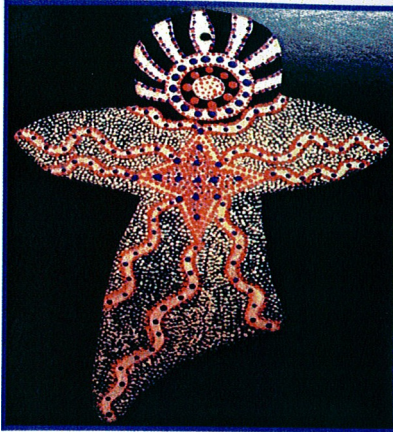


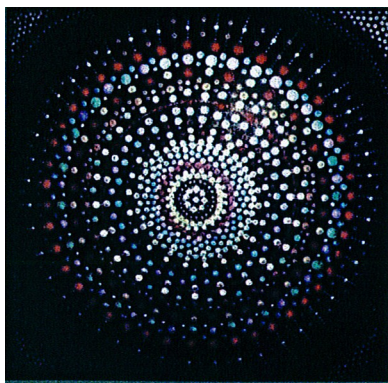


Peak Body for Non Government
Women's Health Centres

Activity Report
Key Performance Indicators
2009 – 2010



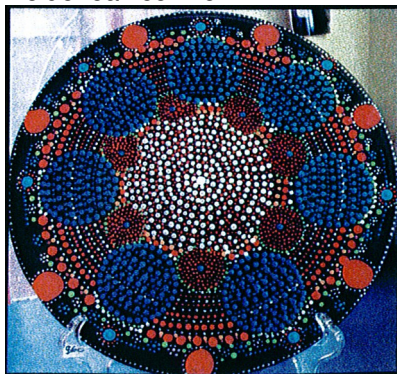
Spirit Figure by artist / elder
Janice Brown



Spirit by Janice Kennedy,
Circle Sentencing Elder



The Beginning by artist /
elder Janice Brown



Circles of life by Rhonda
Randall

Indigenous Health Equality Summit Statement of Intent

Canberra, March 20, 2008

Preamble

Our challenge for the future is to embrace a new partnership between Indigenous and non-Indigenous Australians. The core of this partnership for the future is closing the gap between Indigenous and non-Indigenous Australians on life expectancy, educational achievement and employment opportunities. This new partnership on closing the gap will set concrete targets for the future: within a decade to have the widening gap in literacy, numeracy and employment outcomes and opportunities for Indigenous children, within a decade to halve the appalling gap in infant mortality rates between Indigenous and non-Indigenous children and, within a generation, to close the equally appalling 17-year life gap between Indigenous and non-Indigenous when it comes to overall life expectancy.

Prime Minister Kevin Rudd, Apology to Australia's Indigenous Peoples, 13 February 2008

Women's Health NSW

Women's Health NSW supports the above statement and The Council for Aboriginal Reconciliation's Vision Statement; A united Australia which respects this land of ours; values the Aboriginal and Torres Strait Islander heritage; and provides justice and equity for all.

Women's Health NSW is committed to actively participating in 'Closing the Gap' and our organisation will do this by following the principles of social justice and equality for all women and their families.

We accept that before the gap can be truly closed we must first acknowledge our history, gain a greater understanding of this country's Indigenous culture and pay due respect to the traditional custodians of this land we now share.

Permission to display the artwork depicted on this page was given by the Artists who are from the Aboriginal Catholic Social Services, Penrith NSW.

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Organisation Profile

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

We promote a coordinated approach to policy and planning, staff development, training, education and consultation between members, NSW Health and other government and non-government agencies.

There are twenty-one funded member centres that provide a diverse range of services to women in their communities in New South Wales. Throughout the network service provision is influenced by the identified needs of local communities and a common aim of working to improve the health status of women.

Strategies incorporated by Women's Health Centres include preventative health care, community education and development, advocacy and empowerment; providing women with knowledge, skills and resources to enable them to take more responsibility over factors that may adversely affect their lives.

All centres work within the social model of health framework which acknowledges the physical, emotional and mental aspects of health as well as the broader social, cultural and economic factors that impact on women's wellbeing and ability to access services.

Our Vision

That all women and girls are empowered to fulfil their potential within a safe and healthy environment

Our Role

Women's Health NSW works as a peak body within a feminist framework to improve health and social justice outcomes for women

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, our website has an information page on each Women's Health Centre in NSW outlining their contact details and range of service provision. www.whnsw.asn.au

Management Structure and Decision Making

Women's Health NSW Incorporated comprises an office in Sydney managed by an elected Board of Management of eight members representative of rural, metropolitan, outer-metropolitan and specialist centres across NSW and the executive officer.

WHNSW also has a 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 practices. It continues to be a productive and focused team.

The Board of Directors for 2009 – 2010:

Metropolitan	Roxanne McMurray	Leichhardt WCHC	Chair
Metropolitan	Sue McClelland	Bankstown WHC	Secretary
Rural	Belinda McMahon	Wagga WHC	Treasurer
Rural	Susan Clarke-Lindfield	Central West WHC	Director
General	Karuna Fielden	Lismore & District WHC	Director
Specialist Service	Margherita Basile	Sydney Women's Counselling Centre	Director
Outer Metropolitan	Helen Dooley	Illawarra WHC	Director
Executive Officer	Denele Crozier	WHNSW	Director

The Board Advisory Committee for 2009 – 2010:

Rural	Gail Meyer	Wagga WHC	
Special Purpose	Margaret Kirkby	Bessie Smyth Foundation	

We have had one vacancy in an Outer Metropolitan position since November 2009 AGM.

Employees 2009 – 2010

The day to day operations of Women's Health NSW rely on the work of three staff positions sharing the hours of 1.6 full time equivalents; Executive Officer (EO), Project Officer/Administration, Bookkeeper and Project Casuals for the Women's Health Training Program.

