

ANNUAL REPORT 2021



women's
health &
wellbeing
services



gosnells
women's
health
service

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Acknowledgement

Thanks to continuous financial support received from Department of Health, Mental Health Commission and Western Australia Primary Health Alliance. WHWS are able to maintain high standard of services to help support women and families in our community.

Thank you to generosity of Lottery West for funding for operating costs to support online platforms for Mental Health and Life skill supports



Government of **Western Australia**
North Metropolitan Health Service
Women and Newborn Health Service



Government of **Western Australia**
Mental Health Commission



**WA Primary
Health Alliance**
Better health, together



phn
PERTH NORTH, PERTH SOUTH,
COUNTRY WA
An Australian Government Initiative



MISSION & VALUES

Our Mission

To provide a diverse, innovative, quality-focused wellness service that sets the benchmark for the industry. We will continue growth in order to ensure sustainability and further our aim of being a provider of choice for all our services.

Our Values

Respect – valuing diversity and actively seeking everyone's contribution

Equity – advocating for the whole community and acknowledging the differing needs of individuals

Integrity – aligning our actions with our values

Excellence – Striving for the highest personal achievement in all aspects of service delivery.

Passion – Intense emotion and compelling enthusiasm

Organisational Philosophy

Gosnells Women's Health Service Inc. walk beside women and families on their journey to make positive changes as they move closer to being the best possible version of themselves.

The underlying principle for the organisation include:

GWHS will maintain high ethical standards in external and internal relationships, which is key to maximum success.

Clients are recognised to be their own expert, clients are in control and lead the sessions as well as determine their own goals.

WHWS have commitment to recovery principles

GWHS believes in and promotes:

- Women centred, individualised care
- A culture of hope
- Autonomy and self-determination
- Collaborative partnerships and meaningful engagement
- A focus on strengths
- Holistic and personalised care
- Important role of family, carers, support people and significant others in recovery process
- Community participation and citizenship
- Responsiveness to diversity
- Self reflection and learning

Inclusion Statement

GWHS acknowledge that we are a service for women by women. When we speak of women we include all persons who identify as women including non binary. We stand with women in our quest for diversity, inclusion & equity

BACKGROUND

GWHS began in 1991 when a group of professional and community women shared concerns around the lack of appropriate health services for women, particularly non-English speaking women in the South East Metropolitan Health Region.

Gosnells Women's Health Service became incorporated and held its first Annual General Meeting on 25th February 1994.

The objects for which the Gosnells Women's Health Service was established are:

- To establish, operate and supervise the administration of one or more women's community health services so as to aid in the relief of poverty, sickness, suffering, distress, misfortune, destitution or helplessness among women.
- To promote the overall health, self-esteem, independence, self-responsibility and health awareness of women in the community with a commitment to the philosophy of multiculturalism being maintained at all times.
- To provide a confidential, holistic health service for the benefit of all women regardless of age, religion, politics or lifestyle.
- To promote public and government awareness and understanding of the health and other special needs and circumstances of women in the community and to advocate for the implementation of services to meet those needs.
- To carry out research and collect information about the needs of women in the community, and in particular the health needs of women.
- To evaluate periodically the Association's effectiveness in carrying out the objects of the Association.

SERVICE PROVIDED

OUTPUTS

GWHS was contracted in 1995/96 to provide continuing services in three areas:

- 1) Information and referral
- 2) Education and promotion
- 3) Health counselling

COVERAGE OF KEY IDENTIFIED POLICY AREAS IN RELATION TO THE NATIONAL WOMEN'S HEALTH POLICY (NWHP)

In the 30 years since that group of women met to identify the need for the service GWHS has grown significantly. GWHS now addresses all NWHP priorities. Programs are evolving in response to consultation with women in the area and as a result of links established with other agencies.

