



FREMANTLE WOMEN'S  
HEALTH CENTRE

# ANNUAL REPORT 2024-25

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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 Elders past, present and emerging.



It is my privilege to present the 2024-25 Annual Report, and to reflect on the accomplishments, challenges and transitions our organisation has navigated over the past 12 months. This has been a year of renewal and continued service for Fremantle Women's Health Centre (FWHC). We have continued to deliver high quality, trauma-informed, women-centered health and wellbeing services, while also managing increased demands in accountability, reporting and audit compliance. Throughout, the dedication of our staff, volunteers, Board and leadership team has been exemplary.

First and foremost, I extend my deepest thanks to every member of the FWHC team. The work you do is often unseen, emotionally demanding, and critical to the safety and wellbeing of many women and their families in our community.

To our **Clinical staff**, thank you for your compassion, unwavering professionalism and adaptability in meeting the complex and varied health needs of our clients. To our **Support and Administration team**, your behind the scenes support is the backbone of our operations. Without your dedication, the clinical work could not proceed with the consistency and integrity that clients deserve.

It is fitting to acknowledge **Peta Wooton** who was CEO for more than 5 years, before resigning in August 2024. Thank you, Peta for your leadership and guidance over this period. Following this, **Jenny Carter** stepped in as acting CEO. Under Jenny's stewardship, the organisation undertook the formidable task of securing a new property and orchestrating a move. Her steadiness, foresight and commitment ensured that client care remained uninterrupted and staff morale remained positive through the transition. A heartfelt thank you, Jenny, AND the entire team for handling our operational transition with minimal disruption to client services.

I also extend my appreciation to fellow Board members. Your generosity of time, wisdom and willingness to volunteer in service of a cause greater than ourselves are foundational to FWHC. Over the past year, the Board has confronted challenges — financial pressures, regulatory demands, and strategic choices — yet you have engaged with thoughtful deliberation, care and steadfast support of the FWHC team, CEO and stakeholders alike. A special mention to **Mel Grove**, who volunteered as Treasurer, then served as Vice Chair, but has sadly tendered her resignation from the Board. Thank you for your significant contribution, Mel.

It is with pleasure and confidence that I formally welcome our new CEO, Amy House, and congratulate her on the way she has assumed the reins over her first five months in the role. From day one, Amy met significant auditing, financial, compliance and reporting demands with rigour, clarity and an evident commitment to strengthening our organisational foundations. She has worked closely with the team to understand operations, build trust, and has brought and continues to bring fresh insight to planning, accountability and service delivery. In her time so far, Amy has demonstrated leadership, humility and energy. We are fortunate to have her guiding FWHC into its next chapter.

While this is not intended as a full operational report, I would like to highlight a few key achievements and challenges:

### Achievements

- A smooth transition to the new location – a testament to planning and collaboration.
- Compliance, audit and reporting obligations (internal and external) all met or exceeded.
- Board and management working together, reviewing strategic priorities, risk management, and strengthening governance for greater sustainability.

### Challenges

- Growing regulatory, audit and compliance demands on the NFP healthcare sector.
- Financial pressures, continuity of funding, managing cost and ensuring viability.

- Balancing high quality care with future sustainability.

Looking ahead, the Board reaffirms its commitment to supporting the FWHC team towards our shared priorities:

- Strengthening organisational infrastructure (it, quality systems, risk frameworks) for efficient service delivery.
- Continued investment in staff development and wellbeing.
- Expanding partnerships and funding opportunities.
- Deepening our client-centered and equity lens, ensuring services remain accessible, responsive and culturally safe.
- Adapting to external policy and regulatory changes.

In closing, I reiterate my gratitude for the work FWHC does to make a difference to the women we serve. Thank you also to our clients and community, who continue to support us and place their trust in our service.

It is a privilege to serve as Chair during this period of transformation. I look forward to walking alongside our staff, CEO, Board and community to realise FWHC's vision: that all women enjoy gender equity and good health.

