



Blacktown Women's and Girls' Health Centre Inc.

Annual Report
2018/2019

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
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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 2018/2019 compiled by Caitlin Lambourne and Karina Duran

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North West Sydney
women's domestic violence
court advocacy service

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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.



*Clients at our Mother's Day
Devonshire tea 2019*



Report | From the Chairperson

Chairperson's Report

| Dr Olayide Ogunsiji



It is with great pleasure that I present the Blacktown Women's and Girls' Health Centre's (BWGHC) annual report for 2018-2019 financial year, to our members, friends and stakeholders.

The highly impressive performance of BWGHC during the last twelve months is clearly testified by the array of programs and services we provide. 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 2018-2019 has been a very active and successful year in so many areas. In the course of the year, the Centre was successful in several grant submissions. We continue to receive donations, nominations and club grants. All these nominations and financial supports are very important to us, as they enable the provision of much needed extended services to young women and girls across the Blacktown LGA. 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 appreciate our community partners, including but not limited to 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 acknowledge and extend my gratitude to our amiable Executive Officer, Jhan Leach for her professionalism, tenacity 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.

Very importantly, I thank all the staff for their hard work, dedication and loyalty to BWGHC. Without their welcoming smiles, passion and commitment, it will be difficult (if not impossible) to make a difference to the health and well-being of our clients.

Furthermore, I acknowledge and thank the members of the Management Committee for their dedication, guidance and commitment to effective governance of the Centre. Your ability to promptly respond to the ongoing changing terrain that the sector is operating in, is highly appreciated.

Finally, and more importantly, I wish to thank all the women and girls who use our services. Their ongoing trust in BWGHC to continue to be the Centre of excellence in women's health and domestic violence response in the Blacktown LGA, fuels all that we do.

I hereby present to you 2018-2019 Chairperson's annual report.

Yours Sincerely,

Olayide Ogunsiji



Report | From the Treasurer

Treasurer's Report | Denele Crozier



Firstly a big thank you to our Finance Officer, Georgie Smart who has continued to manage the financial systems and requirements in a way that keeps us informed and accountable. I also want to acknowledge with thanks the financial assistance of Bhamini Nanthakrishnakumar who works quietly and diligently in the background as part of the financial team. As usual, it was a busy year with ongoing and 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. Thank you for sharing our aims to improve support for women and girls in the Blacktown area, we have really appreciated your commitment.

This will be my last year in the Treasurer role and I personally want to thank Blacktown Women's & Girls Health Centre and the Board for allowing me to be part of a great organisation and community. I stood down from the position of Treasurer on the 6th March 2019 and have handed over the responsibility to two good women with a great range of financial skills. Vaishali Parmar has been appointed as Treasurer and Helen Bulanadi as the Vice Treasurer, it has been a pleasure to welcome them onto the Board.

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

Treasurer's Report | Vaishali Parmar



It is with huge honour and pride I take on the responsibility of being Treasurer for BWGHC. The mix of diversity and experience that each member of our committee brings forward is inspiring and something we all should be proud of.

When I first met Jhan and some of the ladies during a grant presentation was a pivotal moment for me to contribute on an ongoing basis and give something back to the community. Having worked in a frontline management role, I have interacted with many vulnerable members of our community who can use appropriate support and guidance.

"Not all of us can do great things. But we can do small things with great love." — Mother Teresa.

Looking forward to adding value in any way.

Vaishali Parmar



Report | From the Executive Officer

Executive Officer's Report | Jhan Leach



I would like to thank our Chairperson Dr Olayide Ogunsiji, Vice Chairperson Mariam Mourad, our Treasurer Helen Bulanadi, Vice Treasurer Vaishali Parmer and Members, Neena Sood, Karen Fernando and Mehreen Ahmed for their excellent guidance, good governance and support over the past twelve months. In addition, to acknowledge the resignation of our Treasurer of several years Denele Crozier AM and CEO WHNSW, who has stayed on until the 2019 AGM in an advisory capacity to the finance subcommittee. On behalf of the staff of our organisation, I'd like to sincerely thank Denele for all her excellent guidance and support over these years.

We were all very saddened recently by the passing of Jenny Laing. Jenny was a wonderful mother to Jenna and wife to Brian, she was always a willing volunteer at our Centre and we will all miss her warmth and great sense of humour. Valle Jenny Laing.

This year we were successful in receiving Grant funding from both State and Federal Governments that enabled us to have the inside of the Centre painted, additions to our front Fence, replacement of doors and new curtains and undertake the refurbishment of our gardens and to install an electric watering systems and a water tank. We received Club Grants funding from, Blacktown RSL through the Clubs Grant program and much needed storage from Storage King for the Women's and Girls Emergency Fund and to them, and to all our sponsors and donors who have assisted us materially, physically and financially this year we're all very grateful and thank you.

The North Western Sydney Womens 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 would like to thank the Coordinator of the North West Sydney Women's 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 over this past year.

Our highlight this year was the successful completion and achievement of our Accreditation with QIP for the next three years. We have 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 collaborating 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.

I am very honoured and proud to represent our organisation because of these achievements.

Jhan Leach



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.



