



FREMANTLE WOMEN'S
HEALTH CENTRE



2016/17 Annual Report



Contents

Welcome to Fremantle Women’s Centre.....	3
Chairperson’s Report.....	4
Executive Director’s Report.....	5
Our Approach	6
Our Health & Wellbeing Services	7
Our Impact.....	10
Our Partnerships	15
Our Team.....	17
Our Governance.....	19
Strategic Plan 2017-2020	20
Our Board.....	21
Financial Statements	25

Welcome

to Fremantle Women's Health Centre

Fremantle Women's Health Centre (FWHC), in operation since 1985, provides ever-evolving health and wellbeing services to women sixteen years and older living or working in the Fremantle, East Fremantle, Cockburn and Melville local government areas.



Our Vision

Communities in which women are valued and enjoy physical and mental health and wellbeing.



Our Purpose

To improve women's health and wellbeing, prioritising the needs of women with the highest risk of poor health outcomes, through provision of services based on a social model of health.



Our Values

- Act with INTEGRITY, to encourage an environment of honesty and mutual trust.
- Be RESPONSIVE, by providing affordable services and facilitating equal access to services for all women regardless of age, ability, religion, culture, sexuality or socio-economic circumstances.
- Be WOMEN-CENTRED, by respecting women's individuality, their family and group affiliations, and encouraging women to become equal and active partners in their health care.
- Show COMPASSION by caring, being empathic, and providing a safe space for women.



Our Goals

- To be a leader in the provision of high quality, specialist health and wellbeing services, including health promotion, prevention and treatment, for women by women.
- To provide a comfortable, friendly and professional setting, in which staff give time to listen and understand.
- To deliver services with integrity, transparency, accountability and sustainability.
- To be responsive to community needs.



Chairperson's Report

The community services sector landscape both nationally and in WA is one of shifting sands. Almost everything about how we are funded, how we report and what is expected of us is in the process of change. Given the challenges of operating in this kind of environment I'm proud to report we have had a strong year at Fremantle Women's Health Centre.

There is a lot to celebrate about our organisation and for me as Board Chairperson, a lot for which to be grateful. Without taking up too much space I'd like to single out four aspects.

- Thanks to the excellent stewardship of our Executive Director Diane Snooks we are in a sound financial position, particularly for an organisation of our size. As 2016/17 delivered a surplus we have once again added to our reserves.
- Our clients tell us time and again how much they value the professional, caring and welcoming service they receive in a safe and inclusive space. Every member of our team makes a valuable contribution to the positive health and wellbeing outcomes for women who access our services. Simply put, they do an excellent job.

- I am extremely grateful for the quality of the Board – the skills, experience and knowledge around the table, the thoughtful, respectful, and insightful discussions at meetings and the outstanding commitment to FWHC as well as to the health and wellbeing of women.
- And lastly, I took over the role of Chairperson after serving the best possible apprenticeship as the Deputy to our previous Chairperson, Diedre Timms. Over the eight years Diedre served on the Board, including three as Deputy and four as Chairperson, she made a fantastic contribution to our organisation. I learned a great deal from Diedre and am personally grateful for her generous time and mentorship.

What of our future? In this climate of uncertainty it is more important than ever for us to be bolder and more innovative. Our new strategic plan recognises this. We are committed to look for opportunities to assist more women in our region, in an increasing variety of ways and locations. In particular we must continue to prioritise helping women who are most susceptible to poor health outcomes.

Pippa Worthington

Executive Director's Report



In 2016-17, Fremantle Women's Health Centre continued to provide high quality health services that resulted in positive health outcomes for women in our region. This has been possible because of the dedicated effort, expertise, and compassion of our team of health professionals, management and support staff, and the commitment and strategic guidance of the Board.

Achievements for 2016-17 include:

- Maintenance of a broad range of health promotion, preventive and treatment services, with expansion of group and health promotion work;
- New initiatives developed and capacity built to meet changing demand;
- New services and resources developed for targeted groups of women at risk of poor health outcomes, including Aboriginal women; women experiencing domestic violence; lesbian, bisexual and transgender women; and CALD women;
- Leadership in women's health sector practice with the development of unique services and sharing of expertise;
- Excellent service provision enabled by well recruited, trained and supported staff – three new staff were recruited following resignations and restructuring of roles, with a new dedicated Health Promotion Officer position created;
- Proactive engagement with other organisations in the region and the women's health sector to address women's health issues and to promote FWHC services;
- Utilisation of partnerships and collaborations to more adequately meet the health needs of women in our region and to expand service provision;
- Securing of two grants from Lotterywest for a strategic planning process and our annual regional health promotion event;
- Good governance provided by committed, experienced and trained Board members – two new Board members were recruited;
- Development of a new Strategic Plan for 2017-20, facilitated by consultants, with input from Board, management, staff, clients and stakeholder agencies;
- Sound financial management with good structures and processes resulting in a budget surplus;
- Good service outcomes in terms of improved health and wellbeing and high quality services as evidenced in client evaluations, annual client survey, and feedback from stakeholder agencies.