Denele Crozier	Executive Officer	2001 - 2009
Elizabeth Brain	Project Officer Women's Health Database and Administration	2006 - 2010
Nola Cooper	Bookkeeper	2007 - 2010

Executive Officer Report. Summary 2009 – 2010

The highlight for the year would have to be the 6th Australian Women's Health Conference held in Hobart Tasmania, and the launch of the National Aboriginal and Torres Strait Islander Women's Health Strategy <http://www.awhn.org.au/>. With 620 conference registrations, the conference attracted an exceptionally broad range of participants from all states and territories across Australia. The 169 presentations focused on current and emerging women's health issues, while the key note speakers provided International and Australian context. The conference offered a platform of high quality information, knowledge and networking directly relevant to current policy and practice. The Conference was professionally uplifting and stimulating to attend. Conference Papers can be found at <http://www.leishman-associates.com.au/awhn2010/papers.php>

Closer to home, the completion of the NSW Health Women's Health Action Plan 2009-2011 http://www.health.nsw.gov.au/policies/pd/2010/PD2010_004.html and the launch of the NSW Domestic and Family Violence Action Plan 'Stop the Violence End the Silence' <http://www.women.nsw.gov.au/> represent good outcomes for women in NSW along with a structured collaborative focus for the government and non government women's health sector to work on identified priority actions together.

Women's Health NSW and the sector gave substantial time and freely shared knowledge and networks to inform the development of the all the above policies. In addition, Women's Health NSW participated in the NSW Health NGO Program Review Reference Committee which was also a substantial commitment.

This year we reviewed our Constitutional Aims (see page 19) while also updating our sector logo and general information leaflet.

Women's Health NSW updated and successfully run its ongoing programs; **The Nature of Women's Health: Past; Present; Future**, the **Women's Health Statewide Conference (Education) Program** and the **Women's Health NSW Database**. We have published statewide data from the Women's Health Centres particularly **presenting health issues data charts** collated from eighteen of the Women's Health Centres from the 07/08 and 08/09 financial years – see page 12. Data from 09/10 year will be published later this year at our AGM.

One of our strengths is working with key partners and networks. A full list of our current partnerships is on page 18.

The work of Women's Health NSW (WHNSW) as a peak organisation, falls roughly into the three major categories outlined in our strategic activities on page 7. 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, August and November provides a structured focus for continuous education, policy development, consultation and networking. In addition, the **membership e-list** provides a mechanism for dissemination of a broad range of information.

We take this opportunity to thank everyone who worked in support of our aims and objectives – it has been a pleasure working with you.

Strategic Activities

Women's Health NSW will be proactive on priority issues relevant to women's health and wellbeing using the following strategies:

Reorienting the health system

To reorient government and non government health services to feminist holistic women's health care approach.

Advocacy

To identify and advocate on critical women's health issues.

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.

Women's Health NSW will increase the capacity of the women's health sector to respond to women's health and well being:

Training Education and Sector Development

To provide access to ongoing training opportunities on key health issues and to support development of a well informed and skilled sector.

Models of Best Practice

To provide and promote models of best practice within the sector.

Resource Development

To provide key policy and program initiatives.

Enhance organisational management and performance to ensure Women's Health NSW achieves its aims and objectives:

To maintain a strong representational peak body that can respond to the changing needs of the sector and to women's 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). We came together in 1989 to jointly develop the 'Standards Module for Women's Health Centres'. These standards have been endorsed by the national accreditation body Quality Improvement Council (QIC) and complement the 5th Edition Core Standards Manual

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

Of the twenty one Women's Health Centres funded by NSW Health, twenty have completed a full QMS review cycle while Waminda, South Coast Women's Health & Welfare Aboriginal Co-op, have completed an external review under standards developed by Office for Aboriginal and Torres Strait Islander Health.

Congratulations to seven Women's Health Centres who have achieved Accreditation: Leichhardt WCHC, Sydney Women's Counselling Service, NSW Rape Crisis Centre, Bankstown WHC, Blue Mountains WHC, Illawarra WHC and Liverpool WHC.

QMS NGO Quality Improvement Program (NGO QIP) 2009-2010

Quality Improvement is an ongoing process. The NGO QIP, funded by NSW Health, supports NGO's who register with QMS to participate in external Quality Improvement Review processes.

A unique feature of the current QI process within the women's health sector has been the sector approach to the development of best practice measures where teams from different women's health centres work together to address the review criteria and development of review workbooks. This sector approach allows for a greater sharing of expertise and knowledge and a general improvement in sector capacity.

For NGO QIP 2006 - 2009, thirteen (13) Women's Health Centres participated in quality review processes. During the 2009-2010 year, post review workbooks are submitted to QMS to substantiate ongoing commitment to QI initiatives.

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 2010 program.

Women's Health NSW Database

Women's Health NSW has developed the Women's Health Database using a Microsoft Access software platform as an integrated client management and statistical collection system.

We have made the Women's Health Database a priority as it enhances the capacity of Women's Health Centres in their own evaluation processes, improves client management systems and provides a statewide view of women's health issues in order to monitor trends and to inform planning and policy development.

The Women's Health NSW Database capacities:

- Client Management: Demographics
- Service Management: Client Contact, Date, Mode of Service, Practitioner Type and Funding Source, Identified Health Issues, Services Provided and Referral Links
- Group Programs: Date, Type, Participant and Session numbers
- Data Reporting: Client Demographics, Practitioner Contacts, Presenting Health Issues
- Personnel Directory: Staff, Management, Members and Volunteers
- Health Worker and Organisation Directory.

Women's Health NSW Database

- **Priorities for 2010-2011:**
 - Investigating Platform Options
 - Follow Up/Recall Module
 - Front Line Module
 - Upgrading Reporting and Search Capacity
 - Business Rules and Privacy Policy
 - Technical and Issue Log Management
 - Meaningful Interpretation of Data

Women's Health NSW Database

Installation of our current upgrade has been successful with 18 Women's Health Centres successfully integrating the Women's Health NSW Database into their daily work. Of the remaining services – 2 have complex data systems already in place; NSW Rape Crisis Centre has a state of art encrypted data base which includes a direct link to its online services; Coffs Harbour Women's Health Centre has integrated software 'Medical PractiX'. Central Coast Community Women's Health Centre is currently reviewing its data collection processes.

With an increased number of database users with growing expertise the program requires management in five major areas:

- Monitor and manage current usage –ongoing support and training
- Database development –content and platform
- Sector Issue logs
- Installation of Upgrades
- Integrated statewide data – collation and distribution

In addition, Microsoft Access 2007 Software contains some inconsistencies with Microsoft Access 2003. This has caused major problems for anyone using Access as a database platform. Investigation of the continuity and stability of Microsoft Programs needs consistent monitoring.

Using a social model of health in service delivery requires a comprehensive approach to service capacity and statistical data collection capacity.

In the table on page 11 is a copy of the 150 presenting health issues categories listed within the Women's Health NSW Database reference tables.

On page 12 by percentage we have charted 136,829 presenting health issues recorded from eighteen NSW Women's Health Centres face to face appointments in 2008-2009 (does not include community education or group work). We have also included presenting health issues chart from 2007 – 2008.

