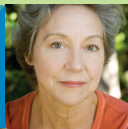




FREMANTLE WOMEN'S HEALTH CENTRE

*Services & Resources for Women's
Health & Wellbeing*

Annual Report 2012/13



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Welcome to FWHC

Introduction

Welcome to the Annual Report for 2012-13. It has been another productive year and this report summarises service provision highlights, service developments and our achievements within the context of Fremantle Women's Health Centre's Strategic Plan 2011-14.

Our Vision

Communities which value and support women's health and wellbeing

Our Purpose

To improve the health and wellbeing of individual women and communities, through provision of services within the broad social model of health.

Our Organisational Goal

To improve women's health and wellbeing in the south west metropolitan region through the provision of high quality, holistic and tailored prevention and primary health care, prioritising the needs of women with the highest risk of poor health.

Our Values

- Honesty
- Fairness
- Respect
- Women-centred

Our Guiding Principles

Fremantle Women's Health Centre aims to ensure that services and facilities:

- are accessible and inclusive of all women regardless of age, ability, religion, culture, sexuality or socio-economic circumstances;
- are of high quality and based on established best practice information and experience;
- are professionally delivered;
- are provided by staff, supported to be reflective in their practice and to pursue training/development opportunities;
- respond to community needs, and support and promote prevention strategies;
- have integrity;
- maintain high ethical standards; and
- are transparent and accountable.



Chairperson's Report

Welcome to the 2013 annual report, it is a pleasure to report on another very busy and successful year for Fremantle Women's Health Centre.

I have been involved with the FWHC Board for some years now and each year I am impressed with the centre's ability to provide new programs and extend existing ones to provide more services to more women.

Notable service achievements this year have been the increase in outreach work and the increase in the number and diversity of health promotion activities. To support these activities the centre has implemented new IT, phone and data base systems; a significant achievement when business has to continue whilst these changes are implemented and staff are trained in new systems.

Client survey results have again indicated that women feel supported and comfortable in accessing FWHC services. This is a credit to the professional and welcoming attitude of the staff.

The Board have welcomed new members this year and have been focused on improving governance procedures. Reporting against our strategic and operational plans has developed and we have implemented a work program for the Board to further develop the governance systems for the centre.

Thank you to the many agencies and partners, funding bodies and community members who have supported FWHC this year and we look forward to continuing these relationships.

Thank you to the staff for their dedication and commitment to FWHC and better health outcomes for women.

On behalf of the Board, I thank the director Diane for her professionalism and dedication to advocating for better health outcomes for women. It has been a pleasure working with Diane.

And finally, my thanks to all the Board members who have made significant contributions at meetings and working on subcommittees to support the strategic and operational development of our organisation.

Diedre Timms



Director's Report

During 2012-13 we continued to prioritise the needs of women most at risk of poor health outcomes by focusing efforts on women experiencing mental health issues, women living in the City of Cockburn unable to access therapeutic services at our Fremantle premises, young women, Aboriginal women, and culturally and linguistically diverse women.

There were substantial increases in women with mental health issues and women born overseas utilising counselling and medical services, an increase in Aboriginal women accessing perinatal counselling and an increase in young women accessing general counselling. Four outreach groups were facilitated in the City of Cockburn.

Our health promotion program continued to grow, with health promotion events, campaigns and presentations specifically targeted at Aboriginal, young and over 55 year old women, as well as dealing with particular health issues relevant to a broader demographic.

