

Blacktown Women's and Girls' Health Centre Inc.

Annual Report
2017/2018

Accredited at
Certificate Level of the
Australian Service
Excellence Standards



Blacktown Women's and Girls' Health Centre Inc and North West Sydney Domestic Violence Court Advocacy Service

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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 \$2.00 and above are tax deductible. The Centre holds NSW Authority to fundraise: CFN/23808.

All photos unless otherwise indicated are property of BWGHC. Thanks to the staff and students at BWGHC for their contribution of photographs to this report.

BWGHC Annual Report for 2017/2018 compiled by Rachel Yu and Emma Sutherland

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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.





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.



Oz Harvest, Jane, Emma, Emma Husar, Jhan, and Rachel, 2018



Chairperson's Report | Dr Olayide Ogunsiji



It is a great privilege to present the Blacktown Women's and Girls' Health Centre's (BWGHC) annual report covering 2017-2018 financial year, to our members, friends and stakeholders.

The overall performance of BWGHC during the last twelve months has been outstanding. The Centre continues to build on its strong foundation and network at all levels of the organisation and consolidating a solid platform for ongoing growth and success in serving the many women and girls in our area.

I am very pleased to say that 2017-2018 has been a very active and successful year in so many areas. In the course of the year, the NSW Health Department approved our three-year Grant funding and the Centre was successful in several grant submissions. We were successful in our funding submission to undertake a nominated pilot program, to become the Blacktown Local Drug Action Team (BLDAT) for young women. The pilot project is in progress and being evaluated regarding its

sustainability at our Centre.

The significant impact that the Centre's programs and services is having on the lives of the women and girls has been recognised with the receipt of donations, nominations and club grants. To mention a few, BWGHC received the "Most Inclusive Employer 2018 Award" during Blacktown City Local Business Award night. We really appreciate NOVA Employment for nominating the Centre for this prestigious award. The Centre was nominated by Commonwealth Bank, Seven Hills branch to develop support program for young CALD women and girls; received the Blacktown City Council, Clean Creeks Grant for installation of new water tank and gardening; and Dick Smith food provided us with a grant for the Women's and Girls Emergency fund. All these nominations are very important to us, as they enable the provision of much needed extended services and support group to young women and girls across the Blacktown LGA.

Recently, BWGHC received the good news from Legal Aid NSW and the Government regarding our retainment of the NWSWDVCAS until 2020. This is quite pleasing for the Centre, our staff and clients. The centre continues to receive excellent feedback and praise for our Auspice, Governance and Program provision of the NWSWDVCAS and LCP SAMS from Legal Aid NSW over the past years. Services cover the continuum from prevention, early intervention and responding to women who have experienced domestic violence. We have skilled and experienced staff, gender and trauma-informed programs and systems, a committed and aware management structure and relevant partnerships in the community which enable us to access and mobilise services when needed. I congratulate the Executive Officer, Ms Jhan Leach and her team for these great successes.

On Tuesday 21 August 2018, members of the Management Committee met to review and update the Strategic Plan for BWGHC. It was decided that the completed plan would be organised into four parts, and be called the BWGHC Strategic Business Plan, 2018 – 2021. Furthermore, key policies and procedures were reviewed and these are now provided to QIP as part of our Assessment toward accreditation in February 2019.

BWGHC is committed to an ongoing community engagement. Staff and volunteers attended the Blacktown City Council Festival on the 26th May 2018. One of our program coordinators coordinated a community development stall with staff and volunteers marching with our banner at the event. We had an MOU with Rape and Domestic Violence NSW, for them to use our premises to provide phone counselling for CBA staff and clients who are victims of Domestic Violence. The centre continues to be an organisation of choice for students' placement. We currently have seven Social Work students on placement from Western Sydney University, and three counselling students from the Australian College of Applied Psychology.

BWGHC is delighted to report that the Sudanese African women's group was established with our new Sudanese African clients. This group has worked in collaboration with Western Sydney LHD to test some promotional flyers (culturally translated resources) on Healthy Food related messages and got feedback from the participants. Healthy Children's Initiative (HCI) team in Western Sydney Local Health District is developing these resources. It was a great opportunity for the women to participate in such an important project. The collaboration has yielded further outcome with a completed six culturally sensitive education sessions on "Mothers and children living together in a new country". The full details of our extensive range of programs are laid out in the following pages of this report, which I encourage you all to read in depth.

I will like to acknowledge and express our appreciation to our community partners, including the Outer Western Domestic Violence Network, Family Planning NSW, the Western Sydney Local Health District, NSW legal Aid and the Department of family and Community Services, as well as numerous grass-root services and their workers whom we closely work with on a daily basis to ensure that women and girls get the relevant support they need.

On behalf of the Management Committee, I wish to extend my gratitude to our able Executive Officer, Jhan Leach for her professionalism and determination in executing our strategic and operational goals effectively and efficiently. Under her leadership and guidance, BWGHC is growing from strength to strength as evident from the variety of programs, services and partnerships established over the number of years she has been in the Centre.

I thank all the staff for their hard work, dedication and loyalty to BWGHC. I acknowledge their welcoming smiles, their passion and commitment really make a big difference to the health and well-being of our clients and are crucial to our success.

I would like to thank all the members of the Management Committee whose responsibility it is to provide effective governance and ensure that the services, programs and policies of the Centre meet current health and service standards. I acknowledge their dedication and commitment and guidance.

Finally, and very importantly, I wish to thank all the women and girls who use our services; for their trust and for enabling BWGHC to continue to be the Centre of excellence in women's health and domestic violence response in the Blacktown Local Government area. On this note, it gives me a great pleasure to present to you 2017-2018 Chairperson's annual report.

Olayide Ogunsiji



Blacktown Women's and Girls Health Centre: Sudanese Women's Group, 2018



Treasurer's Report | Denele Crozier



This year we recruited a new member into the finance team – Georgie Smart who is our new Finance Officer. And we thank her for keeping up with a running start! 2017-2018 was a busy year with increased services, partnerships, staff, programs and clients, all good for the business of increased capacity to improve care for women and girls in the Blacktown area. We take this opportunity to acknowledge and thank the Western Sydney Local Health District and Legal Aid NSW for our core recurrent funding and for small grant programs through Nestle Blacktown, Blacktown Workers Club and Blacktown RSL NSW Club Grants, Women NSW and Multicultural NSW Grants. We give a heartfelt thank you for the continued support of the community who organised donations, financial and material. All the efforts really help to make a difference.

Special thanks also go to Blacktown Local Area Police, Blacktown City Council, Gold Crest Security and Storage King. Thank you for being part of our community by sharing our aims to improve support for women and girls in the Blacktown area, we have really appreciated your commitment.

We have finished the year with an unqualified audit, a strong finance team and accounting systems and can meet our financial responsibilities when and if they fall due. I commend these accounts to the membership.

Denele Crozier



*Child Protection Week, Family Fun Day
2017
Jane Attard-Taylor*



*Christmas Party, 2017
Lorraine, Julie, Belinda, Moni, Kessel and
Claudia*



Executive Officer's Report | Jhan Leach



I would like to thank our Chairperson Dr Olayide Ogunsiji, Vice Chairperson Mariam Mourad, our Treasurer Denele Crozier, Secretary Lynn Muir, Directors, Anne-Maree Kestle, Neena Sood and Karen Fernando, for their excellent guidance, good governance and support over the past twelve months.

This year we were successful in receiving Grant funding from both State and Federal Governments that enabled us to have Solar Power installed and new front Fence with an electric gate. We also had support from Nestle Blacktown to refurbish our reception area with the help of their staff. We received Club Grant funding from Blacktown Workers Club, Blacktown RSL and much needed storage from Storage King for the Women's and Girls Emergency Fund and to them, and to all our other sponsors and donors who have assisted us materially, physically and financially this year we're all very grateful.

The North Western Sydney Domestic Violence Court Advocacy Service and Local Coordination Point, Safety Action Meetings have continued to perform strongly under our auspice for Legal Aid NSW. I'd like to thank the Coordinator of the North West Sydney Domestic Violence Court Advocacy Service, Kerry Kent for her commitment and to her team for the excellent work they're undertaking, which has also received much praise from Michelle Jones the Manager of Legal Aid NSW.

We've achieved solid progress this year with staff recruitment and development, team building, strategic and business planning, enabling our continuing solid service growth.

I would like to thank our 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 and domestic violence services and this has been achieved.

We have succeeded in partnering with a number of government and non-government organisations in the Blacktown, Mt Druitt and Hawkesbury Nepean Local Government Areas. I would also like to thank them for their support and dedication to women, girls, children and families in our community.

Our great thanks to the Blacktown Police Area Command, under their Commander, Gary Mereweather, DVLO, Michelle Goble and Crime Prevention Officer, Deb Lee for their dedication to assist in fundraising through the White Ribbon Campaign, speaking at Candle Light Vigils and through educating our community to understand that Domestic Violence and any other form of Violence, perpetrated against women, girls and children is not acceptable.

I'm really honoured and proud to represent our organisation as a result of these achievements.