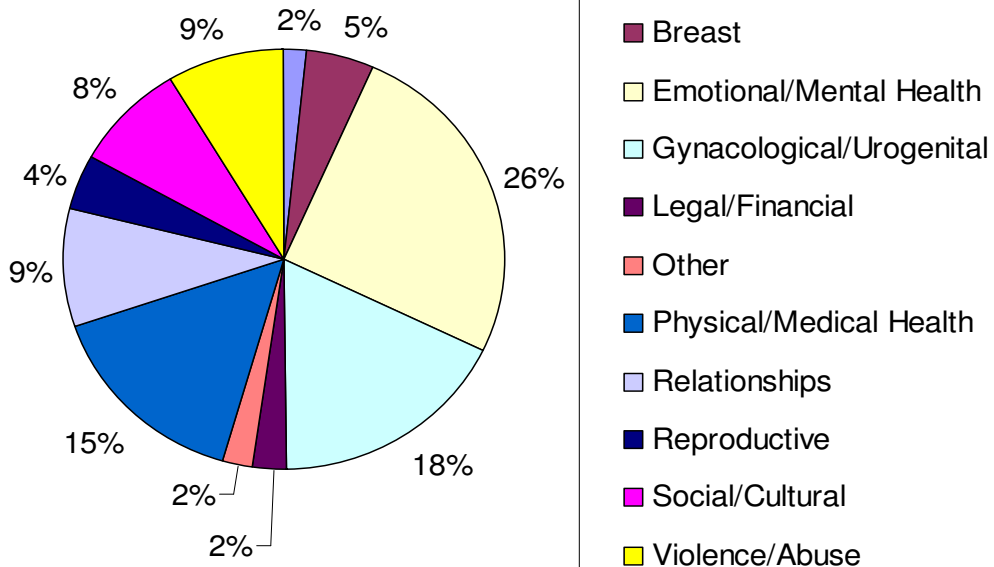
Having completed a statewide upgrade mid 2010 we have invigorated a new database sub committee to address matters of design, content and policy identified in the Data Issues Log.

A big thank you to our Women's Health NSW Database Program Officer, Elizabeth Brain for her tenacious approach to the fine art of managing database nuances across a sector of various IT capacities and equipment.

..

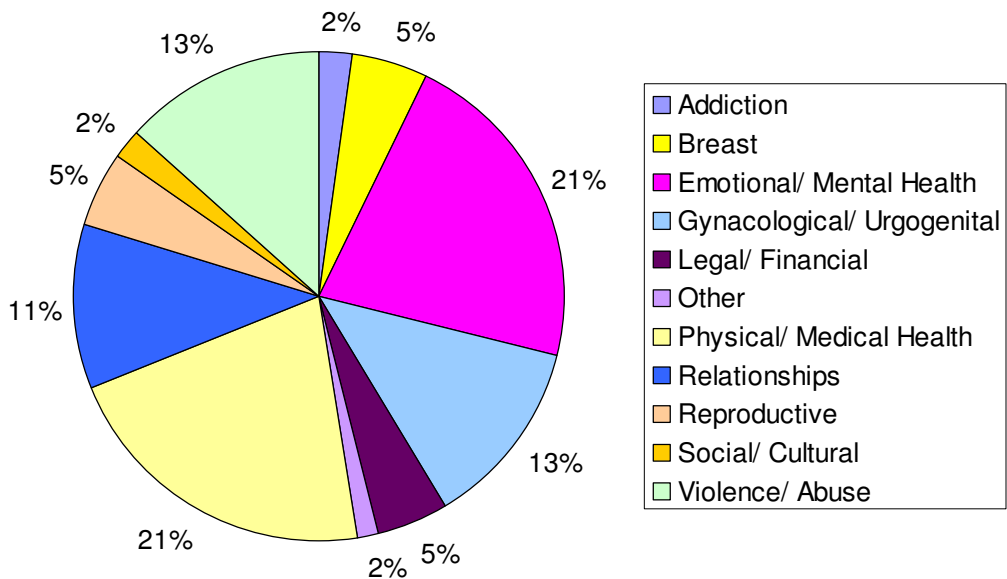
Womens Health NSW Database - Presenting Issues Reference Table Categories		
Physical/Medical	Breast	Addiction
98 Acute Pain	93 Breast cancer	29 Alcohol
4 Allergies	139 Breast cancer metastasis	30 Amphetamines
83 Arthritis	140 Breast diagnostic	31 Cannabis
61 Cardiovascular (heart and blood)	11 Breast feeding	32 Cocaine
17 Chronic fatigue syndrome	14 Breast implants	39 Gambling
87 Chronic Pain	12 Breast lumps	33 Hallucinogens and party drugs
62 Dermatological	15 Breast other	34 Opiates
26 Digestion	10 Breast screening/examination	37 Other drug abuse
63 Ears, Nose, Throat	13 Breast surgery	35 Poly drug abuse
132 Endocrine/Hormonal - diabetes	138 Lymphoedema	36 Prescription medication abuse
64 Endocrine/Hormonal - other	Gynaecological / Urogenital	38 Tobacco smoking(nicotine)
42 Faecal incontinence	68 Endometriosis	Legal / Financial
65 Gastrointestinal	94 Cervical Cancer	3 Adoption
80 Haematology	67 Circumcision/female genital mutilation	41 Employment
46 Headache	66 Gynaecological general (eg.fibroids,cysts, polyps)	43 Financial problems
95 Health Other	69 Hormone replacement therapy	50 Homelessness
47 Hepatitis C	70 Hysterectomy	49 Housing
60 Herbal/homeopathic medication	73 Menopause	53 Legal issues - child custody
48 HIV/AIDS	74 Menstruation	54 Legal issues – divorce
81 Immunology	145 Ovarian Cancer	56 Legal issues - family law
51 Injury - acute	99 Pap/Cervical screening	57 Legal issues – other
52 Injury - chronic	75 Polycystic ovarian syndrome	55 Legal issues - victims compensation
86 Injury - repetitive strain/tendonitis	76 Premenstrual syndrome	Emotional / Mental Health
89 Injury physical - other	77 Thrush	5 Anger
59 Medication	121 Urinary (kidney/bladder)other	6 Anxiety/ panic disorders
82 Musculoskeletal other	119 Urinary incontinence	7 Stress
91 Neurological - other	120 Urinary tract infections	25 Depression
97 Nutrition	78 Vulva-vaginal other	45 Grief/ loss
92 Oncology/Cancer - other	Reproductive	96 Mental health
Also see Breast and Cervical Cancer	9 Pregnancy - artificial insemination	16 Body image (not eating disorder)
84 Osteoporosis	71 Pregnancy - infertility	40 Disordered eating
100 Pathology and other tests	72 Pregnancy - IVF	110 Self esteem
88 Pre/Post surgery	134 Pregnancy - miscarriage	112 Suicide
90 Pulmonary (lung)/Respiratory	105 Pregnancy - pregnancy test	8 Trauma – emotional
85 Sciatica	21 Contraception - emergency	111 Self harm
79 Sexually Transmitted Infection	20 Contraception - general	102 Post natal depression
131 Sight/Vision/Eyes	103 Pregnancy - antenatal/ prenatal care	Social / Cultural
118 Sleep issues	107 Pregnancy - ectopic pregnancy	22 Cultural concerns
18 Tiredness/ fatigue	106 Pregnancy - gestational diabetes	28 Discrimination
129 Weight management	108 Pregnancy - other	58 Loneliness/isolation
Relationships	104 Pregnancy - post natal check ups	23 Migration
136 Childhood Issues	141 Pregnancy - options	24 Racism
135 Family Issues	133 Pregnancy - post termination	142 Systemic Racism - indigenous
146 Impacted Addiction	2 Pregnancy - termination	143 Systemic Racism - immigrant/refugee
148 Impacted Health - mental	Violence / Abuse	113 Sexual discrimination
147 Impacted Health - physical	114 Sexual harassment	115 Sexual Identity
149 Impacted Identity	122 Violence - Adult CSA	Other
150 Impacted Other	124 Violence - Adult sexual assault	1 Access and advocacy
101 Parenting	123 Violence - Child CSA	19 Complaint
109 Relationships	128 Violence - Children	27 Disability - management of
117 Safe sex	125 Violence - DV	44 Emergency/crisis
116 Sex & sexuality (not identity)	127 Violence - other	130 Other
	137 Violence - Ritual Abuse	
	144 Violence - Systemic Abuse	
	126 Violence - trauma/torture	

