



Women's Health NSW

Peak Body for Non Government
Women's Health Centres

Annual Report
2006 – 2007

Organisation Profile

Women's Health NSW is the peak body for non-government, community based, feminist women's health centres in New South Wales.

In addition, we are responsible for promoting a coordinated approach to policy and planning, service delivery, staff development, training, education and consultation between members, NSW Health and other government and non-government agencies.

There are twenty-three member centres that provide a diverse range of services to women in their communities throughout New South Wales. Services provided by Women's Health NSW members vary according to the level of funding received and the identified needs of the community they serve.

Women's Health NSW members have maintained a network that began in the seventies, which aims to inform service provision and structure, to maintain relevance and be cost effective.

There is a common aim of working to improve the health status of women through preventative health care service provision, community education, community development, advocacy and providing women with knowledge, skills and resources to enable them to take more responsibility over factors that may adversely affect their lives.

Member services operate from a feminist perspective and link the cause of ill health in women to a multiplicity of factors including biological, social, cultural, environmental and economic. These factors influence women's health status, their need of health services and their ability to access appropriate services.

Our Vision:

Women's Health NSW aims to provide a strong independent public voice on women's health and wellbeing from a feminist, wholistic perspective that values women's safety and dignity.

Our Role:

Women's Health NSW promotes and resources feminist wholistic women centred health services through advocacy, networking, research, training, sector development and infrastructure management.

Aims and Objectives

Advocacy

- To ensure WHNSW will be consulted on relevant issues relating to women's health.
- To ensure WHNSW will be proactive on priority health issues relevant to women.

Networking

- To develop and maintain an ongoing relationship with key stakeholders relevant to the women's health sector, government and non government.

Research

- To identify, use and contribute to research and information relevant to priority women's health issues.

Training

- To support on-going development of a well informed and skilled sector which advances best practice in women's health using a feminist framework.
- To reorient government and non government health services to feminist wholistic women health approach.

Sector Development

- To support on-going development of an empowered, expanded, well resourced, high quality feminist women's health sector.

Infrastructure

- To maintain a strong peak body that can respond to the changing needs of the sector and to women's health issues

Sector Development Strategies

- To provide ongoing **training and education** in all aspects of management and service delivery
- To provide ongoing **programs** to enable services to identify women's health needs, women in need and health determinants
- To provide **guidelines** in the development of policies, procedures, protocols and practice
- To provide **models of best practice**
- To provide forums which aim to foster **accountability**, prevent professional isolation and minimise duplication of labour
- To encourage public **debate, research and education** in the areas of women's health and related issues
- Develop **partnerships** with key organisations relevant to women's health policy development, research training and service provision.

Management Structure and Decision Making

Women's Health NSW is an incorporated Association and is managed by a Board of Directors, eight of whom are appointed from the membership at the AGM and the Executive Officer. All decisions regarding sector policy and practice of Women's Health NSW are made at tri-annual member meetings. Sub-groups and working parties are appointed to carry out specific tasks.

WHNSW has also an appointed Board Advisory Committee (BAC). Women appointed to the BAC have been involved in governance and strategic planning of WHNSW over a considerable period of time and have a comprehensive knowledge of the sector.

The Board and BAC structure has worked well and we thank the women involved and their centres for the ongoing commitment to WHNSW. In particular we thank them for the support and understanding of the principles of women's health care, good governance, strategic planning, quality improvement, human resource management and ethical decision making and resource allocation practices. It has been a productive and focused team.

The Board of Directors for 2006 – 2007:

Rural	Karuna Fielden	Lismore WHC	Chair
Rural	Lin Davidson	Albury Wodonga WC	Resigned
Metropolitan	Roxanne Cameron	Leichhardt WCHC	Vice Chair
Metropolitan	Felicity Martin	Cumberland WHC	Director
Specialist Service	Margaret Kirkby	Bessie Smyth Foundation	Secretary
General	Maggie McNulty	Penrith WHC	Treasurer
Outer Metropolitan	Suzie Van Opdorp	Blue Mountains WHC	Director
Outer Metropolitan	Helen Dooley	Illawarra WHC	Director
Executive Officer	Denele Crozier	WHNSW	Director

The Board Advisory committee for 2006 – 2007:

Rural	Gail Meyer	Wagga WHC	
Metropolitan	Sue McClelland	Bankstown WHC	

Staffing

The day to day operations of Women's Health NSW rely on the work of three staff positions sharing the hours of 1.7 full time equivalents; Executive Officer (EO), Project Officer/Administration, Bookkeeper and Project Casuals for the Women's Health Training Program.

Changing the Administrator position to a Project Officer for the Women's Health Database has worked well and, Elizabeth has been able to extend her hours to include the administrative requirements of WHNSW. With the resignation of our Bookkeeper Vanessa Chen we are assessing the current job requirements with the aim of releasing additional hours into project work.

Employees for 2006 – 2007:

Denele Crozier	Executive Officer	2001 - 2007
Vanessa Chen	Bookkeeper	Resigned January, 2007
Nola Cooper	Casual Bookkeeper	Feb – June 2007
Elizabeth Brain	Project Officer and Administration	Appointed May 2006 Women's Health Database
Shairon Fray	Training Officer Casual Schedule	Women's Health Training Program

Executive Officer Report. Summary 2006 – 2007

It has been an exciting year for us in relation to both our internal and external work. Our **QMS Quality Improvement Review** process strengthened an already effective management team, we implemented the **Women's Health Database** statewide, the **NSW Women's Health Summit** was an outstanding success and, we upgraded the **Women's Health NSW website**.