New developments for 2012-13 included:

- greater counselling capacity – increased from 4 to five days per week which allowed more individual counselling and therapeutic groups;
- provision of four therapeutic / support outreach groups in Cockburn including two postnatal support groups facilitated by a FWHC counsellor and two Love Your Body groups (one for young women, one for older women) facilitated by a private counsellor;
- new funding grants to cover some of the extra costs associated with outreach work – group room and crèche hire;
- introduction of a nurse's clinic providing Pap smears, STI checks and diaphragm fitting;
- better utilisation of our premises on Fridays with the addition of receptionist, FWHC counsellor and private psychologist;
- development of a Youth Ambassador strategy;
- recruitment of relief staff for nursing and crèche work;
- new health promotion events and presentations involving new collaborations with other services and community organisations;
- new partnerships to facilitate new service delivery – Meerilinga Family Centre, HIV clinic at Fremantle Hospital, and The Meeting Place; and
- an expanded training budget for staff and Board members to support high quality service delivery and governance.



My thanks go to our empathic, competent and hard-working staff members who continue to provide high quality health services to the women in the region. To our Board members, I would like to express my appreciation for their support and their contribution to good governance.

I would like to gratefully acknowledge the ongoing funding support from the WA Department of Health (Women's Health Policy and Projects Unit, Women and Newborn Health Service) and the Mental Health Commission, and grants from Lotterywest, City of Cockburn, Department for Communities and the Fremantle Foundation.

Diane Snooks

Women's Health & WellBeing Services

Fremantle Women's Health Centre (FWHC) continues to provide a range of clinical, preventive and health promotion services and resources in the area of women's health. These include medical, physiotherapy, counselling, health education and group activities, with a crèche facility for some groups and appointments.

Demand for services continues to be high and FWHC is well utilised. Despite a reduction in medical clinics, 1193 women attended 2362 appointments with medical practitioners. Clinical nurses saw an increased number of women, 846 women for 1149 appointments, and took an increased number of telephone calls, 1225, for health information and test results, both substantial increases. Counsellors provided services to 318 women with a total of 1388 counselling sessions (face-to-face and phone), which was also a substantial increase. The program of group activities continues to offer a mix of old favourites with some new groups to meet the changing needs and interests of clients. This year has seen further expansion of the program of health promotion events.

Our Staff

FWHC services were provided by well qualified, experienced, caring, female health professionals, management and support staff, including a full time Director and twelve part-time staff (6.2 FTE in total). During the year a new receptionist was recruited following a resignation. At 30 June



2013 staff members included:

Director	Diane Snooks
Manager Clinical Services	Dawn Needham
Medical Practitioners	Marie Dittmer
	Jane Hanrahan
	Diane Faulkner-Hill
Clinical Nurse	Selena Geyer Mavrick
Senior Counsellors	Lisbeth Sundqvist
	Karoline Werner
	C. Gally McKenzie
Receptionists	Ali Bouquey-Murray
	Amanda Lewis
Administrative Assistant	Rebecca Cock
Resources Coordinator/ Child Minder	Linda Wilshusen

To minimise the incidence of preventable illness and disease

FWHC's medical and nursing professionals continued to provide a range of preventive health services including cervical cancer screening (Pap smears) which is the most predominant presenting issue (16.7%), breast cancer screening, sexually transmitted infections (STIs) screening, tobacco smoking histories, general medical checks - blood pressure, cholesterol, overweight/obesity (waist measurement and body mass index), renal and diabetic checks (urine analysis), with information and education available on these health issues.

A nurse's clinic was introduced in November for Pap smears and STI checks, and in April diaphragm fitting was added to the service.

To support women's physical, mental and emotional health and wellbeing

Women's health services provided by FWHC's doctors and nurses include not only preventive services but treatment and referral services for issues such as mental health; STIs; menopause; contraception; breast, vaginal, menstrual, urinary tract, vulval, cervical and ovarian problems; pregnancy and relationship/sexual issues. Compared to last year there were significant increases in Pap smears, contraception and menstrual problems and significant decreases in breast examinations and menopause as presenting issues. Mental health issues increased and remain the third most prevalent presenting issue.