2008 - 2009 PRESENTING HEALTH ISSUES
WOMEN'S HEALTH CENTRES NSW
TOTAL NUMBER 136,829

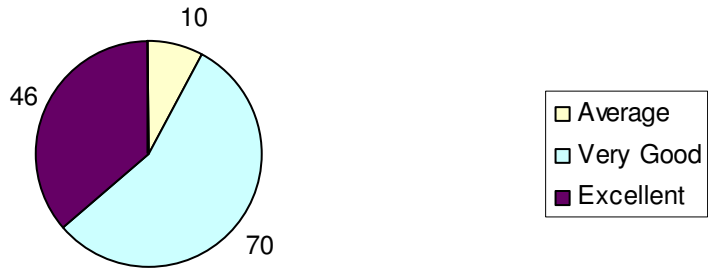


This collated data is based on the face to face appointments at Women's Health Centres in NSW - 08/09 (18 Centres), 07/08 (17 centres) – excluding education and group work.

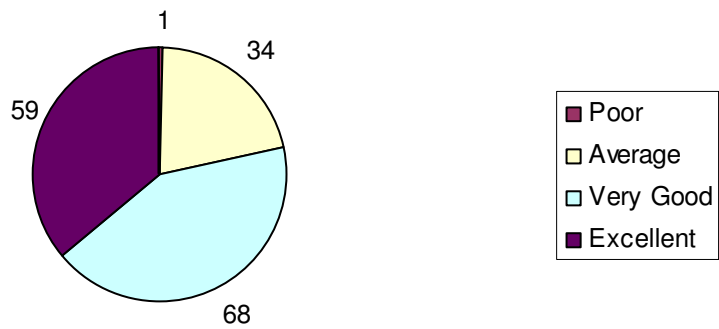
2007 - 2008 Presenting Issues - Client Appointments
Women's Health Centres NSW - By Percentage



**Women's Health - Training Program Combined
Sydney and Albury 09-10 - Learning outcomes**



**Women's Health - Training Program - Combined
Sydney and Albury 09-10 Assessment of Content**



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

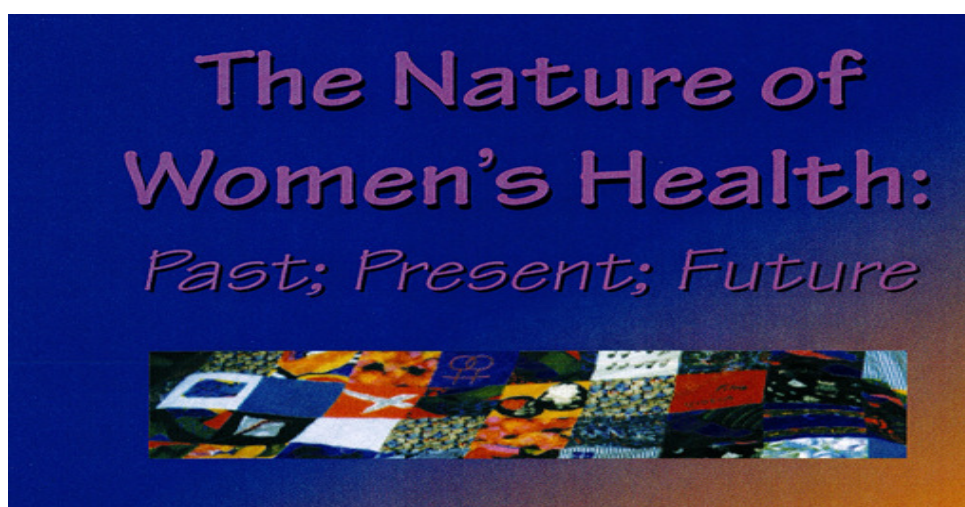
The Women's Health Training Program has achieved:

- 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.

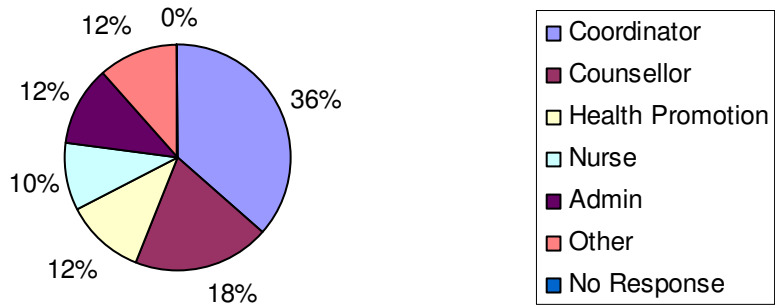
Schedule 2009-2010

We conducted two training programs, one in Sydney the other in the rural district of Albury. Both were well attended (23 participants) and reported good process and outcome evaluations (see chart page 13).