The work of Women's Health NSW (WHNSW) as a peak organisation, falls roughly into three major categories:

- Managing internal corporate, financial, human and operational affairs.
- Strategic facilitation, support and development of the network of women's health centres and identified joint projects.
- Representing the sector and identified women's health priorities.

While there are many components of the network that support and facilitate our work, primary structure of Women's Health NSW plays a major part in facilitating outcomes.

The structure of the **Board**, with representatives from rural, outer metropolitan, metropolitan and special purpose centres affords informed input on a regular basis. The ongoing commitment to **three statewide conferences** per year, held in March, July and November provides a structured focus for continuous education, policy development, consultation and networking. In addition, the **membership e-list** provides a mechanism for ongoing dissemination of a very broad range of information.

We have three ongoing programs: The **Women's Health Training Program**, **Women's Health Statewide Conference Program** for members and the **Women's Health Database**, all have run successfully again this year.

We completed and received feedback from Quality Management Systems (QMS) regarding our **QMS Quality Improvement Desktop Audit**. In addition, the Board chose a new system of **Staff Appraisals** by identifying 10 external groups that the EO has regular contact with, in and outside the sector. The organisations were asked to give feedback through a structured questionnaire. Overall, WHNSW is thought of highly through the work of the EO. The Board appreciated the chance to give feedback to both Denele and Elizabeth regarding the good calibre of their work.

It is the end of a three year **Strategic Planning** cycle for Women's Health NSW. In May the Board evaluated achievements and identified the way forward. The sector will be offered the opportunity to participate in the Strategic Planning process at the July 2007 Conference.

These examples demonstrate a diverse and busy year with a combination of internal and external work. **We take this opportunity to thank all who have worked in partnership and support of our aims and objectives.**

Women's Health Database

Women's Health NSW has developed a Women's Health Database using a Microsoft Access software platform.

We have made the Women's Health Database a priority as it will enhance the capacity of women's health centres in their own evaluation and planning process, improve client management systems and provide a statewide view of women's health issues.

In addition, the Women's Health Database has a combination of capacities:

- Client Management System: Demographics, Practitioner, Contact Type and Date, Identified Health Issues, Health Treatments and Referral Links.
- Statistical Data Collection: On all of the above.
- Personnel Directory: Staff, Management, Members and Volunteers.
- Health Worker and Organisation Directory.

With a re allocation of 60% of our administrative hours to the Women's Health Database Project during 2006-2007 we were able to focus on distribution, training and installation. Our Database Project Officer, Elizabeth Brain, developed a training program and information kit which was presented at ten locations across the state. Campbelltown, Lismore, Albury, Wagga Wagga, Shoalhaven, Blue Mountains, Hunter, Bathurst, Blacktown and Sydney.

You can see from the training slide below that the program was both complex and comprehensive.

<h3>Contents</h3>	
<h4>Database Admin</h4>	<h4>Admin User</h4>
<ul style="list-style-type: none">■ Installing the database<ul style="list-style-type: none">□ On the server / client computers■ Setting up the database■ Installing the database on a client computer■ Replication■ Compacting the database■ Back ups■ Mail Merge Templates	<ul style="list-style-type: none">■ Logging in and creating a password■ Clients■ Client Contact■ Groups■ Personnel / Members■ Health Workers Directory■ Organisations Directory■ Statistical Reports

Elizabeth has continued to offer support and training to each centre and has made herself available to individual workers for information and trouble shooting. It is this intensive on hand support that has made the program possible.

While six centres have been using the Women's Health NSW Database successfully for more two years (Leichhardt, Liverpool, Bankstown, Illawarra and Penrith) we now have a total of 17 Women's Health Centres on board.

With an increased number of Database users coupled with increased expertise, we have had additional feedback. WHNSW has continued to receive suggestions for improvement and we are well on the way to releasing an upgrade of the Database. We have an ongoing 'issues log' and a Database Subcommittee that overviews recommendations within a structured framework.

Women's Health NSW Database

- 2007 Update will include:
 - Follow Up / Recall Registry
 - Integrated Referral System
 - Client Contact Warning
 - Client Details Upgrade
 - Statistical Reports
 - Mail Merge from additional Modules
 - Personnel / Members /Management
- Priorities for 2007 -2008:
 - Upgrade to Group Module
 - Addition of CSA Module

NSW Women's Health Summit

A NSW Women's Health Summit was held on Thursday 1 March 2007 at the Sydney Town Hall as part of the 2007 International Women's Day activities. Over 500 women and a few men attended the day from across rural and metropolitan NSW. (See Chart Participant by Organisation Type, page 16).

It was organised through the collaborative efforts of the NSW Women's Health Sector: NGO Women's Health Services and NSW Area Health Service Women's Health Coordinators.

The Aims of the Summit were to:

- Highlight the principles and research that inform Women's Health practice
- Strengthen partnerships that will inform the NSW Women's Health Strategy
- Showcase projects and innovation in service provision, system change and health outcomes.

A program of keynote presentations, made by eminent academics and practitioners in women's health, was supported by a display of posters, information tables and visual presentations of the fabulous and innovative work undertaken in women's health (research and community programs).

The presentations focused on the contemporary research and theoretical approaches to gender including smoking, social policy and cardiac disease, to women's human and legal rights, violence against women and indigenous women's health outcomes and self determination. (See program page 13)

The information displays and tables prepared by a diverse range of organisations were comprehensive and impressive. Some groups displayed their core programs and others a specifically successful project (pages 14, 15).

Other organisations that provided sponsorship and in kind support for the Summit include:

- NSW Department of Health
- Sydney of City Council
- Women's Health NSW

Working with different and new groups, creating new relationships and strengthening old, raising the profile of all areas of women's health in NSW, was only possible due to the goodwill and generosity of all involved.

