



Blacktown Women's and Girls' Health Centre Inc.

Annual Report
2015/2016

Accredited at
Certificate Level of the
Australian Service
Excellence Standards



Blacktown Women's and Girls' Health Centre Inc.

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Funded by NSW Department of Health, administered by Western Sydney Local Health District

Funded by Legal Aid NSW

Blacktown Women's and Girls' Health Centre Inc. (BWGHC) is a Public Benevolent Institution with DGR Status. Donations of \$2 and above are tax deductible.

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BWGHC Annual Report for 2015/2016

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We are committed to providing a professional, affordable and holistic gender informed service promoting health, wellbeing and empowerment for women and girls, delivered in a caring, non-judgemental, respectful and safe environment.



About Us

Blacktown Women's and Girl's Health Centre Inc. (BWGHC) is a community-based, non-profit women's health centre which provides accessible health and wellbeing services for women and girls in Blacktown LGA regardless of their income. Our peak body is Women's Health NSW and we are part of a network of 21 community based women's health centres in NSW which share a similar mission and ethos.

OUR MISSION

We are committed to providing a professional, affordable and holistic gender informed service promoting health, wellbeing and empowerment for women, delivered in a caring, non-judgemental, respectful and safe environment.

We achieve this by:

- Providing a holistic women's health service to the community.
- Educating women and children so they can make informed choices about healthcare and well-being.
- Empowering women and children to make informed choices throughout their lives.
- Providing a safe place for women and children.
- Advocating for and supporting women from a feminist perspective.

OUR VALUES

We recognise that women's health encompasses the physical, spiritual, environmental, emotional and social wellbeing of women and girls. BWGHC offers a holistic approach to understanding, managing and supporting women, girls and the broader community in the Blacktown LGA to make informed decisions about their own health and wellbeing. This approach is based on feminist philosophy, with an emphasis on respect and empowerment for all women and girls. Our values are:

- **Dignity** – we treat all people in a way that is respectful of their diversity and as valued individuals.
- **Compassion** – in our interactions with people, we strive to be kind and empathic.
- **Optimism** – the unwavering belief in the positive potential inherent in people and society.

OUR SERVICE PRINCIPLES

- We are a community based, non-government organisation run by and for women.
- We are a public benevolent institution providing a direct service to disadvantaged women.
- We focus on prevention and early intervention.
- We work in partnership with other agencies.
- We are accessible to all women and girls.
- We strive to maintain ethical standards in all our activities.
- We are committed to best practice.
- Our work environment reflects our values.

Our Community

BWGHC provides health and wellbeing services to women and girls in Blacktown LGA, a 'huge and diverse' area with high levels of cultural and linguistic diversity¹.

Many areas of Blacktown LGA experience high levels of socio-economic disadvantage, poor health outcomes and high levels of unmet need when it comes to service provision³.

Our area is also experiencing rapid urban development and population growth and is now one of the most densely populated Local Government Areas in Western Sydney², further increasing the demand for services.

BWGHC takes into account the unique needs of our local community. We provide accessible services that take into account the social, cultural and economic barriers that may exist for women and girls wishing to access health services and resources in our area.



Muna Hanna (BWGHC), John Robertson MP and Karin McKinlay (BWGHC) at NAIDOC Day, Ngallu Wal Aboriginal Child & Family Centre. (Image credit: Office of John Robertson, used with permission.)

Reports from the Committee and Management



Chairperson's Report | Suzie Van Opdorp

The past twelve months have yielded great success and growth for the centre. This annual report provides much detail about the range of clinical, health promotion and group work activities of the centre. In my Chairperson's report I will focus on some of the highlights of the past twelve months.

Jhan started with BWGHC approximately 12 months ago. She brings with her great experience and expertise in service development and management. She is also a very compassionate person with a strong commitment to feminist social justice principles. Under Jhan's leadership the centre has gone from strength to strength. On behalf of the Management Committee, I wish to thank Jhan for her hard work and commitment over the past year.

With Jhan, the Management Committee has undertaken strategic planning. This has included service review and evaluation, identifying service strengths and opportunities and priorities for service growth and expansion.

BWGHC has formed a large number of partnerships over this past twelve months. This includes partnerships with the WASH House in Mt Druitt and many other government and non-government organisations. In partnership with the Outer West Domestic Violence Network, BWGHC has focussed on activities regarding domestic violence. BWGHC has convened several commemorative vigils in memory of a number of local women whose lives have been tragically cut short due to domestic violence.

In planning for our future we have formed a memorandum of understanding with other women's health centres in our region to form the Western Women's Health Centre Consortium. Through the consortium we are hoping to create opportunities to grow our funding base, ensuring our ongoing sustainability.

Finally I wish to thank the other members of the Management Committee for providing governance for the centre over this period and for gently guiding and directing service direction, delivery and growth.

It gives me great pleasure to commend this Annual Report to you.

Suzie van Opdorp, Chairperson



Treasurer's Report | Denele Crozier

It has been a good year at Blacktown Women's and Girls' Health Centre. Financially, the centre has ended in a stronger position than it began and the finance team have been consistent. This gave us the opportunity to consolidate our practices, and we are delighted with our efforts to develop good policy and practice which have contributed to the centre achieving accreditation.

I particularly wish to thank the centre Manager and Finance Officer for their contribution and commitment to the service's success.

We also acknowledge the Western Sydney Local Health District for our core recurrent funding and the efforts of the local community to organise donations, financial and material. Along with local grant programs, these sources have all worked together to improve access and capacity of service delivery.

Once again, the centre has operated within its projected budget, we can meet our financial responsibilities when and if they fall due, and the auditor is happy with our accounts and systems. I commend these accounts to the membership.