FWHC counsellors provide short term counselling (up to 10 sessions) for both general issues and perinatal mental health issues. General counselling issues include depression, anxiety, relationship problems, stress, bereavement and loss, family crises, domestic violence, parenting concerns and low self-esteem. The majority of clients presented with high prevalence mental health (depression and anxiety) and relationship issues. The percentage of clients presenting with relationship issues and depression increased with a decrease in anxiety issues when compared to the previous year. Perinatal issues include stress, anxiety and depression during the antenatal and postnatal periods. If women present in both periods they are entitled to 10 sessions in each. For those with postnatal depression and anxiety there is the option of the weekly therapeutic / support group facilitated by one of the counsellors.

A program of group activities supports the health and wellbeing of clients. It includes a mix of therapeutic, support, exercise, self-help, educational, and social groups, some ongoing, some short-term. Compared to last year, there was a similar number of groups with an increase in group sessions. The groups included three postnatal therapeutic / support groups, two Love Your Body groups (a body image and relationship with food program), Portuguese Women's group, Wise Women Exercise group, two overeaters anonymous groups, four massage courses, a Mums and Bubs Exercise group, two Yoga groups, and a Belly dancing group.

FWHC has a crèche facility that provided child minding for the weekly postnatal support group at FWHC and on Tuesday mornings for appointments. The use of the crèche is limited because of limited resources to staff the facility. FWHC uses volunteers in the crèche when possible.

New developments during the year included

- Partnership with HIV clinic at Fremantle Hospital – the HIV clinic has provided training for our doctors and nurses who will take referrals from the HIV clinic for women's health issues.
- Four outreach counselling groups in the City of Cockburn - two eight week Love your Body Groups, one for young women under 25 years and one for older women facilitated by a private counsellor and two nine week postnatal support groups facilitated by a FWHC counsellor.
- Partnership with The Meeting Place – free facilities were provided by TMP for a yoga group for FWHC clients.
- The Yoga and Belly Dancing were new initiatives in the group program.





Walyup Aboriginal Health & Wellness Day in Kings Square Fremantle

To engage in positive, tailored health promotion

FWHC provides health information and education in a variety of ways including by telephone, at appointments with staff, by providing a comprehensive library of books for loan, a large range of up-to-date pamphlets, and health journals / magazines for reading in the waiting room. Regular health promotion events / campaigns organised for groups of women and displays at FWHC highlight particular health issues.

The program of health promotion events continued to grow this year with thirteen health promotion events / campaigns. Staff organised presentations at FWHC, contributed to the organisation, facilitation and provision of information at regional health events, and gave presentations at other community organisations.

Repeated events / campaigns / presentations this year included: Sexuality and Healthy Relationships Seminar presentation at the Intensive English Centre (IEC) at North Lake Senior Campus, Valentine's Love Bugs (STIs) promotion targeted at young women, International Women's Day, the Walyup Aboriginal Health & Wellness Day (regional event), and the Over 55s Health Expo (regional event).

New health promotion events this year included:

- Live Lighter presentation
- Aboriginal Health Day at FWHC – presentations on cervical and breast cancer screening and continence management
- Fremantle Women's Health & Wellbeing Day - a large regional health promotion event organised in conjunction with BreastScreen WA, which provided information stalls and demonstrations of types of physical activity
- Postnatal depression awareness week – and event in collaboration with other services
- Meerilinga Family Centre presentations
- Challenger TAFE presentation and information stall



Operational Excellence & Sustainability

To achieve good governance and effective financial management

During the year, two Board members resigned and two new members were recruited according to the skill-set required and in line with FWHC's recruitment process designed to ensure the best possible appointments to the Board.

Three Board members took advantage of training provided by WACOSS, two on Foundations of Governance and one on Reviewing Your Board's Performance. The budget for training was increased to make training available for Board members.

The Board has given consideration to succession planning for executive positions by recruiting a new Board member as an understudy to the Treasurer and with the appointment of a Deputy Chairperson who is willing to take on the Chairperson role after a two year term.

The Board has begun a review of its performance by establishing a Board Evaluation Subcommittee and using the ASX Corporate Governance Principles and Recommendations as a framework for this review in Board meetings.