The feedback from the day was overwhelmingly positive with requests for this to become a biennial event.

Finally, participants were asked to identify what they thought to be the three major women's health issues today. See Chart page 17.

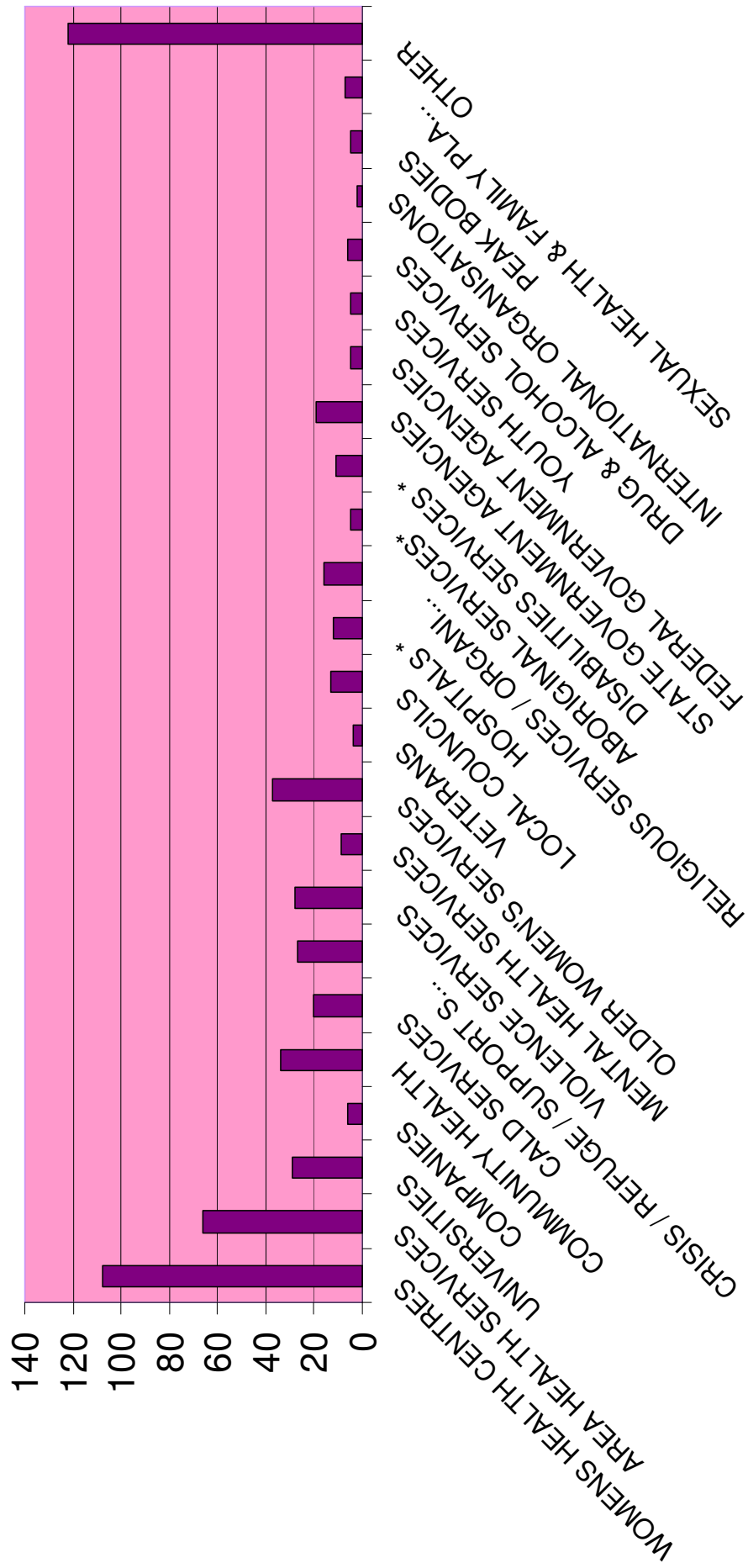


- 9.00 **Welcome to Country**
- 9.15 **[Leanne Wallace](#), Opening Address**
 Leanne Wallace is the Director of the Primary Health and Community Partnerships Branch, NSW Health
- 9.30 **[Professor Dorothy Broom](#) Complicating Gender**
 Professor Dorothy Broom is currently Professor at the National Centre for Epidemiology and Population Health at the Australian National University.
- 10.10 **[Nicole Watson](#) The Relationship between Health and Indigenous Women's Self-Determination**
 Nicole Watson is a member of the Birri Gubba People of Central Queensland and the Mullenjarli People of Beaudesert, Queensland. Nicole is currently employed as a senior Research Fellow at the Jumbunna Indigenous House of Learning.
- 10.30 **[Dr. Toni Schofield](#) Gender and Feminist Mainstreaming: Policy and Service Implications for Women's Health**
 Dr Toni Schofield is a Senior Lecturer in the Faculty of Health Sciences at the University of Sydney and Co-Editor-in-Chief of *Health Sociology Review*.
- 11.00 **Morning Tea**
- 11.30 **[Associate Professor Moira Carmody](#) Reflections on Planning the NSW Violence Against Women Strategy**
 Associate Professor Moira Carmody, University of Western Sydney in conversation with Karen Willis, Manager, NSW Rape Crisis Centre.
 Associate Professor Moira Carmody is currently the coordinator of the Criminology Programme at the University of Western Sydney.
- 12.00 **[Dr. Lesley Laing](#) Evidence that Informs the Black and Blue Campaign**
 Dr Lesley Laing is a Senior Lecturer in the Department of Social Work and Policy Studies at the University of Sydney.
- 12.30 **[Gabe Kavanagh](#) Women's Rights As Human Rights Amnesty International**
 Gabe Kavanagh has been an integral member of NSW Amnesty International Australia (AIA) for the last few years.
- 1.00 **Lunch**
- 2.00 **[Dr Deborah Loxton](#) The Australian Longitudinal Study on Women's Health**
 Dr Deborah Loxton is the Project Manager of the Australian Longitudinal Study on Women's Health. In this position Deborah manages the University of Newcastle team.
- 2.30 **[Associate Professor Patricia Davidson](#) Managing the Risk of Heart Disease: A Key Consideration for Women Across the Lifespan**
 Associate Professor Patricia Davidson is the Director of the University of Western Sydney / Sydney West Area Health Service Nursing Research Centre and an Adjunct Associate Professor at the University of NSW.
- 3.00 **Afternoon Tea**
- 3.30 **[Associate Professor Sue Green](#) Improving Service Outcomes for Indigenous Women**
 Associate Professor Sue Green is currently the Director of Nura Gili -Indigenous Programs at UNSW. She is an Associate Professor of Indigenous Education.
- 4.00 **[Dr. Jocelyne A. Scutt](#) Changing Systems, Claiming Justice Law, Rights and Women's Health**
 Dr Jocelyne A. Scutt is a barrister, writer, filmmaker and executive producer, practising at the Bar primarily in Sydney and Melbourne. From October 1999 to October 2004, she was first Anti-Discrimination Commissioner for Tasmania, administering the *Anti-Discrimination Act 1998* (Tasmania).

