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Welcome

Fremantle Women's Health Centre (the Centre), 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



We acknowledge the traditional owners of the Country on which we live and work, the Whadjuk people of the Noongar nation, and pay respects to the Elders past, present and future.



Chairperson's Report

With a backdrop of a new State government, proposed changes to funding contracts and requirements, and continuing developments occurring right across the Not for Profit sector, it is hardly surprising our organisation experienced a high level of change in 2017/18.

While some of those changes were reactive to the contextual environment within which we operate, many were prompted by our desire to be able to assist more women in our community who are at risk of poor health outcomes.

We commenced the year with a newly developed and fairly ambitious Strategic Plan which, while acknowledging the challenges we face in responding to likely core funding changes, encourages the exploration of opportunities for real evolution in our service delivery. Essentially the plan gives us permission to be bold and innovative as we investigate and create new initiatives.

This year saw a change over of Executive Director as Diane Snooks announced her retirement after 10 years at the helm. We thank her for her contribution and commitment to our organisation as well as her passion to improve women's health and wellbeing in our region. To compliment our new Strategic Plan and all it hopes to achieve, we chose a new Executive Director who provided a different skill set, a new perspective and fresh approach. In a few short months Adele Tan has sought out different opportunities, created a variety of new relationships with community service providers, sourced new partners, and has started the process to lay down strong IT and infrastructure foundations. This work has enabled us to embrace new directions and increase our social impact.

While our achievements throughout the year are outlined in this report I would like to acknowledge two new partnerships of particular note. The first is the partnership with Leadership WA, via their Rising Leadership Program Community Projects initiative. Over the coming year they will be providing a project group who will scope and develop a social impact framework that suits our work and mission. This is a highly significant project for us and I'd like to thank Leadership WA for their expertise and support. The other is a new and ongoing annual grant of \$5,000 from Microsoft for use of Azure cloud services. We are very grateful to them for providing a key component in our IT infrastructure update.

I am immensely proud of the whole team who work and volunteer at Fremantle Women's Health Centre. Each one makes a vital contribution to our mission and they are the main reason our clients consistently provide us with such positive informal and formal feedback. I'd particularly like to acknowledge their appetite for change this year shown in their willingness to consider new ideas, adaption to new leadership and their continuing suggestions for ways we can improve outcomes for our clients.

Thank you too, to each and every woman around the Board table for their insight, commitment and knowledge. From a Chair's perspective this Board is a gift - they question, they consider, they provide suggestions and they follow through. In short their contributions add real value to our organisation.

This will be my last Chair's report as, after eight years on the Board, I am stepping down. I know the Board will be in good hands and hope that my successor Tracey Ford enjoys the role as much as I have.

Pippa Worthington

Executive Director's Report

Equipped with a bold and visionary Strategic Plan developed with the support of LotteryWest, Fremantle Women's Health Centre commenced 2017/18 with the able leadership of Diane Snooks. It has been my privilege to join a dedicated and passionate team at Fremantle Women's Health Centre and have the good fortune to be building upon a significant foundation of contributions and dedication by many women before me, including my immediate predecessor Diane. I would like to acknowledge Diane, her passion, and commitment to women's access to improved health outcomes, and her decade-long tenure overseeing the important mission and work of the Centre.

This year saw Fremantle Women's Health Centre continuing to provide high quality care and supports through medical, nursing, counselling and group services and activities that resulted in improved and positive health outcomes for women living and working in the region.

It is a privilege to work with a team of health professionals, support staff, volunteers and Board members, all of whom bring a wealth of knowledge, compassion, expertise, dedication, and passion for women's rights to improved health and wellbeing and make the work of the Centre possible. It is a testament to the partnerships, collaborations, and the people involved that such collective impact has been achieved.