Thank you to all our Board members who volunteer their time and do such a great job, especially this year for all the work that went into the strategic planning process. In particular, thank you to Pippa Worthington, our new Chairperson, for her generous support and input, and to Diedre Timms the out-going Chairperson for her tremendous contribution to FWHC and her support of me as Executive Director over many years.

I would like to gratefully acknowledge the ongoing funding support from the WA Department of Health (Women and Newborn Health Service) and the Mental Health Commission.

Diane Snooks

Our Approach



Services at Fremantle Women's Health Centre are based on a social model of health that acknowledges that health is determined by a broad range of social, environmental, economic and biological factors. It recognises that differences in health status and outcomes are linked to gender, age, socio-economic status, race, ethnicity, sexuality, disability and location.

Being a woman is a key social determinant of health. Gender inequality negatively affects women throughout their life, their educational and training pathways, employment opportunities, work-life balance, economic security, social inclusion, and safety, and all of this impacts on health outcomes.

Particular groups of women are more at risk of poor health outcomes because of their life circumstances. These include women on low incomes; Aboriginal women; culturally and linguistically diverse women; women who experience domestic and sexual violence; lesbian, bisexual and transgender women; and women with disabilities.

These women may experience multiple and intersecting forms of discrimination and disadvantage, placing them at greater risk of poverty, family violence, exclusion from economic and social participation, and poor health and wellbeing.

There is evidence that in Western Australia:

- Women are more likely to report long-term mental health issues and higher levels of psychological distress than men;
- Women who are refugees or from CALD backgrounds have substantially raised levels of mental illness;
- Aboriginal women have much poorer physical and mental health than other Western Australians;
- Lesbian, bisexual, and transgender (LBT) women have significantly higher levels of psychiatric illness than heterosexual women, as well as deliberate self-harm, and use of alcohol and other substances;
- Violence against women is associated with a range of physical, mental, and sexual and reproductive health problems;
- Women and girls continue to experience the overwhelming burden of sexual and reproductive ill health when compared with men.

At FWHC, services are provided by female health professionals and support staff for women and their families, and services and resources are tailored for specific groups of disadvantaged women. Our services are personalised and holistic. Women are provided with a safe place in which adequate time is given to ensure that their health needs are adequately and effectively met.

Our Health & Wellbeing Services

Our objective is to provide a range of health promotion, prevention and treatment services that improve women's physical and mental health and wellbeing. Our services include medical, nursing, counselling, health education and group activities, with a crèche facility for some groups and appointments.

Health Promotion

The program of health promotion events, presentations, and health and wellbeing groups has continued to expand, enabled by the recruitment of a dedicated Health Promotion Officer in a newly created position and new partnerships with other organisations. FWHC is now an Act-Belong-Commit campaign site and has an expanded social media presence, with good utilisation of its Facebook page to provide health information.

FWHC staff organised health promotion groups and events at FWHC and in the region, organised presentations at FWHC, provided presentations to community organisations, and stalls at regional events, as well as hosting self-help groups and workshops run by women in the community. During 2016-17 there were many new initiatives and the health promotion activities included:

- **Events organised by FWHC** – Fremantle Women's Health & Wellbeing Day at Hilton Community Centre (in partnership with BreastScreen WA and The Meeting Place), International Women's Day at FWHC, two Aboriginal Women's Open Days at FWHC, 'No Laughing Matter' at Little Creatures (in partnership with Continence Foundation WA);
- **Presentations** – at Zonta Positive Pathways' Women's Wellness Days, Santa Maria College, Fremantle Adult Community Corrections Team, at FWHC by Injury Control Council – Stay on Your Feet campaign;



"I think a safe place like this for women in the community is essential."

- **Stalls provided** – at Fremantle White Ribbon event, Orientation Day Fiesta at Notre Dame University, Festival Day at Murdoch University, Notre Dame University Health Week, Cockburn Community Health and Harmony Fair, Cockburn Hello Baby Fair, Fremantle Global Wellness Day;
- **Groups /workshops at FWHC** – Portuguese group, Wise Women's exercise group, Active Birth monthly workshops (delivered by The Bump), Mother Baby Nurture groups (facilitated by Playgroup WA), Yoga groups (Yoga Space instructors);
- **FWHC-hosted self-help groups /workshops** – weekly Overeaters Anonymous group, short-term groups including Health and Wellness Circle workshop, Bowen therapy sessions, infant massage courses, and a therapeutic massage course.



“I feel safe with staff who genuinely care about my health and wellbeing.”