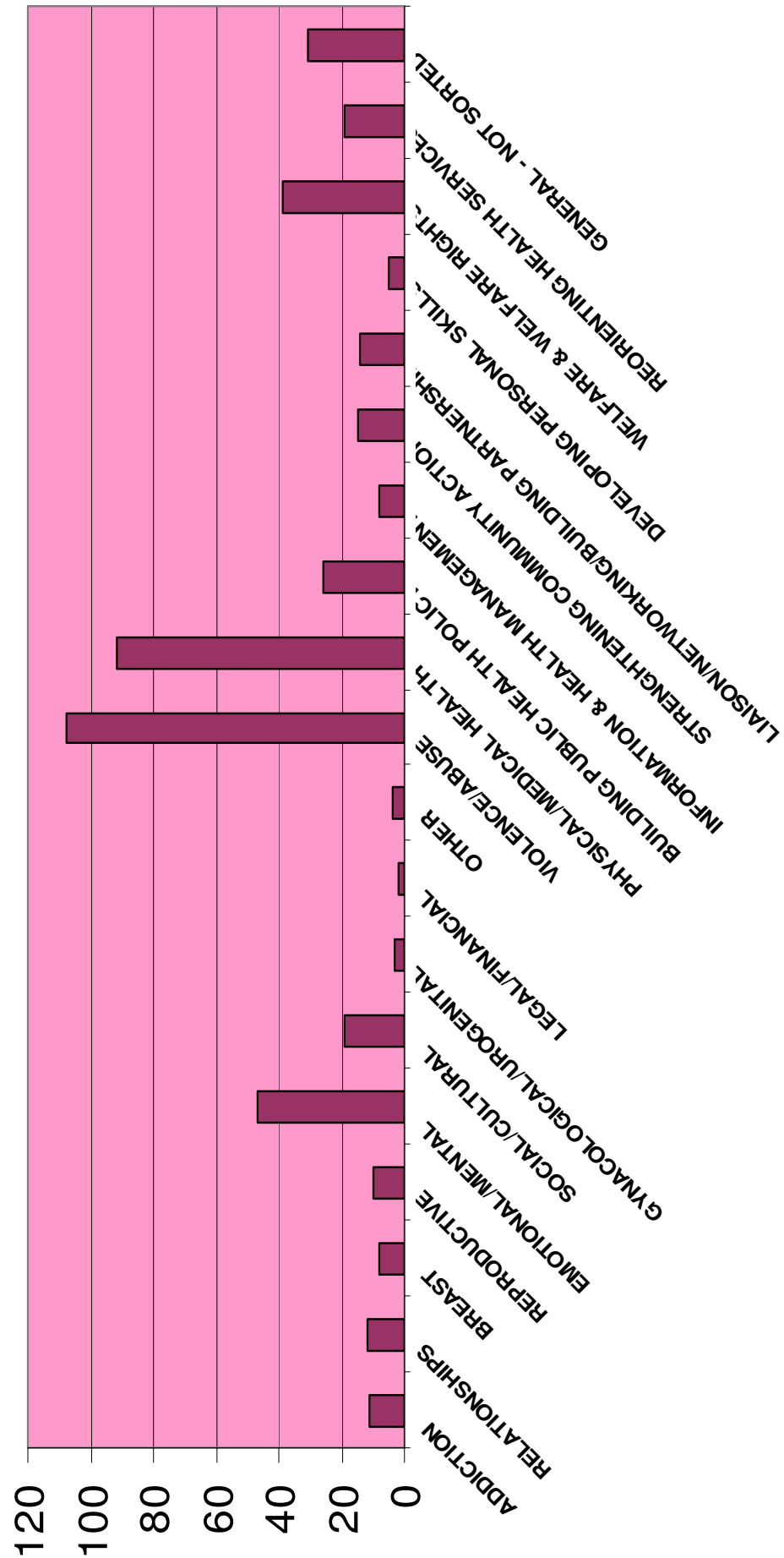
NSW Women's Health Summit
Organisations and Programs on Display 1st March 2007
Aboriginal Women's Gatherings: Information Display
ACON. Aids Council of NSW: Making Lesbians Health Visible
Arc Group: Women's Mental Health
Area Health Women's Health Co ordinators/Managers/Services
Australian Domestic & Family Violence Clearing House
Australian Women's Health Network: NSW Branch
Australians for Native Title & Reconciliation: Indigenous Health Success Stories Project
Benevolent Society Centre for Women's Health: Client Participation and Participatory Model of Evaluation
Bessie Smyth Foundation: Information Display
Cancer Council NSW: DES and Cancer.
COTA Council of the Ageing: Living Longer Living Stronger – Exercises for over 50 Program
Dragonsabreast: Information Display
ECAV. Education Centre Against Violence: Information Display
EWON Energy & Water Ombudsman NSW: Program targeting Women's Refuges and Health Service
FPA : Well Women's Screening Course/Clinical Practice Handbooks
Gender Culture and Health Research Unit, School of Psychology, University of Western Sydney:
Premenstrual Syndrome and Self-policing
Gender issues in the experience of cancer care
Gender differences in experience and construction of cancer care: The consequences of the Gendered Positioning of carers
Cancer caring, sexuality and negotiating a sense of self in intimate relationships
Beyond the medicalisation of midlife
Subjective Positioning of Catholic Nuns: Implications for Health and Well being
Gender Culture & Health Research Unit PsyHealth Uni WS
Greater Western Area Health Service:
The Breakaway Project
The Breakaway Project - Rural & Remote Communities
Breast Care Nurse Program
16 Days of Activism Against Gender Violence
Bathurst Domestic Violence Writing Awards, Bathurst Domestic Violence Liaison Committee