I would like to gratefully acknowledge the ongoing support from the WA Department of Health (Women and Newborn Health Service) and the Mental Health Commission. This support is vital in ensuring that we can continue in our commitment in providing low cost and affordable services and prioritising meeting the needs of those who are at highest risk and disadvantage. Although we continue to operate in a tight fiscal environment, there appears to be a promising context of recognition for the complexity of the gendered experience of health and wellbeing. Collaboration, innovation, and thoughtful engagement with our community will continue to be critical in supporting improved outcomes. Our future sustainability is a key priority, particularly in terms of the significant social impact of the services we deliver and sense of safe space we represent.

The strategic planning process has provided a shining light for the journey ahead for the organisation, our team, and the community we serve. We are very grateful for the ongoing consideration, guidance, generosity of energy and expertise provided by each and every one of our Board members, assisting our capable and nimble small team to put the vision of the strategic plan into action. Thank you to our Board members for their enduring dedication and significant voluntary contributions to our mission and organisation. I am especially grateful to our outgoing Chair Pip Worthington who has eased my experience of transitioning into the team and exemplified considered leadership, passion for, and enduring dedication to our mission and women's rights.

Adele Tan

Achievements for 2017/18 include:

- Maintenance of a broad range of health education, preventive and treatment services, with expansion of group and health promotion work;
- New initiatives developed and capacity built to meet changing and evolving needs;
- New services and resources developed for targeted groups of women at risk of poor health outcomes, including Aboriginal women; women experiencing family and domestic violence; lesbian, bisexual, intersex, 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 and volunteers;
- Proactive engagement and collaboration with other organisations in the region and the women's health sector to enhance awareness of women's issues, capacity of meeting women's health needs, and access to Fremantle Women's Health Centre services;
- Good governance provided by committed, experienced and trained Board members - four new Board members were recruited;
- Commitment of execution of a bold and ambitious Strategic Plan for 2017-20 designed to meet the evolving needs of priority groups in a dynamic context, and guided by input from clients, stakeholder agencies, frontline staff, management, and Board;
- Sound financial management with good structures and processes resulting in a budget surplus;
- Positive impact outcomes in terms of improved health and wellbeing as evidenced in client evaluations, annual client survey, and feedback from stakeholder agencies;
- Expansion of counselling services to include outreach in response to evolving regional needs and vulnerabilities;
- Securing a recurrent annual grant for cloud services from Microsoft to provide improved data management and technological responsiveness;
- Establishment of partnership with Leadership Western Australia project team to research and develop customised social impact framework to guide a needs-based delivery model that enables prioritisation of high risk and vulnerable groups;
- Significant improvements made to IT systems, and digital presence to provide diverse and safer ways in which clients and stakeholders can communicate with the Centre and staff;
- Extension of major funding agreements to ensure security of services for vulnerable and at-risk target groups of women facing challenges in accessing healthcare.

Our Approach



Fremantle Women's Health Centre is part of the Women's Community Health Network which acts to improve women's health, safety and wellbeing across the state, using evidence-based practice. Services and activities at the Centre are based on the social model of health that acknowledges that health is determined by a broad range of social, environmental, economic, and biological factors, and these are further complicated by intersectional experiences. It recognises that differences in health status and outcomes are linked to gender, age, socio-economic status, race, ethnicity, sexuality, disability, and location.

The Centre operates with a multidisciplinary health approach promoting person-centred integrated, collaborative care, focusing on the needs of priority populations. Our activities also seek to support preventive and early intervention in mental health and wellbeing, including perinatal mental health.

Identifying and navigating life as a woman or femme-identifying individual 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. In working towards improved health and wellbeing which includes sexual health and relates to social justice issues, it is important to acknowledge that women:

- Experience unique and disproportionately high levels of violence;
- Have different access to power and privilege; and
- Experience forms of discrimination such as racism, homophobia, classism and isolation and that these are forms of violence in themselves.

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 ultimately poorer health and wellbeing.