Priority health issues addressed by the service are:

- Emotional and mental health
- Health of aging women
- Reproductive health and sexuality
- Violence against women

BACKGROUND

GEOGRAPHIC COVERAGE

The catchment area for the service is broadly the South East Metropolitan Health Region with Gosnells, Thornlie, Maddington and Armadale being the major catchment area. People from as far as Jindalee, the outer regions of Armadale, Kalamunda, Cannington, Langford, Lynwood and Willetton use the services provided. In the 2020-2021 financial year GWHS expanded to being able to offer telehealth appointments which means we are able to support rural, regional and remote clients.

CHANGE OF NAME

During the 2011-2012 financial year there was discussion around a possible name change was held with the Board and Staff. The end result is 'Women's Health & Wellbeing Services - South East Metro' was chosen to better reflect the broader areas of service and support. This came into use from 1st July 2012 and was officially launched at a function held within the office on 24th August 2012 along with the celebration of the 18th Birthday of this valuable service.

STRUCTURE OF THE AGENCY

In the 2020-2021 financial year we are reclaiming the Gosnells Women's Health Service Inc name as our umbrella organisation and we have expanded our services to have four separate businesses under that umbrella. The visual representation of the organisation is below and Emma has included more on this in her CEO report.



Organisational Flow Chart

Gosnells Women's Health Service



Parent Organisation

- Deductible Gift Recipient Status
- Hold funding
- Employs all staff



Supports vulnerable & disadvantaged clients

- Therapeutic Services
- Health Promotion
- Hidden World of Women Podcast
- Funding and Medicare



Western Australian Centre
for Perinatal Mental Health
and
Parenting Support

Supports vulnerable & disadvantaged clients

- Specialist program
- Perinatal mental health support
- Parenting and attachment
- Metro, rural, regional and remote



Online Membership Platform

- Mental and Emotional online courses
- Affiliate link to support community groups
- Profits fund WHWS in- person services



Professional Services

- Professional Development
- EAP and Supervision
- Men's counselling - Outreach
- Profits fund WHWS in- person services

Suite 7, Level 1 Gosnells Community Lotteries House
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CHAIRPERSON'S REPORT



2021 has certainly continued to present our service and our community with ongoing challenges, however as with all adversity we see strength and resilience grow. I would like to thank the amazing staff at Gosnell's Women's Health services for their ongoing strength, resilience, and commitment to our community and each other.

GWHS has certainly grown and despite the restrictions and short lockdowns in WA we have managed to increase our community exposure and have been buoyed by successful tenders and funding boosts. An example was our fantastic launch party in November where we showcased our services to our community and local politicians, being humbled and praised by our past consumers who shared reflections on their recovery journeys whilst being supported by WHWS.

Our business model expansion has seen 4 streams emerge with Women's Health and Wellbeing Services, Centre for Perinatal Mental Health and Parenting Support, Hidden World of You and Elevate. As a board we will continue to drive and support our amazing CEO and her team to ensure the success of these services.

Sadly, leaving us this year was Pip Brennan who was a long-term executive member of the board and passionate supporter of women's health services. She will be sorely missed, and we wish her well in her ongoing and future endeavours.

The board membership has grown too with the introduction of three consumer representatives Marta Zbyrko, Sheeree Ierino and Amie Barrett. These wonderful ladies will further enrich the board in ensuring the consumer is a focus in all management decisions.

I would like to sincerely thank our board members for really stepping up this year to ensure our strategic goals were manageable and achievable.