NSW Women's Health Summit
Immigrant Women's Speakout: Information Display
Justice Health: Information Display
Leichhardt and Illawarra Women's Health Centres: Women and Addiction
Liverpool Women's Health Centre: 'Lights, Stills, Emotion' Photography Exhibition: Young Women's Project.
Liverpool Women's Health Centre: WEEO WISER Young Women's Peer Education Project
Marie Stopes International – Information Display
North Coast Area Health Service Women's Health Services: 'Love Bites' An early intervention and prevention program on sexual Assault and Family/Domestic Violence for High School Students
NSW Network of Women with Disability: Information Display
NSW Pregnancy & Newborn Services Network, University of Sydney: Alternative Aboriginal Birthing Program
NSW Rape Crisis: Phone and Online Services
OWN: Older Women's Network: Kicking Up Autumn Leaves/ Wellness
Penrith Women's Health Centre: Looking After Me Project.
Research Centre for Gender, Health and Ageing, University of Newcastle: Australian Longitudinal Study on Women's Health.
South East Sydney Illawarra Area Health Service Division of Population Health and Planning: Your Health, Your Family, Your community: A pilot smoking cessation program for Arabic Speaking Women
Women with Weights. A gendering physical activity for women over 60
South East Sydney Illawarra Area Health Service, Area Women's Health Unit: Addressing Health Outcomes For Women Living in a Socially Disadvantaged Public Housing Complex
Promoting Emotional Wellbeing In Migrant Women
Influences on Health and Wellbeing of Women from Macedonia
Sydney West Area Health Service: Women's Health Nursing: Primary Health Care in Action, Women's Health Nurse.
Sydney Women's Counselling Service: Women and Mental Health
VAW. Violence Against Women Unit: Information Display
Vietnam Veterans Counselling Service: Companion Quilt Project
Wagga Women's Health Service: Adult Survivors Project: Serving Rural Women who have Experienced Child Sexual Assault.
Western Sydney Regional Organisation of Councils: Western Sydney Young Women's Leadership Program
Wingecarribee Community Health: Indigenous Health within the Justice System. Womens' Health Clinical Nurse Consultant.
Women's Health NSW: Statewide Women's Health Centres. Women's Health Training Program.

NSW Women's Health Summit 2007 Attendance by Organisation



NSW Women's Health Summit 2007 Identified by Participants - 3 Major Health Issues



Quality Improvement

Women's Health NSW has a performance target to provide models of best practice to ensure the provision of quality and competent health services to women.

To that end, we have an ongoing working relationship with Quality Management Services (QMS). First established in 1989, we came together to jointly develop the 'Standards Module for Women's Health Centres'. These standards have been endorsed by the national body Quality Improvement Council (QIC).

When QMS conduct independent reviews of Women's Health NSW members against optimum standards of practice, two documents are used. The Australian Health & Community Services Core Module and the Standards Module for Women's Health Centres.

Of the twenty two Women's Health Centres funded by NSW Health, twenty have completed a full QMS review cycle. With funding from the NSW Health Drug and Alcohol Unit, Leichhardt Women's Community Health Centre and The Sydney Women's Counselling Centre have gone on to achieve accreditation.

QMS NGO Quality Improvement Program (NGO QIP) 2006-2009.

Funded by NSW Health this program allows NSW Health funded NGO's to register with QMS to participate in external Quality Improvement review processes.

For many Women's Health Centres their first Quality Improvement Cycle began in 1999 – 2002. The guidelines for the NGO QIP have always been limited to funding only the first review process so we are delighted that NSW Health has now broadened the criteria to any appropriate service. QMS still review the applications choosing first and foremost those services that have not had a previous review.

For this current NGO QIP thirteen Women's Health Centres have been chosen to participate. All of the centres will be using the new QMS Core Module and Women Health Module 5th Edition, both of which have a greater emphasis on 'ongoing mechanisms of quality improvement'.

WHNSW Quality Improvement

As reported last year, Women's Health NSW completed its own QMS Quality Improvement Review. The process strengthened an already effective management team and skilled the Board and organisation to provide leadership for the sector during the NGO QIP 2006 – 2009 cycle.