There is evidence that in Western Australia:

- Women experience the highest rate of sexual violence in Australia;
- Emerging issues relating to injuries acquired during sex, consent during sex, and normalisation of disrespectful attitudes and behaviours including harassment towards women;
- 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 culturally and linguistically diverse backgrounds have substantially raised levels of mental illness;
- Aboriginal Australian women have much poorer physical and mental health than other Western Australians;
- Lesbian, bisexual, and transgender women have significantly higher levels of psychiatric illness than cisgender and 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; and
- Women and girls continue to experience the overwhelming burden of sexual and reproductive ill health when compared with men.

At the Centre, services are provided by female-identifying 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. We strive to establish a safe place where women are provided with adequate time to ensure their concerns are heard and their health needs are adequately and effectively met.



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

Our Health & Wellbeing Services

Our objective is to provide a considered 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, supported by a crèche facility for some groups and appointments. Fostering a safe and hospitable environment is a priority.

Promoting Health and Wellbeing

We recognise that reaching a state of physical, mental and social wellbeing requires more than healthy lifestyles and physical capacities, and we aim to provide connection to social and personal resources. This is further supported through forming partnerships and acting as a connecting hub to other specialist services where our clients can find the right avenues to meet their unique needs.

This year our program of health promotion events, presentations, and health and wellbeing groups was refined and expanded according to the evolving needs of our community. Increasing health literacy enables our clients to advocate for themselves and become active partners in their own health. The Centre continues to be an Act-Belong-Commit organisation.



This year, we have also significantly improved our digital presence with a reinvigorated website, social media engagement and monthly newsletter to facilitate multi-directional engagement with members of the community and provide health information and access to resources in more ways.

Our team organised and presented groups, events, and presentations at the Centre as well as at locations throughout the region, which were also complemented by specialist self-help groups and workshops run by women of our community.

 *I just wish more women could have this support group as it has been life changing*



During 2017/18, there were many health promotion initiatives, activities and events including the following.:

- **Events and Presentations** – Positive Ageing Forum presentation, Notre Dame University Primary Healthcare Unit presentation, Carer's WA Peace of Mind workshop, Pamper Day for Perinatal Depression and Anxiety, International Women's Day at the Centre, two Aboriginal Women's Open Days at the Centre
- **Stalls provided** – North Lake Senior Campus Women's Health Week, Annual Health & Wellbeing Day, Notre Dame University O-Day, Murdoch University Festival Day, Community Health & Harmony Fair, Healthy Lifestyles Expo for Over 50's
- **Groups/workshops at the Centre** – Time Out for Mums group, 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).
- **Centre-hosted self-help groups /workshops** weekly Overeaters Anonymous group, short-term groups including Health and Wellness Circle workshop, infant massage courses, and a therapeutic massage course.

Preventive Healthcare

The Centre provides appointments with doctors for cervical cancer, breast and sexually transmitted infection (STI) screening, contraception, and unplanned pregnancy counselling. The Centre also provides nurse cervical screening clinics and walk-in STI screening service. Nurses also provide well women's checks and preventative plans which provide an opportunity for nurses to assess, give information and make recommendations to support clients in achieving optimum health outcomes in respect to chronic disease and women's health issues.

Key issues that may be discussed include:

- 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 STI screening;
- chronic disease prevention – asking about smoking, alcohol and other drug taking behaviour, assessing body mass index 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; and
- pregnancy – in addition, if appropriate, nurses provide preconception health information and pregnant women are given a pregnancy information pack.

Treatment

Our Centre is known as a safe, warm and welcoming space to access high quality, professional, and compassionate medical, nursing, and counselling services.

Women's health services provided by the Centre's doctors include treatment and referral for a range of issues such as chronic medical conditions; contraception; mental health issues; breast issues; STIs; menstrual, menopausal, vaginal, urinary tract, vulval, pelvic, cervical, ovarian and reproductive matters; relationship and/or sexual health issues; perinatal; and unplanned pregnancy.