Denele Crozier, Treasurer



Manager's Report | Jhan Leach

I would like to thank our Chairperson Suzie Van Opdorp, our Treasurer Denele Crozier and the Management Committee for their excellent guidance, good governance and support over the past twelve months.

This year we have seen great progress at the Centre with staff development, strategic and business planning and service growth.

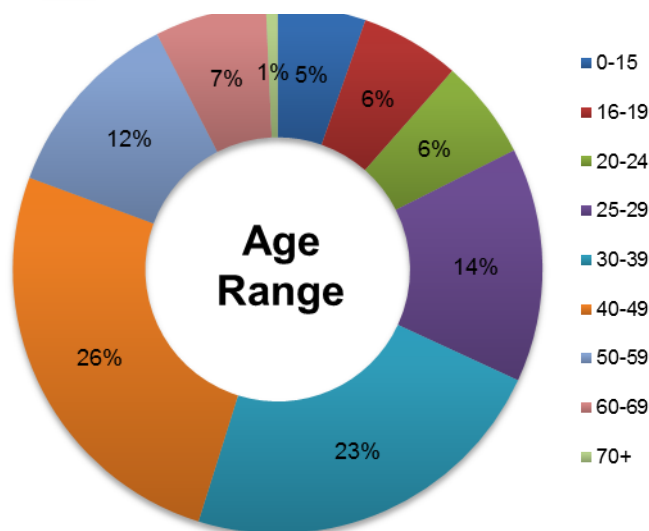
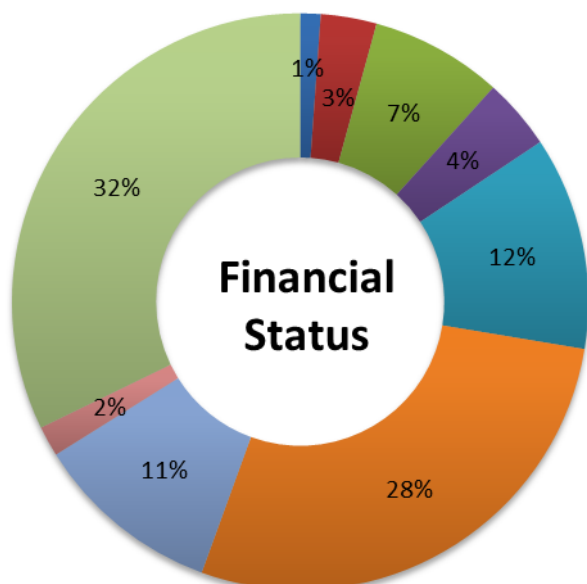
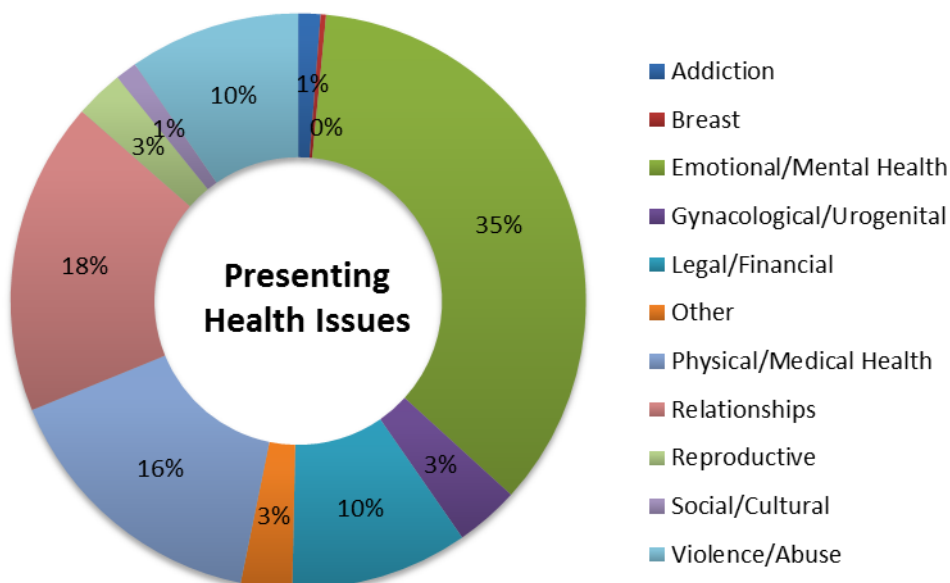
I would like to thank the Centre's professional and dedicated staff, including our service partners, contracted and casual staff, our volunteers and students on placement. Their strong resolve has been to provide women and girls with a high standard and excellence in service delivery of health services and this has been achieved.

We have been successful in partnering with a number of government and non-government organisations in Blacktown and I would like to thank them for their support and dedication to women and girls in our community.