KIM ADEY

Chairperson

BOARD MEMBERS



Kim Adey
Chairperson



Rhonda Williams
Vice Chairperson



Jaimee Rich
Board Member



Amanda Waghorn
Treasurer



Courtney Koenig
Board Member



Nadia Mckinnon
Board Member



Melissa Van Dam
Board Member



Leanne Pilkington
Board Member



Nicki Sloan
Board Member



Amie Barrett
Consumer
Representative



Marta Zbyrko
Consumer
Representative



Sheeree Ierino
Consumer
Representative

STAFF MEMBERS



Emma Basc
Chief Executive Officer



Cindy Malcolm
Therapeutic Manager



Marina Newby
Operations & Finance
Manager



Hannah McNamara
Administration Coordinator



Karla D'Lima
Triage & Administration



Joanna Dabrowski
Office Administrator



Katrina Fisher
Office Administrator



Kate Savill
Community Engagement &
Online Learning Coordinator



Tara Sherwood
Health Promotion Officer



Jane Hebiton
Fundraising Officer



Lisa Highman
Social Media Coordinator
& Stakeholder
Communication Officer



Meghann Flint
Business Development
and Grants Officer

STAFF MEMBERS



Michael Waive
Psychologist



Evyn Webster
Social Worker & Group
Facilitator



Bree van de Zuidwind
Psychologist



Sakina Mah
Psychologist



Claire Tait
Psychologist



Jessica Jones
Counsellor



Belinda Mclean
CPPS Innovator



Emma Atkinson
CPPS Development &
Group Facilitator



Margaret Marshall
Group Facilitator



Danika Basc
Social Media Marketing
Assistant

CEO'S REPORT

EMMA BASC



It is with great pleasure that I present my 14th Annual Report for Gosnells Women's Health Service, trading as Women's Health and Wellbeing Service (WHWS), Western Australia Centre for Perinatal Mental Health and Parenting Support (CPPS), Elevate Well-Being and The Hidden World of You (HWY).

I would first like to acknowledge and thank the women who walked before us. From the women who have been instrumental in the feminist movement in the 1900s to the women who saw the need for Gosnells Women's Health Service in the 1990s, and to those who have made a difference in between and since. Those who contributed to making this organisation a reality and those who played a role in shaping the organisation into what it is today. We are able to walk alongside our clients on their journey only because you paved the way. We really do stand on the shoulders of giants.

GWHS 2020-2021

What a year it has been. Reflecting back on the last annual report as I gathered my thoughts for this and I can't help but celebrate the growth we have achieved in the past 12 months. From trading as WHWS to now trading as four different complimentary services. It is exciting to see how far we have come and to think about where we are heading.

GWHS' commitment to operating and offering quality service that we pride ourselves on was again tested this year thanks to Covid-19 and the Australian and Western Australian government response and implications of a global pandemic. The additional load that is being carried by our staff in this challenging and uncertain time can not be under estimated, to say I am proud of our incredible team and the way we continue to support our clients and community is an understatement.

Last year we focused on pivoting and changing and adapting what we were doing and how. This year we have expanded significantly and we have focused on consolidating and working out how we can work not only continue our focus on services to support vulnerable and disadvantaged women and families but how we can work towards generating more of an income so we can grow the services where there is community need but where government funding falls short.

Changes made in the 2020-2021 year focused on our service structure.

Women's Health and Wellbeing Services:

We have spent almost 30 years focused on women's mental and emotional health and this continues to be a focus in our WHWS stream. WHWS will continue to offer mental and emotional health services in the form of individual and family therapy, therapeutic and health promotion groups, health promotion and advocacy.

CEO'S REPORT

CONTINUED

The Western Australian Centre for Perinatal Mental Health and Parenting Support:

For more than 18 years we have offered perinatal mental health services and they have made up a part of our GWHS and then WHWS services. This year we made the decision to separate the Perinatal Mental Health Services out of WHWS and create their own stream, CPPS. This change reflects the priority that we are placing on supporting parenting as well as supporting parents' mental and emotional wellbeing in the perinatal period.

CPPS will continue to offer individual, couple and group therapy as it has for the last 18 years. CPPS has been expanded to offer telehealth sessions for rural, regional and remote families in the perinatal period. We have also been successful in obtaining a pilot grant for the CPPS program to offer a new dads group and a program specifically aimed at families in the third trimester of pregnancy to support them into the transition into the parenting role. Those groups start in term 4 2021 and in 2022 we are working to develop an app to support parents as well.

Elevate Well-Being

Elevate Well-Being is brand new for GWHS. We recognise that we have almost 30 years of experience in supporting mental and emotional wellbeing and that those skills are transferable to target audiences beyond vulnerable and disadvantaged. This program sees our staff delivering professional development programs for businesses, EAP, men's therapeutic services and partnerships. This is a fee for services stream and all profits generated will be used to support vulnerable and disadvantaged families and allow us to offer services above and beyond what our funding covers.