Prevention

As well as appointments available with doctors for cervical cancer, breast and STI screening, and contraception, FWHC continued to run a weekly nurse’s Pap smear clinic and a nurses’ walk-in STI screening service. Nurses also provided extra Pap smear clinics on a monthly basis due to a reduction of medical clinics and as required when doctors were on leave. Cervical cancer screening remains the most predominant presenting issue for the medical and nursing services followed by contraception. There has been an increase in demand and services provided for long-acting contraception.

FWHC nurses provide well women’s checks and preventative plans. The purpose of the annual well women’s check is for the nurses to assess, give information and make recommendations to ensure clients have optimum health outcomes in respect to chronic disease and women’s health issues. It involves discussion of the following issues:

- cervical and breast cancer screening – the importance, checking if they are up-to-date.
- sexual health – asking if they wish to review contraception options or require sexually transmitted infection (STI) screening.
- chronic disease prevention – asking about smoking, alcohol and other drug taking behaviour, assessing body mass index (BMI) and taking waist measurement for overweight and obesity problems, urinalysis for detecting kidney disease, taking blood pressure, and discussing physical activity.
- continence – assessing bowel and bladder habits.
- pregnancy – in addition, if appropriate, nurses provide preconception health information and pregnant women are given a pregnancy information pack.

Treatment

FWHC provides high quality, professional and compassionate medical, nursing and counselling services.

Women's health services provided by FWHC's doctors include treatment and referral services for chronic medical problems; contraception; mental health issues; breast issues; STIs; menstrual, menopausal, vaginal, urinary tract, vulval, pelvic, cervical and ovarian problems; relationship/sexual issues and pregnancy. There was an increase in clients presenting for treatment of STIs and breast issues.

FWHC counsellors provide short term counselling (up to 10 sessions) for a range of issues including anxiety, depression, relationships, family and domestic violence, bereavement and loss, sexual assault, trauma, self-esteem, and parenting. FWHC provides perinatal mental health counselling with funding from the Mental Health Commission and other counselling with funding from the Department of Health (Women and Newborn Health Service). Overall there has been an increase in women presenting with anxiety, family and domestic violence, and bereavement and loss issues.

The therapeutic group program included two groups at FWHC. The Postnatal Support group is a regular feature of the program facilitated by a FWHC counsellor. This is normally run as an ongoing weekly group but during this period there were fewer sessions provided to accommodate the other group. The Circle of Security group was a new initiative, provided in partnership with SJOG Raphael Services and co-facilitated by FWHC and SJOG counsellors. The crèche was utilised for both groups. A Crèche Coordinator was recruited in a new dedicated position.



Other treatment services provided at FWHC include:

- Carers WA Counselling Service continued to operate from FWHC on Tuesdays on a fortnightly basis providing counselling to carers in our region.
- Silver Chain's Continence Management and Advice Service continued to operate from FWHC on Mondays on a weekly basis providing the services of a continence nurse to senior women and women with disabilities. Eligibility is for women on pensions and health care cards who have had symptoms for more than six months.

Our Impact

2016-17 At-a-Glance



1,499

Medical services,
and **987** Nursing
services clients



1,815 clients

made **5,036** appointments in 2016-17

Client statistics:

77.4% self-referrals

46.1% born overseas

3.4% Indigenous clients

Group and event sessions:

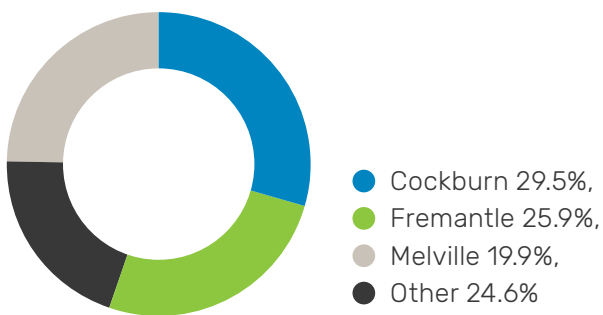
161 health education and
health promotion sessions

45 therapeutic sessions

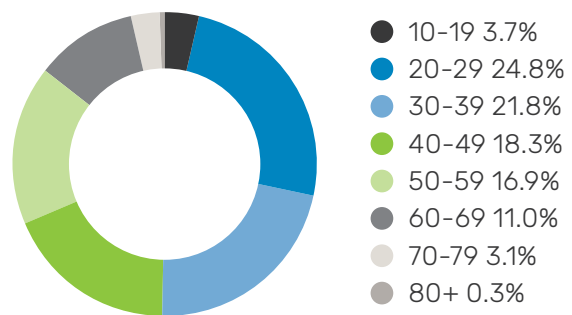
145 self-help sessions



Clients' residences:



Clients' ages:



Most common medical & nursing issues:
pap smears, contraception and STIs



219 Counselling services clients

Health information services:



1,336 phone calls and walk-ins, and **10,961** web visits

Most common counselling issues:

anxiety **61.9%**
depression **39.4%**
family and domestic violence issues **36.1%**

Our Impact

Service Outcomes

Our goal in all service areas is to improve women's health and wellbeing. For both the general and perinatal counselling services, this includes:

- improved emotional and mental wellbeing, with lower levels of stress, anxiety and depression;
- greater capacity to manage emotional and mental health issues; and
- improved connection with family, friends and/or community.