The Board and Director have established an effective financial management structure with the Treasurer (CPA qualified accountant), a contracted accountant (CPA qualified), and a contracted Bookkeeper, all of whom have many years' experience working in the not-for-profit sector.

Our Board

At 30 June 2013 the Board members were:

Diedre Timms

Chairperson, joined the Board in October 2008

Diedre has over 20 years management and community development experience in the not for profit sector in rural and metropolitan environments. She has managed programs and organisations in the areas of disability, women's health, aboriginal health, aged care and community care. She is CEO of Volunteer Task Force.

Diedre is a passionate advocate for social justice. Diedre is a graduate of the Australian Institute of Company Directors and has a Bachelor of Education.



Diedre joined the Board to support services to women by contributing to best possible governance for FWHC and supporting women in the workforce in the not for profit sector.

Pippa Worthington

Deputy Chairperson, joined the Board in November 2010

Pippa's professional experience is in marketing, community engagement, coaching and volunteer management in the education sector and with not for profit organisations. She has worked both here in Western Australia and in Ireland, and has also run her own consultancy assisting people to make positive change in their lives. Pippa has a Bachelor of Commerce in Marketing and Management.

Pippa joined the Board as a way to contribute to the local Fremantle community particularly in her interest areas of women's interests and mental health.

Trish Cowcher

Secretary, joined the Board in April 2011

Trish has worked for many years in the community sector as a campaigner and political activist on local, national and international campaigns and advocacy. She has also been a board member of Oxfam Australia. Trish has a Bachelor of Arts in Politics and Women's Studies.

Trish joined the Board to work with women in the community sector to provide safe affordable health services for women, particularly those most marginalised or not able to access the current health system.

Tracey Ford

Treasurer, joined the Board in February 2010

Tracey works for Drug ARM WA Inc. as the Chief Financial Officer and has nearly 10 years' experience in accounting for the not-for-profit sector. Tracey is a CPA qualified accountant, a graduate of the Australian Institute of Company Directors and has a Bachelor of Commerce and a Graduate Diploma in Accounting.

Tracey joined the Board in order to use her skills to contribute to the community and ensure the organisation is the best it can be.



Annette Chivers

Member, joined the Board in 2006

Annette is currently Social Justice Volunteer Coordinator at St John God Subiaco. She has worked in a range of areas, including roles as Manager of the Zonta House Women's Refuge, Associate Director of Development at Silver Chain, Manager of the Careers and Prospective Students Service at Curtin University and Marketing Coordinator for a hotel chain. She has also worked for the Department of Foreign Affairs and Trade with postings to Thailand, Laos and Israel. Annette is on the boards of the Community Housing Coalition of WA and the Fremantle Domestic Violence Regional Alliance. Annette has a Masters in Human Resource Management and a Bachelor of Business.

Annette joined the Board because of her interest in women's issues and in particular, women's health.

Jane de Lacy

Member, joined the Board in 2005

Jane has over 20 years' experience working in mental health services in both inpatient and community settings. She is a Clinical Social Worker with a special interest in the social determinants of women's health. Jane has had extensive experience providing clinical support to women with both severe and high prevalence mental disorders such as depression, anxiety and complex post-traumatic stress disorders often associated with family and domestic violence or a history of abuse. Jane is currently employed by Fremantle Adult Mental Health Service as a Senior Social Worker and Community Liaison Officer for Women at Risk. Jane has a Bachelor of Arts and a Bachelor of Social Work.

After a long professional association with Fremantle Women's Health Centre, Jane joined the Board to contribute further to the development of women's health services in the local community.



Nicola Smith

Member, joined the Board in April 2012

Nicola is a qualified lawyer who specialises in Family Law with additional experience appearing in the Supreme Court of WA on Inheritance Act Matters. Nicola also volunteers at the Fremantle Community Legal Centre to assure that legal advice is available to everyone, not just those who can afford to pay for it. Nicola joined the Board to do her part to ensure that quality services are accessible to all people, especially women.