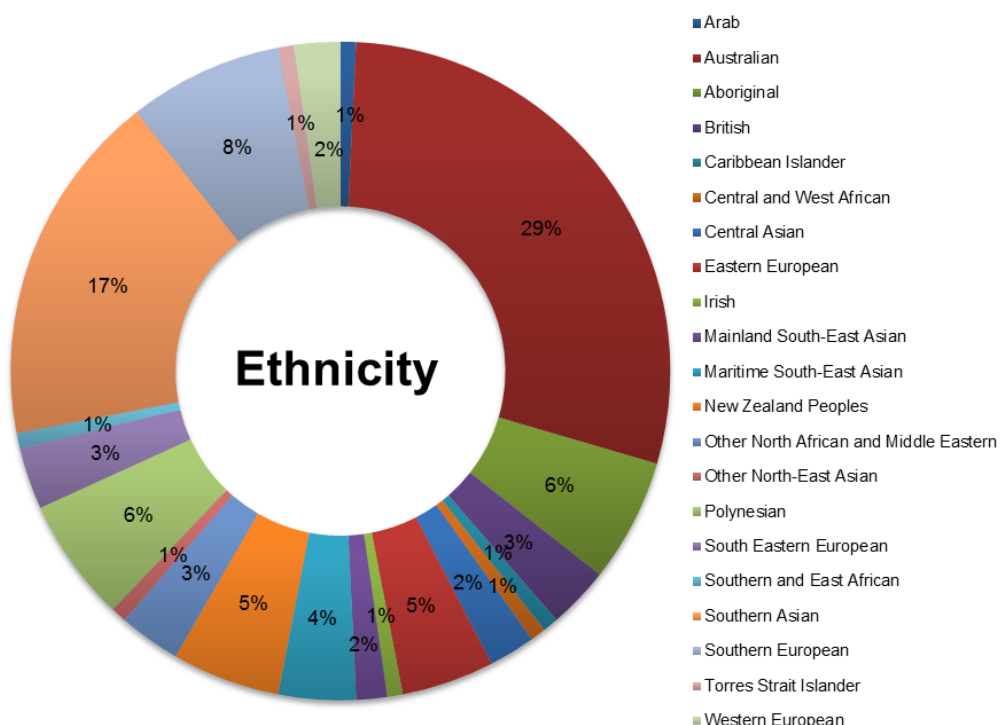
Jhan Leach, Manager

Our Clients

BWGHC's primary client group consists of women and girls living or working in Blacktown LGA/Western Sydney LHD. BWGHC's clients range in age from girls as young as 12 to women throughout all stages of their life. BWGHC places particular focus on providing services to marginalised and vulnerable client groups who are most likely to face barriers when accessing health and wellbeing services in line with the NSW Government's Priority Population groups.



- Employed - (Type Not Specified)
- Employed - Casual
- Employed - Full-time
- Employed - Part-time
- Student
- Pension / Benefit
- No Personal Income
- Other Income
- (Not Recorded)



Our Services

Blacktown Women and Girls Health Centre Inc. provides affordable, accessible and multi-disciplinary services to girls and women across their lifespan, particularly focusing on vulnerable population groups.

Our services target key health issues impacting women and girls, including sexual and reproductive health, mental health and wellbeing, domestic and family violence, and chronic illness and disease.

As a community health organization, BWGHC aims to operate as a 'one-stop shop' delivering integrated care to women and girls with complex needs and those who do not readily engage with health services. Services are free or low-cost. No woman or girl is turned away due to inability to pay.

BWGHC Services

- **Counselling** (Counselling support for women and girls to assist in dealing with trauma, stress and personal issues both immediate and long-term)
- **Case Management** (Consistent co-ordinated support for women and girls with complex needs)
- **Women's Health Nurse Clinic** (Free education, information, breast checks and more)
- **Naturopathy and Nutrition**
- **Therapeutic and Remedial Massage**
- **Art Therapy**
- **Early Intervention & Health Promotion Group Program**
- **Health Promotion and Community Outreach**
- **Free Child Minding**



BWGHC Services: In-House Partnerships

Our strong partnerships with other organisations help us to provide relevant, appropriate and responsive services to women and girls in our local community. The following services are provided onsite at BWGHC through our community partnerships:

- **Sexual and Reproductive Health Doctor and Nurse Clinics:** Family Planning NSW
- **Domestic Violence Counselling:** specialist outreach counsellor from the WASH House with the support of Outer West Domestic Violence Network (OWDVN)
- **Specialist Counsellor, Victims of Crime:** Ros Leahy, Specialist Counsellor Victims of Crime funded by the Attorney General's Department
- **Domestic Violence Court Advocacy Service:** North Western Sydney Women's Domestic Violence Court Advocacy Service (NWS WDVCS)
- **Early Childhood Health Clinic** (Blacktown Doonside Community Health)
- **Legal Support:** Women's Legal Services NSW (WLSNSW) Solicitor
- **African Women's Health And Support Organisation (AWHASO):** regular outreach, meetings and information sessions hosted by BWGHC
- **Australian Breastfeeding Association:** regular information and support meetings, open to all, at BWGHC
- **Relationships Australia:** Women's Choice and Change Group Program



BWGHC staff, placement students and volunteers with Margaret and Sue, representatives of the Zonta Club of Cumberland West which generously sponsored the re-printing of 'Charmed and Dangerous: A Woman's Guide to Reclaiming a Healthy Relationship'

Early Intervention and Health Promotion Group Programs (2014/15 FY)

- Art Therapy for CALD Mums: "Beyond Place, Beyond Words"
- Art Therapy: "Healing through art therapy"
- Art Therapy: "Threads: Trauma Healing: Recovery, Empowerment and Discovery of Self"
- Australian Breastfeeding Association group
- AWHASO (African Women's Health and Support Organisation)
- Blacktown Council Focus Group (Blacktown Council)
- Circle of Security (Relationships Australia)
- Ecotherapy
- Healthy Me Girls' Group
- Meditation and Guided Relaxation
- Meditation to Manage Stress
- Menopause and Health for Indigenous Women (Outreach)
- Natural Wellbeing
- SHAPE (Sessions for Health and Physical Exercise)
- Wellbeing: "Mind, Body and You"
- Women and Trauma
- Women's Choice and Change (Relationships Australia)
- Women's Wisdom Circle
- Writing group: "Write from the heart"
- Yoga for Stress Management

Accessible and Culturally Responsive Services

During the 2014-2015 Financial Period, BWGHC provided culturally responsive services to women and girls from culturally and linguistically diverse backgrounds. For example, clients were provided with a free interpreter on each occasion an interpreter was needed, either as an onsite interpreter or an interpreter through the phone service Telephone Interpreter Service (TIS) (*Source: Objective 1, Annual KPIs, 2014/2015 Annual Activity Report submitted to NSW Health*).