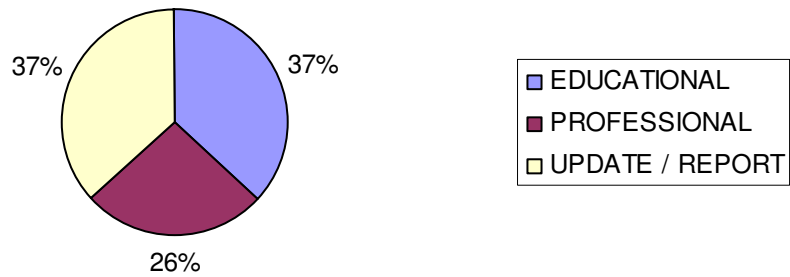
The updated and revised sections on planning and generic submission development have been well received.



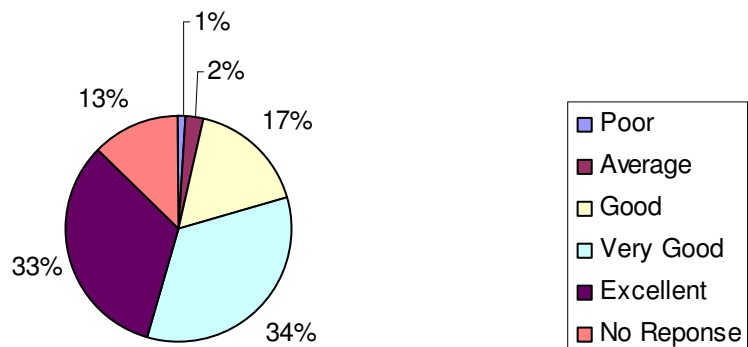
Women's Health NSW Conference Attendance by Employee Type 09-10



Women's Health NSW Conference Session Types 09-10



Women's Health NSW Conference Session Ratings (Combined) Overall 09-10



Sector Education / Training

In addition to the Women's Health Training, professional development was provided to the sector at three statewide meetings held in August 2009, November 2009, and March 2010. Sessions included:

- Eating Disorders.
- Trauma Counselling for Adult Survivors CSA
- Responding to Public Debates (particularly sexual assault)
- Domestic Violence: Innovative Policing and Homicide Review Boards
- Improving Working Conditions in the Women's Health sector
- Love and Justice Song Project (Waminda)
- Aboriginal Maternal & Infant Health Strategy
- Circling Sentencing
- Cultural Art Workshop
- Cultural Camps for Young Kooris
- Aboriginal Women's Wellbeing Program
- Budgeting & Finance Management
- NSW Health NGO Program Funding Application Forms
- Unspeakable: A Feminist Ethic of Speech
- Stalking Awareness and Prevention Training
 - Defining Stalking and Legislation
 - Profiling, Case Studies and Evidence Collection
 - Teenagers: Stalking and Bullying
 - Safety Planning
 - Vicarious Trauma

Policy/Program Updates

At each statewide meeting the Executive Officer gives an update of policy and program developments significant to the sector:

- Women's Health Long Service Leave Portability Scheme
- Abortion Laws in NSW
- National Aboriginal Women's Health Policy
- NSW Health Women's Health Policy
- Cross Agency Risk Assessment and Management Framework: Domestic and Family Violence
- NSW Health NGO Program Review
- NSW Domestic and Family Violence Strategic Framework
- WIPAN – Women in Prison Advocacy Network
- National Ageing Safely Forum
- Model Protection for Sexual Assault Counselling Communications
- NSW Minimum Standards for DV Behaviour Change Programs
- Ministerial Roundtable on White Paper Implementation: Homelessness
- NSW Ombudsman Domestic Violence Community Stakeholders Forum
- Productivity Commission: Report on NGOs
- Time For Action: The National Council to Reduce Violence against Women and their Children
- Keep Them Safe Regional Engagement Tour
- National Women's Alliances.

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, concerns of the community, issues in service provision, legislative change and policy needs. In addition, an informal mentoring system is promoted.

Key Sector Discussion

During statewide meetings 2009-2010 some of the issues highlighted for discussion:

Manager Forums:

- Effective Dispute Management
- Budgeting for Projects
- Budgeting – current wages and parity
- Improving Annual Reporting Formats
- Quality Standards – 6th Edition
- Working with QMS
- Criminal Record Checking – use of the Federal system
- Violence Against Women – Federal Grants
- Community access to pap smears
- NCOSS pre budget submission

Counsellor Forums:

- High workload of domestic violence
- Domestic violence and immigration
- Immigrants access to medicare
- Older abuse by children
- Client consent
- Parole officers seeking access to information

Nurse Forums:

- Nurse Practitioners: Master's Degree as Professional Standing
- Access to Medicare
- Nurse Practitioners: Bridging the Gaps in Healthcare

Health Promotion:

- Collection of Statistics that best reflect group work.

Key Partnerships, 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:

- Australian Women's Health Network (AWHN)
- Premiers Council on Preventing Violence Against Women
- NSW Health, NGO Program Review, Reference Committee
- Non-Government/Government Women's Health Quarterly Meeting
- NSW Council of Social Service (NCOSS) Management
- NGO Health Policy Advice Group (HPAG), NCOSS
- CARAM Reference Group Cross Agency Risk Assessment and Management
- Forum of Non Government Agencies (FONGA), NCOSS
- Female Genital Mutilation (FGM) Advisory Committee
- Bessie Smyth Foundation (BSF), Pregnancy Options Information Service

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

- NSW Health: Women's Health Action Plan 2009-2011 Working Group
- Office for Women's Policy: Peak Women's Organisation's Quarterly Meeting
- NSW Police Force: Domestic & Family Violence Stakeholder Forum
- Cross Sector Peak Forum Keep Them Safe Action Plan
- KPMG NGO Consultation – NGO capacity building
- Women's Domestic Violence Court Advocacy Program – External Committee
- National Aboriginal Women's Health Policy Consultation – Nowra
- Office of Women's Policy, Violence Against Women Unit – Consultation Bathurst
- National Women's Health Policy Consultation – Parramatta
- Women's Health Performance Indicators – NSW Health
- NSW Ombudsman consultation – Probity in the community sector
- NSW State Plan – Stakeholder Forum
- NSW State Plan – Stakeholder Event - Update
- NSW Law Reform Commission – Australian Family Law Reform consultation