Veronica Taylor

Member, Joined the Board October 2012

Veronica is a Registered Nurse and Midwife. She has been practising as a midwife for the last 25 years. Veronica works locally in East Fremantle. She currently coordinates the antenatal care (job-sharing) of 1300 women a year.

Veronica has had a long standing interest in women's health especially that of women from a non-English speaking background.

Emma McCormack

Member, Joined the Board May 2013

Emma is a risk consultant with Ernst and Young who is working towards her actuarial qualification. She is very active in the community having been a Girl Guide Leader for several years, a John Curtin Leadership Academy alumna, Secretary of the Young UN Women Australia Perth committee, a long-term volunteer with Useful Inc and participant in the inaugural Young Leaders in Aged Care program. She has a Bachelor of Science (Actuarial Science) (Honours).

Emma is passionate about the empowerment of women and recognising that women's needs differ from men's particularly in the area of health.



2012/13 Board Back row L to R: Pippa Worthington, Jane de Lacy, Diedre Timms, Trish Cowcher, Veronica Taylor. Front row, L to R: Tracey Ford, Annette Chivers, Emma McCormack. Not pictured: Nicola Smith



To increase income from existing and new sources to improve & expand services & programs

FWHC received notification that it will receive Sustainability Component II funding from the Mental Health Commission for 2013-14 as part of a new four year contract for the perinatal counselling services.

A Lotterywest grant was utilised to develop a database that will be operational from July 2013.

A City of Cockburn Community Grant was used to facilitate two Love Your Body groups in Cockburn as part of the outreach work identified as important in our strategic plan.

Grants from Fremantle Foundation and Department for Communities (Early Years Activity Grant) provided funds for some of the extra costs associated with facilitating two outreach Postnatal Support groups in Cockburn – group room hire, crèche hire and crèche workers.

To deliver high quality, cost effective health services

Attention is paid to recruiting well qualified and experienced staff members, providing appropriate supervision and training, conducting annual performance appraisals and managing FWHC's employees and contractors to ensure the provision of high quality services. An increased training budget for staff was maintained and FWHC took advantage of low cost training provided by WACOSS (to member organisations) and Department of Health, no cost training provided by City of Cockburn and applied for scholarships and sponsorships for some training options. Scholarships were obtained from the Australian Institute of Management for the Director to do a management course at AIM and from AAIMHI WA for the counselling team to have extra counselling supervision from a clinical psychologist for 10 months. Sponsorships were obtained for FPWA training for the Manager Clinical Services and for the annual Women's & Children's Health Update forum for our doctors.

A new receptionist, relief casual clinical nurse and relief casual crèche worker were recruited and given orientation and on-the-job training. All relevant staff received training in the use of the new database – some provided by the database developer and some in-house. On-the-job training is an ongoing process for support staff so that they learn each other's jobs and are able to relieve when staff take personal and annual leave. This is particularly important in a small organisation where there is only one person in particular roles. Comprehensive reception, administration and nursing procedures have been developed to assist new and relief staff.



FWHC consistently gets feedback from clients and other agencies about the high quality of the services provided. The annual client satisfaction survey was conducted between March and April 2013 with 128 responses. The results indicate continuing satisfaction with the quality of services provided by FWHC, with 98.4% of respondents giving overall ratings of the services in the two top categories very good (79.7%) and good (18.7%). And 100% said they would use our services again. Ratings for individual services were also high with combined very good and good ratings of 96.6% for receptionists, 95.9% for nurses, 95.5% for counsellors, and 100% for doctors. Staff members were described as friendly, welcoming, caring, compassionate, helpful, attentive, respectful, easy to communicate with, understanding, efficient, knowledgeable, informative, professional, and thorough.