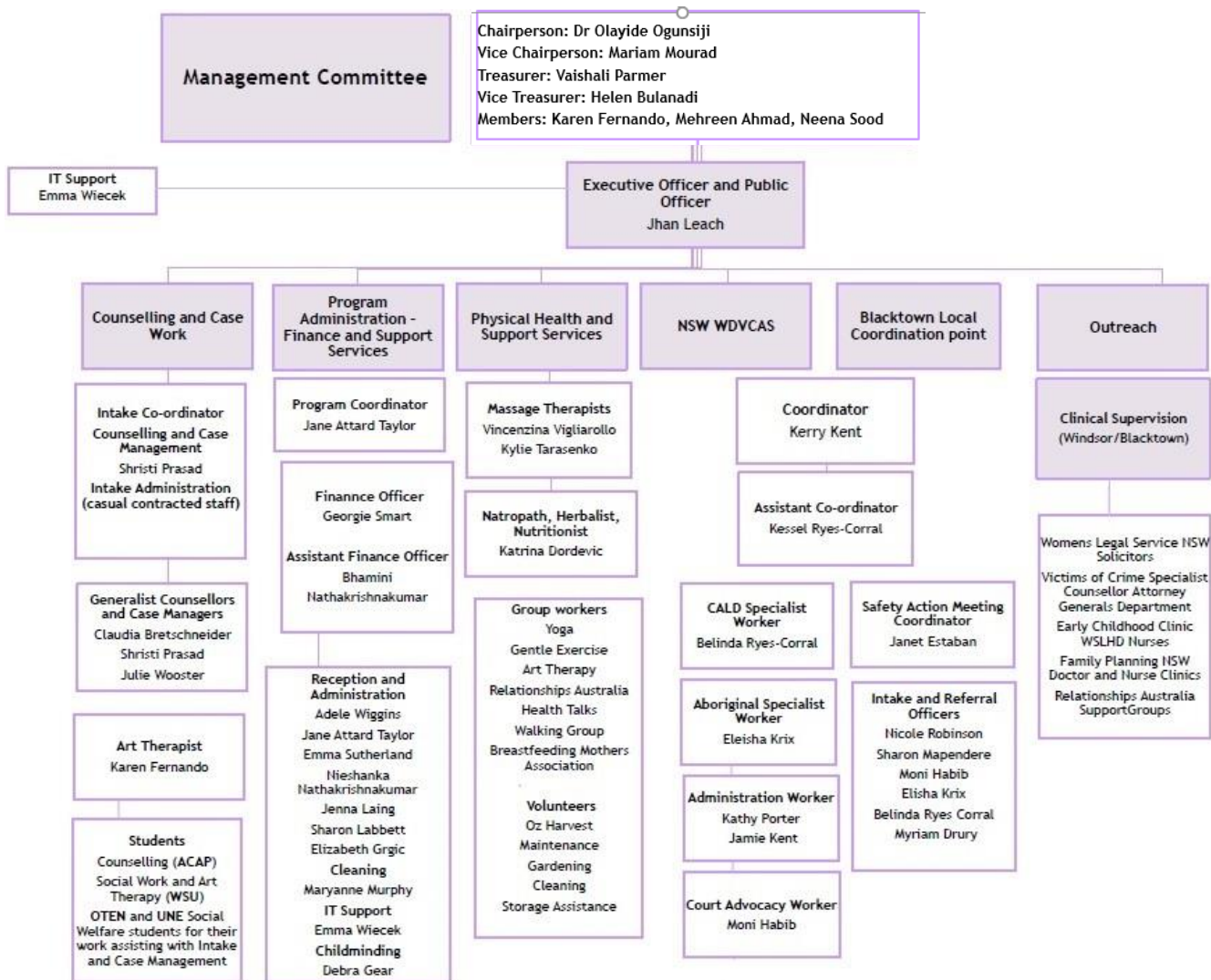
WDVCAS staff, Eliesha and students Caitlin and Vashti at Blacktown NADDOC week stall



Clients at SALT workshop 2019



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





Working in alignment with NSW Health Goals

BWGHC works in alignment with NSW 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 & Torres Strait Islander 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





Working in alignment with NSW Health Goals

Quality, Innovation and 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

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.



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

- **Women's Domestic Violence Court Advocacy Service:** North Western Sydney Women's Domestic Violence Court Advocacy Service (NWS WDVCAS)
- **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**



Student Rachel Yu at Domestic Violence Hurts 2018

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:** North Western Sydney Women's Domestic Violence Court Advocacy Service (NWS WDVCAS)
- **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)
- **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 (2018/19 FY)

- Gentle Exercise Group
- Art Therapy for Connection
- Massage Therapy
- Early Childhood Clinic
- Resilience Building Group (Relationships Australia)
- Nutritionist Health Talk – Aromatherapy Workshop
- Massage Therapy
- Naturopath and Dietitian
- Australian Breastfeeding Association
- Yoga Group
- Family Planning NSW – Women’s Health Clinic
- African Women’s Health and Support Organisation Forum (AWHASO)
- Art Therapy – Creative Connection
- The Continence Foundation Bladder and Bowel Health
- Relaxation Techniques & Self Care
- Bollywood & Bellydance Class
- Jean Hailes Women’s and Girls Pamper Day
- The Self-Empowerment Workshop
- SALT Workshop- Supporting & Linking Tradeswomen
- DV Hurts Fundraiser & awareness event
- Blacktown City Naidoc Event
- International Women’s Day- You, Me & a Cup of Tea
- Nurture Your Mind, Body & Soul Group
- Bingo & Brunch for the 16 Days of Activism
- Self-Esteem and Communication Skills Group
- Art Therapy – Journey of Self Expression
- The Heart Foundation-Women’s Walking Group
- Early Childhood Clinic
- Talking Health: Breastscreen NSW
- Talking Health: Arthritis workshop
- Talking Health: Introduction to Art Therapy
- Talking Health: StrokeSafe Information Session with The Stroke Foundation
- Talking Health: NDIS Information Session with Uniting
- Talking Health: Beyond Blue
- Talking Health: Eating for a Good Nights Sleep
- Talking Health: The Healing Benefits of Massage
- Talking Health: Hep B & Hep C Information Sessions including Liver Scans with Storrs Liver Centre
- Talking Health: Child Dental Health with WSLHD
- Talking Health: Understanding Bowel Cancer
- Talking Health: Stress & Stress management with WSLHD
- Mother’s Day Devonshire Tea
- Meditation