Hidden World of You

The Hidden World of You launched in November 2020 as we focused on ways that we could overcome barriers to people accessing mental, emotional, lifestyle and parenting support. It is an online membership program and all profits generated from The Hidden World of You will be used to support vulnerable and disadvantaged families and allow us to offer services above and beyond what our funding covers.

In 2012 we moved away from the name Gosnells Women's Health Service and in 2021 we are reclaiming the name as the umbrella organisation under which these different brands sit. We have spent a significant amount of time reviewing the service structure, identifying gaps in our team and filling those gaps, looking at ensuring that our team are familiar with their roles and how each of the roles fit within the organisation. I want to say thank you to Cindy Malcolm our Therapeutic Manager and Marina Newby our Operations Manager for all the time, energy and effort that they put into this process. Thanks to all that hard work I feel that we have a very solid foundation to build the four streams of GWHS going forward.

CEO'S REPORT

CONTINUED

This year we also went through the National Mental Health Standards audit and we have maintained our accreditation. The process was exceptionally smooth and client feedback to the auditor was consistently positive with very little offered as suggestion for improvement (the one suggestion for improvement was around the parking and I'm pleased to say that we do have additional overflow parking available now). It is a beautiful reflection of the staff and team we have here at WHWS. Every single staff member is passionate about supporting the women in our community and the community at large. It is our dedicated and passionate people that make WHWS a success.

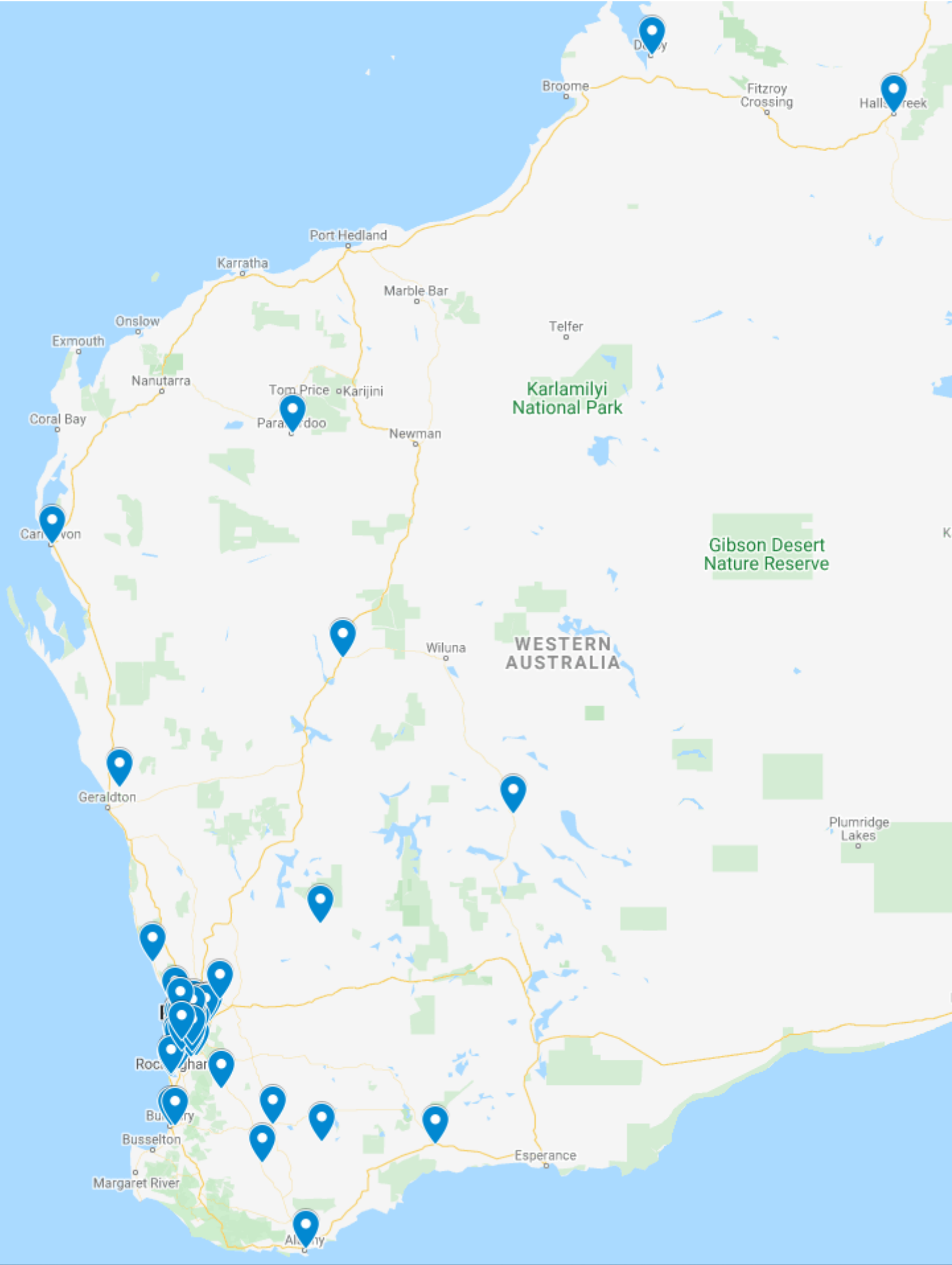
Without the staff and Board we would not have a service to offer. It is because of them we continue to deliver a high standard of service to the community that the WHWS brand is known for.

