of our membership.

CCCWHC has a flat organizational structure with no other levels of management between the manager and other employees. However, the coordinators of Northern and Peninsula centres join with the Counselling Coordinator, the Clinic Coordinator and the Manager to form the Leadership Team that also includes a member of the Board. The workers meet together monthly to discuss operational issues.

The Board of Directors meets monthly to discuss strategic and governance issues and all workers and volunteers have the opportunity to raise issues with the Board either directly or through the Manager who attends Board meetings.

Other organisational committees include the Finance Committee; Clinic Committee; Workforce Development Committee; Volunteer Committee, Work Health and Safety Committee, Accessibility Committee and Reconciliation Action Plan Committee.

## GOVERNANCE

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 (AGM) held in September each year. One of our 2015/2016 Board members, Ms Bobbi Murray, did not renominate at the 2016 AGM. At the 2016 AGM we rotated some positions with Theresa Mason taking on the role of Treasurer and Erin Poulton taking on the Secretary position after serving as the Treasurer for three years.

In early 2017 two new members joined our Board, Debbie Notara as Director, and Shayne Silvers as Ex-Officio representing Coast Shelter. Both Debbie and Shayne bring a wealth of skills and community knowledge to our Board.

Our existing Board members continue to contribute their skills to the Board including much long term experience in and knowledge of the community sector, as well as in policy development, clinical issues, teaching and training, strategic planning, business development and financial expertise.

The Board has been working hard over the 2016/17 year to strengthen the financial position of the organisation. In late 2016 we contracted an accountant to bring our financial management

systems to a higher level of sophistication; we changed auditors as our previous auditor had been with the organisation for more than seven years, and we employed a new bookkeeper.

In March the Board developed a new strategic plan for the organisation for the next three years, 2017 to 2020. In addition the Board has also recently established a Business Development Sub-Committee that will work towards the growth, development and ongoing viability of the organisation to continue to provide much needed services to women.

### Board of Directors

- Sally Jope**, Chairperson
- Carole Davidson**, Vice-Chairperson
- Theresa Mason**, Treasurer
- Erin Poulton**, Secretary
- Susan Winter**, Director
- Robyn Camilleri**, Director
- Debbie Notara**, Director
- Shayne Silvers**, Ex-Officio representing Coast Shelter

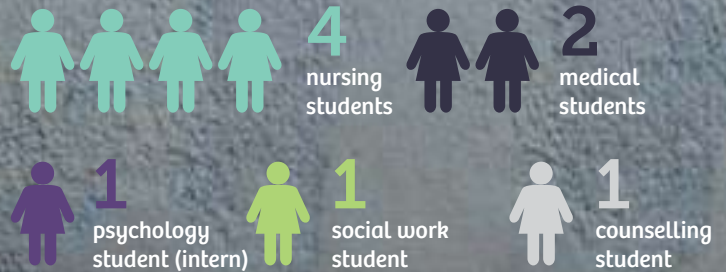






## STUDENTS

During 2016/17 CCCWHC hosted nine students including:



A number of these were mature age students who were preparing to transition back into the workplace after a period of time away. In supporting student placements, CCCWHC assisted these students to become work ready.

## PATRONS

CCCWHC invites all female members of the Parliament of Australia to be our patrons. This means that we ask them to provide apolitical non-monetary support to a vital community asset. This opportunity has been accepted by Emma McBride, Member for Dobell, Lucy Wicks, Member for Robertson and Senator Deborah O'Neill. During 2016/17 Ms. McBride replaced Ms Karen McNamara as Member for Dobell; we wish to take this opportunity to acknowledge Ms. McNamara's support of and dedication to the work of our organisation during the years that she was a Federal Member.

During 2016/17 we also received important support for our organisation from local members of the NSW Legislative Assembly including David Harris Member for Wyong, Adam Crouch Member for Terrigal, David Mehan Member for The Entrance, Yasmin Catley Member for Swansea and the late Kathy Smith, Member for Gosford. We would like to take this opportunity to acknowledge the work of Kathy Smith in the Gosford electorate and express our condolences to her family for their loss. We welcome Liesl Tesch to her new role as Member for Gosford.

## PROFESSIONAL DEVELOPMENT

Training and professional development that CCCWHC staff have participated in during 2016/17 included: Human Resource Management; Tender Writing; ASIST Suicide Intervention; Financial Literacy; Fire and Emergency response; Technology Facilitated Abuse; Mindfulness; Lovebites Healthy Relationships; Aboriginal Culture; Triage; Not for Profit Innovation Summit; Safety, Risk Management and Insurance for Not for Profit Boards; National Disability Insurance Scheme; CALD Domestic Violence DVD; Connexions Conference; Infection Control; CPR; First Aid Teacher talk – Language development in early childhood centres.

Volunteers participated in training on suicide awareness and conflict resolution, ethics and assertive communication.

Board members participated in training on Tender Writing; Safety, Risk Management and Insurance for Not for Profit Boards; Grant Writing; Financial Reporting; Legal Issues; Work Health and Safety; and Legal Issues for Not for Profits.