Julia and Emma at IWD held at BWGHC 2019



Claudia at IWD held at BWGHC 2019



Accessible and Culturally Responsive Services

During the 2018-2019 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 were members of an advisory committee that was led by SydWest Multicultural Services for the 'CALD Domestic Violence Prevention Project'. The aim of this project is to reduce violence against women and their children residing in the Blacktown LGA. The target groups are Afghan, South Sudanese and Indian Sub-Continent refugee and migrant communities.
- We delivered outreach programs for Indigenous women and girls' onsite at Ngallu Wal Aboriginal Child and Family Centre and other community organisations.
- Blacktown Women's and Girls' Health Centre participated in Refugee Week, delivering health information and service referrals to CALD communities.
- Staff attended several Naidoc events in the community, led by Aboriginal Specialist Worker, Eleisha Krix.



Clients at Jean Hailes Women's Health Week held at BWGHC 2018



Jane receiving a donation from MYER 2018

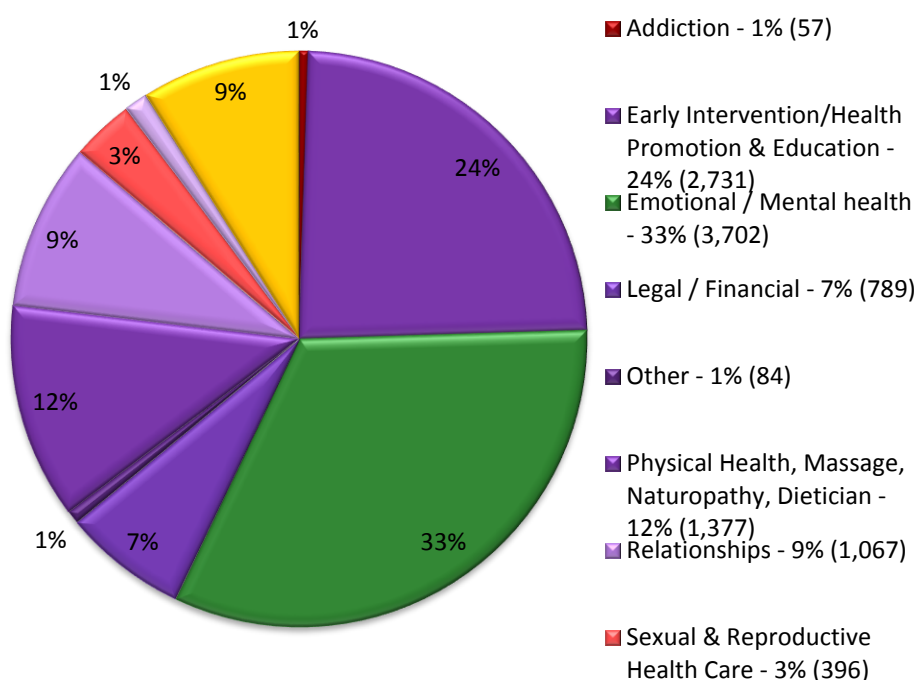


Service Statistics

During the financial year **2018-2019**, **8934** women and girls contacted the centre for assistance.

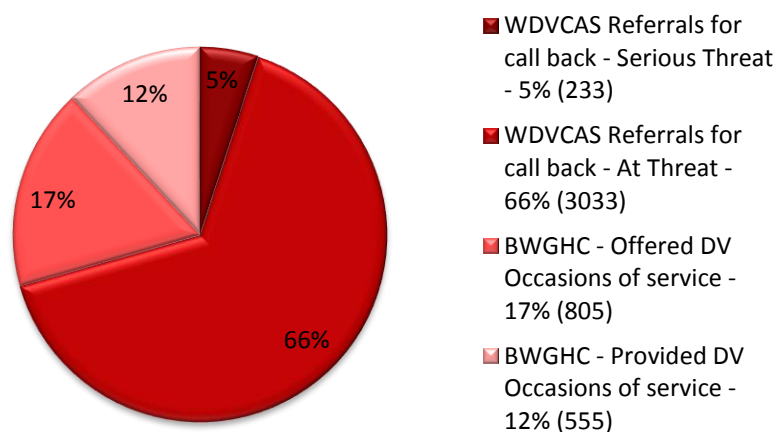
- A total of **3088** women and girls attended appointments.
- More than **2731** women and girls attended groups, activities workshops and classes.
- A total of **3115** women contacted the centre for referral, information and crisis support.

Key Presenting Issues for 2018-2019



* Data sourced from Women's Health Database & Quarterly

Domestic Violence Occasions of Service





About Us

The North West Sydney Women's Domestic Violence Court Advocacy Service (NWSWDVCAS) is one of the twenty-nine services funded by Legal Aid NSW through the Women's Domestic Violence Court Advocacy Program (WDVCAP). NWSWDVCAS provides information, assistance and court advocacy services to women and children in the Blacktown and Hawkesbury area experiencing domestic violence. NWSWDVCAS assists women and their children in court proceedings to obtain effective legal protection from domestic violence through an Apprehended Domestic Violence Order (ADVO) at Blacktown and Windsor Courts.