BWGHC also continued to develop and strengthen interagency and community partnerships. These partnerships allow BWGHC to benefit from the expertise of organisations which work closely with culturally diverse community groups and help us to provide culturally responsive services, referrals, events and resources. For example, during 2014/15 BWGHC hosted regular outreach meetings by the African Women's Health and Support Organisation (AWHASO), partnered with SydWest Multicultural Services to deliver an International Women's Day Community Celebration, and delivered outreach programs for Indigenous women and girls onsite at Ngallu Wal Aboriginal Child & Family Centre and other community organisations.



Representatives from BWGHC, Richmond's Women's Cottage and the WASH House at the Say No to Violence Against Women Race Day, an interagency fundraising event.

Service Statistics: Key Performance Indicators

During the 2014/2015 Financial Year, BWGHC implemented a new set of Key Performance Indicators (KPIs) to structure and inform collection of data across our Centre. These KPIs were developed through consultation with NSW Health, our core funding body.

The KPIs provide a clear and consistent framework for documenting, monitoring and evaluating the progress and success of the various aspects of BWGHC's operations. They provide valuable guidance in decision-making and planning, supporting evidence-based service delivery. The individual KPIs are grouped into 5 key objectives.

Service/ Project Objective 1

To promote physical, mental and emotional health and well-being for local women by providing counselling and case management support services.

Service/ Project Objective 2

Deliver a responsive and timely Intake, Assessment and Referral service to Women and Girls in the Blacktown Local Government Area.

Service/ Project Objective 3

Provide a range of services that target the causes of chronic illness by promoting healthy lifestyle choices to women across the lifespan through the provision of information and Early Intervention Group Programs and alternative therapies.

Service/ Project Objective 4

Facilitate access to women's sexual and reproductive health services.

Service/ Project Objective 5

Maintain organisational capacity to ensure continued quality service provision.

Key Performance Indicators	Q1	Q2	Q3	Q4	Yearly Totals
Number of generalist counselling sessions offered per quarter	195	291	296	286	1068
Number of generalist counselling occasions of service provided per quarter	143	273	257	221	894
Number of DV counselling sessions offered per quarter	75	80	75	117	347
Number of DV counselling sessions attended per quarter	56	63	64	89	272
Number of case management occasions of service provided per quarter	205	71	91	86	453
Percentage of clients offered to complete a survey	100%	100%	100%	100%	100%
Percentage of counselling clients who report a positive change in their mental health at evaluation of counselling sessions on exit	100%	100%	100%	100%	100%
Number of occasions of service provided through intake per quarter	586	651	670	695	2602
Percentage of identified requests requiring a referral were provided with information or referral options	100%	100%	100%	100%	100%
Number of Early Intervention Group Programs per quarter	10	10	8	10	38
Number of Early Intervention Group Program sessions per quarter	54	64	53	67	238
Number of Early Intervention Group Program attendees per quarter	413	438	399	463	1713
Percentage of attendees that report an increase in feeling connected	100%	100%	100%	100%	100%
Number of massage therapy Occasions Of Service per quarter	112	120	108	132	472
Number of naturopathy Occasions Of Service per quarter	66	124	109	116	415
Percentage of clients offered to complete an Evaluation Form	100%	100%	100%	100%	100%
Percentage of clients that reported an improvement in their health and wellbeing	100%	66%	100%	100%	91.5%
No. of community awareness events attended	5	17	6	13	41
Number of referrals for sexual and reproductive health services.	1	99	132	133	365
Completed QIP ASES Accreditation (awarded 7/7/2015)					
Total Number of Occasions of Service Provided:					5567

Working in alignment with Government Health Goals

BWGHC works in alignment with Government Health Goals. The following is extracted from the NSW Health Framework for Women's Health:

Women's health priorities across the life stages

Goal

To deliver services and foster environments in NSW which help women to meet their physical, social and economic potential, by increasing opportunities for women to be healthy at every stage in their lives and preventing avoidable detrimental health outcomes such as chronic disease.

Purpose

To identify health needs particular to women (whether biological or social); to deliver appropriate healthcare and health-promoting services; and to monitor the impact of interventions on groups of women at most risk of poor health.

Approach

The framework focuses on issues where the detrimental health impact is disproportionately experienced by women, or where the response is different for women than for men. The framework places women at the centre of decision making for their own health and acknowledges women's health is impacted by many factors including housing, rural living, employment and access to services.

As health outcomes are influenced by the cumulative effect overtime of social determinants, a life stage approach is used to structure opportunities for enhanced delivery of services and programs.

Values

NSW Health's CORE values are the guiding principles for implementation of women's health strategies.

**The CORE values are:
Collaboration, Openness,
Respect and Empowerment.**

Priority populations

While the Women's Health Framework is for *all* women, it is recognised that there are certain population groups which experience poorer health and/or due to their circumstances may require focused attention to better address their health needs. Examples of priority populations in women's health include:

- **Aboriginal women**
- **Women from culturally and linguistically diverse communities, migrant and refugee women**
- **Women who are socio-economically disadvantaged**
- **Women with disability**
- **Women who are primary or secondary carers for other people**
- **Women who experience violence (sexual, domestic and family violence)**
- **Women living in rural and remote areas**
- **Lesbian, bisexual, trans-gender and inter-gender women.**

These priority populations are similarly identified by the National Women's Health Policy. Working to advance women's health also requires working with the communities in which women live.