Conference, Forum, Seminar Participation/Attendance:

- 6th Australian Women's Health Conference – Hobart, Tasmania
- Lecture: Can We Support Care and Gender Equality. Prof Ann Orloff
- National Conference of the Federation of Vietnamese Women's Association
- F Agenda Conference
- Older Women Ageing Safely in NSW Forum – Older Women's Network
- Building the Agenda: Safety & Quality in Primary & Community Health Care

Sector Submissions/Papers – www.whnsw.asn.au



- NSW Health, NGO Program Review Submission
- Gender Safety, 6th Australian Women's Health Conference

Women's Health NSW Objects of Association

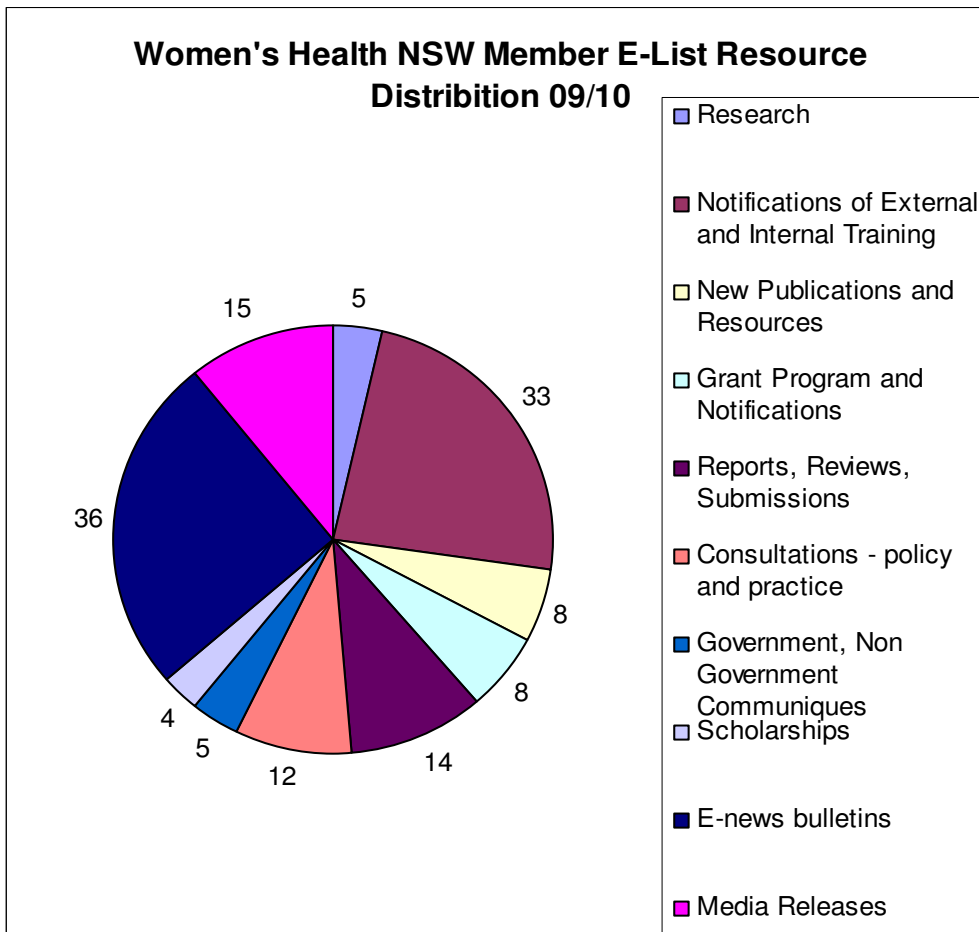
At our November 2010 AGM the following Objects were accepted:

1. To operate as a peak body for, and an association of, non government, community based, feminist Women's Health Centres in NSW run by and for women
2. To work within a feminist framework as articulated in the 'Principles of Women's Health Care' ⁽¹⁾ to improve health and social justice outcomes for women.
3. To be proactive on priority issues relevant to women's health and wellbeing.
4. To reorient government and non government health services to feminist holistic women's health care approach
5. To promote equity within the health system and equitable access to services for all women
6. To promote gender equity and the use of gender analysis frameworks for public policy, programs and practice.
7. To seek continued and expanded funding for the provision of community based non government women's services utilising feminist philosophy and ideals
8. To develop and maintain an ongoing relationship with key stakeholders relevant to the women's health sector, government, non government and private.
9. To support and increase the capacity of the women's health sector to respond to women's health issues through training and sector development, models of best practice and resource development.
10. To identify, use and contribute to research and information relevant to priority women's health issues.
11. To encourage public debate, research and education in areas of women's health and related issues
12. To be a public benevolent institution for the relief of poverty, suffering, sickness and distress and engage in charitable and or benevolent activities which are consistent with these purposes.
13. To do anything incidental to, and conducive to, the furtherance of these objects.

Reference:

(1) Manual of Standards for Women's Health Centres, Principles of Women's Health Care (1995). Published by Women's Health NSW formally Womens' Health, Information, Resource and Crisis Centres Association.

Electronic Communication



New topics such as National Women’s Health Policy and NSW Domestic and Family Violence Strategy received high attention.

Pages-URL - [Full list](#) - [Entry](#) - [Exit](#) (June 2010)

81 different pages-url	Viewed	Average size	Entry	Exit	
/	584	8.06 KB	532	298	
/about.htm	517	32.70 KB	301	223	
/centres.htm	458	8.74 KB	121	77	
/centre-llawarra.htm	161	11.52 KB	128	82	
/PDFs/WHNSW National Women's Health Policy Submission July 09.pdf	64	315.83 KB	61	59	
/PDFs/NSW Domestic and Family Violence Strategic Framework Discu..	55	265.97 KB	50	51	
/PDFs/Annual Report WHNSW 07-08.pdf	48	382.57 KB	40	38	