This year has seen a change to how the board operate and it has been amazing to watch that transformation progress. Congratulations to our Chairperson, Kim , on driving this change. This year we welcomed Nicki Sloan as a board member and Amie Barrett, Sheeree Ierino and Marta Zbyrko as community representatives to our board and together with Kim Adey, Rhonda Williams, Pip Brennan, Amanda Waghorn, Jaimee Rich, Nadia McKinnon, Leanne Pilkington, Courtney Koenig, and Melissa Van Dam, we are fortunate to have such a breadth and wealth of experience. The value of the Board cannot be underestimated as it continues to act as a foundation building block on which the success of the WHWS is built. The variety of knowledge and vast cumulative years of experience of the Board members ensures the management and future plans of WHWS is strategic and will achieve successful outcomes. Sadly Pip Brennan made the decision to resign from the board after almost a decade of involvement with the organisation and it is sad to say farewell but we know Pip will continue to be a driving force in the community. I would like to sincerely thank the entire Board for your time, energy and effort in supporting WHWS. I thank you for your expertise, knowledge, passion and enthusiasm.

I cannot close this report without thanking our incredible staff. WHWS is fortunate to be staffed by a group of amazing dedicated people who not only keep the organisation running smoothly, they ensure that we maintain our focus of supporting women and families in our community. I would like to thank our entire staff for their continued enthusiasm and commitment to our service and most importantly their dedication to the women, families and community we serve. Our team has grown significantly in the last 12 months and you are all unique, amazing, skilled and passionate individuals and it is my great pleasure and honour to walk with you on our mission to supporting mental and emotional wellness for all women.

Thank you and I look forward to leading this amazing team through an exciting 2021-2022 year!

CLIENT MAP



LINKING GWHS INITIATIVES TO THE WA WOMEN'S HEALTH POLICY

POLICY IN CONTEXT

Gosnells Women's Health Service Inc, trading as Women's Health and Wellbeing Services (WHWS) aligns with the Western Australia Women's Health Policy.

WHWS recognise and acknowledge women as significant contributors to building healthy, safe and thriving communities. WHWS recognise women's experiences of health and wellbeing and acknowledge that those experiences differ to men's and that health and wellbeing outcomes are shaped by biomedical and genetic factors, health behaviours and the health system in which they live.

In WA, while women are more likely to live longer than men, they experience higher incidence and prevalence of non-fatal health problems, resulting in increased years lived with morbidities and disability. To improve the overall health and wellbeing of women in WA, WHWS embedded structures, policies, and processes which empower women and, where relevant, their carers, to be informed and part of the decision-making process.

Women's Health and Wellbeing Services offers a continued commitment to partner with key stakeholders and to offer grass roots service provision to reduce inequalities and enhance the overall health and wellbeing of the women in our community.