## PROFESSIONAL MEMBERSHIPS

In 2016/17 CCCWHC maintained professional memberships with the following organisations: Women's Health NSW, Australian Women's Health Network, Australian Counselling Association, NSW Business Chamber, Jobs Australia, GPA Accreditation Plus, Kariong Neighbourhood Centre

**"I feel more confident in accepting the life I have and moving forward with life without falling apart at every obstacle"**

– *Counselling client*





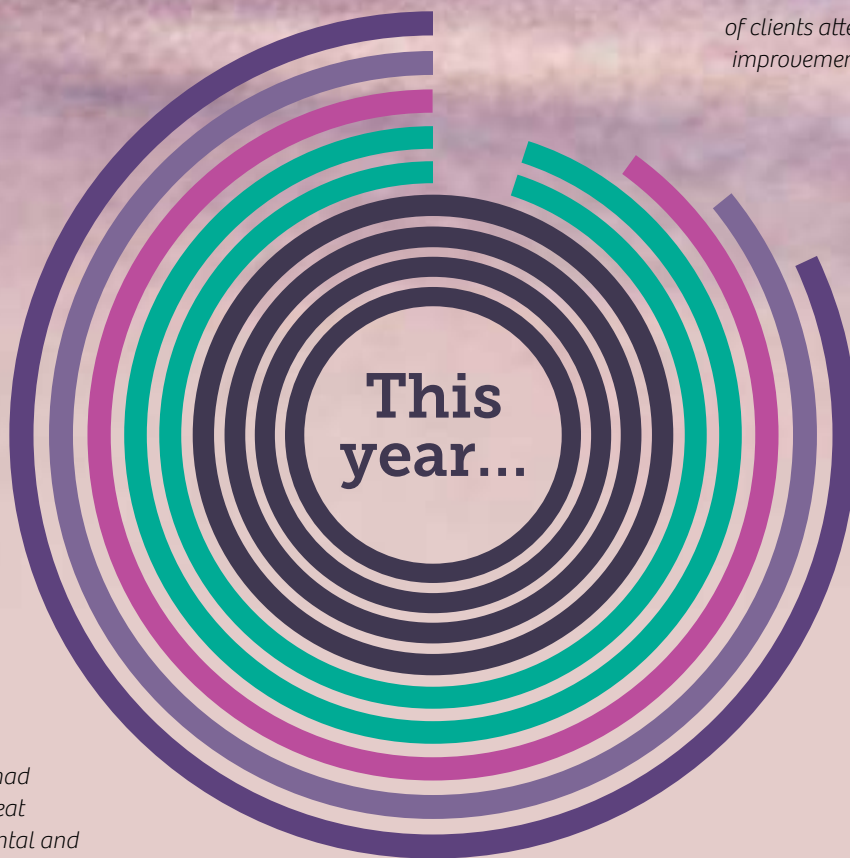
## EFFECTIVENESS

**100%** of clients from all service areas report that the service received helped them with their issue

**100%** of clients report improved skills and knowledge from physical activity and health promotion groups/workshops

**100%** of attendees of our new emotional eating group had experienced a good or great improvement in their mental and emotional wellbeing since attending the group.

**100%** of attendees of our new emotional eating group indicated a medium to high ability to implement necessary changes in their life as a result of attending the group.



**82%** of clients attending counselling indicate improvement in mental and emotional health and wellbeing

**86%** of clients attending therapeutic groups indicate an improvement in mental and emotional health and wellbeing

**90%** of Pelvic Floor Chair clients indicate that the service has improved their pelvic floor and helped them to better manage their condition

**95%** of our group participants were likely or extremely likely to recommend the group they attended to other people

**95%** of clients attending social groups indicate reduced social isolation from their attendance at the group

## FINANCIAL STATEMENTS

Profit or loss & other comprehensive income FOR THE YEAR ENDED 30 JUNE 2017	Note	2017 \$	2016 \$
<b>INCOME</b>			
Revenue	5	958,370	817,790
Other income	6	57,979	13,678
<b>EXPENSES</b>			
Advertising expenses		(2,552)	(2,712)
Accounting, bookkeeping and audit fees		(27,592)	(15,602)
Anniversary ball expenses		(419)	(15,814)
Computer and IT expenses		(6,562)	(14,956)
Employee benefits expenses		(590,294)	(584,089)
Depreciation and amortisation expenses		(5,517)	(16,885)
Electricity expenses		(7,974)	(8,014)
Insurance expenses		(32,244)	(30,841)
Medical equipment and supplies		(10,629)	(9,746)
Printing, postage and stationery expenses		(18,826)	(24,670)
Repairs and maintenance expenses		(20,831)	(27,065)
Staff training and other staff expenses		(10,435)	(21,836)
Subscription expenses		(10,441)	(9,537)
Supervision and facilitators expenses		(13,768)	(17,990)
Telephone and internet expenses		(16,718)	(17,916)
Other expenses		(16,046)	(21,874)
<b>SURPLUS/(DEFICIT) BEFORE INCOME TAX EXPENSE</b>		<b>225,501</b>	<b>(8,079)</b>
Income tax expense		-	-
<b>SURPLUS/(DEFICIT) AFTER INCOME TAX EXPENSE FOR THE YEAR</b>	<b>16</b>	<b>225,501</b>	<b>(8,079)</b>
Other comprehensive income for the year, net of tax		-	-
<b>TOTAL COMPREHENSIVE INCOME FOR THE YEAR</b>		<b>225,501</b>	<b>(8,079)</b>