*Heather Hill*

Heather Hill  
Board Chairperson





## Amy House

CHIEF EXECUTIVE OFFICER



It is an absolute pleasure to join Fremantle Women's Health Centre, building the foundations of trust and understanding to lead us into the future. In presenting the 2024-25 Annual Report, I acknowledge that much of the work that went into delivering these outcomes isn't mine to share: the staff, Board and clients of FWHC are responsible for that! What I can share is that - having served the non-profit sector to advance human and environmental health for almost 20 years – the pressures on the sector have never been greater, nor has the need for our service.

The need for accessible, equitable and integrated women's health services is critical. The health system is complex and hard to navigate, with many barriers. In trying to access health services, vulnerable and priority women are left isolated and unsupported. In 2025, glaring health disparities still exist in WA, impacting women disproportionately: while women live longer than men, they have higher risk of poor health outcomes. Clients may face other social factors that influence their health, wellbeing and access to care, including cultural background, sexual orientation, education, socio-economic status and disability.

Our Centre has delivered a unique model of accessible, integrated, community-based healthcare to women for well over three decades. Our services are tailored to meet diverse health and social needs, particularly those of disadvantaged and marginalised women.

Our strength lies in our commitment to the social model of health: recognising the social, economic, and environmental factors that shape health outcomes.

Addressing these determinants of health requires us to 'see and hear' our clients, putting their needs at the centre of treatment plans, and wherever possible supporting them holistically - not just medically – to improve health and wellbeing.

It is an effective, impactful model. But funding to enable us to offer subsidised services is stretching beyond its limits and already tests the sharpest of budgeting minds. To meet growing demands, we need to become future-ready: identifying, proactively planning for and responding to emerging health needs, improving financial sustainability and adapting to a changing landscape for community-based services. This is the part where I can contribute!

There has never been a more critical time to consider FWHC strategy - to make ourselves future-ready, ensuring we can serve every woman who needs us, while ensuring our own organisational health and sustainability.

## Amy House

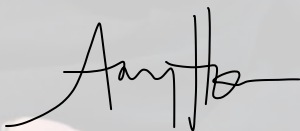
CHIEF EXECUTIVE OFFICER

We are well-positioned for the future, given our reputation for outstanding, integrated care and quality services, our deep and connected partnership network, our dedicated and informed staff, our improved financial liquidity, our ability to advocate and navigate complex systems, our geographical remit (and new premises) across 3 large catchments in the South Metropolitan area and, foremost, our client-centred model, which is informed and driven by clients themselves.

'Centre' is very much the right word to describe our purpose, approach and model of care. Women are the centre. This is a theme I will take forward into the development of a new Strategic Plan and one I will also keep to mind as I honour centre staff and supporters on our onward journey.

FWHC truly is a 'centre of service', based in and among the community where we offer a safe, welcoming and respectful place for all.

All women are welcome at the centre, and are at the centre of our service.



Amy House  
Chief Executive Officer

## OUR SERVICES



### Mental Health

General Counselling  
Perinatal Counselling  
FDV Counselling  
Group Parenting Workshops  
Community Connector  
Healthcare navigation  
Advocacy



### Medical Health

Pregnancy  
Antenatal & postnatal care  
Unplanned pregnancy management  
Contraception (including IUD procedures)  
Sexual health including STI screening  
Menstrual problems  
Cervical cancer screening  
Breast examinations  
Menopause



### Other Support Services

Health Education  
Health & wellbeing promotion  
Women's Legal Services  
Carer's Support Services  
Crèche  
Translator  
Referral pathways

Services may be subsidised for priority and vulnerable women.