It was a very affirming process for WHNSW which also provided us with a structured approach to growth. WHNSW has scheduled implementation of the identified recommendations into our 2007 – 2010 Strategic Plan.

Women's Health Training Project: **The Nature of Women's Health: Past, Present, Future.**

Women's Health NSW has developed this comprehensive training package. Designed in two parts the program is a distance learning package of 6 modules with accompanying workbook, followed by an intensive three day workshop.

Workers, management, students and volunteers can:

- Explore the history and philosophy of the Western feminist movement and its relationship to health policy development, service planning, management and models of health care delivery,
- Identify current trends, practice and policy in women's health,
- Understand the impact of gender and other health determinants on health status,
- Apply an outcomes approach to health service planning.

Accreditation and Graduate Certificate Recognition

The Women's Health Training Program has achieved:

- Acknowledgement by Quality Management Services. It is now formally linked to the women's health quality improvement service development review process.
- Advanced standing for two elective subjects in the Graduate Certificate for Health offered at UTS, Faculty of Nursing, Midwifery and Health.

Training Schedule 2006 – 2007

We used three different approaches to presentation of training this financial year with an aim to facilitate access. One was held in Sydney openly advertised for government, non government and student participation. One organized for an individual service (The Benevolent Society) for all relevant staff to attend and, one rural location (Albury Wodonga).

The process evaluations continue to support this as a relevant and dynamic program. 45 participants all showed high levels of learning outcomes.



Sector Education / Training

In addition to the Women's Health Training Program and the NSW Women's Health Summit, professional development was provided to the sector at three statewide meetings held in July 2006, November 2006, and March 2007. Sessions included:

- Managing the Monstrous Feminine: A Study of Women's Premenstrual Experiences – Self Help Program. Professor Jane M Ussher, School of Psychology, University of Western Sydney.
- Looking After Me Project. Social Relationships for Women with Intellectual Disability. Mauve Dunit, Penrith Women's Health Centre
- Migrant Women and Domestic Violence. Bernadette Fleeton, Senior Regional Prevention Officer, Violence Against Women, South West Sydney
- Domestic Violence – Policy and Strategy - A Feminist Approach, Betty Green, Liverpool Women's Health Centre
- DOCS Funding Policies and Procedures. Competitive Tendering and consortium Structures. Linda Frow, NCOSS
- Cultural Competence In Care of the Muslim Client. Mission of Hope.
- Mental Health First Aid. Two day Certificate Course. Fay Jackson. Vision in Mind.
- Lifting the Burden. Tobacco Control and Social Equity Strategy 2006 -2011. Jon O'Brien, Senior Program Coordinator. Tobacco Control, Cancer Council NSW.
- NSW Aboriginal Maternal and Infant Health Strategy. Sue Hendy, Special Midwifery Project Officer, NSW Health.
- National Pregnancy Hotline/Pregnancy Counselling and Medicare. New guidelines in Medicare use. Margaret Kirkby, Bessie Smyth Foundation.
- NSW Health: Continuation of Funding Grant Application. Overview of new requirements. Denele Crozier, Women's Health NSW

Publications/Resources:

- Indigenous Pathways to Health Employment. Northern Sydney Health
- Muslims in Australia. A Health & community Worker's Guide. Mission of Hope
- Self Help Package of Premenstrual Symptoms. Professor Jane. M Ussher, School of Psychology, University of Western Sydney and Dr. Edith Weisberg, Research Director, FPA Health
- Pathways to Parenthood. A resource guide on parenting for people with disability in NSW. NSW Network of Women with Disability Publication.
- Mental Health First Aid Manual. Betty Kitchener & Anthony Jorm.

Worker Forums

At each conference, time is allocated to 'worker forums'. This is an opportunity for workers of the same profession to get together and focus on specific issues of their day to day work.

Coordinators/Managers, Counsellors, Nurses, Health Promotion, Administration and Alternative Practitioners are provided an opportunity to report on new and innovative programs, growth, development and/or change in practice concepts, appropriate management, structural change, concerns of the community, issues in service provision, legislative change and policy needs. In addition, an informal mentoring system is promoted.

A list of the issues highlighted during the forum sessions are listed below.

Key Sector Issues

During statewide meetings 2006-2007 the following issues were raised and discussed:

- Indexation and core funding limitations
- Fundraising
- QMS Review Process: Investigate peer review approach
- Development of Women's Health NSW Consortium
- Attendance and retention rates for support groups
- Childcare problems
- Insecurity of tenancy
- Need for bilingual Domestic Violence workers
- Medicare for rural practice nurses
- Working in an identified 'state region centre'
- Increased demands for counselling services
- Supervision and other activities to manage vicarious trauma
- Management of work priorities
- How different client presentations impact on counsellors
- Debriefing for staff who are working with clients who have been sexually assaulted
- Access to strategies for counselling sexual assault victims/survivors
- Out of hour and annual leave support for sexual assault clients
- Developing Centre profiles for referral and website information

Representation and Participation

Women's Health NSW undertakes to be an effective peak body acting as a central contact base for information, advocacy, representation and support. To maximise this undertaking the following strategies are employed:

Participation on a number of ongoing committees, both government and non-government:

- NSW Health, Primary and Community Health Working Group
- NSW Health, Non Government Organisations (NGO) Advisory Committee
- QMS NGO Quality Improvement Program
- Non-Government/Government Women's Health Quarterly Meeting
- NSW Council of Social Service (NCOSS) Management
- NGO Health Policy Advice Group, NCOSS
- Forum of Non Government Agencies (FONGA), NCOSS
- Female Genital Mutilation (FGM) Advisory Committee
- Bessie Smyth Foundation, Pregnancy Options Information Service
- Australian Women's Health Network (AWHN)
- Reproductive Choice Australia (RCA)

Participation in Projects, Consultations and Advisory Committees and or short term or one off consultations:

- NSW Women's Health Strategy Working Group, NSW Health
- UWS Faculty of Medicine Community Council. Bachelor of Medicine Curriculum
- Department for Women, Peak Women's & Other Organisation's Meeting.