NWSWDVCAS has hosted the Blacktown Local Coordination Point (LCP) and Safety Action Meeting (SAM) since November 2016. LCPs have been established as part of the "It Stops Here" Safer Pathway service delivery model created under the NSW Government Domestic and Family Violence Framework for Reform (the Reforms).

Under the NSW Justice Strategy, NWSWDVCAS receives referrals directly from police for female victims of domestic violence in the Blacktown and Quakers Hill Area Commands (PACs).

NWSWDVCAS facts & highlights at a glance

- Provided services at 2 Local courts: Blacktown and Windsor
- Provided 6788 service events to 1967 clients
- Assisted clients to obtain 583 Final ADVOS
- 164 clients identified as Aboriginal
- 708 clients assisted were from CALD backgrounds

Blacktown Local Coordination Point (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. The LCP also provides secretariat support for the Blacktown SAM, 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 established 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.

WSWDVCAS & Blacktown LCP is funded by Legal Aid NSW



Our Team

The NWSWDVCAS team consists of:

Coordinator	Kerry Kent
Assistant Coordinator	Kessel Ryes-Corral
Aboriginal Specialist Worker	Eleisha Krix
Multicultural Specialist Worker	Belinda Ryes-Corral
Court Advocacy Worker	Moni Habib
Administration Assistant	Jaime Kent
Administration Assistant	Katherine Porter

Blacktown Local Coordination Point team consists of:

Safety Action Meeting Coordinator	Janet Esteban
Intake and Referral Officer	Nicole Robinson
Intake and Referral Officer	Sharon Mapendere
Intake and Referral Officer	Moni Habib
Intake and Referral Officer	Eleisha Krix
Intake and Referral Officer	Belinda Ryes-Corral
Intake and Referral Officer	Myriam Drury (Maternity leave Position)



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



Co-ordinator's Report | Kerry Kent



I am pleased to present the North West Sydney Women's Domestic Violence Court Advocacy Service (NWSWDVCAS) 2018-2019 Annual report.

This report reflects the responsive, effective and coordinated way that we go about delivering our service to provide support to clients and ensure their safety.

NWSWDVCAS assists women and their children who have experienced Domestic and Family Violence to obtain legal protection through an ADVO. We facilitate the client's access to the court system to obtain effective legal protection and ensure 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, assessing at each stage, the client's needs for legal and social/welfare assistance and facilitate their access to services which

can assist with these needs. NWSWDVCAS have provided 13,715 referrals to other services. I am delighted to report that we have again 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:

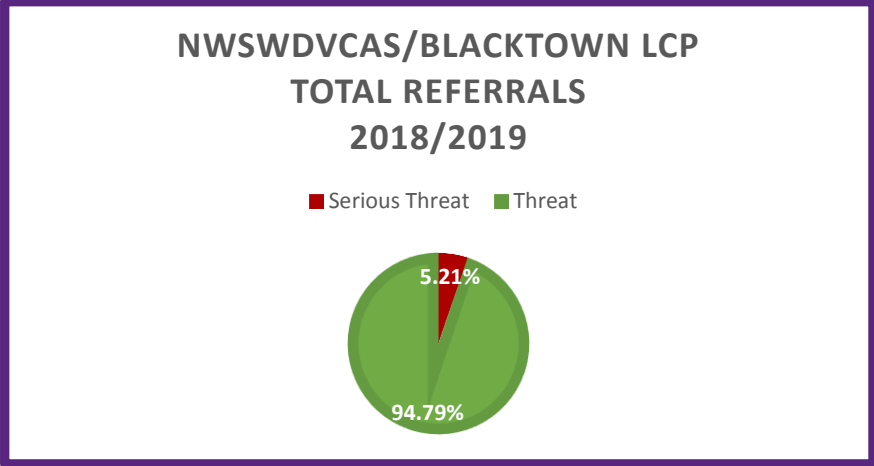
- WDVCAP Foundation Program
- Fire Warden Training BWGHC
- E-Safety Workshop
- WDVCAP Continuing Education Program - *Working with clients who have experienced sexual assault'*
- Webinar - Family violence and the perinatal period – a guide to identifying and supporting those at risk of abuse
- Welfare Rights Centre community legal education presentation – Workshop -
- Webinar - "know more—beyond the Royal Commission"
- WDVCAP Continuing Education Program 2019 – Aboriginal Cultural Competency
- Self-Care for Aboriginal Workers
- Women's Legal Services and Legal Aid - Divorce
- Cultural Mindfulness Training Series - Working with CALD *South Asian | Indian Subcontinent*
- Cultural Mindfulness Training Series - Working with CALD people from Refugee Background
- Women Seeking Asylum and DFV – Awareness and Response Training for Workers

I would like to acknowledge and thank our dedicated and professional team for their ongoing commitment to provide a consistent professional service to our client's, making sure they feel supported in a non-judgmental environment and treated with the respect, sensitivity and dignity they deserve.

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 and the Management Committee for their continued support over the last twelve months.