Jhan Leach



Blacktown Women's and Girls' Health Centre Inc and North West Sydney Domestic Violence Court Advocacy Service Blacktown Local Business Awards - 'Most Inclusive Employer' 2018



Martin Wren, CEO of NOVA Employment presenting our Executive Officer, Jhan Leach with our Blacktown Local Business Award for 'Most Inclusive Employer 2018'. The Blacktown Women's and Girls' Health Centre would like to thank Blacktown Nova Employment Manager Neena Sood and Martin Wren the CEO of Nova Employment for nominating us for this award.



Our Structure

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 Executive Officer, Jhan Leach, who reports to the Management Committee.

Management Committee

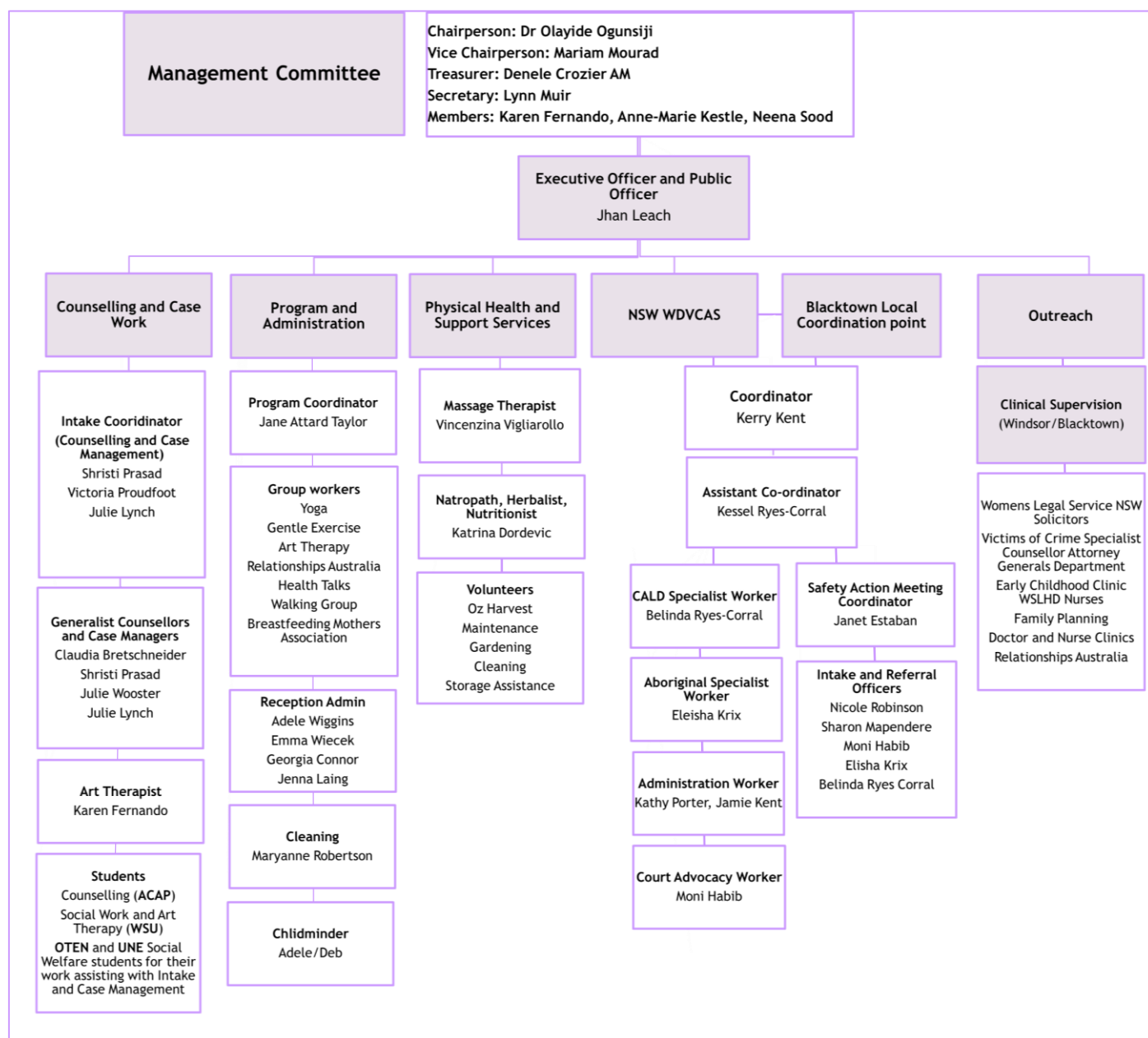
BWGHC is an Incorporated Association, which is governed by a Management Committee made up of women committed to advancing the health priorities of women, girls, children and families living in our local community. The Management Committee is structured and operates according to the Rules of Association,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

Funding

- NSW Department of Health, as administered by the Western Sydney Local Health District
- Legal Aid New South Wales.
- Additional sources of funding are sought, and provided via grant applications, community donations and strategic partnerships with other organisations.



Blacktown Women's and Girls Health Centre Inc. And North West Sydney Women's Domestic Violence Court Advocacy Service





BWGHC works in alignment with NSW Government Health Goals. The following is extracted from the NSW 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



Quality, Innovation, Performance

BWGHC is accredited at Certificate Level of the Australian Service Excellence Standards (ASES). Since receiving accreditation, the Centre has continued to upgrade systems and processes, in order to meet ongoing improvement targets for internal processes and strengthening our operational policies and procedures, including recruitment, employment, financial and organisational management.

Meeting High Demand

BWGHC has undergone important changes during this financial year. We have improved our Centre's facilities, and continued to expand our capacity to meet high demand for services.

We have also employed additional staff to meet the continuing high demand for our counselling and case management services and for the North Western Sydney Domestic Violence Court Advocacy service.

Improving Effectiveness

BWGHC has taken an efficient and consistent approach to managing the continuing high level of demand by new clients for counselling and case management, including the growing demand for domestic violence and crisis response.

This year we have continued our work with Legal Aid NSW alongside North Western Sydney Domestic Violence Court Advocacy Service. We have a good working relationship with the Women's Domestic Violence Court Advocacy Program at Legal Aid NSW. Achieving solid progress this year with staff recruitment and development, team building, strategic and business planning and enabling our strong service growth.

Providing child minding for our Doctor and Nurse clinics has enabled many women to comfortably attend appointments. Our health promotions and early intervention group program has brought the Centre into new partnerships with local organisations and agencies, and provided women and girls with useful ways to address issues such as physical health, mental health and social wellbeing, regardless of age or cultural background.

The BWGHC **Women's Girls' and Children's Emergency Fund** is able to respond to the growing needs of women fleeing domestic violence, and has been supported with a NSW Clubs Grant from Blacktown Workers Club. During the next 12 months, this fund will continue to provide practical assistance for women, girls and children in crisis and at risk of homelessness.

The BWGHC Reception team, the first 'point of call' for clients, received between 20 – 40 calls a day.

Over ten per cent of the calls were complex or crisis related, requiring sound knowledge of referral pathways and appropriate services, internal and external, for the woman or girls calling.

Meeting NSW Health Requirements

BWGHC continues effectively quantitatively recording and measure our performance in all areas through our Key Performance Indicators (KPIs), which were developed in consultation with NSW Health to meet their requirements and provide a consistent framework for monitoring and evaluating performance.



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

- **Women's Domestic Violence Court Advocacy Service:** North Western Sydney Women's Domestic Violence Court Advocacy Service (NWS WDVACS)
- **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**
- **Remedial Massage Therapy**
- **Art Therapy**
- **Health Promotion and Community Outreach**
- **Early Intervention and Health Promotion Group Program**
- **Yoga and Gentle Exercise**



White Ribbon Raffle 2017

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 provided by Gold Crest Security for the Outer West Domestic Violence Network (OWDVN)
- **Specialist Counsellor, Victims of Crime:** Ros Leahy, Specialist Counsellor Victims of Crime for the NSW Attorney General's Department
- **Early Childhood Health Clinic:** Early Childhood Nurses from the Western Sydney Local Health District
- **Legal Support:** Women's Legal Services NSW (WLSNSW) Solicitors
- **Indigenous Women's Legal Support:** Indigenous Women's Legal Program (WLSNSW)
- **Staying Home Leaving Violence:** Specialist outreach worker from the WASH House
- **African Women's Health And Support Organisation (AWHASO):** regular outreach, meetings and information forums hosted by BWGHC
- **Australian Breastfeeding Association:** regular information and support meetings held at BWGHC
- **Relationships Australia:** Women's Choice and Change Group Program



Early Intervention and Health Promotion Group Programs (2017/18 FY)

- Gentle Exercise Group
- Art Therapy for Connection
- Massage Therapy
- Early Childhood Clinic
- Compeer Mental Health Program, Information
- Resilience Building Group (Relationships Australia)
- CPR and Defibrillator Training
- Acupuncture Health Talk
- Nutritionist Health Talk – Reading Food Labels
- Massage Therapy
- Naturopath and Dietitian
- Australian Breastfeeding Association
- Yoga Group
- Stepping on – Seniors Fall Prevention Program
- Family Planning NSW – Women's Health Clinic
- Let's Talk Teeth
- African Women's Health and Support Organisation Forum (AWHASO)
- Art Therapy – Creative Connection
- Australian Hearing (Hearing tests)
- Seasonal Allergies Info
- The Continence and Foundation Bladder and Bowel Health
- Relaxation Techniques & Self Care
- Australian Breastfeeding Association
- Self-Esteem and Communication Skills Group
- Art Therapy – Journey of Self Expression
- Live Well with Asthma (Asthma Foundation)
- CORE Tone & Trim
- Super Foods for Menopause
- Breastfeeding & the Early Days (Australian Breastfeeding Association)
- Women's Walking Group
- Early Childhood Clinic
- CORE Strength Beginners Class
- Talking Health: Empowerment for Women's Health
- Talking Health: Building Resilience
- Talking Health: Hearing Health (Australian Hearing)
- Talking Health: Depression and Post-Natal Depression (Beyond Blue)
- Talking Health: Reducing Risk of Cancer (Cancer Council)
- Talking Health: Dress for Success
- Talking Health: Eating for a Better Nights Sleep
- Talking Health: Healthy Lifestyles (with NSW Cancer Council)



"Helping women is great, we feel comfortable and find answers to our questions"

**Anna*



Accessible and Culturally Responsive Services

During the 2017-2018 Financial Period, BWGHC provided culturally responsive services to women and girls from culturally and linguistically diverse backgrounds. Clients were provided with a free interpreter when needed, either onsite or via the Telephone Interpreter Service (TIS).