Conference, Forum, Seminar Participation/Attendance:

- Women's Health Matters: From Policy to Practice. Women's Health Victoria
- Bold Solutions and Real Results. NCOSS Conference
- International Council on Women's Health Issues. University of Western Sydney
- Integrated Primary and Community Health Workshop. NSW Health
- Primary and Community Health Performance Indicators Workshop. NSW Health
- National Safety and Quality Accreditation Standards. Australian Commission on Safety and Quality in Health Care
- Getting It Across. Improving the Community Sector Profile and Visibility. NCOSS Sector Development Seminar
- Service Outcomes for Peak Bodies Forum. HSCEO Secretariat

Communication

The Women's Health NSW website outlines the structure, aim, history and philosophy of Women's Health NSW and has been vital for the publication of calendar events and project updates.

For anyone looking to find their nearest Women's Health Centre the web has a summarised information page on each Women's Health Centre in NSW outlining their contact details and range of service provision.

Check us out: www.whnsw.asn.au

PERFORMANCE INDICATORS:

The effectiveness of the Service will be measured against the following performance indicators developed by Primary Health and Community Partnerships Branch, NSW Health in collaboration with Women's Health NSW.

Activity Indicators	2006 - 2007
<p>Number of policy and procedures protocols and guidelines developed.</p>	<p><u>External Involvement:</u></p> <ul style="list-style-type: none"> • Service Outcomes for Peak Bodies: Discussion Paper. NGO sub group, Human Service Agencies • NSW Health NGO Policy Framework. Sector consultation. • Integrated Primary and Community Health Policy Draft Implementation Plan consultation <p><u>Internal:</u></p> <ul style="list-style-type: none"> • Women's Health NSW: Consumer and Community: Member and Stakeholder Involvement.
<p>Number and type of professional training sessions, education forums and conference sessions provided to the women's health sector.</p>	<p><u>Women's Health Training Program :</u></p> <ul style="list-style-type: none"> • 3 training session of 3 days each <p><u>WHNSW Conference Training Program:</u></p> <p><u>Education Sessions/Forums:</u></p> <ul style="list-style-type: none"> • 10 Education sessions/forums <p><u>Statewide Professional Forums</u></p> <ul style="list-style-type: none"> • 7 Discussions Forums <p><u>Statewide Reports and Updates</u></p> <ul style="list-style-type: none"> • 10 sector reports on programs, government policy, current issues <p><u>NSW Women's Health Summit</u></p> <ul style="list-style-type: none"> • 10 Keynote presentations <p><u>USA Laureate Student Exchange Information Day</u></p> <ul style="list-style-type: none"> • 2 Education Forums: US Medical Laureate Scholarship Student Program participants

<p>Number of participants attending each of the professional training sessions, education forums and conference sessions.</p>	<p><u>Women’s Health Training Program :</u></p> <ul style="list-style-type: none"> • Total of 45 participants <p><u>WHNSW Conference Training Program:</u></p> <p><u>July 06 Attendance: 64 Participants</u></p> <p>19th – 21st July 2006 Representing 65% of NSW WH Centres</p> <p><u>November 06 Attendance: 100 Participants</u></p> <p>8th – 10th November 2006 Representing 83% of NSW WH Centres and 100% Government Women’s Health Coordinators.</p> <p><u>March 07 Attendance: 93 Participants</u></p> <p>28th – 30th March 2007 Representing 83% of NSW WH Centres.</p> <p><u>NSW Women’s Health Summit</u></p> <ul style="list-style-type: none"> • 435 participants from government non government health services, universities, local council, peak bodies and federal and state government. <p><u>USA Laureate Student Information Day</u></p> <ul style="list-style-type: none"> • 35 US Medical Laureate Medical Scholarship Student Program attended session: History and Principles of the Australian Women’s Health Centres.
<p>Report on the number of identified key partnerships and partnerships activities involved in and level of involvement, ie low, medium or high.</p>	<p><u>Women’s Health Coordinators</u></p> <p><u>High</u> level of involvement.</p> <p><u>Activities include</u></p> <ul style="list-style-type: none"> • Gov/Non Gov Quarterly Meetings • Joint Conference training • NSW Women’s Health Strategy • NSW Women’s Health Summit

NGO Coordinators

Medium level of involvement.

Activities coordinated through

- Joint Membership NSW Health
NGO Advisory Committee

NGO Women's Health Centres

High level of involvement.

All activities and policy development of Women's Health NSW is in consultation with and ratified by the NGO Women's Health Centres through:

- Constitutional makeup of Board of Management 90%
- Three Statewide Conferences
- E list and website

Officers working in the Women's Health Portfolio in the Primary Health and Community Partnerships Branch.

High level of involvement.

Activities:

- NGO Advisory Committee
- NGO Policy Framework Development
- NSW Women's Health Strategy

NGO Health Peak Groups

High level of involvement.

Activities

- WHNSW currently acts as chair to this group which meets bi monthly to identify relevant health policy, access to health care services and NGO policy.