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	2009-2010
<p>Number and nature of policy and procedures protocols and guidelines developed.</p>	<p><u>External Involvement:</u></p> <ul style="list-style-type: none"> ▪ NSW Health, Women's Health Action Plan 2009-2011 ▪ NSW Domestic & Family Violence Strategic Framework Discussion Action Plan. ▪ NSW Health, Cross Agency Risk Assessment and Management Tool ▪ AWHN, National Aboriginal Women's Health Policy ▪ NSW Health, Women's Health Performance Indicators ▪ NSW Health, NGO Program Review ▪ NSW Minimum Standards for DV Behaviour Change Programs ▪ Family Law Reform ▪ National Women's Health Policy <p><u>Internal:</u></p> <ul style="list-style-type: none"> ▪ WHNSW Constitutional Aims ▪ WHNSW Indigenous Health Equity Statement – Closing the Gap. ▪
<p>Number and nature of women's health research programs involved in. Specify low, medium or high</p>	<p><u>Direct / High involvement:</u></p> <ul style="list-style-type: none"> ▪ Women's Access to Legal Protection from Domestic Violence, Dr Lesley Laing, University of Sydney. (Advisory Group) <p><u>Low Involvement:</u></p> <p>Distribution of invitation to participate in the following research programs:</p> <ul style="list-style-type: none"> ▪ Ethnic Identity Effects of Childhood Sexual Abuse, PhD Researcher, Tanya Stojadinovic ▪ Family Violence and Family Law Research Project, Dr Joanne Baker ▪ Sport for Females with a Disability, Study, University of Sydney ▪ Social Experiences & Body Weight, Social Science Research, Monica Finetti, Psychology, University of New England.

Number and nature of key partnership, networks, joint partnership projects. Specify low medium or high

Key Partnerships Listed on Page 18

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

Australian Women's Health Network

High level of involvement.

Activities

- Committee Member, Secretary and NSW Representative.
- 6th Australian Women's Health Conference: planning and overview, stall coordination, plenary chair and presentation:
Gender Safety In a Health Context.
- Aboriginal Women's Talking Circle: Development of National Aboriginal Women's Health Policy

Women's Health Coordinators

High level of involvement.

Activities include

- Gov/Non Gov Quarterly Meetings
- Shared information e list
- Joint Conference training November
- NSW Health , Women's Health Action Plan 2009-2011
- Women's Health Performance Indicators workshop

NGO Coordinators

Medium level of involvement.

Activities coordinated through

- Joint Membership NSW Health, NGO Program Review, Reference Committee.

	<p><u>Primary Health and Community Partnerships Branch</u></p> <p><u>High</u> level of involvement. <u>Activities:</u></p> <ul style="list-style-type: none"> ▪ NSW Health, NGO Program Review, Reference Committee <p><u>NSW Council of Social Services (NCOSS)</u></p> <ul style="list-style-type: none"> ▪ <u>Management</u> ▪ <u>Health Policy Advice Group (HPAG)</u> ▪ <u>Forum of NGO Agencies. (FONGA)</u> <p><u>High</u> level of involvement. <u>Activities</u></p> <ul style="list-style-type: none"> ▪ WHNSW currently acts as chair at HPAG which meets bi monthly to identify relevant health policy, access to health care services and NGO policy. Membership of HPAG is very diverse. Members include: Brain Injury Association, Older Women’s Network, ACON, Council of Ageing, NSW Nurse Association, Oral Health Alliance, Cancer Council NSW, People with Disability Australian for example. ▪ Joint identification of health priorities for NSW outlined in the NCOSS Pre Budget Submission.
<p>2010 NSW Women’s Health Summit and or 6th Aust Women’s Health Conference</p>	<ul style="list-style-type: none"> ▪ AWHN 6th Australian Women’s Health Conference ▪ Location : Hobart ▪ Date: 18 – 21 May 2010 ▪ Program Published and Distributed ▪ 620 Registrations ▪ 11 Keynote Presentations ▪ 120 Workshop Presentations ▪ 51 Poster presentations ▪ Conference Papers published: www.awhn.org.au/
<p>Non government and government committees. Specify low, medium or high</p>	<p><u>High</u> Level of Involvement</p> <p>See above and page 18 for full list.</p>

Quality Indicators																													
<p>Number WHTP training sessions, number of participants and percentage rating poor, good, very good and excellent</p>	<p><u>Nature of Women's Health. Past; Present; Future :</u></p> <p>Training was run twice this financial year:</p> <p>Sydney – August 2009</p> <p>No. of Participants: 13</p> <p>Over All:</p> <table border="0"> <tr> <td>Average:</td> <td>10%</td> </tr> <tr> <td>Very Good:</td> <td>52%</td> </tr> <tr> <td>Excellent:</td> <td>38%</td> </tr> </table> <p>Assessment of Content – overall:</p> <table border="0"> <tr> <td>Average:</td> <td>9%</td> </tr> <tr> <td>Very Good:</td> <td>19%</td> </tr> <tr> <td>Excellent:</td> <td>59%</td> </tr> <tr> <td>No Response</td> <td>13%</td> </tr> </table> <p>Albury – September 2009</p> <p>No. of Participants: 10</p> <p>Overall:</p> <table border="0"> <tr> <td>Average:</td> <td>6%</td> </tr> <tr> <td>Very Good:</td> <td>58%</td> </tr> <tr> <td>Excellent:</td> <td>35%</td> </tr> </table> <p>Assessment of Content – Overall:</p> <table border="0"> <tr> <td>Poor:</td> <td>1%</td> </tr> <tr> <td>Average:</td> <td>16%</td> </tr> <tr> <td>Very Good:</td> <td>36%</td> </tr> <tr> <td>Excellent:</td> <td>47%</td> </tr> </table>	Average:	10%	Very Good:	52%	Excellent:	38%	Average:	9%	Very Good:	19%	Excellent:	59%	No Response	13%	Average:	6%	Very Good:	58%	Excellent:	35%	Poor:	1%	Average:	16%	Very Good:	36%	Excellent:	47%
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Excellent:	35%																												
Poor:	1%																												
Average:	16%																												
Very Good:	36%																												
Excellent:	47%																												
<p>WHNSW will organise three statewide sector development and training conferences per year. Summary of participants, conference sessions and participant ratings.</p>	<p><u>WHNSW Conference Training Program:</u></p> <p><u>Education Sessions/Forums (page16):</u></p> <ul style="list-style-type: none"> ▪ 10 education sessions/forums <p><u>Statewide Professional Forums (page 17)</u></p> <ul style="list-style-type: none"> ▪ 7 forum discussions sessions <p><u>Statewide Reports and Updates (page16)</u></p> <ul style="list-style-type: none"> ▪ 10 sector reports on programs, government policy and current issues. 																												

WHNSW Conference Attendance:

- **5-7 August 09:** 34 Participants
Representing 67% of NSW WH Centres
- **18-20 November 09:** 40 Participants
Representing 59% of NSW WH Centres and 75% Government Women's Health Coordinators.
- **24-25 March 10:** 34 Participants
Representing 67% of NSW WH Centres.