Counselling clients are asked to complete an evaluation form at the end of their individual counselling and group participation. Feedback is very positive, with reports of a high degree of satisfaction. Clients report feeling much improved and better able to manage their issues. EPDS scores confirm reduction in anxiety and depression. Clients described what the counsellors did that was helpful as being person-centred, attentive, good listeners, non-judgemental, providing a comfortable space for clients to open up about their feelings and problems, helping clients to see and understand their issues, helping them to develop strategies to manage their situation. Group participants also valued the support of other women going through similar experiences. New evaluation forms for counselling were developed and implemented during the year as well as new assessment forms for general counselling.

FWHC completed a self-assessment against the National Standards for Mental Health Services for the Mental Health Commission as a funding requirement and as part of our commitment to high quality service for clients with mental health issues.

Efforts are made to continuously improve efficiencies in the delivery of clinical and counselling services - modification of statistics forms, database implementation, streamlining booking systems, introduction of fees for DNAs to reduce wait lists - and to source the most cost effective medical and other supplies.

To ensure infrastructure, including accommodation for centre-based and outreach services and programs, that enables access for women most at risk of poor health supported by effective and efficient operations

During the year alternative /larger premises and co-location possibilities were explored, but at this stage there are no plans to re-locate. In the short term FWHC decided to make better use of its Fremantle premises and to engage in more outreach work.



The Director and Bookkeeper have always worked on Fridays, but until this year there were no clinical services on that day. With the increase in FWHC counselling capacity, counselling is now provided, a private psychologist rents a room, and a receptionist can make appointments for our doctors. Other possible uses of the medical rooms on Fridays have been explored. KEMH is looking at possibly running outreach antenatal clinics, but this has not progressed.

Appropriate accommodation for outreach work was found in the City of Cockburn for the four therapeutic /support groups facilitated for women with postnatal mental health issues and women with body image and eating /food issues. Facilities at Yangebup Family Centre, Meerilinga Family Centre and Cockburn Youth Centre were utilised.

The implementation of a database will mean more efficient collection and recording of data for planning and reporting purposes.

Relationships & Partnerships

To strengthen existing partnerships and build new relationships which enhance our ability to deliver relevant, accessible, effective and efficient services and programs

In terms of service provision and health promotion FWHC has partnered and collaborated with a range of other health and local services to meet the health needs of women in our region.

FWHC has several partnerships with other service providers. Two are very long standing – Fremantle Hospital and Fremantle Medicare Local (previously Fremantle GP Network), and the others are more recent – Outreach Mental Health, two private psychologists, HIV Clinic at Fremantle Hospital, Meerilinga Family Centre and The Meeting Place.

The Fremantle Hospital continence and women's health physiotherapist continued to work from FWHC one day per week as part of the hospital's outreach services.

The Fremantle Medicare Local ATAPS Counselling Service continued to employ a counsellor to work at FWHC one half day per week. The counsellor sees women with depression and anxiety who have been referred by a GP. The Director was involved in the recruitment of a new counsellor in this role.



An independent mental health nurse from Outreach Mental Health, under the federal government Mental Health Nurse Incentive Program, takes referrals from FWHC's doctors of clients needing long term support for chronic mental illness.

A private psychologist operates from FWHC on Fridays taking referrals from our doctors and other GPs in the region.

Another private psychologist utilises FWHC's crèche and group room periodically for counselling sessions with her clients living in the Fremantle area when she works with the whole family and when clients can't access child care and their children can take advantage of the crèche facilities.

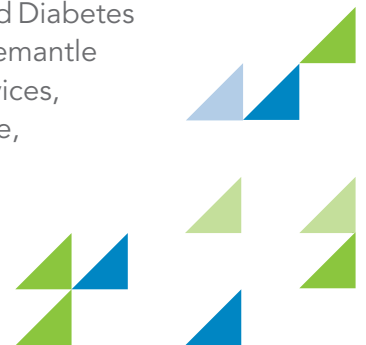
The HIV Clinic at Fremantle Hospital approached FWHC to establish a partnership in which they would provide training about HIV medications and FWHC doctors would take referrals of their patients for women's health issues.