For the nursing services it includes:

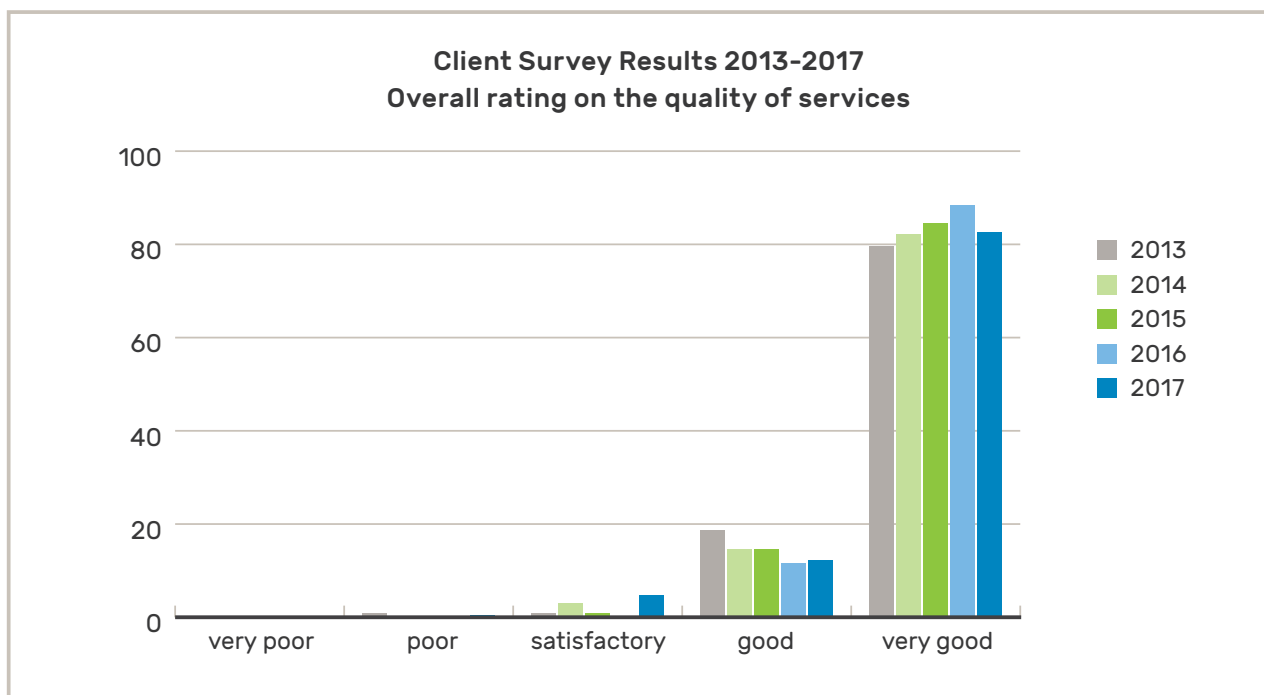
- improved knowledge of health issues;
- increased motivation to seek assistance for health issues; and
- increased motivation to make healthier lifestyle choices.

Feedback and input is sought from clients on a regular basis through surveys, evaluation forms and psychometric testing (counselling).

Annual Client Survey

An annual client survey is conducted that gives clients an opportunity to rate the quality of services and staff, and to give valuable information about their health needs, how effective our services have been and how we can improve services.

This year in March 2017, 214 clients filled out the survey. This was a representative sample of FWHC clients, in line with client demographics and services utilised. The results indicate a continuing very high level of satisfaction with the quality of services provided by FWHC, with 94.8% of respondents giving an overall rating of the services in the two top categories on a five point rating scale – very good (82.6%) and good (12.2%).



Ratings for individual services were also very high with combined very good and good ratings of 97.1% for receptionists, 97.1% for doctors, 96.9% for nurses, 95.8% for counsellors, and 100% for both crèche workers and group facilitators.

In terms of effectiveness of services, 98.3% of respondents who answered this question said they had been helped with their health issues and 97.6% said they would use our services again.

In response to the question about what we did well, the following comments were made. Similar comments have been grouped and numerous clients made each of these comments.

Comments about staff:

- Compassionate, friendly, approachable, welcoming, understanding, well-mannered, respectful, kind, polite, attentive, inclusive, caring, concerned, warm, courteous, down to earth, pleasant, considerate, reassuring, non-judgemental
- Informative, knowledgeable, comprehensive, unbiased, easy to understand advice
- Professional, prompt, punctual, efficient, thorough, educational, helpful, competent, experienced, organised
- Takes time to listen, don't feel rushed, patient, supportive, responsive, open
- Holistic assessment
- Trauma informed
- Good communication



“I feel very well looked after.”