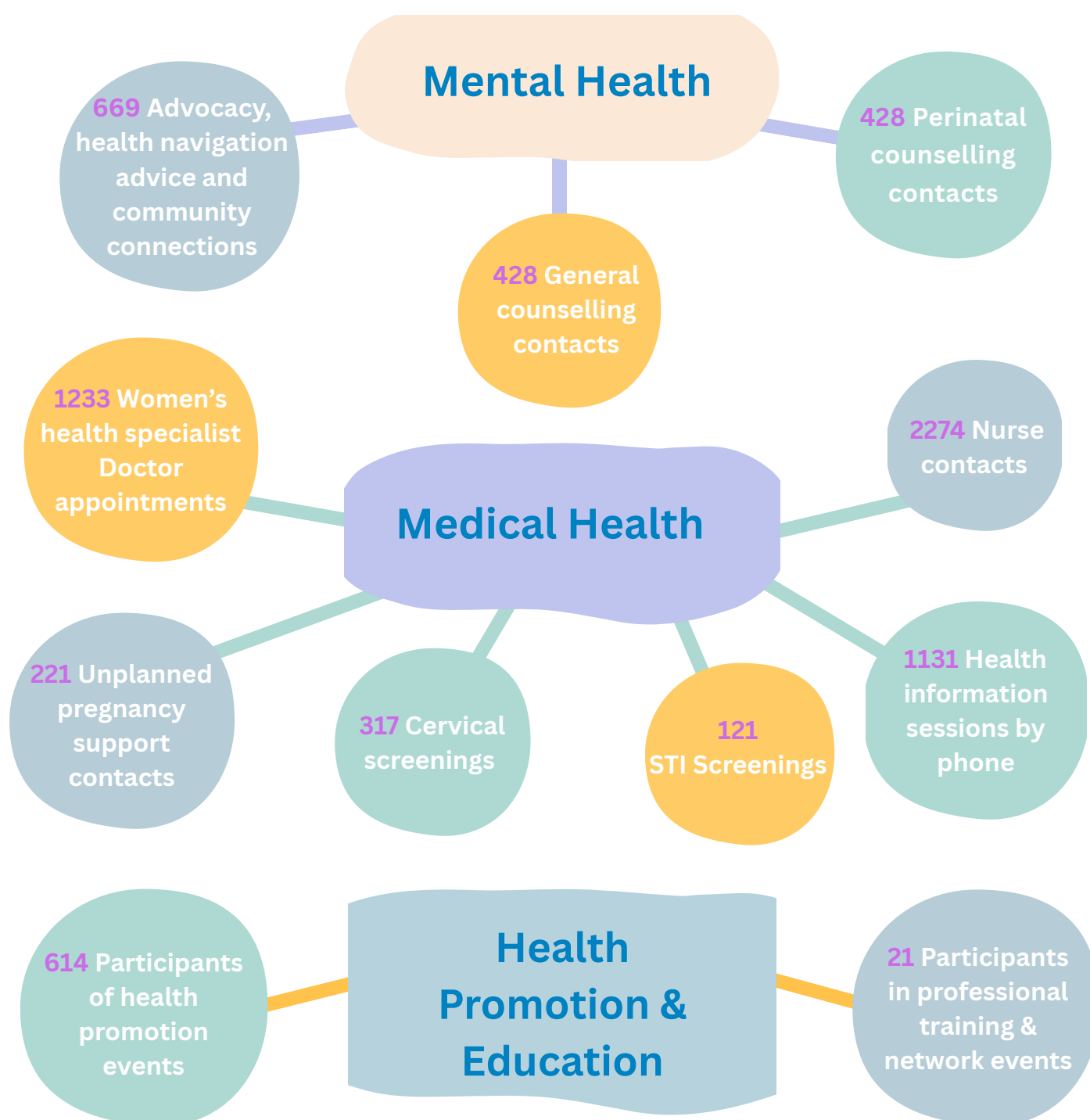
**All women are welcome at the centre,  
and are at the centre of our service.**

# OUR SERVICE OUTCOMES

FREMANTLE WOMEN'S HEALTH CENTRE  
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Our integrated service model  
delivers holistic health impacts.

