



FREMANTLE WOMEN'S HEALTH CENTRE

Annual Report 2020-2021



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ACKNOWLEDGEMENT

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



CLIENT INTRODUCTION

"I first heard about Fremantle Women's Health Centre (FWHC) six years ago. I found myself pregnant, on a bridging visa with no medicare cover. I still remember the warm welcome when I walked in for the first time. The nurse on service insisted that I stayed (I hadn't made an appointment), and I had some routine tests on my already advanced pregnancy. FWHC kept fees as low as possible for me and they celebrated it when I eventually received my temporary visa and medicare cover, just in time before giving birth.

Since then I have been back to FWHC many times, and I feel like the place is almost part of my family here in Australia. My daughter is now five and everyone is always delighted to see my daughter growing.

I have benefitted from a lot of amazing services over the past years, free child care while I had appointments made it easier to attend and I've enjoyed the yoga.

The whole team has always been warm, welcoming, competent and helpful – a real gem."

FOREWARD

CHAIRPERSON'S REPORT

When my predecessor Dr Jennie Gray wrote last year about the challenges faced in a COVID environment, I very much hoped it would be a bad memory 12 months later. Sadly, the challenges created by COVID have continued to impact Fremantle Women's Health Centre, our staff and most importantly our clients. We are acutely aware that for many women their vulnerability and risk has been heightened during this pandemic as has their ability to seek and receive help and support. Under Peta Wootton's lead, the staff at FWHC have been able to respond quickly to meet the needs of our clients via online counselling and medical and nursing consultations.

The last year has seen FWHC receive certification against the National Standards for Mental Health Services affirming the excellent work we do in this space. In addition, successful funding applications will see us expand our work into vulnerable local

communities and provide outreach services. While these are excellent outcomes, we know there is much more work to be done. Rates of domestic violence and levels of homelessness continue to increase as does employment uncertainty, all of which disproportionately affect women.

My thanks must go to the staff of FWHC who have managed the COVID uncertainty with good humour and professionalism. The last 12 months has also seen several new Board members join us and I thank them most sincerely for their time and skills which will continue to support the excellent work undertaken by FWHC. To those Board members who retired, we thank you most sincerely for your contribution to the success of the organisation and wish you well.

Dr Gail Ross-Adjie



CEO REPORT

This report is a summary of the work that occurred in the past year, within the ongoing context of COVID-19, during which FWHC has continued to offer comprehensive women's health and wellbeing services. With a focus on co-design and finding new ways of reaching and working with women and their families, FWHC is collaborating with community partners to offer new services for women experiencing family and domestic violence, health, mental health, alcohol and other drug issues.

A new Strategic Plan 2021-24 prioritizes communities who experience economic and structural inequality, promotes prevention and early intervention with a focus on social cohesion and quality of life.

Clients and communities have better outcomes when services work together and I extend my

thanks to on-site partners; Carers WA, Meerilinga, Reclink Australia and Playgroup WA-Mother Baby Nurture, and outreach partnership sites; Muslim Women's Support Centre, Mental Health Services Fiona Stanley Fremantle Hospital Group, South Metropolitan Community Alcohol and Other Drug Service, headspace Fremantle and ZONTA House Refuge Association.

My thanks also to the dedicated Board of Management, brilliant staff and interns and funders without whom this work and innovation would not be possible. Finally, I would like to acknowledge the experiences of women, families and communities FWHC has the privilege of working with, you inspire us every day.

Peta Wootton



CLIENT FEEDBACK



of service users reported improved health and wellbeing after attending services at FWHC



of service users reported improved health and wellbeing in the 6 to 12 month period since accessing services at FWHC



of service users understood the information they were given about their health, wellbeing and/or recovery



of service users felt they had been treated with respect and dignity



had more strategies for better health after attending services at FWHC

“ The counsellor made me feel safe and I was able to vent my frustration and my embarrassment and confusion. ”

“ Lovely service that makes me feel safe and well looked after. ”

“ I feel safe discussing my feminine health issues with this clinic because they care and understand. ”

“ The nurse was so clear, respectful and nice. It was so nice to have an appointment with her, so professional. Thank you ”

“ Fantastic care and extra information. What a great service. ”

“ Fabulous staff. Feel I can talk to them about things I was reluctant to discuss with GP ”



FWHC STRATEGIC PLAN 2021-2024

FWHC is committed to trauma-informed practice and reflection. The Strategic Plan 2021-24 builds on previous deep-thinking on governance, our services and logic model development and offers a roadmap for the next three years.

The Strategic Plan underpins our developmental Impact Framework which references the United Nations' Sustainable Development Goals to measure the impact we have in women's lives.

FWHC is a not for profit community-based health organisation and provides a range of health promotion, prevention and treatment services for women's mental health and wellbeing as well as sexual and reproductive health.

We prioritise the needs of women with the highest risk of poor health outcomes, through provision of services based on a social model of health.

OUR DEEP PURPOSE

VISION

Women enjoy gender equality and good health

OUR ASPIRATIONS

PURPOSE

Provide strategic, coordinated and gender-responsive services with our partners and stakeholders to improve the health, safety and wellbeing of women and girls and their families.



FOCUS AREAS OUR DIFFERENTIATORS

MENTAL HEALTH AND WELLBEING

Support positive adjustment to parenting during the first 1000 days and offer recovery led services with women aged 16 years and over.

IMPACTS OF GENDERED VIOLENCE

Work with women and community to offer trauma informed services and supports to reduce the impact of gender-based violence.

WOMEN'S SEXUAL AND REPRODUCTIVE HEALTH

Working to prevent, screen and provide early intervention to improve health outcomes.

CHRONIC CONDITIONS AND HEALTHY AGEING

Promote health behaviours, healthy ageing and prevent the development of risk factors.