	<p><u>Australian Women's Health Network</u></p> <p><u>High</u> level of involvement.</p> <p><u>Activities</u></p> <ul style="list-style-type: none"> • Board of Management as the NSW Representative • Updated Australia wide network of women's health services • Upgrade of AWHN website • National Summit Organising Committee: <i>Women's Health – The New National Agenda</i> planned for in September 2007. This summit will build on the successful Fifth Australian Women's Health Conference, Reflecting on Gender – Confronting the Evidence. <p><u>NSW Network of Women With Disability</u></p> <p><u>Low</u> Level of Involvement.</p> <p><u>Activities</u></p> <ul style="list-style-type: none"> • Joint application for funding to Australian Government Office for Women Leadership and Development Programme – <i>Women with Intellectual Disability Embracing Leadership</i>
<p>Report on the number of women's health research programs involved in and the level of involvement, low, medium or high.</p>	<p><u>Low</u> Level of Involvement</p> <ul style="list-style-type: none"> • Australian Longitudinal Study on Women's Health collaborative application for funding to Australian Research Council for sub cohort – Intimate partner abuse: health effects, mediating factors and successful interventions
<p>Report on the number of women's health research papers distributed and the number of people distributed to.</p>	<p><u>Distribution</u></p> <p>All 23 members receive distributed information – mostly through e-list. All conference papers and some publications are distributed by mail.</p> <p>The following 4 Research Paper and or information were distributed to all Women's Health Centres:</p> <ul style="list-style-type: none"> • Brutal neglect: Australian rural women's access to health services • The relationship between methamphetamine use and violent behaviour • Self Health Package for Premenstrual Symptoms Research • Literature Review: Capacity Building

	<p>To 23 Women's Health Centres In NSW We distributed:</p> <ul style="list-style-type: none"> • Training, Conferences, Forums & Seminars and Grants – 60 emails • Articles and Health Information – 8 emails • 7 emails regarding new publications and 4 resources mailed and provided at WHNSW conferences. • 12 e-news bulletins from ACOSS, Transparency in Advertising, FONGA, Women's Health Victoria – Clearinghouse, CWHN – Brigits Notes, VAW, National Council of Women, WAAC, NESB & Disability News, Consumers' Health Forum of Australia, Healthone NSW • 56 media releases from government, and non government agencies.
<p>Quality Indicators</p>	
<p>Number of women's health centres which have undertaken quality improvement process and level of quality improvement undertaken.</p>	<ul style="list-style-type: none"> • 20 Women's Health Centres have completed QMS Service Development Review – a full three year quality improvement cycle where the work of the centre is measured against best practice standards of the Australian Health and Community Services Core Standards Module and the Standards Module for Women's Health Centres • 2 Women's Health Centres have completed a third three year cycle to maintain their accreditation. • 13 Women's Health Centres are currently registered in the NSW Health NGO QI Program.
<p>Number and percentage of women's health centres which have the following in place:</p>	<ul style="list-style-type: none"> • <u>Code of Ethics:</u> While 54% (13) Women's Health Centres have a variety of codes for ethics and behaviours. Registered professional staff e.g. nurses, are also bound by their Association codes. In addition, Women's Health NSW has a first draft Code of Ethics to cover the whole sector. • <u>Staff Policy and Procedure Manuals:</u> 100% of WHC qualify. • <u>Occupational Health and Safety Manuals:</u> 100% of WHC qualify.
<ul style="list-style-type: none"> ○ Code of ethics 	
<ul style="list-style-type: none"> ○ Staff policy and procedure's manual 	
<ul style="list-style-type: none"> ○ Occupational Health and Safety Manual 	

Outcome Indicators	
Number of women's health centres which are implementing the Women's Health Database.	<ul style="list-style-type: none"> • Currently 17 Women's Health Centres are using the Women's Health Database
Number of women's health centres utilising data collected through the database to improve services.	<ul style="list-style-type: none"> • The majority of these centres have been using the Women's Health Database for 12 months or more and will be able to use output for both evaluation and annual report.
Percentage of women's health participants who have rated the conferences, professional training sessions and education centres as poor, good, very good, or excellent.	<p><u>Women's Health Training Program :</u></p> <ul style="list-style-type: none"> • Good 7% • Very Good 38% • Excellent 55% <p><u>WHNSW Conference/Training Program:</u></p> <p><u>July 06 Conference Overall Rating:</u></p> <ul style="list-style-type: none"> • Good 46% • Very Good 50% • No response 4% <p><u>November 06 Conference Overall Rating:</u></p> <ul style="list-style-type: none"> • Good 20% • Very Good 68% • Excellent 12% <p><u>March 07 Conference Overall Rating:</u></p> <ul style="list-style-type: none"> • Good 17% • Very Good 34.9% • Excellent 44.4% • No response 10.9% <p><u>Education Sessions/Forums Average Rating:</u></p> <ul style="list-style-type: none"> • Very Good 34.9% • Excellent 44.4% • No Response 10.9% <p><u>Statewide Professional Forums Average Rating:</u></p> <ul style="list-style-type: none"> • Average 14.1% • Very Good 31.7% • Excellent 23.9% • No Response 30.2% <p><u>Statewide Reports and Updates Average</u></p>

	<p><u>Rating:</u></p> <ul style="list-style-type: none"> • Average 15.5% • Very Good 41% • Excellent 21.2% • No Response 22.3% <p><u>NSW Women's Health Summit</u></p> <p>The calibre of speakers was outstanding</p> <ul style="list-style-type: none"> • Strongly Disagree 0.6% • Disagree 1.9% • Neither / Unsure 1.9% • Agree 36.5% • Strongly Agree 55.8% • No Response 3.2% <p><u>USA Laureate Student Exchange Information Day</u></p> <ul style="list-style-type: none"> • Moderately Satisfied 4 participants • Very Satisfied 16 participants • Completely satisfied 15 participants
--	---