Our counsellors provide short-term counselling (up to 10 sessions) for a range of issues such as anxiety, depression, relationships, family and domestic violence, bereavement and loss, sexual assault, trauma, self-esteem, and parenting. The Mental Health Commission supports the Centre to provide perinatal mental health counselling and the Department of Health (Women and Newborn Health Service) supports the provision of general and the newly introduced outreach counselling. There has been an increase in women presenting with anxiety and family and domestic violence. Overall, there has been an increase in clients presenting for complex issues, family and domestic violence, and mental health support.

The Centre conducted the postnatal support group, known as Time Out for Mums, facilitated by a Senior Counsellor who specialises in narrative therapy. It is run as a weekly session and is supported by the Centre's crèche facilities.

Other services provided at the Centre include:

- Carers WA Counselling Service – expanded to operate from the Centre on a weekly basis providing counselling for carers in our region;
- Mother-Baby Nurture – an experiential support group hosted by two facilitators utilising practices informed by psychoanalytic parent-infant psychotherapy and mentalisation-based treatment;
- Silver Chain's Continence Management and Advice Service – continued to operate on a weekly basis providing the services of a continence nurse to women to provide comprehensive bladder and bowel health assessments and individualised management strategies.



"The atmosphere here is supportive and inclusive."

Our Impact



1,477

Medical services

and **1115** nursing services clients

2017/18 At A Glance

"The Centre provides a holistic health service in a safe and welcoming environment which is of particular importance to women experience acute anxiety and lacking support"

- Quality Evaluation Report, prepared for Mental Health Commission



2,626 clients made **4,793** appointments in 2017/18



200 Counselling services clients

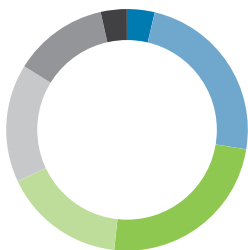
Most common primary counselling issues

- Anxiety **38.5%**
- Depression **34.5%**
- Family and domestic violence **31%**
- Trauma and sexual assault **31%**
- Relationships **24.5%**

Most common medical and nursing issues:

Cervical screening, contraception, STIs and breast health

Client's Age



- 10-19: 3.7%
- 20-29: 23.9%
- 30-39: 24.1%
- 40-49: 16.3%
- 50-59: 15.8%
- 60-69: 12.7%
- 70+: 3.5%

Client's Residences



- City of Cockburn: 27.44%
- City of Fremantle and East Fremantle: 25.79%
- City of Melville: 22.14%
- Other: 24.63%

232 clients completed the survey

96.95% gave an overall rating of good to excellent



100% found counselling or group sessions helpful in some way

98.69% felt they were helped to some degree with their health issues

97.29% felt they were better informed about women's health

96.94% said they would visit the Centre again

96.53% said they would recommend the Centre to others

Our Impact

Service Outcomes

The Centre is dedicated to women-centred care that aims to provide a welcoming and safe environment in which clients have access to a variety of health care and health education options. It respects clients' individuality and encourages them to become equal and active partners in their healthcare. Our goal in all service areas is to improve health and wellbeing.

In general and perinatal counselling services, this includes:

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

The Centre greatly appreciates the input and feedback from clients as this helps the team in its commitment to evolve and improve the services and processes. Several mechanisms are in place to encourage this, such as communication through the website, surveys, evaluation forms, psychometric testing (counselling) and social media channels.

Service Evaluations

Client evaluations completed in 2017/18 provide evidence of a high rate of self-reported improvement in health and wellbeing.

The counselling service is highly regarded by organisations making referrals. Significant formal and informal partnerships as well as well-forged community links expand clients' recovery options and support systems.

Clients reported being provided being connected with other services, improving their options for social engagement and recovery.

When speaking of their experience of being at the Centre, clients used descriptions such as "a sense of belonging", "feeling understood", and "feeling safe and supported" and feeling nurtured and that this gave them the energy to work through what was in front of them.

Our clients commented on the appreciation of the warm and friendly atmosphere and report that the staff at the Centre are approachable and if they were in need of assistance, they could call and staff would try to accommodate them. Counsellors were described as being "non-judgemental" and "caring", "compassionate", and "gentle".