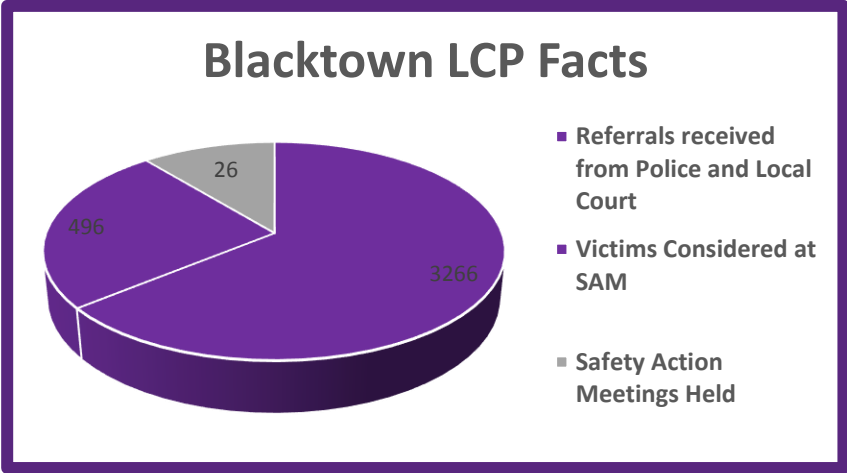
Kerry Kent, Coordinator



Principles guiding NWSWDCAS service delivery

- The safety of each woman and other persons with whom she is in a domestic relationship (including children) and of workers has priority
- Women are treated with dignity, respect and sensitivity
- Women are supported and assisted to receive services on an equitable basis
- Women are able to identify and express their needs and make decisions in a supportive and non-judgemental environment. This includes the right to refuse a service and not have this decision prejudice their future access to services
- Women have the right to confidentiality and are informed of situations where that Confidentiality may be limited e.g. in relation child protection issues
- Services will work co-operatively, collaboratively and in a co-ordinated way to ensure the best possible services are delivered to women and children experiencing domestic violence
- Women experiencing domestic violence are provided with appropriate advocacy
- A culture of intolerance about domestic violence is promoted amongst communities and individuals
- Women receive quality services from appropriately skilled workers
- Services are accessible to all women and children who have experienced or are experiencing domestic violence.

- #### LCP facts and highlights
- Over 3266 referrals received from Police and Local Court
 - 496 victims considered at a SAM
 - 26 Safety Action Meetings held at Blacktown



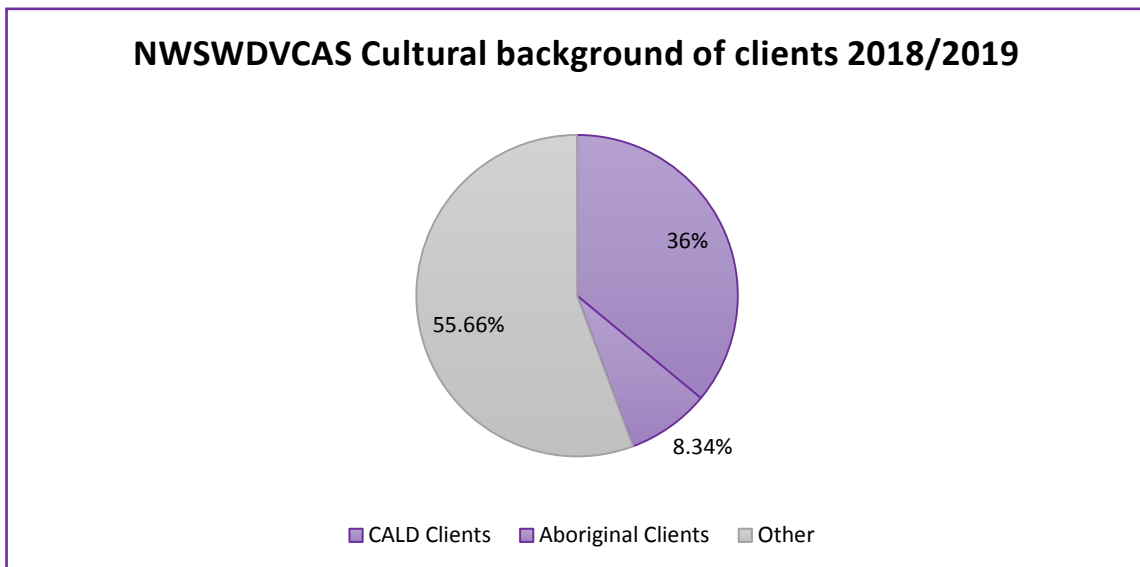
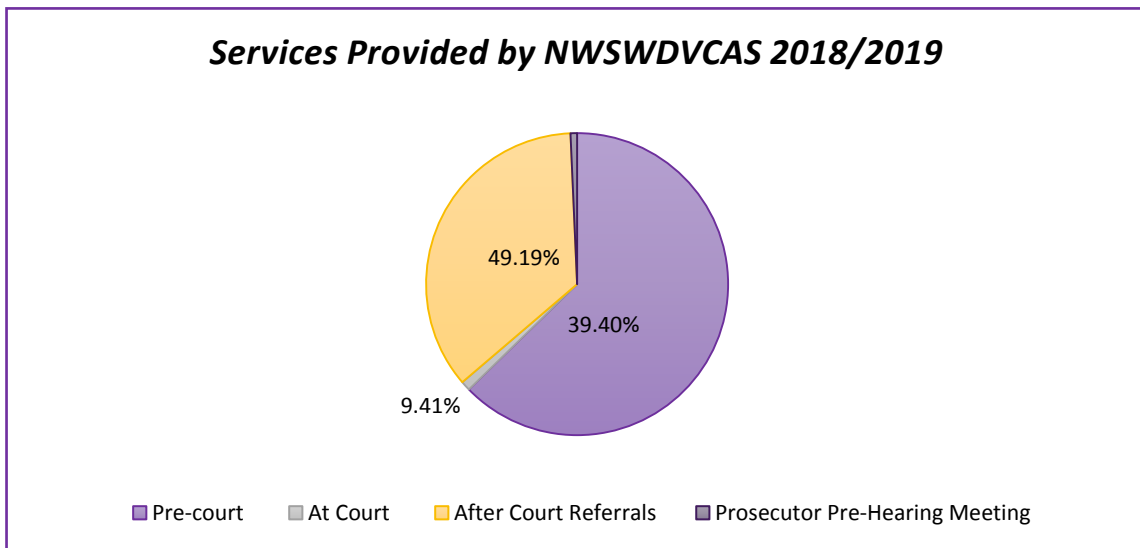


Our Services

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

- **Information** – We provide clients with legal information about the court process and 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** – We make 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** –We advocate on behalf of clients to support them in obtaining the best possible court outcome and support from other community and government agencies.