BWGHC 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 to provide culturally responsive services including referrals, events and resources.

Blacktown Women's and Girls' Health Centre hosted regular outreach meetings by the African Women's Health and Support Organisation (AWHASO). We partnered with SydWest Multicultural Services and other local agencies and organisations to deliver an International Women's Day Community Celebration. We delivered outreach programs for Indigenous women and girls onsite at Ngallu Wal Aboriginal Child and Family Centre and other community organisations.



International Women's Day event, 2018



African Women's Group: Women & Children Growing together in a New Country, 2018

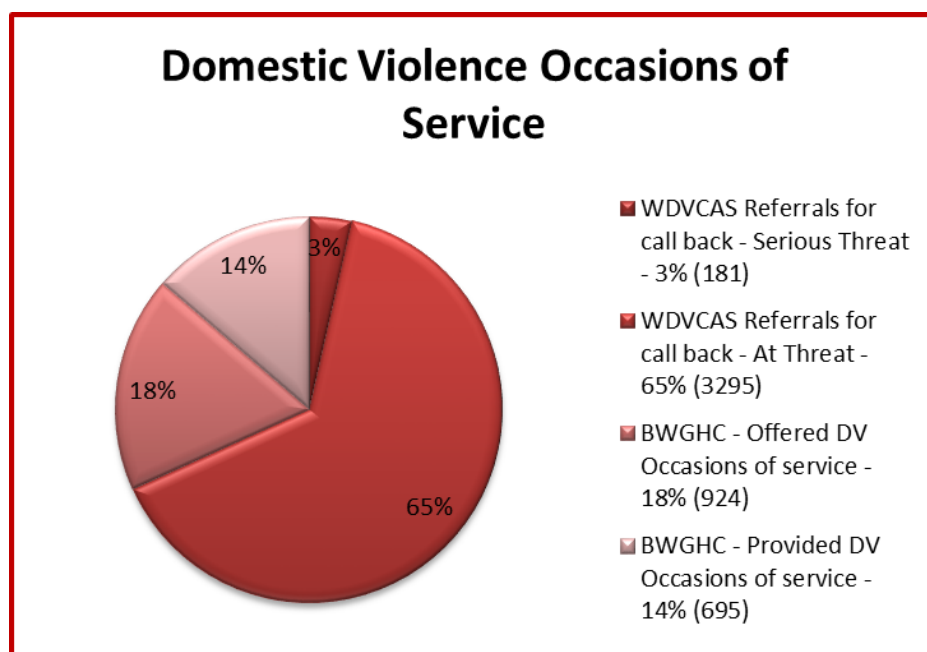
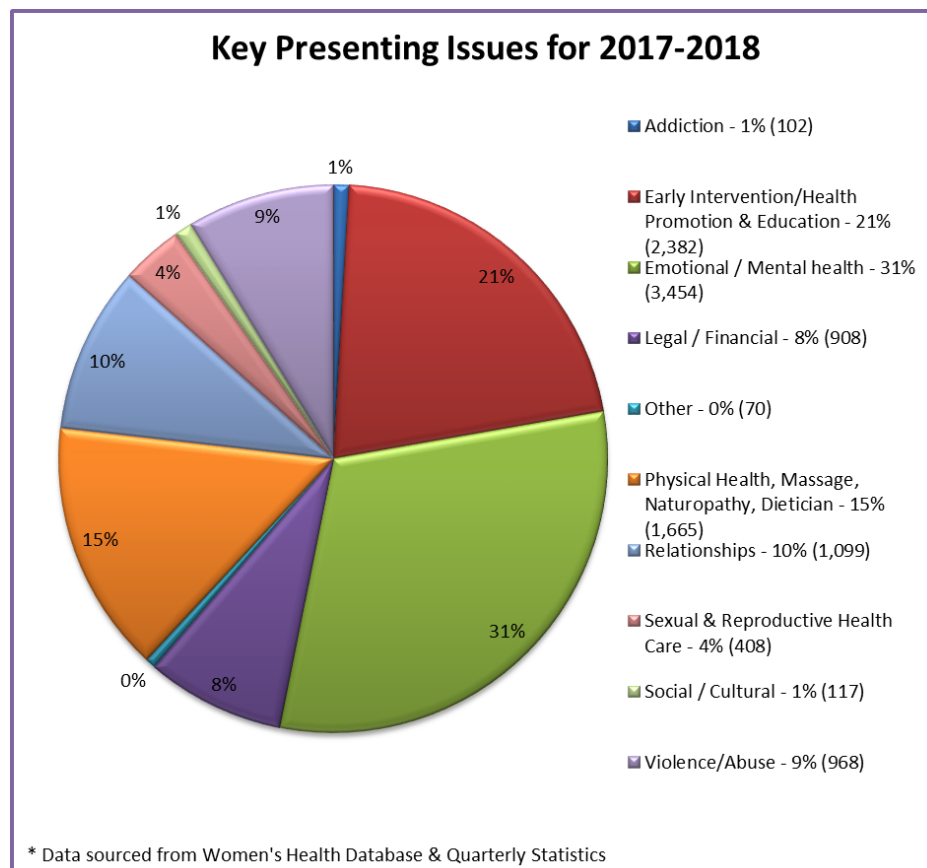


During the financial year **2017-2018**, **9953** women and girls contacted the centre for assistance.

A total of **3311** women and girls attended appointments.

More than **2382** women and girls attended groups, activities workshops and classes.

A total of **4260** women contacted the centre for referral, information and crisis support.





About Us

North West Sydney Women's Domestic Violence Court Advocacy Service (NWSWDVCAS) is one of the 29 services of the Women's Domestic Violence Court Advocacy Program providing a holistic service to women across NSW experiencing domestic violence. We provide information, support, referrals and advocacy to women to obtain effective legal protection from NSW Courts through the application of Apprehended Domestic Violence Orders (ADVO's).

NWSWDVCAS facts & highlights at a glance

- Provided services at 2 Local courts: Blacktown and Windsor
- Provided 5703 service events to 1804 clients
- Assisted clients to obtain 637 Final ADVOs
- 7.86% of clients assisted identified as Aboriginal
- 34.94% of clients assisted were from CALD backgrounds

Blacktown Local Coordination Point (LCP)

It has been another busy year for the Blacktown LCP. The team worked collaboratively with key partners to deliver effective services to clients.

LCP facts and highlights

- Over 3671 referrals received from Police and Local Court
- 447 victims considered at a SAM
- 25 Safety Action Meetings held at Blacktown

Blacktown LCP receive all Police and Local Court referrals for women experiencing

domestic violence in the local Blacktown area. LCP provides clients with a comprehensive risk assessment guided by the Domestic Violence Safety Assessment Tool (DVSAT), case coordination and referral to a Safety Action Meeting (SAM) for clients at serious threat. LCPs also provide secretariat support for SAMs in each local area, in partnership with NSW Police Force.

Safety Action Meeting (SAM) - A SAM is a regular meeting of local service providers that aims to prevent or lessen the serious threat to the safety of domestic violence victims through targeted information sharing. SAMs are chaired by a Senior Police Officer and attended by key government and non-government service providers working with domestic violence clients and perpetrators in the local area. Based on the comprehensive picture of a client's situation put together through sharing information, SAM members develop a list of actions, known as a Safety Action Plan, for each client on the agenda. A Safety Action Plan is a targeted, time-specific list of practical steps that service providers can take to prevent or lessen serious threat to clients and their children.

Information obtained at the SAMs can only be used for the purpose of preventing or lessening a serious domestic violence threat to a victim, her children or other persons.

Victims and perpetrators do not attend Safety Action Meetings.