Comments about the overall service:

- Personal, individualized service
- Positive and happy atmosphere
- Inviting environment, private, safe, calm, relaxed
- Good availability of appointments
- Affordable, bulk-billing for HCC holders
- Excellent customer service and follow up
- Sense of belonging
- Great resources
- Impressive code of ethics
- All women venue

Service Evaluations

Client evaluations done in 2016-17 provide evidence of a high rate of self-reported improvement in health and wellbeing.

For perinatal counselling clients who completed an evaluation form, 100% reported that their emotional wellbeing was improved, 100% reported that they were better prepared to manage their issues, and 93.8% reported that their social connections were improved.

For general counselling clients, 87.5% reported that their emotional wellbeing was improved, 91.7% reported that they were better prepared to manage their issues, and 83.3% reported that their social connections were improved.



“It was the best place I came to when I was at my lowest.”

Counselling clients described what the counsellors did that was helpful as being empathic, kind, caring, patient, trustworthy, non-judgemental, good listeners, supportive, professional, knowledgeable, experienced, providing a safe space, practical advice, a different perspective, tools to assist with managing issues, strategies for coping, information and resources, reflection, assisting with understanding issues and problems.

For women having nurses' well-women's checks, 97.9% reported that the health information received was helpful, 96.9% were motivated to seek assistance with health issues, and 88.4% were motivated to make healthier lifestyle choices.

For women having nurses' Pap and STI screening, 100% reported that the health information received was helpful, 100% were motivated to change risky sexual behaviour, and 100% were motivated to get regular Pap smears.

Organisational Profile

FWHC is well known to women in the region as evidenced by the high number of self-referrals – 78% over all services, with an increasing percentage of women finding out about our services via the internet (9.6%).

Profile raising activities include networking, collaborating, participating in regional events, giving presentations to community groups, advertising, and using our website and Facebook page.

Our flyers, posters and newsletters are emailed and posted to our client group. They are also sent to organisations and libraries in the region as well as being strategically placed on public community notice boards. FWHC commenced a monthly e-news, in addition to our quarterly newsletter, which is sent to clients and stakeholder organisations.

Our Partnerships

FWHC was active in partnering and collaborating with other organisations in order to extend the range and volume of services on offer from our premises and in the community and to develop unique responses to the health and wellbeing needs of women in the region.

FWHC engages with organisations in the region and in the women's health sector to address women's health issues and promote the social determinants of health approach to service provision.

Service Partnerships

FWHC had ongoing formal partnerships with two service providers during this period. The organisations provided services on FWHC premises with reception, administrative and information technology support provided by FWHC:

- Carers WA Counselling Service
- Silver Chain's Continence Management and Advice Service

Project and Group Program Partnerships

Partnerships enabled expansion of services:

- Fremantle Multicultural Centre – North Lake Senior Campus project
- The Bump – Active Birth Workshops
- SJOG Raphael Services – Circle of Security group
- Playgroup WA – Mother Baby Nurture groups
- The Yoga Space – yoga classes

Health Promotion Partnerships

FWHC collaborated with many different organisations – local and state-wide, physical and mental health organisations, and local government:

- Mentally Healthy WA – Act-Belong-Commit campaign site.
- Aboriginal workers, groups and agencies working with Aboriginal women in the region in order to support Aboriginal women's attendance at FWHC's services, and the two Aboriginal Women's Open days. These included Aboriginal liaison workers at Cities of Melville, Cockburn and Fremantle, South Lake Ottey Centre, South Metro Public Health Unit, Black Swan Health, Walyalup Aboriginal Cultural Centre, Djinda services, Hilton PCYC, Hilton Community Health Centre, Kulbardi Aboriginal Centre, Warrawee, Nardine and Kambarang Place women's refuges, Kwobarup Social Group, Fremantle Street Doctor, Hilton Primary School and St Patricks Fremantle.
- BreastScreen WA and The Meeting Place to organise the annual regional Fremantle Women's Health & Wellbeing Day at Hilton Community Centre. Twenty two other organisations were invited to have stalls – these included WA Cervical Cancer Prevention Program, Hepatitis WA, Continence Advisory Service, Diabetes WA, Cancer Council WA, Sexual Health Quarters, The Bump WA, Health Consumer Council, Black Swan Health, Wyn Car House Refuge, Zonta House Refuge, St John of God Community Mental Health and Raphael Services, Centrecare, RUAH Community Service, Fremantle Multicultural Centre, Relationships Australia, City of Cockburn, South Lake Ottey Family & Neighbourhood Centre, Meerilinga Parenting Centre, Hilton Harvest, Next Wave, Naturopath.



“The atmosphere here is supportive and inclusive.”