Clients reported positive changes in social relationships, being assisted to deal with anxiety, feeling able to leave violent relationships, having good understanding of the cultural issues they are affected by and feeling supported both practically and emotionally.

Clients report having a positive experience at the Centre in attending for individual or group counselling. People report they are optimistic and hopeful about their recovery or enjoy good physical, social, mental, emotional and spiritual health and wellbeing.

A quality evaluation carried out this year made the following observations:

"It was evident that clients benefit from the Centre's strong connections to professional and support services throughout the local area"

"The Centre's commitment to implement evidence informed strategies and activities is demonstrated through participation in several local networks"

"The Centre has a long history of advocacy for women and reports that its services are based on a social model of health"

Annual Client Survey

An annual client survey is conducted that gives clients an opportunity to provide feedback and insights to their experiences with our staff and the service they have received at the Centre as well as their health needs. The survey helps guide us on how we can best improve what we do to support their health and wellbeing.

As with many previous years, we were touched by how many respondents chose to provide additional positive comments about our service, our staff and our Centre. The most common are:

- Excellent service
- Easy to talk to, professional, compassionate, non-judgemental
- Helpful and friendly
- Feel comfortable and supported
- Understanding place to visit as a woman
- Caring, warm, and attentive
- Inclusive and welcoming

Ovarian problems Sexual function
Relationships and intimacy Sexual abuse and assault
Unplanned pregnancy management Fertility management
Mental health issues Vaginal, vulva and cervical problems
Sexually transmitted infections Promoting health and wellbeing
Bone health **Women's Health** Urinary tract issues
Chronic disease and ill health prevention Menstrual irregularities and concerns
Cervical cancer screening
Pelvic pain and discomfort Breast health awareness
Contraception Sexuality and sexual identity
Family & domestic violence Continence and prolapse
Menopause management Pregnancy and follow-up
Hormonal regulation and management

Our Partnerships

The Centre recognises that achieving positive impact in supporting the health and wellbeing of our clients can best be maximised by partnering and collaborating with other organisations, particularly in ensuring we can act as a hub to connect and strengthen the referral pathways to other specialised services and supports for the unique needs of women in the region. Just as our community is always evolving, so much the ways in which we all work together.

We engage with organisations in and beyond our region, and in the women's health sector, to address women's health issues and promote the gendered social determinants of health approach to service provision and supporting the complex and dynamic needs of our community.

Service Partnerships

The Centre continued its formal service provider partnerships with Carers WA and Silver Chain providing hosting, reception, administrative, and community engagement support during this period, recognising regional need:

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

Project and Group Program Partnerships

Partnerships enabled expansion of services:

- City of Cockburn – Coolbellup Hub Outreach counselling
- The Bump – Active Birth Workshops
- Playgroup WA – Mother-Baby Nurture groups
- The Yoga Space – yoga classes

Health Promotion Partnerships

The Centre remained committed to health promotion through a variety of activities, initiatives and programs, including collaborations with different organisations – local and state-wide, bio-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 to support Aboriginal women's attendance at the Centre and provide culturally appropriate service experiences. 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. The Centre also hosted an Aboriginal Women's Open day and Aboriginal Parenting Group presentation.
- BreastScreen WA and The Meeting Place to organise the annual regional Fremantle Women's Health & Wellbeing Day. Over twenty 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 Carr 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.
- Carers WA for Peace of Mind workshop; Notre Dame University for Primary Healthcare and community nursing presentation; North Lake Senior Campus for Women's health and wellbeing; Yoga Space for yoga instruction and community yoga classes.
- Notre Dame University for O-Day and Women's Health and Mental Health events, Murdoch University for the Festival Day, City of Cockburn for the Community Health and Harmony Fair and the City of Cockburn, City of Fremantle and City of Melville for the Healthy Lifestyles Expo for Over 50s.