NNSWDVCAS can work with women before court proceedings, 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:
 - 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
 - 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
 - Western Sydney Family Referral Service
 - Wentworth Community Housing
 - Syd West Multicultural Service

These working relationships are important in not only making sure 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.



WDVCAS Multicultural Workers meeting with NSW Attorney-General and the State's Domestic Violence Prevention Minister

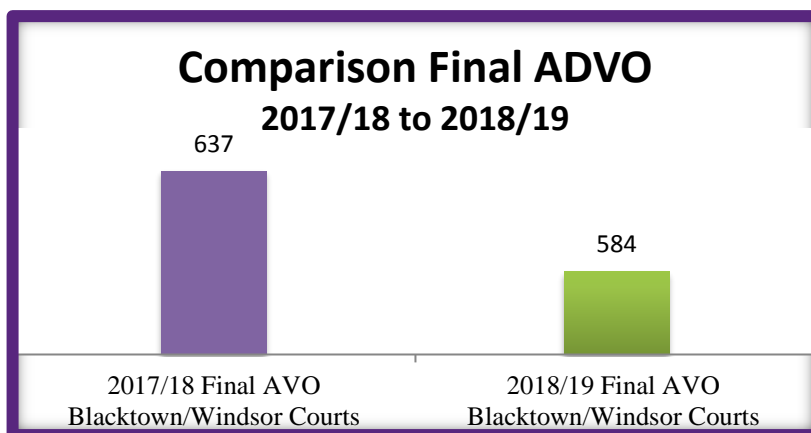


NWSWDVCAS has an excellent working relationship with the Domestic Violence Liaison Officers (DVLO’s) at Blacktown, Quakers Hill and Hawkesbury Local Area Commands. These strong partnerships between the NWSWDVCAS and Police are essential and allows all concerned to achieve the best outcomes for our clients.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



Outreach Services at Blacktown & Windsor Courts Western Sydney Community Legal Centre - Victims Support Scheme Services

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

Department of Human Services, Centrelink – Outreach Service

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 including 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, (as well as) data and information exchange. These working relationships ensure that the NWSWDVCAS can make effective client referrals, while maintaining the efficient operation of the court process so we can achieve positive outcomes for our clients.



Seconded Workers

On AVO list days the NWSWDVCAS team work with a roster of around 15 seconded workers drawn from local community agencies who provide assistance at Blacktown and Windsor Courts. All seconded workers receive WDVCA training through Legal Aid.

We wish to acknowledge and thank the following services who provide Seconded Workers to assist the NWSWDVCAS team on AVO list days:

- Hawkesbury District Health Service
- Nurreen Women's Domestic Violence Accommodation and Support Service
- The Women's Cottage
- Western Sydney Family Referral Service
- Women's Legal Services
- Family & Community Services (FACS) Housing Services- Mount Druitt
- Family & Community Services (FACS) Housing Blacktown
- W.A.S.H. House
- West Connect DV Services
- Swinson Cottage Family Centre Inc

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.

Our Thanks to Chamindri Veitch, Nazira Sowaid, Jacqui Griffin, Eman Kassab, Mona Neuhaus, Uzma Abbas, Lang Goodsell, Uchenna Okereke, Pinar Elve, Marina Voncina, Christopher Haseldine and Women's Legal Services.

Police Prosecutors Clinic

NWSWDVCAS is involved in the Police Prosecutors Clinic at Blacktown Court in partnership with the Blacktown/Quakers Hill Police Prosecutors.

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

- **Outer West Domestic Violence Network (OWDVN)**
- **Hawkesbury Action Network Against Domestic Violence (HANADV)**
- **Police Prosecutor Meetings (Blacktown)**
- **Riverstone Koori Interagency**
- **Blacktown Combined Interagency – Multiculturalism and Social Cohesion – Blacktown Council**
- **Blacktown Domestic Violence Interagency Forum (Chaired by Coordinator/Assistant Coordinator NWSWDVCAS)**

Events Attended:

- Western Sydney Forums – Boosting understanding, enhancing communication, Supporting change: Cultural Diversity and Substance use issues. – Mt Druitt Hub.
- Yenu Allowah Aboriginal Child and Family Centre - Sorry Day and the anniversary of the referendum Event – High Tea
- Women's Domestic Violence Court Advocacy Program Forum
- Strategic Planning – Lily's Function Centre Seven Hills
- WDVCAAP Coordinators/Assistant Coordinators Day – Legal Aid
- Blacktown One Stop Shop
- Blacktown NAIDOC Event – Riverstone Neighbourhood Centre
- Blacktown Court NAIDOC Lunch
- Blacktown Showground NAIDOC Event
- WDVCAAS NSW Inc. Forum
- Strategic Planning – Lily's Function Centre Seven Hills
- Tender Information Session – Teachers Federation
- WDVCAAS Inc. Information session - Tender
- WDVCAAP Coordinators/Assistant Coordinators Day – Legal Aid
- Blacktown Women's and Girls Health Centre AGM
- Merana Aboriginal Community Association for the Hawkesbury - AGM Health & Wellbeing Forum SydWest Multicultural Services
- White Ribbon Distribution – Stanhope Gardens Mall – Quakers Hill Police
- WDVCAAS service provision for the Aboriginal community in Western Sydney
- Safer Pathway Referral Expansion Working Group (REWG) pilot Review
- Yenu Allowah Aboriginal Child and Family Centre – Meeting with Aboriginal Specialist Workers from NWSWDVCAS, WSDVCAS and PWDVCAS.