## 5,032 TOTAL SERVICE CONTACTS







## SHE FELT CULTURALLY SAFE AND RESPECTED.

“Welcoming and non-judgmental. Informative quite literally life changing”

[Counselling client](#)

“Incredible course, resources and content”

[Parenting course client](#)

“Loved the course, liked the structure, enjoyed the content and discussions”

[Parenting course client](#)

“I have been attending the Fremantle Women’s Health Centre for the past two years and have consistently had a positive experience. All the staff are always welcoming, friendly and professional, they create an environment where you feel comfortable and supported from the moment you walk in. Appointments have always been easy to arrange, with the team doing their best to accommodate my schedule.

The services I’ve used at FWHC have greatly improved my sense of self and overall well-being and I’ve felt more empowered and supported every step of the way. It’s clear that everyone at FWHC genuinely cares about the wellbeing of the people they support and how committed they are to providing high-quality care. I’m so grateful to have continued access to a service like this in my community.”

[Hope, client.](#)



# OUR IMPACT BY THE NUMBERS

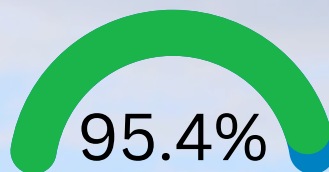
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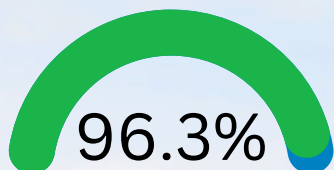
## HER HEALTH AND WELLBEING IMPROVED.



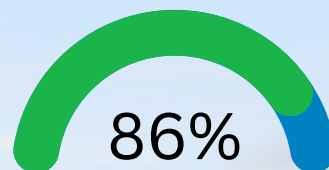
Women increased knowledge/skills to address health challenges



Women had improved health & wellbeing on completion of program



Women had more strategies and awareness for better health care



Women reported improved health 6-12 months later



'Circle of Security' group clients strongly agreed to experiencing an increase in parenting skills



Strongly agreed or agreed to improved strategies in parenting



Felt our staff respected their beliefs and values



Felt our staff respected their culture





## Annual Highlights

### Compliance and Governance

- Achieved full compliance with the Carer's Charter
- Achieved full compliance with Mental Health Commission independent audit
- Accredited under National Mental Health Standards for Community Managed Organisations.

### Community Engagement and Health Education

We delivered health promotion events and/or educational information to clients and community during:

- Women's Health Week
- NAIDOC Week
- World Continence Week
- World Health Day
- Endometriosis Awareness Week
- International Gynecology Awareness Week
- WA Mental Health Week
- Breast Awareness Month
- World Menopause Day
- Cervical Screening Awareness Week
- Period Poverty Awareness
- Maternal Mental Health Week
- National Families Week
- Elder Abuse Week.



### Uniting Care Moorditj Yorga – Women's Health Presentation

FWHC's specialist Nurse delivered an engaging health presentation to the Moorditj Yorga group, covering menopause, breast health, cervical screening, and personal care. Feedback from participants was overwhelmingly positive, with all evaluations indicating satisfaction with the quality and clarity of information, the relevance of topics, and the overall learning experience.

### Positive Aging Expo

Women engaged with the FWHC information counter to discuss a range of health topics, including cervical screening, breast health, osteoporosis, healthy relationships, continence and mental wellbeing. According to the City of Fremantle's report, 80% of attendees were over 60 years old, with 75% rating the event as excellent and 25% as good.

### Circle of Security

We delivered 4 full rounds of our 8 week program for mothers, designed to:

- Understand her child's emotional world
- Support her child's emotions
- Enhance the development of her child's self-esteem
- Honor her innate wisdom and desire for her child to be secure.



## Annual Highlights



### Curtin University Medical Student Placements

FWHC hosted clinical student placements for third-year medical students Millie and Darcy. They actively participated in Centre activities, gaining hands-on community health experience.