NWSWDVCAS & Blacktown LCP is funded by Legal Aid NSW



Our Team

The NNSWDVCAS team consists of:

Coordinator
Assistant Coordinator
Aboriginal Specialist Worker
Multicultural Specialist Worker
Court Advocacy Worker
Administration Assistant
Administration Assistant

Kerry Kent
Kessel Ryes-Corral
Eleisha Krix
Belinda Ryes-Corral
Moni Habib
Jaime Kent
Katherine Porter

The Local Coordination Point team consists of:

Safety Action Meeting Coordinator
Intake and Referral Officer
Intake and Referral Officer
Intake and Referral Officer
Intake and Referral Officer
Intake and Referral Officer
Intake and Referral Officer
(Maternity leave Position)

Janet Esteban
Nicole Robinson
Sharon Mapendere
Moni Habib
Eleisha Krix
Belinda Ryes-Corral
Myriam Drury



Jaime, Kerry, Sharon, Eleisha, Janet, Belinda, Kath, Kessel, Moni



Co-ordinator's Report | Kerry Kent



I am pleased to present North West Sydney Women's Domestic Violence Court Advocacy Service's (NWSWDVCAS) 2017-2018 Annual Report. NWSWDVCAS has provided 5703 service events to 1804 women and their children who have experienced domestic and family violence over the last 12 months. We have assisted 637 clients to obtain a Final Apprehended Violence Order (ADVO) through Blacktown and Windsor local courts.

NWSWDVCAS assists women and their children who have experienced Domestic and Family Violence to obtain effective legal protection through an ADVO. We facilitate the client's access to the court system to obtain effective legal protection by ensuring clients are referred to the NWSWDVCAS before court and at court, by NSW Police Force, Local Courts staff and other services. We provide clients with information about the court process and their options in relation to the process. NWSWDVCAS staff do not provide legal advice but ensure appropriate early referral to legal practitioners for advice and representation and assess, at each stage of the process, the client's needs for legal and social/welfare assistance and facilitate her access to services which can assist with these needs for example, financial assistance and advice, Housing and Centrelink advice and counselling. NWSWDVCAS have provided over 13,000 referrals to other services.

I am delighted to report that again we have exceeded the expected level of performance in all areas. NWSWDVCAS continues to strive to provide excellence in our service delivery, with a strong focus on advocacy and support for our clients, while promoting collaborative relationships with our partners.

Training and development activities undertaken by NWSWDVCAS and Blacktown LCP staff include:

- Electronic Monitoring Training
- E-Safety Workshop
- Continuing Education Program - Working with clients who have experienced sexual assault'
- SydWest Multicultural Services Safer Pathway Training
- Vicarious Trauma Training
- Boundary/Self Care Training

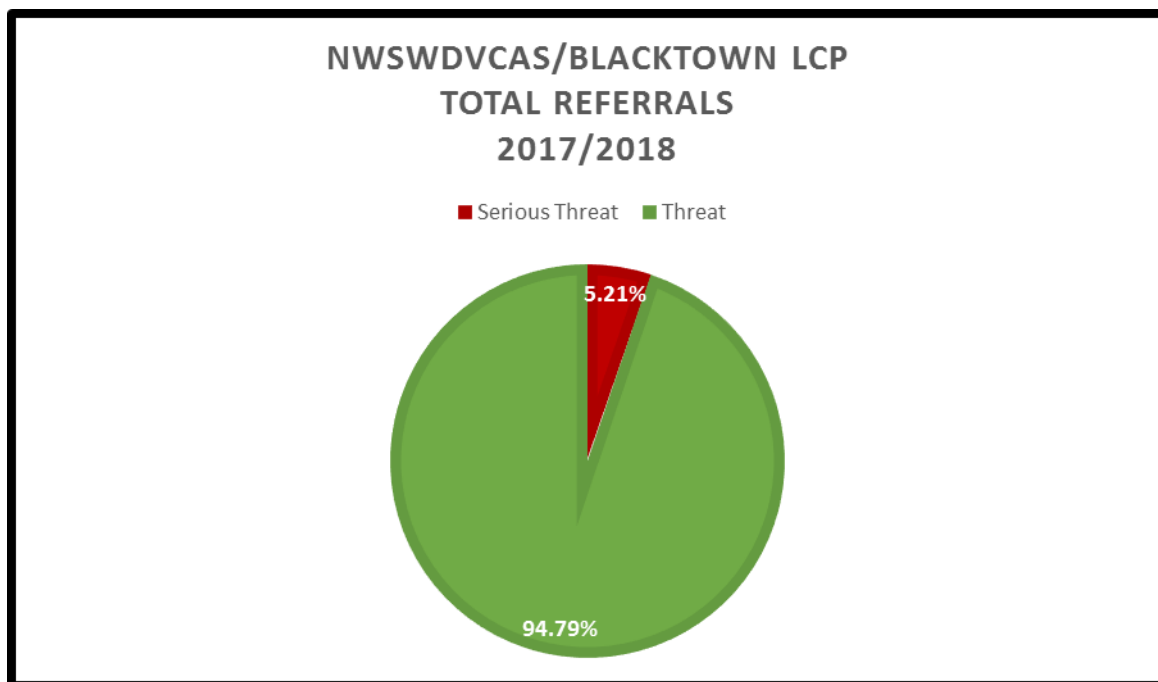
I would like to acknowledge and thank our dedicated and professional team for their commitment to deliver a consistent high quality service to all women and children who have or are experiencing domestic violence. I am particularly proud of the work that the team has done in attending to and addressing the issues of clients who are at serious risk of harm and supporting them through appropriate referral channels.

I would also like to thank and acknowledge our key partners, in particular NSW Police Force staff from Blacktown, Quakers Hill and Hawkesbury Local Area Commands and especially our Domestic Violence Liaison Officers (DVLO's) who we have a strong collaborative partnership with.

On behalf of our staff, I would like to thank everyone who contributed to NWSWDVCAS and Blacktown LCP's ability to provide effective services to women, our community partners who accepted our referrals and services who have committed their employees to our Seconded Worker Rosters.

I would like to thank our Executive Officer Jhan Leach for her support and guidance over the last twelve months. And a final thanks to the Management Committee for their governance and support.

Kerry Kent, Co-ordinator



Priority Client Groups

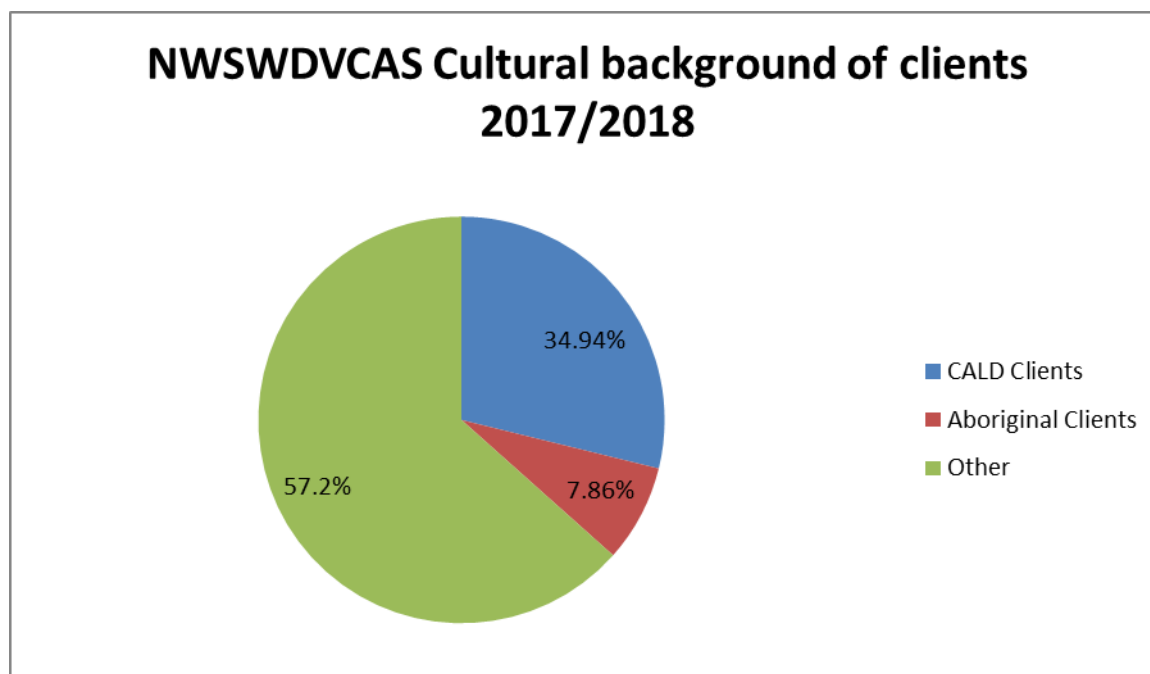
NWSWDCAS assist women and children who have experienced or are experiencing domestic violence in the following circumstances:

- Women who are considering ADVO proceedings and require information, advice and referral
- Women in ADVO applications (Police and privately initiated) which are being heard on a mention basis on AVO list days (as an applicant, or as a defendant at the discretion of the WDCAS Co-ordinator)
- Women in ADVO applications (Police and privately initiated) which are being heard on a mention basis on other court days (as an applicant, or as a defendant at the discretion of the WDCAS Co-ordinator)
- Women in ADVO applications (Police and privately initiated) which are set down for a defended hearing (as an applicant, or as a defendant at the discretion of the WDCAS Co-ordinator)
- Women in APVO proceedings who have been subjected to stalking and intimidation, where there is no previous intimate relationship, subject to the discretion of the WDCAS Co-ordinator. E.g. by someone whose apparent intention is for the purpose of forming a relationship; or by a new partner of the client's ex-partner
- Women in criminal charge matters involving domestic violence which are being heard on a mention basis with or without an associated ADVO application (as a victim witness, or as a defendant at the discretion of the WDCAS Co-ordinator)
- Women in criminal charge matters involving domestic violence which are set down for a defended hearing with or without an associated ADVO application (as a victim, or as a defendant at the discretion of the WDCAS Co-ordinator)
- Women in ADVO applications (Police and privately initiated)



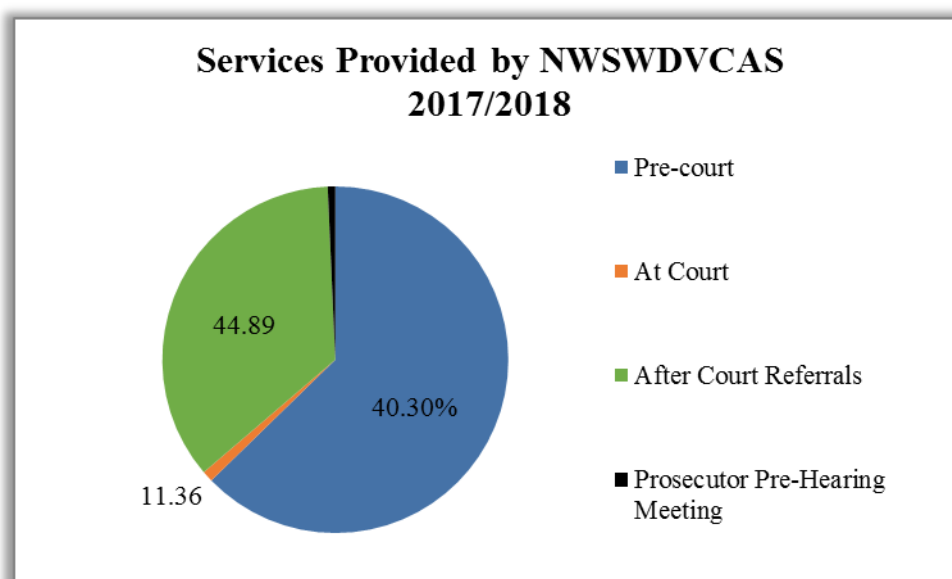
Our Services

NWSWDVCAS deliver the following services to women and children experiencing domestic violence:



- **Information** - Provide clients with legal information about the court process. Assist women and children to obtain Apprehended Domestic Violence Orders (ADVOs) that are appropriate to their individual needs and that they understand.
- **Assistance and referral** - Making referrals to a broad range of service providers including counselling, legal, financial, accommodation, health, family services and Victims Services according to the woman's needs.
- **Court advocacy** - Advocating on behalf of clients to support them in obtaining the best possible court outcome and support from other community and government agencies.

WDVCAS can work with women before court proceeding, at court and after court.





Our Key Partners

NWSWDVCAS work in collaboration with their key partners to provide effective services and positive outcomes for our clients. NWSWDVCAS work with these agencies to develop effective strategies in delivering domestic violence services.

Our key partners include:

NSW Police Force from Blacktown, Quakers Hill and Hawkesbury Local Area Commands

Blacktown and Windsor Local Court Staff

Legal practitioners including solicitors on the Domestic Violence Practitioner Scheme

Non-government and government organisations such as:

- Aboriginal Medical Service Mt Druitt
- Aboriginal Catholic Services Mother's Group
- Blacktown Community Health Centre
- Blacktown Family Referral Centre (BFRC)
- Blacktown Women's and Girls Health Centre (BWGHC),
- Brighter Futures – Blacktown
- Butucarbin Aboriginal Corporation
- Baabayn Centre Emerton
- Centrelink Blacktown
- Department of Housing, Blacktown & Mt Druitt
- Doonside Community Health Centre
- FACS Community Services – Blacktown
- Family Mental Health Support Service Mission Australia
- Hawkesbury Community Outreach
- Hawkesbury District Health Service
- Hills Community Aid and Information Service
- Jessie Street refuge
- Link2home
- Mt Druitt Family Referral Centre (MFRS)
- Mt Druitt WashHouse
- Marrin Weejali Aboriginal Corporation,
- Ngallu Wal Aboriginal Child & Family Centre Doonside
- Nureen Wentworth Housing
- Rooty Hill branch/Windsor
- Rosie's Place
- Swinson's Cottage
- Syd West Multicultural Service
- Western Sydney Family Referral Service
- Wentworth Community Housing

These working relationships are important not only in ensuring NWSWDVCAS receive and are able to make effective client referrals but also ensuring the effective and efficient operation of the court process and positive client outcomes.

Police

NWSWDVCAS has an excellent working relationship with the Domestic Violence Liaison Officers (DVLO's) at Blacktown, Quakers Hill and Hawkesbury Local Area Commands. These strong partnerships between the NWSWDVCAS and Police are essential and allows all concerned to achieve the best outcomes for our clients. We wish to acknowledge and thank these DVLO's for their dedication and support.

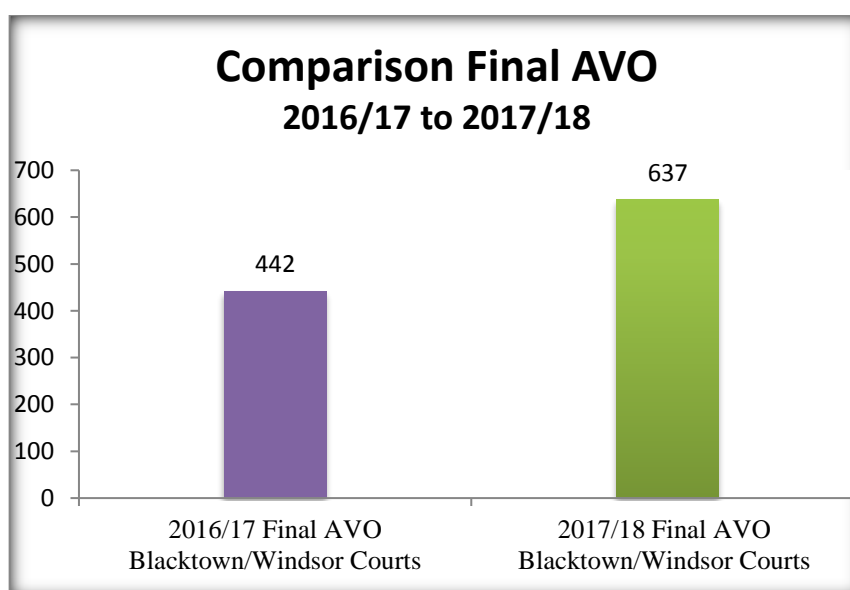
Local Courts Blacktown and Windsor

The partnerships developed between the Court staff both at Windsor and Blacktown Local Courts over the years continues to allow us to provide and maintain best practice and service provision for our clients thereby enabling NWSWDVCAS to obtain the best possible outcomes for our clients.

We would like to thank all Court Staff and Sheriffs at both Blacktown and Windsor Courts.

NWSWDVCAS work in collaboration with their key partners to provide effective services and positive outcomes for our clients. NWSWDVCAS work with these agencies to develop effective strategies in delivering domestic violence services.

We would like to thank all Court Staff and Sheriffs at both Blacktown and Windsor Courts.



Outreach Services at Blacktown & Windsor Courts

Western Sydney Community Legal Centre - Victims Support Scheme Services Outreach

Each week a representative from Western Sydney Community Legal Centre attends Blacktown and Windsor Court to offer assistance to NWSWDVCAS clients in the safe room regarding the Victims Support Scheme and assists clients to complete application forms.

Department of Human Services, Centrelink – Outreach Service commenced 12th July 2017 On a weekly basis the Community Engagement Officer from Federal Department of Human Services (Centrelink) attends Blacktown Court Safe room to assist NWSWDVCAS clients with:



- Centrelink enquiries and offer assistance with crisis payments.
- Assist clients to access and maintain departmental services, payment and programs.
- Where appropriate refer clients to Department of Human Services Social Workers.

NWSWDVCAS develops and maintains collaborative relationships with these partners by ensuring there is a shared understanding of roles and responsibilities which is important in relation to referrals, use of court facilities, communication and dispute resolution, data and information exchange. These working relationships ensure the NWSWDVCAS can make effective client referrals and also ensure the effective and efficient operation of the court process and positive outcomes for our clients.

Seconded Workers

NWSWDVCAS have established a roster of trained social welfare professionals that are drawn from local Blacktown and Hawkesbury community agencies that commit to participate on a monthly roster at Blacktown and Windsor Courts. All seconded workers receive WDVCA training through Legal Aid.

We wish to acknowledge and thank all the services and their workers, for their valuable support, as their presence in the safe room at court often allows for smoother referral pathways and assists clients directly and in an effective way.