Emerton Naidoc Event



WDVCAS Aboriginal Specialist Workers – Delegation to Parliament House



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.

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.

"Fun, healthy activity suitable even for older age groups and chance for social contact."

***Natasha**



Blacktown Women's and Girls Health Centre: Belly dance Group 2019



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.



Clients and Staff at our Mother's day event 2019



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.

"I like being connected and engaged in the community. Having events to attend to stop being isolated."

**Trisha*

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, which 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 and Eleisha at Riverstone NAIDOC Event 2019



Jane at Refugee Week 2019



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 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.





Students and Volunteers at the Centre

Blacktown Women's and Girls' Health centre acknowledges the commitment and dedication shown by our students and volunteers. We really appreciate their support and assistance during their time at the centre.

Thank you so much for all your hard work and help!

THANK YOU VOLUNTEERS

- * Senayt Atnafe
- * Deborah Gear
- * Jenni Laing
- * Susanna Lee
- * Lorraine Robertson
- * Vanessa Taylor
- * My Lanh Tran



Volunteer Lorraine at a gift wrapping stall at Seven Hills Plaza

THANK YOU STUDENTS

Counselling:

- * Linda Barry
- * Georgia Connor
- * Maria Eisho
- * Julia Ellis
- * Paola Lauretti
- * Kara Markovics
- * Barathy Pirapakaran
- * Liz Prudom
- * Georgina Semaan
- * Vanessa Taylor

Social Work

- * Sophia Jarman
- * Rachel Yu
- * Emma Sutherland

Art Therapy:

- * Jennifer Dustmann
- * Rupa Parthasarathy

Community Services:

- * Senayt Atnafye
- * Shanna Metrinaro

Institutions:

- * Australian College of Applied Psychology
- * Jensen Newma Institute
- * Open Training Education Network
- * TAFE Western Sydney Insitute
- * Western Sydney University
- * University of Sydney





Art Therapist Report - Vashti

This year we held four eight-week art therapy workshops and a three-week introduction to art therapy at Blacktown Women’s and Girl’s Health Centre. The workshops have focused on helping develop strategies for relaxation and stress reduction. Each session of the workshop runs for two hours and we have up to ten people in each group. The groups offer a safe and supportive environment for healing and personal development. A variety of different art materials are available to use such as watercolour, coloured pencil, oil and chalk pastels, paints and collage. Some of the activities also involve creating objects from found or recycled materials such as cardboard boxes or modelling with clay and plasticine. Feedback from women and girls attending has been that the group has:



- Helped me connect with my inner child
- Feel more relaxed
- Share personal experiences
- Learn new skills

Woman of the Year Awards 2019

Blacktown Women’s and Girls’ Health Centre is very proud of our two members nominated and selected as finalists for the Blacktown City Woman of the Year Award. They were recognised for their achievements and their contributions to women and girls in the community. Congratulations to both Jane Attard-Taylor, Program Coordinator, and Dr Olayide Ogunsiji, Chairperson for the BWGHC Management Committee. A very special congratulations to Dr Olayide for receiving the award for Highly Commended.



Tribute to Jennie Laing and our Volunteers



I, Jenna Laing, would like to thank the BWGHC crew for the help and support, after the passing of my mother, and our volunteer Jennie. Jennie was a great volunteer, helper and always there when needed at the centre. She was friendly and talked fondly to clients, workers, students and other volunteers that came to our centre.

I would like to thank everyone once again at this sad time for us all.

Jenna Laing



Thank you to all of our Volunteers





Program Co-ordinator's Report



It has been another jam-packed year at Blacktown Women's and Girls' Health Centre with many new and exciting programs and special events.

The highlight for me was being nominated and selected as a finalist for the Blacktown City Woman of the Year Award. I was invited to a special breakfast at Blacktown City Council on the morning of International Women's Day. It felt wonderful to stand alongside other wonderful, hardworking women in the community. Although I did not win the award, it was lovely to be recognised for my contributions and achievements to women and girls in the community. I was presented with a certificate and a beautiful bunch of flowers. Maryam Zahid from Sydwest won the award, and the BWGHC Chairperson, Dr Olayide Ogunsiji, won the award for Highly Commended. Congratulations to them both.

Jane Attard-Taylor

This year I successfully applied for a grant from the Australian Continence Foundation. This allowed us to run Bowel and Bladder Health Groups to women and girls in the community. Each session was targeting women during different stages in their lives, from adolescents to pre and post-natal women to older women and CALD women. The sessions were facilitated by a Women's Continence Physiotherapist, Samantha Khanna, Health Promotion Officer from The Australian Continence Foundation, Lisa Maunsell, and our very own Naturopath/Nutritionist, Katrina. Each session finished with a healthy morning tea and refreshments. Thank you to the Continence Foundation of Australia for giving us the opportunity to help women and girls with what can be a distressing and sometimes isolating health issue.