- Zonta Positive Pathways, Santa Maria College, Fremantle Adult Corrections Team, Injury Council of WA – presentations given at their request.
- Notre Dame University for the Orientation Day Fiesta and Health Week events, Murdoch University for the Festival Day, City of Cockburn for the Hello Baby Fair and Cockburn Health and Harmony Fair.

Working Relationships

FWHC has close working relationships with health professionals from organisations in the region who refer clients and take our referrals, and with whom FWHC staff work to ensure appropriate care coordination. These include professionals from Fiona Stanley Hospital, Lucy Saw Refuge (Fremantle DV Response Team and Lucy Saw Safe at Home Program), Warrawee Refuge, Wyn Carr House Refuge, Zonta House Refuge, Cockburn Family Services, Fremantle Adult Mental Health Services, Ruah Inreach, Child Health Nurses, SJOG Ferns House Counselling Service and Raphael Services, Child Protection and Family Services, Fremantle Family Support Network and various GP practices in the region.

FWHC is a consortium member working with Black Swan Health and other health and local organisations to ensure ongoing operation of Freo Street Doctor, a mobile GP and nursing service for homeless and disadvantaged people, with a high number of Aboriginal people accessing the service. The Executive Director works to ensure that women who are homeless, disadvantaged and Aboriginal are having their health needs met within this service.

FWHC is a member of the South West Metropolitan Partnership Forum which brings together individuals, groups and organisations who are concerned about social disadvantage in Cockburn, Fremantle and Melville and who work to address this disadvantage.

FWHC engages with other services and networks in the region to share information and to discuss ways to address particular women's health issues. For example the Fremantle FDV Response Team and women's refuges to address the counselling needs of women with domestic violence issue, and the South Metro Perinatal and Infant Mental Health Network regarding the mental health needs of women.

Relationship with the Women's Health Sector

The Executive Director has continued to support and contribute to the women's health sector as Chair of the Steering Committee for the Women's Community Health Network WA (the Network) and member of the Network's sector reform working group. The Network is a peak body for the non-government women's health sector. Network functions include: research, policy development, advice and response; advocacy and representation; sector consultation and coordination; sector capacity building; website maintenance and networking. The Network's Executive Officer has continued to represent the sector at meetings with Department of Health and other stakeholders about women's health sector reform. With funding from the Department of Social Services, the Building Safe Communities for Women Project has been providing training for health professionals working with women with disabilities experiencing domestic violence.

Our Team

FWHC services were provided by well qualified, experienced, caring, female health professionals, management and support staff, including an Executive Director, Manager Clinical Services and thirteen other staff for a total of 6.5 FTE. In addition, the same contractors as in previous years were engaged for the accounting and bookkeeping functions and for the clinical supervision of the counsellors.

During the year a new Health Promotion Officer position was created, there were three resignations, a restructuring of roles and four new staff recruited. FWHC recruits according to best practice HR principles and good HR structures and processes support staff to perform well in their roles. FWHC provides appropriate support in terms of induction and on-going supervision, provides access to relevant training, has a system of annual performance appraisals in place, and provides ample opportunity for staff engagement in regular operational meetings and in service planning. Staff have access to intranet resources, including an up-to-date and comprehensive induction manual, comprehensive policies and procedures, and workplace mental health resources. They are supported by quick responses to OSH issues, adequate relief during absences, and effective utilisation of volunteers.



“The staff are kind, patient, and respectful.”



Our 2016-17 Staff Team

Diane Snooks – Executive Director

Dawn – Manager Clinical Services

Jane – Medical Practitioner

Diane – Medical Practitioner

Alida – Medical Practitioner

Selena – Clinical Nurse
(resigned February 2017)

Fran – Clinical Nurse
(commenced February 2017)

Sandie – Relief Clinical Nurse

Carine – Health Promotion Officer
(commenced November 2016)

Lisbeth – Senior Counsellor

Sian – Senior Counsellor

Ali – Receptionist

Mandie – Receptionist

Rebecca – Administrative Assistant
(resigned March 2017)

Jessie – Administrative Assistant
(commenced March 2017)

Linda – Resources & Crèche Coordinator
(resigned April 2017)

Theresa – Crèche Coordinator
(commenced April 2017)

Ronald – Accountant (contractor)

Doreen – Bookkeeper (contractor)

Our Governance

Effective financial management was achieved with a skilled financial team and Board oversight. The team consisted of the Executive Director, Treasurer, accountant, and bookkeeper. A budget surplus for 2016-17 was achieved and the Auditor's governance and management letters confirmed appropriate and effective governance and financial processes are in place.

Supporting its commitment to excellence in governance, FWHC continued to budget for and provide access to appropriate training for Board members. During this period the Board continued to review governance processes, the risk management plan was reviewed and further developed for 2016-17.

Following resignations, three new board members were recruited according to the particular skill set required, which is the recruitment principle that the board subscribes to.