Support Relationships

We have close working relationships with health professionals from organisations in the region who refer clients and take our referrals, and with whom our 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. We also have strong relationships with HeadSpace Fremantle, Freedom Centre, Telethon Speech and Hearing, SouthCare, ConnectGroups, St Patrick's, Health Consumers Council, Shelter WA, Palmerston, Foundation Housing, Access Housing, and Fremantle Community Legal Centre.

Fremantle Women's Health Centre remains a consortium member working with Black Swan Health and other health and community 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.

The Centre 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, East Fremantle, and Melville and work to address this disadvantage.

The Centre is committed to working with other services and networks in the region to share information and to develop ways to better address particular women's health issues. Some examples include the South Metro Perinatal and Infant Mental Health Network regarding the mental health needs of women and the close relationship with infant mental health and the Fremantle Family and Domestic Violence Response Team and women's refuges addressing counselling support of women facing domestic violence.

Women's Health Sector

The Women's Community Health Network WA is the peak body for the non-government women's health sector and acts to improve women's health, safety, and wellbeing through leadership, advocacy, research, knowledge translation and collaboration. The Network, informed by health, community, and government organisations, strives to serve as a sector voice for women's health, safety, and wellbeing and its functions include: research, policy development, advice and response, advocacy and representation, sector consultation and coordination, and sector capacity development. The Network's Executive Officer represented the sector and women's health issues at meetings and forums with Department of Health and other stakeholders about women's health sector reform. The Network also provided a Pre-Budget Submission to the Sustainable Health Review "Gender Matters" highlighting how gender based inequities give rise poor health outcomes for women. The Network also participated in the Safe Systems Coalition to create the Safe Systems Blueprint for Action, supported by WACOSS and funded by Lotterywest, to improve outcomes for women and children experiencing family and domestic violence. Both outgoing and incoming Executive Directors continued to contribute to the sector as a member of the Steering Committee of the Network and as a member of the sector reform working group.



Our Team

The Centre is staffed by a team of qualified, experienced, caring professional women, including an Executive Director, Manager Clinical Services, Doctors, Nurses, Counsellors and administrative support. The Centre is also supported by volunteers whose considerable contributions range from creche services, to site maintenance, gardening, marketing and communications, and much more.. In addition, we have continued long-standing relationships with the trusted providers for accounting and bookkeeping services as well as for the clinical supervision of the counsellors.



Our 2017/18 Team

Adele Tan

Executive Director

Dawn

Manager Clinical Services

Jane

Medical Practitioner

Diane

Medical Practitioner

Alida

Medical Practitioner

Amanda

Medical Practitioner

Jenny

Medical Practitioner

Fran

Clinical Nurse

Anna

Clinical Nurse

Sandie

Relief Clinical Nurse

Carine

Health Promotion Officer

Lisbeth

Senior Counsellor

Sian

Senior Counsellor

Ali

Receptionist

Mandie

Receptionist

Jessie

Admin Assistant

Theresa

Crèche Coordinator

Ronald

Accountant (contractor)

Doreen

Bookkeeper (contractor)

We wish to thank Diane Snooks and Carine who have moved on from Fremantle Women's Health Centre and wish them well with their next chapters. We would also like to gratefully acknowledge the volunteers who add so much value to our activities and services as well as providing invaluable support to our team and our clients.

Our Governance

Reflecting the values of the organisation, our Board is committed to respecting individuality and diversity and building relationships that are respectful and empowering.

The Board has a well established governance structure, including a highly skilled board comprising a mix of longer serving and recently appointed members with a diversity of experiences and industry perspectives. Following resignations, four new board members were recruited this year according to the particular skill set identified by our regular skills audits.

Effective financial management was achieved with a skilled financial team and Board oversight. The financial management team consisted of the Executive Director, Treasurer, contracted accountant, and contracted bookkeeper. A budget surplus for 2017/18 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, the Centre continued to budget for and provide access to appropriate training for its leadership team. During this period the Board continued to review governance processes, the risk management plan was reviewed and further developed for 2017/18.