We are always very grateful to have the support of the Blacktown Police Area Command, in particular, the Domestic Violence Team. They hosted an event at Blacktown TAFE titled, 'Domestic Violence Hurts'. This event attracted hundreds of men and women in community where the important message of gender equality and the effects of domestic violence were heard. All proceeds raised at this event were shared between The WASH House and BWGHC. I would like to take this opportunity to thank the Domestic Violence Team at Blacktown Police station for their ongoing support. Thank you also to the Blacktown Rotary Club who provided the BBQ on the day and cooked up a storm!

We have had some big events this year held at the Centre. These include:

- Jean Hailes Women's Health Week **'Women's and Girls Pamper Day'**. Our focus this year was on women's heart health and our guest speaker from the Heart Foundation provided an information session to all attendees.
- **'Bingo & Brunch'** for the 16 Days of Activism against violence against women.
- **'Mother's Day Devonshire Tea'** including herbal teas brewed by our Naturopath/Nutritionist, Katrina.
- **SALT Women's Workshop (Supporting And Linking Tradeswomen)** promoting diversity and acceptance to women who wish to train or work in a trade.
- I have also been busy with other projects in the community.
- **'Test Out West' project** led by Family Planning NSW. This initiative was developed to educate young women on the importance of the cervical screening test and to empower them to have the test done to help reduce their risk of developing cervical cancer. More information can be found at, www.testoutwest.org.au
- **'CALD Domestic Violence Prevention Project'**, led by Sydwest CALD DV Worker, Maryam Zahid and funded by Department of Social Services. This project aims to reduce violence against women and their children residing in Blacktown LGA. The target groups are Afghan, South Sudanese and Indian Sub-Continent.

Overall, it was a very exciting year for Blacktown Women's and Girls' Health Centre, the clients and myself. I have enjoyed all the highlights and challenges and appreciated all the positive feedback from clients attending the groups and events. I look forward to next 12 months and what the future holds at BWGHC.

Jane Attard-Taylor



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 **Family Planning NSW** to provide Doctor and Nurses clinics in- centre.
- 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
- 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.



BWGHC Garbage Truck 2018

- Agreement with **Oz Harvest and FoodBank** 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.

“Services and affordability. Confidentiality and women oriented.”

*Amber



Connecting with Our 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 that BWGHC participated in during this financial year:

- Blacktown NAIDOC week event
- Emerton NAIDOC Week
- Doonside NAIDOC Week (Ngallu Wal)
- Rosie's Place outreach
- Welcoming the Babies
- DVNSW Conference
- Blacktown Girls High School – Information Talk
- Wet N Wild – Free Charity Open Day
- OWDVN Conference
- NOVA Lunch
- Central West Women's Health Centre AGM (Bathurst)
- BWGHC + NWSVDCAS AGM
- Blacktown Homelessness Hub
- Community Resources Network: Advocacy (Blacktown)
- Mental Health First Aid for Suicide Prevention (Orange Grove)
- Refugee Week Event
- Community Safety Precinct Meeting with Blacktown Police
- TAFE Industry Event Morning Tea
- Fairfield Women's Health Centre Opening Day
- Inner Wheel – Donation presentation
- Aboriginal Community Service Expo
- International Women's Day with Sydwest
- International Women's Day Breakfast with Blacktown City Council
- Harmony Day (Blacktown)
- Commonwealth Bank – Donation presentation
- Parenting & Wellness Education Program
- 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
- Courageous Conversations



Inner Wheel Donation 2019

"It's a safe place to connect and I feel involved"

**Anna*

Our Donors and Sponsors



2018/2019 - Donations from Individuals and Organisations

We are thankfully indebted to our Major Donors and Sponsors:

- Blacktown Police Local Area Command
- Blacktown RSL Club
- Blacktown Workers Club
- Commonwealth Bank
- Lander Toyota Blacktown
- Myer 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
- 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.



Jhan and Jane receiving Commonwealth Bank Donation Acceptance afternoon tea at Blacktown Women's and Girls Health Centre, 2019

Funders and Other Partners



Thank you to all our partners and funders for your collaboration and support during the financial year 2018-2019

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.



Acknowledging Our Community



BWGHC 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

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

	2019 \$	2018 \$
Income		
Sale of goods	262	375
Fees	60,983	10,497
Interest Income	6,137	4,862
Grants	1,519,668	1,537,290
Donations	26,225	35,890
Sundry income	9,907	16,576
Other revenue	122,381	49,590
	1,745,563	1,655,080
Less: Direct expenses		
Audit fees	3,800	3,500
Advertising	5,409	2,616
Assessment rates & municipal charges	1,484	1,270
Accounting fees	5,927	1,004
Bank charges	1,023	1,155
Cleaning	6,258	4,273
Project management fees	46,698	30,000
Depreciation	13,025	30,904
Electricity & water	4,895	5,596
Equipment <\$5,000	9,231	24,033
Rent & hire	33,481	27,465
Insurance	2,683	6,418
Leave pay	140,635	18,360
Medical expenses	405	2,688
Motor vehicle expenses	6,874	4,951
Office equipment	19,292	18,175
Other expenses	33,476	34,562
Placement fees	-	1,298
Repair and maintenance	33,727	21,328
Salaries	1,165,979	1,198,061
Security	3,428	1,496
Staff training	21,479	17,682
Subscription	5,996	3,973
Sundry expenses	20,008	2,977
Superannuation contribution	119,016	118,813
Telephone and fax	15,825	20,923
Workers compensation	21,943	12,220
Travel-local	9,324	-
	1,751,325	1,615,741
Net surplus/ (loss)	(5,762)	39,339





Blacktown Women's and Girls' Health Centre Inc. Annual Report for the 2018/19 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.

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 BWGHC is on Facebook

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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 2018/19 FY.