The strategic plan for 2014-17 and the operational plan for 2016-17 provided direction for FWHC. The Executive Director reports to the Board on a monthly basis on progress made on the actions outlined in the operational plan.

Consultants Jane Forward and Dee Roche were engaged with a grant from Lotterywest to facilitate a strategic planning process that resulted in a new Strategic Plan for 2017-20 and an Operational Plan for 2017-18.



“Professionalism and expertise are at a high standard.”

Strategic Plan 2017-2020

Strategic Objectives

Strategies

Develop and implement a needs-based service delivery model that targets priority health issues, groups of women, and populations.

- ✓ Be guided by quality data and client feedback to identify health issues, priority groups.
- ✓ Plan, implement and evaluate services appropriate to our needs model.
- ✓ Recruit and train our staff in the new model.

Increase and diversify revenue sources to achieve greater scale and reach.

- ✓ Develop new and innovative partnerships and strategic alliances.
- ✓ Establish new funding and grant sources.
- ✓ Introduce Medicare funded counselling.
- ✓ Investigate the potential of a social enterprise.

Effectively measure health and wellbeing outcomes.

- ✓ Expand our use of evaluation tools.
- ✓ Partner with research centres and organisations.

Build our infrastructure capability and capacity.

- ✓ Develop a new website.
- ✓ Conduct an ICT needs assessment.
- ✓ Develop an infrastructure development plan.
- ✓ Secure funding.
- ✓ Implement our plan.

Increase community expectation of the value of a social model of health approach to women's health.

- ✓ Raise our profile.
- ✓ Raise awareness of the social determinants of women's health.
- ✓ Actively engage in the Women's Community Health Network.
- ✓ Be political advocates.

Our Board

The following Board members provided valuable service to the organisation during the year:

Board members current at 30 June 2017



Pippa Worthington

Chairperson since October 2016, previously Deputy Chairperson

Pippa's professional experience is in marketing, stakeholder and

community engagement, communications and strategic planning in the education, public service and community sectors. She has worked both here in Western Australia and in Ireland, and is currently running her own consultancy assisting small businesses, not for profit organisations, authors and artists to market themselves more effectively. Pippa has a Bachelor of Commerce in Marketing and Management.

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



Jennie Gray

Deputy Chairperson since October 2016, previously Member

Jennie is the Deputy CEO of WACOSS. Previously she was the Regional Manager,

South Metro, Anglicare WA, and Anglicare WA's Regional Manager, North West, based in Broome. She has also worked in a range of other policy development, and service coordination and provision roles, including various positions in the women's health sector in Perth. In addition to a Bachelor of Social Work, Jennie has a Doctorate of Philosophy, *Living with a label: An action oriented feminist inquiry into women's mental health*.

Jennie joined the Board because she believes strongly in local, community driven services and is particularly passionate about making sure that the needs of women and children are met. Jennie combines her work with the needs of her family.



Trish Cowcher

Secretary

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 since October 2016, elected October 2016

Tracey is a graduate of the Australian Institute of Company Directors (AICD) and an

experienced, commercially astute and CPA qualified accountant with a strong corporate governance focus.

Tracey has held management positions for over 20 years, including CFO for over 13 years, and acting CEO roles, predominately in the not-for-profit sector in both employment services and health services. She has an excellent understanding of financial and non-financial information, risk management and reporting requirements for the Board to strategically plan and make well informed decisions, for both the expansion of services and continued strong long-term financial sustainability.



Nicola Jansen

Member

Nicola is a qualified lawyer who practises exclusively in Family Law and is a Senior Associate of the largest family law firm in Western

Australia. Nicola also volunteers at the Fremantle Community Legal Centre to ensure 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.



Louisa Doyle

Member

Graduating in 2012 from Notre Dame with a bachelor in nursing, Louisa has since been working as a registered nurse in

oncology. Currently studying psychology, and with experience in drug and alcohol counselling, she has a strong interest in both physical and mental health.

Joining the board at the end of 2014, Louisa is passionate about women's health, with a particular focus on accessibility for those women who are marginalised in the community.



Melissa Edwards

Member

Melissa completed a Social Work Degree after completing a Bachelor of Arts and a Post Graduate Diploma in Aboriginal and

Intercultural Studies. Melissa is currently the Professional Lead for Social Work at Fiona Stanley Hospital and has worked in the hospital setting for the past 10 years, primarily in the areas of Women's and Children's Health.

Melissa joined the board to contribute to a service that promotes the health and wellbeing of women in all their diversity. Melissa is also grateful for the opportunity to learn from other women.



Marina Korica

Member

Marina works as Manager of Mental Health Access Service for Migrants and Refugees at the Fremantle Multicultural Centre and

has extensive experience in community and health sectors. She holds a Bachelor of Social Science and a Postgraduate Certificate in Women's Health.

Marina is passionate about mental health, social justice, human rights and supporting the most marginalised people in the community. She is proud to be part of Fremantle Women's Health Centre and is keen to contribute to the great work of the organisation.