Partnerships

Improving health outcomes for all women will require an across-government and multi-sectoral approach. NSW Health has funded a range of community-based services supporting women's health and arrangements for evidence-based service delivery will remain important into the future. As well, agencies will need to build strategic partnerships with other organisations which are not funded by the health system. This framework identifies the partnerships between NSW Government agencies which contribute to the infrastructure, services and programs supporting women's good health.

Source: NSW Health Framework for Women's Health, 2013, Page 6

Structure & Operations

Staff and Personnel

BWGHC employs permanent and sessional/casual staff as required and also provides students with placement opportunities. BWGHC also receives invaluable assistance and support from our volunteers. Personnel are accountable to the Centre Manager, Jhan Leach, who reports to the Management Committee.



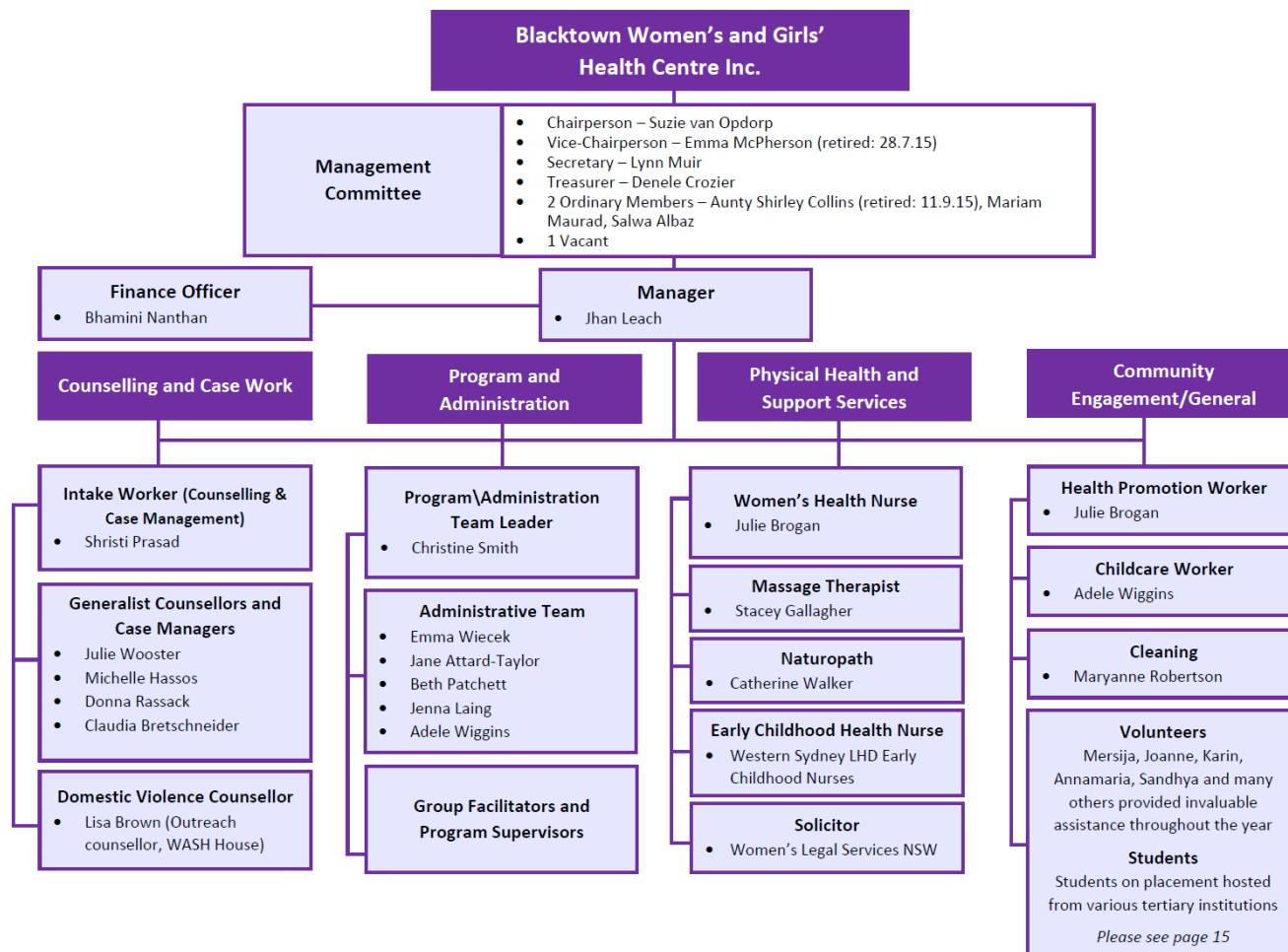
BWGHC Manager, Staff, Management Committee members and representatives from partner organisations attending the BWGHC Strategic Planning Day

Management Committee

BWGHC is an Incorporated Association which is governed by a Management Committee made up of women living and working in the local community. The Management Committee is structured and operates according to the Rules of Association, and consists of the Chairperson, Vice-chairperson, Secretary, Treasurer and Ordinary Members.

Funding

BWGHC receives core funding from the NSW Department of Health, as administered by the Western Sydney Local Health District. This funding does not cover all of BWGHC's operations and BWGHC regularly seeks additional sources of funding and support via grants, community donations and strategic partnerships with other organisations.



Quality and Performance: Recent Achievements



In early 2015, BWGHC underwent a successful application process for accreditation at Certificate Level of the Australian Service Excellence Standards (ASES).