“My placement at the Fremantle Women’s Health Centre has deepened my understanding of women’s health, particularly the challenges women face in accessing appropriate care. This week, I was fortunate to meet with clients from a range of backgrounds...and healthcare needs. It was incredibly enriching to learn about women’s health from the clinical expertise of the health practitioners and the clients lived experiences. Thank you to the excellent Fremantle Women’s Health Centre team for making me feel so welcome!”

Darcy

“I really enjoyed my time at FWHC. I thought it was an extremely valuable learning experience. The team were very welcoming and willing to teach me. I got to see a wide variety of the FWHC services that I have never seen in practice before. Your team was very kind, and I felt I got everything out of the placement that I could have.”

Millie



### University of WA, McCusker Centre for Citizenship Internships

FWHC hosted 4 interns from the McCusker Centre, working across health education and promotion activities. One outstanding student, Annalise - a third-year Biomedical Science student majoring in Pathology and Laboratory Medicine at UWA - was nominated for the McCusker Centre’s Outstanding Intern Award for her time at FWHC. Annalise demonstrated an impressive ability to develop resources that could effectively speak to vulnerable and priority women. She approached her work with thoughtfulness and showed an awareness of difficulties many clients face. Working with FWHC was an invaluable practical addition to Annalise’s UWA experience.

“The internship was the best unit I’ve taken in my degree; it was an experience that can’t be replicated in class work, and it was extremely rewarding. I realised how deeply engrained issues relating to women’s healthcare are, and even as a woman myself, I learned things that I believe should be general knowledge.”

“The experience helped me gain valuable skills, and observing the positive values of the team in their work inspired me to be a better person day-to-day. My colleagues at the Centre were some of the kindest and most knowledgeable people I have ever worked with.”

Annalise



# PARTNERSHIPS AND PROJECTS

FREMANTLE WOMEN'S HEALTH CENTRE  
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## **NORTH METROPOLITAN HEALTH SERVICE**

Women and Newborn Health Service. Service partnership to improve and promote the health and wellbeing of Western Australian women, particularly vulnerable women at risk of poor health outcomes in the key priority areas.

## **MENTAL HEALTH COMMISSION**

Service partnership to support mental wellbeing for perinatal clients (pregnancy and early parenthood) through individual counselling and group therapies.

## **WOMEN'S LEGAL SERVICES WA**

Under our integrated services partnership, monthly legal consultations were provided to clients at FWHC, enabling equitable access to legal and support services for women.

## **CARERS WA**

Weekly counselling support appointments were provided to Carers, hosted at FWHC under our MOU partnership.

## **PALMERSTON WA**

Well Women group workshops delivered to women seeking healthier lifestyles, coping strategies and relationships. This safe and supportive, client-centered group helped to make connections with a support network, develop healthy coping strategies and improve difficult situations.



## **DEPARTMENT OF COMMUNITIES**

FWHC delivered the Grow and Nurture project to CALD women to deepen social connections and strengthen relationships, developing skills around mental health and promoting access to culturally safe healthcare.

## **CENTRE FOR WOMEN'S SAFETY & WELLBEING**

FWHC hosted training for community-based practitioners on Family Domestic Violence, with partner Zonta House and members of 13 community-based organisations, as part of the 2024 16 Days in WA Stopping Violence Against Women Campaign.

## **WILLAGEE COMMUNITY CENTRE**

Our community partnership enabled the delivery of group therapy sessions, parenting courses, crèche services, and health promotion workshops.

## **CITIES of FREMANTLE, COCKBURN & MELVILLE**

Enabling the referral of clients from each catchment, our partnerships with City Councils serve 3 priority communities in the South Metropolitan area.





# WORKING TOGETHER, FOR HER

FREMANTLE WOMEN'S HEALTH CENTRE  
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## THANK YOU

We acknowledge our partners, collaborators, community supporters. By working in partnership, Fremantle Women's Health Centre is able to deliver exceptional, integrated, women-centred services. We couldn't do it without the support of funding partners, in-kind contributors and, most importantly, our clients. Thank you for working together, for Her.

**FWHC is proudly partnered with:**