FWHC partnered with Meerilinga Family Centre to provide an outreach postnatal support group at Meerilinga in Coolbellup. FWHC provided the counsellor and group program and Meerilinga provided the crèche.

The Director is a member of the Community Planning Reference group for The Meeting Place which is a facility provided by the City of Fremantle. TMP and FWHC partnered to run a yoga group are in discussions about future joint projects.

In terms of health promotion, FWHC collaborated with many different organisations – local and statewide physical and mental health organisations, local government and educational institutions:

- The Heart Foundation provided a speaker for the Live Lighter presentation at FWHC on healthy diet and lifestyle.
- FWHC liaised with Aboriginal workers in the region to support Aboriginal women's attendance at the Aboriginal Health Day at FWHC.
- FWHC collaborated with BreastScreen WA to organise the Fremantle Women's Health & Wellbeing Day at the Italian Club. Eight other organisations were invited to have stalls and provide demonstrations - these included Diabetes WA, Cancer Council WA, Continence Advisory Service, Fremantle Medicare Local, St John of God Murdoch Mental Health Services, Relationships Australia Fremantle, Family Relationship Centre, and a local Naturopath.
- FWHC collaborated with Community Midwifery WA, WA



Perinatal Mental Health Unit, From the Heart, and Buster Fun Bus for Postnatal Depression Awareness Week, to provide information on PND and support services as well as free massages on four mornings at Buster locations.

- FWHC provided presentations at the Intensive English Centre (IEC), North Lake Senior Campus for their Healthy Relationships Seminar for migrants and refugees, at Meerilinga Family Centre for the Mothers' group and the Twin Parenting group, and at Challenger TAFE on STIs and Pap smears.
- FWHC conducted a Valentine's Day Love Bugs campaign aimed at young women and as part of this contributed information at the Challenger TAFE Welcome Day for students.
- FWHC provided information stalls for two regional health events - the Walyup Indigenous Health & Wellness Day in Kings Square organised by City of Fremantle, South Metro Health Service and Walyup Indigenous group and the Over 55s Healthy Lifestyle Expo at the Fremantle Town Hall – organised by the Cities of Fremantle, Cockburn and Melville.

To achieve partnerships and/or mergers that enhance FWHC's role and positioning in the not-for-profit, community-based women's health services sector

Although consideration has been given to the possibility of FWHC merging with a compatible organisation to strengthen viability and sustainability and take advantage of cost savings through shared resources and economies of scale, the Board has decided that there are no compelling reasons to take action at this stage.

During the year, the Director continued to build relationships with other Women's Health Services through involvement in the Women's Health Peak and the 10 Point Plan steering committee, attendance at the Australian Women's Health Conference in Sydney, meetings with particular CEOs, and participation in the Women's Health Sector meetings with the Women's Health Policy and Projects Unit, Department of Health.

The Director wrote a letter to the Premier, Minister for Health, Director Community Services Procurement Department of Health, and Executive Director Women and Newborn Health Service Department of Health on behalf of 10 women's health services requesting a speedy decision about sustainability component II funding for 2013-14.

FWHC continues to build its relationship with Fremantle Medicare Local through collaboration with the staff in the Healthy Minds, Healthy Bodies and Healthy Lifestyle programs. FWHC is a member of FML.



Marketing & Communications

To build awareness by raising the profile of our organisation

Various activities have been effective in raising FWHC's profile – networking, collaboration, advertising, and use of our website.

The Director and Manager Clinical Services continue to be involved in a number of bi-monthly regional networking meetings and working parties – the Family Support Services network, the CALD Services network, and the DCP/ Mental Health Services working party. The Director and one of FWHC's counsellors presented at a joint training session on collaborative practice with SJOG Murdoch Mental Health Services. This was one of a series of training sessions on collaborative practice organised by the DCP/ Mental Health working party for professionals in the region responding to mental health issues.