BWGHC is committed to best practice. Over the course of the 2014/15 financial year BWGHC underwent a comprehensive review and update of internal processes, strengthening our operational policies and procedures, including recruitment, employment, financial and organisational management.

On the 6th and 7th July 2015, our policies and procedures were scrutinised by an external reviewer from Quality Innovation Performance (QIP). Our systems were found to be well-suited to the size and nature of our organisation and BWGHC is now accredited at Certificate Level of the Australian Service Excellence Standards.

Meeting High Demand

BWGHC has undergone important changes during this financial year. We have refurbished and improved our Centre building, expanding our capacity to meet high demand for services. We have also engaged additional staff to meet the continuing high demand for our counselling and case-management services.

Improving Effectiveness

BWGHC has introduced a dedicated Intake Officer role to allow us to take an efficient and consistent approach to managing the continuing high level of demand for new clients for counselling and case management. We have reviewed and streamlined our policies and procedures in line with ASES requirements.

Meeting NSW Health Requirements: New KPIs

During this period, BWGHC also introduced new Key Performance Indicators (KPIs) to assist us in effectively quantitatively recording and measuring our performance. These KPIs were developed in consultation with NSW Health to meet their requirements. They provide a consistent framework for monitoring and evaluating performance. Please see page 9 for further details.

Building upon Key Partnerships

During the 2014/15 Financial Year, BWGHC further strengthened and built upon our key partnerships. Milestones included formalising our engagement with the Western Women's Health Consortium, and the recent opening of an onsite Sexual and Reproductive Health Clinic through our partnership with Family Planning NSW. Please see page 13 for further details.

Increasing Accessibility for Mums and Families

BWGHC implemented a child minding program to support women with children wishing to access services at the Centre, in response to feedback from clients that identified lack of childcare as a barrier to accessing services. BWGHC has had strong community support for the program, including the generous donation of a new cabin by a local business, which serves as a safe and secure child minding space. We have also created an outside play area with child-friendly soft fall and child-safe gate.

Partnerships

- A MOU with **Women's Health NSW** to manage the Women's Health Database
- A MOU with the **Western Women's Health Consortium** including sister centres **Penrith Women's Health Centre, Bathurst Women's Health Centre, Blue Mountains Women's Health and Resource Centre** and **Cumberland Women's Health Centre**.
- A MOU with **Family Planning NSW** to provide Doctor and Nurses clinics in-centre on Wednesdays.
- A MOU with the **WASH House** at Mt Druitt for in-centre specialist Domestic Violence counselling one day per week on Tuesdays facilitated by the **Outer Western Domestic Violence Network** and paid for by **Gold Crest Security Services, a White Ribbon Ambassador for the Blacktown LGA**.
- A Service Agreement to provide access to our services and cross referral of clients and an office for the **WASH House Staying Home Leaving Violence** workers on a roster workers to work one day per week located at BWGHC.
- A MOU with **Women's Legal Services NSW** who provide a Legal clinic for women and girls' bi-weekly at our Centre on a Friday, focusing on family court matters specifically including domestic family and intimate partner violence.
- A MOU with **Relationships Australia** who provide groups at our Centre during each term for women who have or are experiencing Domestic Violence and other abuses. These groups are "The Circle of Security" (parenting focus) and "Women Choice and Change", a therapeutic group specifically designed to respond to the needs of women with experience of domestic violence.
- A Service Agreement with the **Western Sydney Local Health District Early Childhood Nurses** who provide an Early Childhood Clinic at our Centre on Mondays.
- A Service Agreement with **Ros Leahy, Specialist Counsellor Victims of Crime funded by the Attorney General's Department** who works with victims accessing services on Mondays at our Centre.
- A Service Agreement with the **Australian Breastfeeding Association Blacktown Branch**, which meets at the Centre Monthly.
- A Service Agreement with the **African Women's Health And Support Organisation (AWHASO)** who meet at our Centre Monthly.
- An Agreement with **Nova disability employment** to provide a transition to work traineeship at our centre and to provide employment to women and girls as opportunities become available.
- An Agreement with the **National Share the Dignity Organisation** to provide collection of donated sanitary and continence products for distribution to women and girls who are homeless or at risk of homelessness.
- An Agreement with **Riverstone Neighbourhood Centre** to provide education, support and training to women and girls who have or who are experiencing Domestic Violence at their Centre. Our Indigenous art therapist Karen Fernando is facilitating Art Therapy support groups (developed for women who have or who are experiencing Domestic Violence and other abuses) at the Riverstone Neighbourhood Centre. In addition, a bus is being made available by the **Riverstone Neighbourhood Centre** to provide transport to women accessing our services who require consultations with our **Family Planning NSW Doctor and Nurse Clinics**.
- An Agreement with **North West Sydney Women's Domestic Violence Court Advocacy Service (DVCAS)** which has been located at our premises since 25th November 2013 fortnightly on a Tuesday to assist women attending Blacktown Court for Domestic Violence matters being heard on a Wednesday.



From left: Janet Esteban (NWSWDVCAS) and Olayide Ogunsiji (AWHASO President & BWGHC Management Committee Member) attend the 2014 BWGHC Open Day

Working to advance women's health also requires working with the communities in which women live.

NSW Health Framework for Women's Health

Vale Aunty Shirley



BWGHC were greatly saddened this year by the loss of our sitting committee member Aunty Shirley Collins. We would like to acknowledge the wonderful work done by

Aunty Shirley for our Centre and for the community. She worked passionately for the empowerment of women and children with experience of domestic violence. The staff and management committee of BWGHC would like to share our condolences with Aunty Shirley Collins' family and friends.