Statement of cash flows FOR THE YEAR ENDED 30 JUNE 2017	Note	2017 \$	2016 \$
<b>CASH FLOWS FROM OPERATING ACTIVITIES</b>			
Receipts from customers (inclusive of GST)		915,632	832,706
Payments to suppliers (inclusive of GST)		(850,742)	(822,594)
		64,890	10,112
Interest received		10,178	7,230
<b>NET CASH FROM OPERATING ACTIVITIES</b>		<b>75,068</b>	<b>17,342</b>
<b>CASH FLOWS FROM INVESTING ACTIVITIES</b>			
Payments for investments		(7,764)	(241,655)
Payments for property, plant and equipment	11	(113,151)	(11,244)
Grants received for purchase of Wyong building		100,000	-
<b>NET CASH USED IN INVESTING ACTIVITIES</b>		<b>(20,915)</b>	<b>(252,899)</b>
<b>CASH FLOWS FROM FINANCING ACTIVITIES</b>			
Net cash from financing activities		-	-
Net increase/(decrease) in cash and cash equivalents		54,153	(235,557)
Cash and cash equivalents at the beginning of the financial year		217,019	452,576
<b>CASH AND CASH EQUIVALENTS AT THE END OF THE FINANCIAL YEAR</b>	<b>7</b>	<b>271,172</b>	<b>217,019</b>



"I feel safer now because I now have words to use that build a safer environment for myself"

- Boundaries\*

## Statement of financial position

AS AT 30 JUNE 2017

	Note	2017 \$	2016 \$
<b>ASSETS</b>			
<b>Current Assets</b>			
Cash and cash equivalents	7	271,172	217,019
Trade and other receivables	8	560	10,021
Financial assets	9	249,419	241,655
Other	10	18,068	11,083
<b>TOTAL CURRENT ASSETS</b>		<b>539,219</b>	<b>479,778</b>
<b>Non-Current liabilities</b>			
Property, plant and equipment	11	428,098	320,464
<b>TOTAL NON-CURRENT ASSETS</b>		<b>428,098</b>	<b>320,464</b>
<b>TOTAL ASSETS</b>		<b>967,317</b>	<b>800,242</b>
<b>LIABILITIES</b>			
<b>Current liabilities</b>			
Trade and other payables	12	58,517	45,465
Employee benefits	13	66,709	52,042
Other	14	4,479	72,772
<b>TOTAL CURRENT LIABILITIES</b>		<b>129,705</b>	<b>170,279</b>
<b>Non-current liabilities</b>			
Employee benefits	15	16,954	34,806
<b>TOTAL NON-CURRENT LIABILITIES</b>		<b>16,954</b>	<b>34,806</b>
<b>TOTAL LIABILITIES</b>		<b>146,659</b>	<b>205,085</b>
<b>NET ASSETS</b>		<b>820,658</b>	<b>595,157</b>
<b>EQUITY</b>			
Retained surpluses	16	820,658	595,157
<b>TOTAL EQUITY</b>		<b>820,658</b>	<b>595,157</b>





*Moving forward into 2017/18, CCCWHC will continue to work hard in a number of areas.*



**Work on an advocacy campaign and a scoping study for the sustainability of our Wyoming childcare service should we lose federal government funding in 2018/19.**

**Continue to focus on financial sustainability, which will include securing our government funding base, as well as seeking out other sources of income to sustain and grow our services.**



**Grow our member base significantly, and develop a role for our members that will see them more actively engaged with the centre.**

**Continue to develop new and build on existing partnerships including those with other organisations, politicians and our patrons, and a scaled up focus on advocacy and social action with regard to gender equity, women's leadership and women's financial empowerment.**

**Work on and develop a public relations strategy that will aim to improve knowledge of our organisation in the general community and at all levels of government.**



**As per our 2017-2020 Strategic Plan, one of our key aims is to broaden the diversity of our client base, with a specific focus on young women, Aboriginal women and LGBTQIA women.**



## Grow our services.

*We aim to expand our specialist women's health clinical services, and to increase our income, which is vital for the sustainability of our clinic. We will also continue to focus on the quality of our core services including clinical services, counselling, groups, allied health, advocacy, information and referral. We will continue to strive to meet our target numbers in all these areas and will also work to further improve on the way that we capture data.*



**As always we will continue to focus on best practice initiatives that aim to improve the quality of the service we provide.**

### Social media as of June 2017

 **629**  
posts this year

**1000 likes**

 **1184**  
tweets since 2015

**370** **584**  
followers following



Central Coast Community  
Women's Health Centre Ltd.

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F (02) 4323 7490

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

W [www.cccwhc.com.au](http://www.cccwhc.com.au)

  @CCCWHC

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

**Wyoming Women's Health Centre**  
37 Maldens 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