EMPOWER WOMEN

Empower and advocate.

- Provide and encourage health promotion, prevention, early screening, treatment and other interventions.
- Work with clients and carers to co-design programs and services to ensure active participation in their own health and wellbeing.
- Collaborate with partners and stakeholders to leverage their relationships, community connections and offer pathways to learning and work.
- Provide outreach and referral services to reach vulnerable women, girls and families.
- Prioritise women and communities who cannot access fee-for-service and support those experiencing economic insecurity to better manage their own health-care needs.

PROVIDE QUALITY SERVICES

Recognised as a leader in the delivery of quality, integrated women centred services.

- Provide quality accredited, integrated service of care models.
- Collaborate with others to provide culturally secure and relevant health pathways.
- Provide training and capacity development on emerging and contemporary practices such as trauma informed practice.
- Support new, emerging and diverse leaders in women's health through student placements, internship and volunteering opportunities.

STRENGTHEN OUR ORGANISATION

Grow and ensure sustainability with strong governance.

- Through partnerships with others, build our capacity to assist more women.
- Increase and diversify revenue streams to increase services to women.
- Extend our reach and services through partnerships and co-location opportunities.

LEAD EVIDENCE-BASED


Committed to innovation and a deliberate and sustained learning culture.

- Develop a continuous improvement culture informed by data, evidence and analysis.
- Look for creative and innovative solutions to strengthen our impact.
- Increase knowledge base of emerging and contemporary practices.
- Advocate and promote systemic change to improve women's health and wellbeing outcomes.

CLIENTS

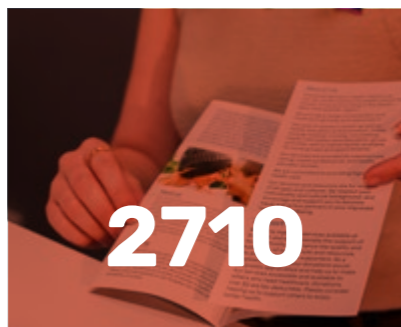


Total Number of Clients - doctors, nurses, counsellors
1777



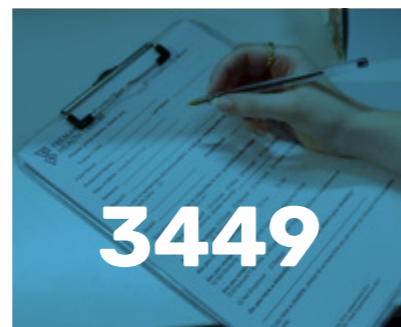
7076

Total Number of visits - doctors, nurses, all counsellors



2710

Total Number of Nursing visits



3449

Total Number of Doctor visits



587

Number of General counselling visits



330

Number of Perinatal individual visits



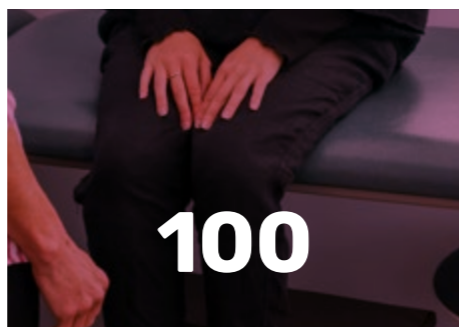
29

Number of Perinatal Group sessions



123

Nurse cervical screenings



100

Nurse STI consultations

KEY ACHIEVEMENTS

- Achieved accreditation against the National Standards for Mental Health Services (2010)
- Maturing of our Quality Improvement processes through-out the agency
- Integrated Circle of Security Parenting Programs into FWHC service delivery
- Strengthened our intake and assessment processes to ensure women receive wrap-around specialist women's health services.
- Regular placement opportunities for interns and students that contribute to their own course of study and bring new perspectives into the service.
- Established our new Community Connector position within FWHC service delivery
- Successful grant applications secured from Lotterywest, Department of Communities and Mental Health Commission.
- Significant investment in Information Communication and Technology to an integrated and secure system.



FUTURE PLANS

- Establish an outreach nursing program to help deliver sexual health information and screening services with vulnerable women in the Fremantle, Melville and Cockburn areas
- Pilot the Ways of Working Program with the Muslim Women's Support Centre with a focus on early intervention with mothers and infants during the perinatal period.
- Explore the needs of women experiencing perinatal mental health issues who are not accessing current services and how we can co-design appropriate services with them
- Expand our Community Garden Program and include green therapy workshops and sessions
- Client and community consultation to inform second stage location feasibility study.



THANK YOU

Thank you to all our supporters, volunteers, and students who have given their time and expertise to FWHC during the past financial year. We could not do our work without you. If you are interested in helping us with our work either as a volunteer or doing a student placement with us, please contact enquiries@fwhc.org.au

Sincere thanks to Melissa Grove and Sylvia Tokic who provided extensive pro bono consultancy to explore location feasibility advice. Your expertise, enthusiasm and rigour were greatly appreciate by the Board and CEO.

Thank you to the Bunnings in O'Connor who have helped transform our children's area into a bright welcoming space and have helped our Community Garden flourish.


FWHC Campaign to End Period Poverty was a huge success and thanks to individuals and businesses who contributed, including the Old Synagogue, feminist book club and a generous \$500 client donation.


FWHC is a registered charity and donations make a big difference to our ability to provide new services. If you would like to make a donation, which would be appreciated and acknowledged, please email us on enquiries@fwhc.org.au



FWHC ACKNOWLEDGE AND THANKS OUR FUNDERS:

 Government of Western Australia
Mental Health Commission

 Government of Western Australia
North Metropolitan Health Service
Women and Newborn Health Service

 Government of Western Australia
Department of Local Government
and Communities

 lotterywest
supported



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