Aunty Shirley Collins, (right) with Karen Fernando, BWGHC Art Therapist

Events: Connecting with Community

Community events provide a valuable opportunity for BWGHC to educate and raise public awareness of health issues, and advocate for women's interests in the community.

Participating in local community events also helps BWGHC gain insight into local issues, respond to local needs and develop and strengthen our interagency partnerships.

The following is a list of some of the community and interagency events which BWGHC participated in during this financial year:

- ▶ BWGHC Community Open Day
- ▶ Parklea Outback Steakhouse Lunch for Local Mothers and Children with demonstrations from Police and Emergency Services
- ▶ White Ribbon Newcastle to Blacktown Charity Bicycle Race with Local Police
- ▶ John Robertson MP Community Consultation hosted by BWGHC
- ▶ Parramatta One Billion Rising
- ▶ Wrap It White (White Ribbon Campaign)
- ▶ Blacktown One Billion Rising
- ▶ BWGHC Bunnings Sausage Sizzle Fundraiser
- ▶ Western Women's Health Consortium
- ▶ International Women's Day Event in partnership with SydWest and other community organisations
- ▶ Cumberland Women's Health Book Launch
- ▶ Western Sydney Child Protection and Family Interagency Event
- ▶ Blacktown City Council Social Plan 2016 Consultation Forum
- ▶ Homelessness Hub Event
- ▶ Parenting & Wellness Program at Blacktown Hospital
- ▶ OWDVN (Outer West Domestic Violence Network) Meeting (WASH House)
- ▶ Jamie Oliver Ministry of Food at Wetherill Park
- ▶ Linda Locke Vigil Against Domestic Violence, Blacktown Village Green
- ▶ Mental Health Atlas Launch
- ▶ Refuge in the Hills Community Response Forum
- ▶ Sorry Day at Blacktown Green Square
- ▶ Strategic Planning Day (BWGHC & Partner Agencies)
- ▶ Stop Domestic Violence Day Event
- ▶ WASH House Community Consultation
- ▶ Western Sydney Mental Health Atlas
- ▶ Say No to Violence Against Women Race Day Event (Interagency Collaborative Fundraiser)
- ▶ Rally to Stop Women's Deaths at Parliament House
- ▶ Whalan Public School Community Event
- ▶ Ngallu Wal Aboriginal Child & Family Centre NAIDOC Day Event
- ▶ Family Fun Day with information stalls at Meadows Public School Seven Hills

Community



▲ Belinda Ryes-Corral and Hannah Tompkins at Meadows Public School Family Fun Day



▲ Jane Attard-Taylor, Bunnings Fundraiser



Thankyou!

Blacktown Women's and Girls' Health Centre would like to thank Deborah Lee (right) and Genelle Warne (left) for their support of BWGHC and our sister centres. We would like to thank Deborah and Genelle for their fundraising efforts throughout the year in support of women and children in the local community who have or are currently experiencing domestic violence.



◀ Community vigil in loving memory of Linda Locke and the other women killed by domestic violence in Australia this year



▲ BWGHC clients, volunteers, staff and management committee members discuss local issues in an open forum with John Robertson MP, hosted onsite by BWGHC

Thankyou Students

We would like to thank all our placement students for their wonderful work at BWGHC throughout the 2014/15 Financial Year:

Karen Fernando – Art Therapy

From Western Sydney University

Karin McKinlay – Art Therapy

Joy Patton – Art Therapy

Jessica Carlo – Social Work

Muna Hanna – Social Work

From the University of Sydney

Hannah Tompkins – Social Work

Belinda Ryes-Corral – Social Work

From the Australian College of Applied Psychology (ACAP)

Louise Buzzacott – Counselling

From the University of Technology

Beth Patchett - Communications

From Nirimba College of TAFE

Jane Attard-Taylor – Community Studies

From Evocca College

Jacqui Tasik – Community Studies

Our students have contributed to BWGHC in wonderful and diverse ways, from representing BWGHC at community events to carrying out valuable research tasks and promotional campaigns.

We would particularly like to thank Hannah Tompkins and Belinda Ryes-Corral for their research report, *Stepping Stones to Freedom from Domestic Violence*.



Thankyou Aaron's Outdoor Living

This outdoor cabin was generously donated to BWGHC by Aaron's Outdoor Living for child minding and other activities

Financial Statements

Blacktown Women and Girls Health Centre Inc

ABN 98 059 698 895

For the Year Ended 30 June 2015

Profit and Loss Account

	2015 \$	2014 \$
Income		
Sale of goods	5,091	1,162
Fees	12,783	3,547
Interest income	6,735	1,692
Dividend income	321	313
Grants	526,030	504,705
Donations	334	265
Sundry income	1,181	1,054
Other revenue	5,650	10,246
Total Income	558,125	522,984
Less: Expenses		
Accounting fees	-	19,479
Advertising	2,417	1,414
Amenities	2,433	3,061
Assessment rates & municipal charges	1,136	966
Auditors remuneration	3,500	6,650
Bank charges	349	400
Cleaning	2,276	9,148
Computer Equipment	3,675	2,000
Depreciation	2,048	2,883
Electricity & water	1,545	2,171
Equipment < \$300	13,634	5,848
Insurance	3,188	5,067
Leave provisions	21,994	9,636
Medical expenses	8,439	15,968
Office equipment	5,048	5,037
Other expenses	6,546	76
Program costs	8,185	8,320
Postage	287	627
Printing and stationery	4,485	2,140
Repairs and maintenance	21,353	27,390
Salaries	381,640	315,249
Security	970	1,020
Staff training	10,893	12,501
Subscriptions	2,594	4,391
Sundry expenses	5,900	16,071
Superannuation contributions	29,874	19,478
Telephone and fax	6,407	10,719
Travel - local	1,802	1,216
Workers compensation insurance	5,411	5,673
Total Expenses	557,928	514,599
Other items:		
Surplus/(deficit)	197	8,385