Elizabeth Connor

Member, appointed Feb 2017

Elizabeth completed a Bachelor of Medicine/ Bachelor of Surgery at the University of Notre Dame in 2011, and a Bachelor of Arts

at the University of Western Australia in 2006. She is currently completing a Diploma of Public Health from Curtin University, and training to be a Crisis Supporter at Lifeline WA. Elizabeth is currently the Policy and Research Officer at the Australian Medical Association (WA) and has previously worked as a doctor in various hospitals around Perth.

Elizabeth has a special interest in health literacy and mental health in relation to public health. She joined the Board to continue her contribution to public health and the health of the community, especially women.



Emma O'Hara

Member, appointed Feb 2017

Emma is a medical student at the University of Notre Dame Fremantle and has a professional background in the community services sectors.

Her career experience extends to working in disability, drug and alcohol, mental health, aged care, family and domestic violence, Aboriginal health and foster care services. Emma previously completed a Bachelor's Degree in Human Biology, and a Master's Degree in Human Rights at Curtin University.

Emma is a passionate advocate for women's health and human rights, and is grateful for the opportunity to pursue these interests through an innovative and vital organisation, which works to improve the lives of women in the local community.

Board members who resigned during 2016-17



Diedre Timms

*Chairperson, resigned
October 2016*

Diedre has over 25 years senior 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. Diedre is a passionate advocate for social justice. She works for the Silver Chain Group as Head of Metro Home and Community Care. Diedre has a Bachelor of Education and is a graduate of the Australian Institute of Company Directors.

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.



Emma McCormack

*Treasurer, resigned
October 2016*

Emma is a UWA medical student and former Senior Consultant with Ernst and Young. She is a student

representative, student advisor to the McCusker Centre for Citizenship, and member of the UWA Guild Governance Committee. She is very active in the community having been a Girl Guide Leader for several years, a John Curtin Undergraduate scholar and John Curtin Leadership Academy alumna, Secretary of the Young UN Women Australia Perth committee and participant in the inaugural Young Leaders in Aged Care program. She was previously on the boards of Useful Inc. and disability service provider Nightlife Inc.

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

Audited Financial Statements

Statement of Profit or Loss and Other Comprehensive Income

For the Year Ended 30 June 2017

	2017	2016
General income	46,087	59,742
Grants	578,475	582,514
Medical services	188,730	206,241
Counselling services	13,372	13,206
Interest income	16,684	13,229
Total revenue from operating activities	843,348	874,932
Employment	(654,278)	(654,278)
Building	(31,197)	(34,314)
Administration	(98,660)	(74,941)
Communication	(31,692)	(26,717)
Depreciation and amortisation	(12,732)	(14,131)
Total expenses from operating activities	(828,559)	(855,784)
Surplus from operating activities	14,789	19,148
Capital grant	18,750	-
Other Comprehensive Income	-	-
Total comprehensive income	33,539	19,148

Statement of Financial Position

As at 30 June 2017

	2017	2016
Current assets		
Cash and cash equivalents	586,474	549,846
Receivables	8,688	6,671
Total current assets	595,162	556,517
Non-current assets		
Property, plant and equipment	196,953	192,177
Total non-current assets	196,953	192,177
Total assets	792,115	748,694
Current liabilities		
Payables	51,419	44,278
Current provisions	55,554	47,224
Total current liabilities	106,973	91,502
Non-current liabilities		
Non-current provisions	5,287	10,876
Total non-current liabilities	5,287	10,876
Total liabilities	112,260	102,378
Net assets	679,855	646,316
Equity		
Retained earnings	641,482	607,943
Building fund reserve	38,373	38,373
Total equity	679,855	646,316

Statement of Cash Flows

For the Year Ended 30 June 2017

Cash flows from operating activities

Receipts from operations

Payments to suppliers and employees

Net cash generated by operating activities

Cash flows from investing activities

Acquisition of property, plant and equipment

Interest received

Receipts from capital grants

Net cash generated by investing activities

Cash flows from financing activities

Net cash generated by financing activities

Net increase in cash and cash equivalents

Cash and cash equivalents at the beginning of the financial year

Cash and cash equivalents at the end of the financial year

	2017	2016
Cash flows from operating activities		
Receipts from operations	832,556	859,217
Payments to suppliers and employees	(813,854)	(801,464)
Net cash generated by operating activities	18,702	57,753
Cash flows from investing activities		
Acquisition of property, plant and equipment	(17,509)	-
Interest received	16,685	13,227
Receipts from capital grants	18,705	-
Net cash generated by investing activities	17,926	13,227
Cash flows from financing activities		
Net cash generated by financing activities	-	-
Net increase in cash and cash equivalents	36,628	70,980
Cash and cash equivalents at the beginning of the financial year	549,846	478,866
Cash and cash equivalents at the end of the financial year	586,474	549,846



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