Legal Aid NSW Domestic Violence Practitioner Scheme (DVPS)

The Domestic Violence Duty Service (DVDS) provides duty Solicitors to the NWSWDVCAS at both Blacktown and Windsor Local Courts on AVO list days to represent NWSWDVCAS clients in private AVO applications at mention and hearing. They also provide legal advice to clients regarding AVO's, family law, debt and victim's compensation.

The DVDS Solicitors also advocate and represent female clients who have become Defendants in an ADVO Application. This is an invaluable service for our clients and we would like to acknowledge the hard work and dedication shown to the many women and children who pass through our safe rooms.

Police Prosecutors Clinic

NWSWDVCAS is involved in the Police Prosecutors Clinic at Blacktown Court in partnership with the Blacktown Police Prosecutor.

The Domestic Violence clinic is held once a month at Blacktown court for women victims who are attending hearings at Blacktown Court.

The DV clinics assist clients to eliminate any concerns they may have by educating them in the court procedures and provide information necessary to prepare clients for giving evidence at their hearing court matters.

NWSWDVCAS would like to thank the Blacktown & Quakers Hill Police Prosecutors for their dedication and support in assisting clients to have an improved understanding of the ADVO and criminal Justice process.



Community Development Engagement

NWSWDVCAS is involved in community education to raise awareness of the issues involved in domestic violence and its impacts on individuals and the wider community.

NWSWDVCAS has attended the following community and interagency events during this financial year

Monthly meetings attended:

- Outer West Domestic Violence Network (OWDVN)
- Hawkesbury Action Network Against Domestic Violence (HANADV)
- Blacktown Domestic Violence Forum (Chaired by NWSWDVCAS)
- DVLO Meetings
- Police Prosecutor Meetings (Blacktown)
- Koori Interagency Meeting Mt Druitt
- Syd West Interagency meeting
- Blacktown Combined Interagency – Multiculturalism and Social Cohesion – Blacktown Council

NWSWDVCAS has attended the following community and interagency events during this financial year:

Monthly meetings attended

- | | |
|--|---|
| <ul style="list-style-type: none"> • Outer West Domestic Violence Network (OWDVN) • Hawkesbury Action Network Against Domestic Violence (HANADV) • Blacktown Domestic Violence Forum (Chaired by NWSWDVCAS) | <ul style="list-style-type: none"> • DVLO Meetings • Police Prosecutor Meetings (Blacktown) • Koori Interagency Meeting Mt Druitt • Syd West Interagency meeting • Blacktown Combined Interagency – Multiculturalism and Social Cohesion – Blacktown Council |
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Court Users forum

Blacktown Court - Windsor Court

Events Attended:

- Oz Harvest – Morning Tea – DV Talk
- WDVCS Coordinators Workshop
- Women's Domestic Violence Court Advocacy Program -Forum
- WDVCS Meetings:
 - WDVCAS Coordinators & Assistant Coordinators
 - WDVCAS Multicultural Specialist Workers
 - WDVCAS Aboriginal Specialist Workers
 - IRO/IRO/Court Advocacy Workers/Administrative Workers
- Safer Pathway Expansion Working Group (REWG) Pilot
- Quakers Hill DV Forum –Riverstone Police Station
- WDVCAAP Coordinators Day – Legal Aid
- Baabayn Aboriginal Corporation - Open House
- Catholic Care – Aboriginal Young Mothers get together



During the financial year we worked in partnership with peer agencies and funders to deliver specialist services in alignment with NSW Health priorities. We also delivered a range of presentations and activities on priority health and wellbeing topics.

NSW Health Priority: Violence

Our trauma-informed case management and generalist counselling services worked primarily with local women whose health, wellbeing and safety was being negatively affected by issues associated with domestic and family violence.

Women were provided with support and practical assistance to ensure the safety and wellbeing of themselves and their children, and linked as relevant to our wellbeing activities and local services.

*"You get to meet people
in the same situation
and get a lot of
information"*

**Natasha*

NSW Health Priority: Lifestyle-related chronic disease

During the year the Centre worked with a Bilingual Community Educator from the Western Sydney Local Health District to run a popular Diabetes group for women from CALD communities.

Our registered women's health nurse and naturopath/nutritionist worked to support women with lifestyle related chronic disease, including issues associated with obesity.

Our exercise and movement groups, such as yoga, have also given women and girls the opportunity to address chronic illness through exercise, as well as become linked with other services offered by the Centre's multidisciplinary team.



Blacktown Festival 2018



NSW Health Priority: Nutrition and physical activity / healthy weight

This year the Centre has worked with qualified local fitness trainers to introduce two exercises classes during which clients can obtain personalised attention.

These classes are suitable for women of all ages and levels of fitness and ability, whether they have undertaken an exercise program previously or not. Our registered women's health nurse and naturopath have also instituted a series of free health talks, which include diet, and nutrition related topics, including healthy weight.

Through our new partnership with Oz Harvest, the Centre has also been able to provide clients with access to fresh fruit and vegetables on a weekly basis, assisting between 20 to 30 families each week with food support.

NSW Health Priority: Reproductive and sexual health

The Centre works with Family Planning NSW to run two clinics every Wednesday where women and girls can attend for a full range of reproductive health care, including pap tests, breast checks, hormonal treatment, menopause care, contraceptive advice and prescription.

This year the Centre worked with WentWest (Medicare Local) and Pap Text to run a very successful "Paps for Pashminas" promotion, during which women who had a pap test at one of the regular Family Planning NSW Clinics.

NSW Health Priority: Mental health and social wellbeing

Our generalist and specialist domestic violence counselling services worked collaboratively with caseworkers and other members of the interdisciplinary team within a biopsychosocial framework to support women, girls and children with experiences of domestic and family violence including childhood trauma, to heal and recover from loss, grief and interrelation trauma.

Our team visited Blacktown Hospital's Forensic Unit and worked with the Hospital's Crisis Mental Health and Maternity Unit teams to provide professional, effective support for clients and their families. The Centre accepted referrals from local medical practitioners, social workers within the health system and independent psychologists to support women, girls and children in crisis or with long term needs.

As part of our ongoing health promotion and early intervention groups program, members of the Centre's interdisciplinary team also developed groups, which focussed on using mindfulness as a tool for dealing with anxiety and for developing healthy and empowering behaviours.



*Jane Attard-Taylor and Michelle Rowland
at Welcoming the Babies Greenway, 2018*



NSW Health Priority: Screening

Weekly women's health clinics were provided by our contracted clinicians, Family Planning NSW, to provide pap tests, breast screenings and checks for sexually transmitted diseases. With cervical cancer an issue for local women at a higher level than in other regions, our registered women's health nurse worked with WentWest (Medicare Local) and Pap Text to develop the popular Paps for Pashminas program, which offered incentives for women having a pap test at one of the Centre's Family Planning clinics.

NSW Health Priority: Tobacco, drugs and alcohol

Among our range of services, the Centre's Art Therapy program has long been an integral part of our communities informed and responsive group program. This year, Art Therapists, including graduate placement students, have worked with women and young people to use creative expression as a therapeutic tool for developing safe and healthy emotional expression.

Art therapy has proven a popular and useful part of groups providing support and health promotion for women and girls in the Blacktown LGA. This year we received a small grant from the Alcohol and Drug Foundation (ADF) to develop and deliver a program called Blacktown Local Drug Action Team, that can prevent or minimise harm from alcohol and other drugs. The program focuses on young culturally and linguistically diverse women and girls who may be negatively impacted by substance abuse, particularly ice (crystal methamphetamines). The program will use a combination of art therapy and narrative therapy to decrease the risk of developing addictive behaviours.



Jane Attard-Taylor at the Young Labor Forum 2018





During the financial year the Centre has worked in partnership with peer agencies, local police and community services and funders to deliver specialist services in alignment with priorities identified within our community, including domestic violence.

Community Priority: Promoting empowerment and resilience in girls and children

Working with other local agencies including Blacktown City Council Youth Library Services, the Centre was involved in an art exhibition for girls at the Library from the Mitchel High School. Successfully engaging the community in an art as therapy exhibition of their artworks.

Staff members and placement students have received in-service training from agencies such as the NSW Department of Community Services, the Family Referral Service and ACT for Kids to enable the development of solid referral pathways.

A multidisciplinary team from the Centre developed two programs for high school age girls which focussed in age appropriate ways on building healthy relationships, sexual and reproductive health issues, self-empowerment, protective behaviours, personal growth and development and the healthy expression of feelings. Girls attended these popular programs from a range of ages and cultural backgrounds.

Graduate placement students worked with members of our multi-disciplinary team to offer groups utilising creative expression therapy to students at primary and secondary school level, as well as younger post-school girls.

The Centre also offered a no appointment needed approach to encouraging students to visit the

"Ability to make connections with other women who have experienced hardship/trauma. As well as the learning opportunities and assistance with food."

women's health clinics on Wednesdays or to see our registered women's health nurse.

The Centre hosts an Early Childhood Clinic every Monday, with nurses from the NSW Health

Doonside Community Health Centre providing professional assessment and referral for children 0 – 5 years. The Australian Breastfeeding Association Blacktown group also meets at the Centre up to eight times per year, utilising the Children's Cottage and play area for their meetings.