The Strategic Plan 2017-2020 provided direction for the Centre. The Executive Director reports to the Board on a monthly basis on financial status, actions made against the operational plan, and progress made against the Strategic Plan.



"...it really feels like a safe an inclusive space for women and female identifying!"



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

Strategic Plan 2017 – 2020

Strategic Objectives

Strategies

<p>Develop and implement a needs-based service delivery model that targets priority health issues, groups of women, and populations</p>	<ul style="list-style-type: none"> ✓ 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
<p>Increase and diversify revenue sources to achieve greater scale and reach</p>	<ul style="list-style-type: none"> ✓ Develop new and innovative partnerships and strategic alliances ✓ Establish new funding and grant sources ✓ Investigate the potential of compatible social enterprises
<p>Effectively measure health and wellbeing outcomes</p>	<ul style="list-style-type: none"> ✓ Further develop and expand our use of evaluation tools ✓ Partner with research centres and organisations
<p>Build our infrastructure capability and capacity</p>	<ul style="list-style-type: none"> ✓ Upgrade the website ✓ Conduct an ICT needs assessment ✓ Develop an infrastructure development plan ✓ Secure funding and resources ✓ Implement the development plan
<p>Increase community awareness and political responsiveness of the value of a social model of health approach to women's health</p>	<ul style="list-style-type: none"> ✓ Raise our profile ✓ Raise awareness of the gendered social determinants of women's health ✓ Actively engage in the work of the Women's Community Health Network ✓ Engage in political advocacy

Our Board

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

Board Members current at 30 June 2018



Pippa Worthington

Chairperson

Joined 2010

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

Joined 2015

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.



Melissa Edwards

Secretary

Joined 2015

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.



Nicola Jansen

Member

Joined 2012

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.



Tracey Ford

Treasurer

Joined 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.



Marina Korica

Member

Joined 2016

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

Joined 2017

Elizabeth is a medical doctor with experience in

clinical practice and non-clinical public health policy, research and advocacy. She currently works in the community mental health sector in the area of systemic advocacy, and is completing a Graduate Diploma of Public Health. She has previously completed a Bachelor of Medicine/ Bachelor of Surgery and a Bachelor of Arts.

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



Chelsea McKinney

Member

Joined 2017

Chelsea is the Manager of Systemic Advocacy at the

Western Australian Association for Mental Health and has a long career in advocating for social justice in the context of community services. She has a Masters in Community Development and Management, and has also worked in family and domestic violence services, disability and child protection prevention.

Chelsea joined the board because she believes passionately in the protection and development of safe women-only and women-led services, and in the contribution to community that small local services bring. She is pleased to have this opportunity to contribute to women’s health, wellbeing and empowerment.



Emma O'Hara

Member

Joined 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.



Gail Ross-Adjie

Member

Joined 2018

Gail is a registered nurse with a background in

critical care and emergency who completed her PhD in 2013 at the University of Notre Dame Fremantle. She believes that quality, respectful health care is a fundamental right for all women and is delighted to be able to support the Fremantle Women’s Health Centre in a meaningful way.

Board members who resigned during 2017/18



Louisa Doyle

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.



Thank you for providing such a wonderful service to a culturally diverse community



I wish every clinic was as warm caring and supportive as yours.

Abridged Independent Auditor's Report

AUSTRALIAN
AUDIT 

DIRECTORS:

ROBERT CAMPBELL CA, CPA, RCA, MSW

VIRAL PATEL CA, CPA, FCCA (UK), RCA

ALASTAIR ABBOTT CA, RCA, M.FORENSIC ACCOUNTING

Fremantle Women's Health Centre

ABN: 57 537 630 653

Abridged audit report

For the Year Ended 30 June 2018

Scope

I have audited the abridged financial report of Fremantle Women's Health Centre for the year ended 30 June 2018 as set out on the following page in accordance with Australian Auditing Standards.