Extensive collaboration with other agencies over service provision, health promotion and group activities ensures the maintenance of FWHC's profile in the region. FWHC has also participated in several large regional events and given presentations at local educational institutions and community agencies.

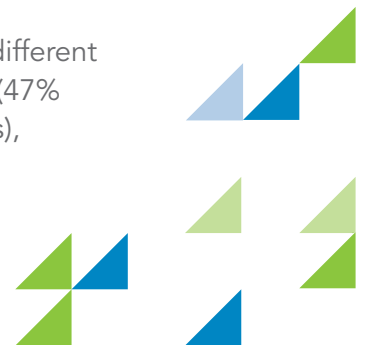
Flyers for FWHC's groups /events and quarterly newsletters are widely distributed to libraries and agencies in the region to increase visibility. The website provides information for clients and referring agencies. We have had articles written by local newspapers about our services and events, and we have placed notices in the Community Noticeboard of the Fremantle Herald.

The Board and Director have developed an ambassador strategy aimed at raising FWHC's profile with particular groups of women. The role of Youth Ambassador has been advertised on our website and at Notre Dame and Murdoch universities. Two young women have expressed interest and their projects are being developed.

In March, as part of International Women's Day celebrations, FWHC was one of the women's groups formally recognised for their work by the WA Women's Hall of Fame.

To facilitate community engagement

FWHC continues to have good community engagement with a range of different groups of women, including culturally and linguistically diverse women (47% of medical clients and 39% of counselling clients were born overseas), women in the 25-44 and 45-60 age categories (73% of medical clients and 91% of counselling clients), and women with mental health



issues – this is the third largest issue in doctors consultations and is the main focus of the counselling work in both general and perinatal counselling services.

This year FWHC has continued its efforts at engaging more with Aboriginal women and young women. FWHC was involved in three Aboriginal events – a health promotion event at FWHC and two regional Aboriginal events. With respect to young women, FWHC provided a Love Your Body group specifically for young women in Cockburn, ran a Valentine's STI campaign aimed at young women, gave a presentation to Challenger TAFE on STIs and Pap smears, and engaged two young women as Youth Ambassadors.

To advocate and represent the needs and interests of women to improve women's health and wellbeing outcomes by building strategic partnerships

The Director participates in the Women's Health Peak in order to support the women's health sector and further its interests in relation to funding and provision of service to women in the state. She was on the Steering Committee for the 10 Point Plan Project funded by Lotterywest. This was aimed at progressing the recommendations of Women's Health Matter: A 10 Point Plan of Action for WA Women's Health & Wellbeing 2011-2015 that was written by the Peak. The Peak has a good working relationship with the Women's Health Policy and Projects Unit, Department of Health and the Director participates in monthly Women's Health Sector Meetings that the unit facilitates.

The Director participated in the WACOSS pre-budget consultation on women's issues prior to the state government election.





FREMANTLE WOMEN'S HEALTH CENTRE

OUR TEAM 2013



Diane Snooks,
Director



Dawn Needham,
Manager Clinical Services



Selena Geyer Mavrick,
Clinical Nurse



Diane Faulkner-Hill,
Medical Practitioner



Marie Dittmer,
Medical Practitioner



Jane Hanzahan,
Medical Practitioner



Gally McKenzie,
Senior Counsellor



Lisbeth Sundqvist,
Senior Counsellor



Karoline Werner,
Senior Counsellor



Rebecca Cock,
Administrative Assistant



Linda Wilshusen,
Co-ordinator Resources



Ali Bouquey Murray,
Receptionist



Amanda Lewis,
Receptionist



Doreen Wilkinson,
Bookkeeper (Contractor)



Fiona Dunham, Physiotherapist
(Fremantle Hospital)



Ronald Lucas,
Accountant (Contractor)