Community Priority: Emotional wellbeing

Our registered women's health nurse and generalist counsellors worked with women and girls to identify addictive behaviours and associated issues such as anxiety, providing support and appropriate linking with specialist counsellors and agencies, after a thorough initial casework assessment. A counselling team member worked with ACAP post-graduate placement students to develop a group program supporting women with anxiety issues through acceptance based mindfulness techniques. Clients with addictive behaviours and associated issues were also able to receive support from our registered women's health nurse and through a group program which offered relaxation, stress management and mindfulness as core elements.

Our Students at The Centre



The centre strives to provide a diverse and challenging experience for students attending for their placement. Here Rupa Parthasarathy recalls her project at the centre:



By: **Rupa Parthasarathy**

I have had the pleasure, alongside Jen Dustman and Kara Markovics to facilitate the *I am*- Art therapy program with a group of students at Mitchell High School during term 3, 2018. This 9 week arts program was designed for young women that aims to foster self-expression by engaging in creative art making, with an astute focus on harnessing and showcasing the creativity that dwells within.

"*I am*" is an arts based program, inspired by one of Blacktown creative arts fund objectives, which endeavours to promote creative pursuits and new artistic expression within the local community. *I am* intends to tap into the creative possibilities that adolescents presents. The program acknowledges the potential the young women possess to develop into future artists, mothers and trend setters of the local community. The program was designed for a closed group of 8-10 local adolescent women aged 15-17, with a keen eye to provide a platform to positively channel self-expression by engaging in a range of artistic pursuits.

There is evidence that engaging in art making both individually and in a group setting within a structured, safe environment aids in self-expression. Their engagement in art making created the much needed space to develop and practice positive interactions. It provided an opportunity for the young women to establish and strengthen peer support which enhances their chances to form long lasting connections within the local and wider community network.

The participants were guided each week through a workshop, where they are encouraged to experiment with a variety of art mediums like painting, sculpting, poetic writing, drawing, creating collages and working with natural material. Each workshop focused on different thematic exploration of self, allowing them to examine their different facets of self, like physical self, emotional self, cultural self. The workshop supported the young women to learn new skills, promote self-awareness, develop their artist identity and create their own body of work.



BWGHGHC is incredibly lucky to have a team of devoted and hard-working staff. Our program co-ordinator, Jane Attard-Taylor, describes some of the events and programs our centre has been involved in this past financial year:

Since starting my position as Program Coordinator in May 2017, I feel like I have hit the ground running!!

For the small Health Centre that we are, we provide so many services, workshops, events and activities for women in the community. There isn't a day that goes past that we aren't enriching and empowering women in the community. This makes my job very rewarding and gratifying.

This year, through the kind donation from Nestle', we were able to install raised garden beds for the use of our clients. Women have been volunteering to tend to the garden and are utilising the fresh produce. We have even had clients educating us about gardening and donating plants and seedlings as well sharing their home recipes with us. With the donation, we have also been able to install a shade cloth in the outdoor children's area. The area also includes soft fall flooring, pot plants and a children's chalkboard. This makes for a comfortable and safe area for women to spend time with their children. The improvements to the Centre have attracted a lot of positive feedback from the community.



In September, we celebrated Jean Hailes Women's Health Week with a special High Tea for our clients. Each woman that attended received a free gift bag provided by The Jean Hailes Foundation. We had an assortment of sandwiches, wraps, pastries and salads, and of course macaroons and delicious dessert cups!

Michelle Goble, Blacktown Police Station DVLO, was the guest speaker at the event. She spoke about how women can seek help and protection from the Police if they find themselves in a domestic violence relationship. Michelle stayed for the High Tea event and spoke to many women and answered all their questions. The event was very successful with more women attending than what was expected. It was wonderful to see that women were putting their own health needs first and reaching out for information. The Centre was filled with a really positive energy and lots of laughter from the clients that attended.



Open Day, 2017

In support of White Ribbon Day, the Centre partnered with Blacktown City Council to create a 'Sea of White Ribbons' on the Village Green. Community members were invited to write a message on a white ribbon and then place it in the ground, collectively forming one giant white ribbon. The event ran for a whole week and made a beautiful visual for people to reflect on what White Ribbon Day is about and what it means to them. Doctor Olayide Ogunsiji represented BWGHGHC on the opening day and in her speech gave some insight into the complexities and the frequency of domestic violence in the community. A total of 10,000 White Ribbons were used for the event.

During the month of White Ribbon, BWGHC also partnered with Blacktown Police and other local organisations to bring men together for a photo shoot on the stairs of Max Webber Library. The aim was to show support from men in the community taking a stand against domestic violence. There were up to 70 men and women that participated in the group photograph. This included representatives from the State Emergency Services, NSW Fire Brigade, Councillor Brad Bunting, local high schools, and religious leaders. Staff and members of the committee also attended the White Ribbon Breakfast at Blacktown Workers Club and the Hawkesbury Race Day, two of our largest fundraising events.



*Sea of White Ribbons, 2017
MP Stephen Bali and James Ansumana*

The Blacktown City Festival is a huge event for the Blacktown LGA. BWGHC had a stall in a very busy location on the day. Staff, committee members and students volunteered their time to help at the stall and provide information about the Centre to women. Together we paraded down the main street of Blacktown with our banner and other community partners and the White Ribbon garbage truck. It was a really fun experience and a great way to raise awareness about the Centre to so many people in the community.

The Centre is continuing to run free health talks every Tuesday during the school term. We have had guest speakers from Australian Hearing, the Australian Continence Foundation, the Salvation Army, the Asthma Foundation, Australian Breastfeeding Association, Dementia Australia, Centrelink, the Michael Hughes Foundation, the Cancer Council, Beyond Blue and Dress For Success. The health talks have also included talks and workshops from our Naturopath and Dietician, Katrina, and our Massage Therapist, Vincenzina. They have covered topics such as allergies, menopause, massage and self-care, just to name a few.

My position as Program Coordinator has been an excellent learning experience and has given me a great opportunity to engage with other community organisations. The year has been busy and full of fun community events. I'm looking forward to another full year of activities at our centre and to continue raising the awareness of BWGHC in our community and across the region.





We would like to thank our following key partners:

- MOU with **Women's Health NSW** to manage the Women's Health Database.
- 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**, **Cumberland Women's Health Centre** and **Liverpool Women's Health Centre**.
- MOU with the **WASH House** providing specialist Domestic Violence counselling in negotiation with the **Outer Western Domestic Violence Network** and donated by **Gold Crest Security Services**, a **White Ribbon Ambassador for the Blacktown LGA**.
- MOU with **Family Planning NSW** to provide Doctor and Nurses clinics in- centre.
- A Service Agreement to provide access to our services and cross referral of clients by the **WASH House Staying Home Leaving Violence** workers at BWGHC.
- MOU with **Women's Legal Services NSW** who provide a Legal clinic for women and girls', focusing on family court matters specifically including domestic family and intimate partner violence.
- Service Agreement with the **Indigenous Women's Legal program** to provide an outreach worker to specifically service Indigenous women from the local area needing legal advice and referral.
- MOU with **Relationships Australia** who provide groups at our Centre for women who have or are experiencing Domestic Violence and other abuses.
- Service Agreement with the **Western Sydney Local Health District Early Childhood Nurses (Doonside Community Health Centre)** who provide an Early Childhood Clinic.
- Service Agreement with **Ros Leahy, Specialist Counsellor Victims of Crime funded by the Attorney General's Department** who works with victims accessing services at our Centre.
- Service Agreement with the **Australian Breastfeeding Association Blacktown Branch**, which meets at the Centre.



Blacktown Men Say No, 2017

- A relationship with the **National Share the Dignity Organisation** providing, a collection of donated sanitary and continence products for distribution to women and girls who are homeless or at risk of homelessness.
- Agreement with **Oz Harvest** to provide fresh fruit, vegetables and other items as they become available, for collection by our disadvantaged clients.
- A Service Agreement with **the African Women's Health and Support Organisation (AWHASO)** who meet at our Centre to hold regular health promotion forums for women.
- A relationship with **Nova Disability Employment** providing a transition to work traineeship at the Centre to provide employment to women and girls.