Audit Opinion

In my opinion, the information reported in the abridged financial report of Fremantle Women's Health Centre is consistent with the annual general purpose financial report from which it is derived and upon which we expressed an unqualified audit opinion in our report to the members. For a better understanding of the entity's financial position and performance, as represented by the results of its operations and its cash flows for the year, and the scope of our audit, this report should be read in conjunction with the annual general purpose financial report and our audit report.

Australian Audit

Robert John Campbell CPA, CA, GAICD
Registered Company Auditor No. 334773

Level 8, 251 St Georges Terrace , Perth WA 6000

DATE: 17 October 2018

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Financial Statements

Statement of Financial Position

As at 30 June 2018

Current assets

Cash assets

Receivables

Total current assets

Non-current assets

Property, plant and equipment

Total non-current assets

Total assets

Current liabilities

Payables

Current provisions

Total current liabilities

Non-current liabilities

Non-current provisions

Total non-current liabilities

Total liabilities

Net assets

Equity

Retained earnings

Building fund reserve

Total equity

	2018 \$	2017 \$
Cash assets	571,777	586,474
Receivables	5,457	8,688
Total current assets	577,234	595,162
Property, plant and equipment	848,968	196,953
Total non-current assets	848,968	196,953
Total assets	1,426,202	792,115
Payables	47,699	51,419
Current provisions	37,669	55,554
Total current liabilities	85,368	106,973
Non-current provisions	8,231	5,287
Total non-current liabilities	8,231	5,287
Total liabilities	93,599	112,260
Net assets	1,332,603	679,855
Retained earnings	397,106	641,482
Building fund reserve	935,497	38,373
Total equity	1,332,603	679,855

Statement of Changes in Equity

As at 30 June 2018

Beginning Equity

Beginning Retained Earnings

Profit/(Loss) for the year

Transfer to reserves

Closing Retained Earnings

Beginning Reserves

Transfer from retained earnings

Closing Reserves

Closing Equity

	2018 \$	2017 \$
Beginning Equity	679,855	646,316
Beginning Retained Earnings	641,482	607,943
Profit/(Loss) for the year	652,748	33,539
Transfer to reserves	(897,124)	-
Closing Retained Earnings	397,106	641,482
Beginning Reserves	38,373	38,373
Transfer from retained earnings	897,124	-
Closing Reserves	935,497	38,373
Closing Equity	1,332,603	679,855

Statement of Profit or Loss and Other Comprehensive Income

For the Year Ended 30 June 2018

	2018 \$	2017 \$
Operating income	44,502	46,087
Grants	589,875	578,475
Client Contributions	187,654	188,730
Fundraising	13,203	13,372
Investment income	17,351	16,684
Employment expenses	(663,952)	(654,278)
Program expenses	(34,317)	(31,197)
Administration expenses	(108,733)	(98,660)
Property expenses	(26,784)	(31,692)
Depreciation	(8,321)	(12,732)
Other expenses	(5,473)	-
PROFIT/(LOSS)	5,005	14,789
Income Tax Expense	-	-
Capital grants	4,873	18,750
Other Comprehensive Income		
Gain on revaluation of land and buildings	642,870	-
Total changes in equity	652,748	33,539

Statement of Cash Flows

For the Year Ended 30 June 2018

	2018 \$	2017 \$
Cash flows from operating activities		
Receipts from operations	830,158	832,556
Payments to suppliers and employees	(849,613)	(813,854)
Net cash generated by operating activities	(19,455)	18,702
Cash flows from investing activities		
Acquisition of property, plant and equipment	(17,467)	(17,509)
Interest received	17,352	16,685
Receipts from capital grants	4,873	18,705
Net cash generated by investing activities	4,758	17,926
Cash flows from financing activities		
Net cash generated by financing activities	-	-
Net increase in cash and cash equivalents	(14,697)	36,628
Cash and cash equivalents at the beginning of the financial year	586,474	549,846
Cash and cash equivalents at the end of the financial year	571,777	586,474



FREMANTLE WOMEN'S HEALTH CENTRE

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