For a full set of accounts, please email: manager@womensandgirls.org.au

Acknowledgements

We would like to acknowledge and thank our partners and supporters:

- Acute Care Mental Health Team (Blacktown Hospital)
- Aftercare Mental Health Services
- Alice's Cottages
- Assist A Sista (Sydney)
- Blacktown City Council
- Blacktown Girls' High School
- Blacktown Hospital Midwifery Department
- Blacktown Hospital Social Work Department
- Blacktown Lesbian Information and Support Service (BLISS)
- Blacktown Police LAC and DVLOs
- Blacktown Pride In Diversity Network
- Blacktown RSL – ClubGRANTS NSW
- Blacktown Workers Club – ClubGRANTS NSW
- Blacktown/Mount Druitt Community Health team
- Bridges Alcohol and Drug Counselling Service
- Brighter Futures Blacktown
- CALD Women's Health Groups (NSW Department of Health)
- CatholicCare Social Services
- Charmian Clift Cottages
- Domestic Violence Services NSW (women's refuges)
- Family Planning NSW
- Family Referral Service
- Foster Care Angels
- Hawkesbury Race Club - Say No to Violence Against Women Race Day Event
- Headspace
- Junaya Family Development Services
- Karabi Youth Services
- Lalor Park Public School
- Mackillop Family Services
- Marist Youth Services
- Mission Australia
- Mr Steven Bali the Mayor of Blacktown
- Multicultural HIV and Hepatitis Service (NSW Health)
- Ngallu Wal Aboriginal Child & Family Centre
- Nova Disability Services
- NSW Department of FACS
- NSW Department of Health
- NSW Department of Juvenile Justice
- NSW Refugee Health
- PACS Blacktown Adolescent and Family Counselling
- Pecky's Disability Services (Blacktown)
- Police Citizens Youth Clubs
- Quakers Hill Police LAC and DVLOs
- Richmond Partners In Recovery
- Riverstone Neighbourhood Centre
- Rosie's Place (women's refuge)
- Share The Dignity (NSW/ACT)
- STARTTS Refugee Services
- SydWest Multicultural Services
- The Hon John Robertson MP
- The Hon Michelle Rowland MP
- The University of Sydney
- Wesley Mission
- West Connect Domestic Violence Services (women's refuges)
- Western Sydney University
- Women's Assistance and Self Help (WASH) House
- Women's Legal Services NSW
- Zonta Club of Cumberland West

"I love that this service exists! It has been a place that I look forward to coming to every week to connect with other women and participate in activities to look after my physical and mental health."

*- Mara**

*"I think the centre is a great place with fantastic services for females and the area. Offers a lot of support" – Saanvi**

*"The services are excellent and the staff are of great help and accommodating" - Alina**

*"Since coming here after my husband's death with low self-esteem I've developed a positive outlook. This centre has really helped me. I love Mondays, I've gained more strength and happiness." – Sue**

Our Donors and Sponsors

Blacktown Women's and Girls' Health Centre would like to thank the following donors and sponsors for their generous and invaluable support of the Centre over 2014/15. Our donors and sponsors include:

- ▶ Aarons' Outdoor Living
- ▶ Coles Westpoint Blacktown
- ▶ Foster Care Angels
- ▶ The Nappy Collective
- ▶ Bunnings Warehouse, Seven Hills
- ▶ Grill'd, Parramatta
- ▶ Blacktown Council (support with providing venues and PA systems)
- ▶ Hawkesbury Race Club (Say No to Violence Against Women Race Day Event)
- ▶ Woolworths Blacktown
- ▶ Big W Blacktown
- ▶ Mrs Janelle Patchett
- ▶ Jani and Paul Said
- ▶ Ms A Lawton
- ▶ Mrs Diana Beacroft
- ▶ Mr Sam Azar

BWGHC would like to thank **Blacktown Worker's Club**, the **Blacktown RSL** and other clubs participating in the **Blacktown City ClubGRANTS** for awarding BWGHC with a 2014 ClubGRANT.

BWGHC would also like to thank our sister services **Richmond Women's Cottage** and the **WASH House** for their support throughout the year. These services have partnered with BWGHC to deliver important services and to engage in joint fundraising activities to benefit local women and girls.



Young guests attend the Christmas Lunch Event generously provided by the Parklea Outback Steakhouse for local mothers and children, with demonstrations from emergency personnel

NOTES

^{1&3}Keynan, M., Hossain, M., & Hughes, R. 2013, *Blacktown LGA Community Health Needs Assessment Project Report*, Western Sydney Local Health District, Sydney.

².id, the population experts, 2011, 'Community Profile: Blacktown City', compiled from 2006 and 2011 Census Data, accessed via: <http://profile.id.com.au/blacktown/>

*Names changed to protect client privacy. Client comments from BWGHC Client Surveys 2014/15 FY.



Blacktown Women's and Girls' Health Centre Inc. Annual Report for the 2014/15 Financial Year

Blacktown Women's and Girls' Health Centre Inc. (BWGHC) is a Public Benevolent Institution with DGR Status. Donations of \$2 and above are tax deductible

BWGHC is funded by NSW Health, administered by Western Sydney Local Health District

Our Peak Body is Women's Health NSW.

BWGHC is accredited at Certificate Level of the Australian Service Excellence Standards (ASES)

We are accountable to the Australian Charities and Not-for-profit Commission (ACNC) and NSW Fair Trading

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BWGHC is on Facebook

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