Events

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:

- Blacktown NAIDOC week event
- Emerton NAIDOC Week
- Doonside NAIDOC Week (Ngallu Wal)
- Rosie's Place outreach
- Cumberland Hospital Training
- Coreen School Afternoon Tea
- Welcoming the Babies
- DVNSW Conference
- BACC Women's Health Forum (Marayong House)
- Family Fun Day For Child Protection
- Blacktown Girls High School – Information Talk
- Wet N Wild – Free Charity Open Day
- OWDVN Conference
- NOVA Lunch
- Young Aboriginal Mother's group (Emerton)
- Central West Women's Health Centre AGM (Bathurst)
- BWGHC + NWSDVCAS Open Day and AGM
- Blacktown Men Say No To DV
- White Ribbon Westpoint Stall
- White Ribbon Breakfast

***“Unconditional
warmth,
approachable, loving
kindness, non-
judgemental and
affordable”***

***Amber**

- Sea of White Ribbons (Village Green)
- Blacktown Homelessness Hub
- Community Resources Network: Advocacy (Blacktown)
- One Billion Rising – Hyde Park
- Mental Health First Aid for Suicide Prevention (Orange Grove)
- International Women's Day, 2018
- International Women's Day (St. Marys)
- International Women's Day (Blacktown)
- Harmony Day (Blacktown)
- Michelle Rowland's Harmony Day Morning Tea
- Parent Expo – Blacktown North Public School
- Commonwealth Bank – Donation presentation
- Blacktown City Festival
- Parenting & Wellness Education Program
- Business Awards
- Seniors Seminar (Wilmot)
- Freemasons (Blacktown) – Donation presentation
- Blacktown Girls High School Year 7
- Art Gallery - NOVA
- Women's Legal Service Lunch
- Young Labour Mental Health Forum
- Mini Tots Soccer Program
- Jean Hailes Women's Health Week
- Blacktown City Streets Alive Festival and Parade
- “Say No To Domestic Violence” Charity Race Day



We are thankfully indebted to our Major Donors and Sponsors:

- Blacktown Police Local Area Command
- Blacktown RSL Club
- Blacktown Workers Club
- Gold Crest Security
- Hawkesbury Race Club
- Lander Toyota Blacktown
- Storage King Blacktown

Grateful thanks to our generous donors, including those who have made private and anonymous donations of goods and services:

- Sam Azar
- Blacktown Boys' High School
- Blacktown Girls High School
- Blacktown RSL Club
- Anna Breust
- Bunnings Blacktown Superstore
- Isbister family
- KIDS Blacktown City Council Child Care Centre
- Lalor Park Waratah Slimmers
- Alexandra Lawton
- Ros Leahy and Geoffrey Judd
- McPhersons Health and Beauty
- Mantra Chatswood
- Mardon Meats Kings Langley
- Lynn Muir
- Outback Steakhouse Parklea
- Bianca Pomponio
- Posh Hair Kings Langley
- Jani and Paul Said
- Second Life Stationery
- Share The Dignity NSW/ACT
- SydWest Outreach Group
- Two Good Co
- Urban Fringe Kings Langley
- Universal Pictures International Australasia

- Wet 'N' Wild Sydney
- Zonta Club of Cumberland West

... and many others who have given donations large and small to assist the clients of the Centre

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 2017-18 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.



*Commonwealth Bank Donation Acceptance Lunch
At Blacktown Womens and Girls Health Centre, 2018*

Funders and Other Partners



Thank you to all our partners and funders for your collaboration and support during the financial year 2017-2018

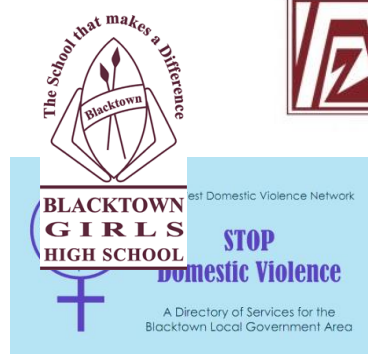
Blacktown Women's and Girls' Health Centre is a member of Women's Health NSW. We are primarily funded by NSW Ministry of Health and Legal Aid NSW.



LANDER TOYOTA



LALOR PARK WARATAH





BWGHG loves to work co-operatively with individuals, other organisations and agencies to improve the services we offer our clients. Together, we make a community of support! With thanks:

- ACT For Kids
- Acute Care Mental Health Team (Blacktown Hospital)
- Aftercare Mental Health Services
- Alice's Cottages
- Blacktown Area Community Centres
- Blacktown City Council
- Blacktown Boys' High School
- Blacktown Girls' High School
- Blacktown Hospital Forensics Unit
- Blacktown Hospital Midwifery Department
- Blacktown Hospital Women's Health Clinics
- Blacktown Hospital Social Work Department
- Blacktown Lesbian Information and Support Service (BLISS)
- Blacktown North Public School
- Blacktown Police LAC and DVLOs
- Blacktown Pride In Diversity Network
- Bridges Alcohol and Drug Counselling Service
- Brighter Futures Blacktown/Baulkham Hills
- CALD Women's Health Groups (NSW Department of Health)
- CatholicCare Social Services
- Charmian Clift Cottages
- Community Resource Network (CRN) Inc
- Domestic Violence Services NSW (women's refuges)
- Doonside Community Health team
- Family Planning NSW
- Family Referral Service
- Harman Foundation
- Hawkesbury Race Club - Say No to Violence Against Women Race Day Event
- Headspace
- Hon John Robertson MP
- Hon Michelle Rowland MP
- Immigrant Women's Speakout
- Indigenous Women's Legal Program
- Junaya Family Development Services
- Karabi Youth Services
- Lalor Park Public School
- LGBTI Health Alliance
- 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 Employment
- NSW Department of FACS
- NSW Department of Health
- NSW Department of Juvenile Justice
- NSW Refugee Health
- Outer Western Domestic Violence Network
- 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
- Staying Home Leaving Violence (the WASH House)
- SydWest Multicultural Services
- The Australian College of Applied Psychology
- The Coreen School Blacktown
- The University of Sydney
- The Western Sydney University
- Transcultural Mental Health team
- Tri-Community Exchange
- Wesley Mission
- West Connect Domestic Violence Services (women's refuges)
- White Ribbon Australia
- Women's Assistance and Self Help (WASH) House
- Women's Legal Services NSW
- Women Partners of Bisexual Men Service
- Zonta Club of Cumberland West



Thank you, Students

Secondary School Work Experience Students 2017/2018:

- Kelsey Laval (Seven Hills High School, via SIP)
- Donna Vyas (Blacktown Girls' High School)
- Avril McRae (ACAP)
- Denise Smith (ACAP)
- Vasilica Vlad (ACAP)
- Michelle Williams

Community Services:

- Tania Sheehan (MU)
- Lucelly Gaviria Garces (Navitas College)
- Victoria Proudfoot (OTEN TAFE)
- Carly Shipley (WSI TAFE)

Counselling:

- Barathy Pirapakaran (ACAP)
- Kara Markovics (ACAP)
- Linda Barry (ACAPT)
- Razia Batool (ACAP)
- Charlotte Day (ACAP)
- Sophie De Vries (ACAP)
- Myriam Drury (JNI)
- Bernadette Gillespie (ACAP)
- Susanna Lee (ACAP)
- Fariba Mim (ACAP)

Midwifery:

- Priyanshi Sood (WSU)

Social Work

- Christina Adolphus (WSU)
- Sherly Badham (WSU)
- Nabila Najibullah (WSU)
- Casey Simpson (WSU)
- Emma Sutherland (WSU)
- Rachel Yu (WSU)
- Sophia Jarman (WSU)

Art Therapy:

- Sasha Ferguson (WSU)
- Jacqueline Olivetti (WSU)
- Rupa Parthasarathy (WSU)
- Jen Dustmann (WSU)

KEY

- ACAP: The Australian College of
- Applied Psychology
- JNI: Jensen Newman Institute
- MU: Murdoch University, WA
- OTEN TAFE: Open Training Education Network
- SIP: The Schools Industry Partnership
- TAFE WSI: TAFE Western Sydney Institute
- WSU: Western Sydney University
- USyd: The University of Sydney



Rachel, Jen, Emma, Rupa, Barathy, Kara, and Maryanne (staff)

Financial Statements for 2017-18

Blacktown Women and Girls Health Inc

ABN 98 059 698 895

Financial Statements

For the Year Ended 30 June 2018

Detailed Profit or Loss Statement

	2018 \$	2017 \$
Income		
Sale of goods	375	261
Fees	10,497	44,635
Interest Income	4,862	2,972
Dividend income	-	214
Grants	1,537,290	1,345,964
Donations	35,890	35,095
Sundry income	16,576	8,468
Other revenue	49,590	10,223
	1,655,080	1,447,832
Less: Direct expenses		
Audit fees	3,500	2,896
Advertising	2,616	890
Assessment rates & municipal charges	1,270	1,110
Accounting fees	1,004	1,004
Bank charges	1,155	1,015
Cleaning	4,273	2,624
Project management fees	30,000	30,000
Depreciation	30,904	14,906
Electricity & water	5,596	4,611
Equipment <\$5,000	24,033	50,720
Rent & hire	27,465	34,768
Insurance	6,418	6,825
Leave pay	18,360	55,493
Medical expenses	2,688	4,125
Motor vehicle expenses	4,951	3,659
Office equipment	18,175	20,180
Other expenses	34,562	32,856
Placement fees	1,298	1,447
Repair and maintenance	21,328	17,214
Salaries	1,198,061	969,085
Security	1,496	4,610
Staff training	17,682	20,965
Subscription	3,973	7,039
Sundry expenses	2,977	27,011
Superannuation contribution	118,813	109,140
Telephone and fax	20,923	26,538
Workers compensation	12,220	9,096
	1,615,741	1,459,826
Net surplus/ (loss)	39,339	(11,994)



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:

*Names changed to protect client privacy. Client comments from BWGHC Client Surveys 2017/18 FY.



Blacktown Women's and Girls' Health Centre Inc. Annual Report for the 2017/18 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 and Legal Aid NSW.

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. The Centre holds NSW Authority to fundraise: CFN/23808.

Contact Us:

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W: www.womensandgirls.org.au



BWGHC is on Facebook

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