**WHNSW Conference/Training Program:
Evaluation Ratings:**

August 2009 Conference Overall Rating:

- Good 33%
- Very Good 53%
- Excellent 13%
- No response 7%

November 09 Conference Overall Rating:

- Good 17%
- Very Good 33%
- Excellent 33%
- No Response 17%

March 10 Conference Overall Rating:

- Good 17%
- Very Good 57%
- Excellent 22%
- No Response 4%

Education Sessions/Forums Average Rating:

- Excellent 34%
- Very Good 43%
- Good 12%
- Average 2%
- No Response 12%

Statewide Professional Forums Average Rating:


- Excellent 30%
- Very Good 34%
- Good 19%
- Average 5%
- Poor 1%
- No Response 11%

	<p><u>Statewide Reports and Updates Average Rating:</u></p> <ul style="list-style-type: none"> ▪ Excellent 25% ▪ Very Good 35% ▪ Good 20% ▪ Average 2% ▪ Poor 3% ▪ No Response 15%
<p>Number of participants attending education forum and participant ratings.</p>	<p><u>USA Laureate Student Information Day</u></p> <ul style="list-style-type: none"> ▪ 18 US Medical Students. 3 support staff Laureate Medical Scholarship Student Program: History and Principles of the Australian Women’s Health Centres. <p><u>Participant rating:</u></p> <ul style="list-style-type: none"> ▪ Satisfied:18 participants ▪ Learnt New Information: <ul style="list-style-type: none"> ○ Yes :18 ▪ Will be able to use information: <ul style="list-style-type: none"> ○ Don’t Know: 3 ○ Yes: 15
<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"> ▪ 13 Women’s Health Centres have been registered in the NSW Health NGO QI Program for the 2007-2010 cycle. ▪ 8 Women’s Health Centres have achieved accreditation status.

Report on the number of women's health resources, research articles, information papers distributed, distribution strategy is reported.

All 21 members receive a broad range of information through the WHNSW e-list. All conference papers and publications are distributed by mail.

5	Research Participation Requests
33	Notifications of External and Internal Training, Conferences, Forums, Seminars, Workshops
8	New Publications, Resources
8	Grant Program Notifications
14	Reports, Reviews, Submissions
12	Consultations-policy and practice
5	Government, Non Government Communiques
4	Scholarships, Fellowships, Amnesty, Apprenticeships
36	E-news bulletins from: NCOSS, Women with Disability Australia, Jean Hailes Foundation, Australian Reproductive Health Alliance, Office for Women, Brigits Notes, OWN, WorkCover, Women Lawyers Association NSW, WHVic.
15	Media releases from government and non government agencies relevant to health and welfare practice.

Outcome Indicators	
Number of women's health centres implementing the Women's Health Database.	<ul style="list-style-type: none"> ▪ 18 Women's Health Centres are using the Women's Health NSW Database ▪ 2 centres already have complex other data bases installed. ▪ One centre is reviewing current data processes.
Data from the Women's Health Database is analysed, published and distributed	<ul style="list-style-type: none"> ▪ 18 centres have been using the Women's Health NSW Database for 12 months or more and are able to output reports for both evaluation and reporting needs. ▪ Women's Health NSW will collate a range of statewide statistics from the 09/10 financial year for November AGM.
QMS recommendations implemented.	<p>Women's Health NSW QI Review Report Recommendations:</p> <ul style="list-style-type: none"> ▪ Continue Development of Sector Code of Ethics: WHNSW has drafted Code of Ethics Discussion Paper: presented at July 2008 WHNSW Conference. Document not finalised. ▪ Consolidate OHS Risk Assessment and other responsibilities into one '<i>Risk Management Calender Schedule</i>'. Task Completed. Part of ongoing Evaluation and Planning Cycle.
Number of Women's Health Centres utilising the WHNSW Bulletin Board.	<p>Internal: WHNSW Staff have attended training and review of web choice has begun.</p> <p>External: Priority of the Women's Health NSW Database has not allowed this project to be progressed.</p> <div style="text-align: right;">  </div>

Women's Health Centres in NSW

Bentstow Women's Health Centre
www.bwfhc.org.au
Telephone: 9790 1378

Blacktown Women & Girls Health Centre
www.womenandgirls.org.au
Telephone: 9831 2070

Blue Mountains Women's Health Centre
www.bmwfhc.org.au
Telephone: 4782 5133

Central Coast Community Women's Health Centre
www.cccwh.org.au
Telephone: 4324 2533

Central West Women's Health Centre
www.cwwfhc.org.au
Telephone: 6331 4133

Coffs Harbour Women's Health Centre
Telephone: 6652 8111

Cumberland Women's Health Centre
www.cwfhc.org.au
Telephone: 9689 3044

Hunter Women's Centre
www.hwrc.org.au
Telephone: 4968 2511

Illawarra Women's Health Centre
www.womenshealthcentre.com.au
Telephone: 4255 6800

Leidhardt Women's Community Health Centre
www.lwrc.org.au
Telephone: 9560 3011

Lismore & District Women's Health Centre
www.lismorewomen.org.au
Telephone: 6621 9800

Liverpool Women's Health Centre
www.liverpoolwomenshealth.org.au
Telephone: 9601 3555

Parrith Women's Health Centre
Telephone: 4721 8749

Shoalhaven Women's Health Centre
Telephone: 4421 0730

Wagga Women's Health Centre
Telephone: 6921 3333

WILMA Women's Health Centre (Campbelltown)
Telephone: 4627 2955

Women's Centre Albury Wodonga
www.awbillboard.com.au/category/09/womenscentre.htm
Telephone: 6041 1977

Specialist centres

Immigrant Women's Health Centre
www.immigrantwomenshealth.org.au
Telephone: 9726 4044 (Fairfield)
Telephone: 9726 1016 (Cabramatta)

NSW Rape Crisis Centre
www.nswrapcrisis.com.au
Telephone: 9819 7357 (Admin)
Freecall: 1800 424 017 (Counselling & support)

Sydney Women's Counselling Centre
www.womenscounselling.com.au
Telephone: 9718 1955

Waminda – South Coast Women's Health & Welfare Aboriginal Corporation
www.waminda.org.au
Telephone: 4421 7400

women's
health
nsw

Peak body for non-government,
community based women's
health centres in NSW



women's
health
nsw

Non-Government Women's Health Services

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