PRIORITY POPULATIONS AMONG WOMEN IN WA & PRIORITY AREAS

WHWS aim to support women across the South East Metropolitan area, however we do not restrict clients based on geographical location and as can be seen by our client map on the adjacent page.

While WHWS is a service that is for women by women. We open our doors to women, who feel that the service can assist them to reach their goals and move towards a better, healthier future; we recognise that there are groups of women who experience inequities in health and wellbeing outcomes and may have more complex needs.

The priority populations identified by the state government in the WA Women's Health and Wellbeing Policy that WHWS specifically aim to support include:

- Pregnant and postnatal women
- Women experiencing mental health related issues
- Women in low socio-economic circumstances

The priority populations that WHWS support, but do not specifically target, include:

- Persons who identify as LGBTQIAP+
- Women affected by the criminal justice system
- Women from CaLD backgrounds
- Women living with disability and carers
- Women who experience or have experienced violence, trauma and/or abuse.

WHWS acknowledges that each priority population status has a singular impact on health and wellbeing. Many of our clients associate with one or more of the identified priority populations, this has a compounding effect on how they experience health and wellbeing; and their health and wellbeing needs and outcomes.

LINKING GWHS INITIATIVES TO THE WA WOMEN'S HEALTH POLICY CONTINUED

The WA Women's Health and Wellbeing Policy has identified four priority areas that can drive improvements in the health and wellbeing outcomes for women. WHWS aims to offer a holistic, gender-responsive approach to addressing each of the four priority areas.

- A: Chronic conditions and healthy ageing
- B: Health and wellbeing impacts of gender-based violence
- C: Maternal, reproductive and sexual health
- D: Mental health and wellbeing

The following priority areas and the actions identified by the WA Women's Health and Wellbeing Policy are listed below with a description of some of the strategies WHWS are implementing to address each priority area.

PRIORITY AREA A: CHRONIC CONDITIONS AND HEALTH AGEING

1. **Promote healthy behaviours and healthy ageing in all women to prevent development of risk factors associated with chronic conditions**

- WHWS offers a supportive and safe environment to encourage health behaviours among women
- WHWS routinely promotes healthy eating and physical activities in women and create opportunities for brief intervention
- WHWS promotes healthy behaviours such as breast screen and cervical screening
- WHWS run a physical fitness program aimed at demonstrating to women the diverse range of physical activity options available
- WHWS run a psycho-educational therapeutic group 'Making peace with food' to look at the health impacts of over eating and under eating, and focusing on the psychology of eating
- WHWS run a Gut Health course looking at how our gut health impacts healthy aging
- WHWS run a number of workshops in partnership with local retirement villages offering psycho-educational groups focused on healthy aging

2. **Prevent the development of chronic conditions in women by targeting associated risk factors**

- WHWS increased promotion to women focusing on modifiable risk factors associated with the development of chronic conditions and further promoting current initiatives.
- WHWS has run a number of sound relaxation sessions aiming to prevent development of chronic conditions by targeting the risk factor of stress.
- WHWS have created partnerships with local government and private business to develop a supportive environment to reduce risk factors associated with chronic conditions and promote healthy aging through collaboration and partnerships.
- WHWS have run a number of self-care workshops aiming at reducing the risk of development of chronic conditions through raising awareness of the importance of incorporating healthy behaviours into everyday life.

LINKING GWHS INITIATIVES TO THE WA WOMEN'S HEALTH POLICY CONTINUED

PRIORITY AREA B: HEALTH AND WELLBEING IMPACTS OF GENDER-BASED VIOLENCE

1. **Strengthen community understanding and awareness of gender-based violence**

- Work in partnership with clients to build the knowledge, skills and capacity of individuals and families to challenge social norms, support perpetrator accountability, change attitudes and behaviours that lead to gender-based violence
 - One on one counselling
 - Couples counselling
 - Family counselling
 - Circle of security (one on one and group)

2. **Health services to prioritise the delivery of safe, trauma informed services for women experiencing gender-based violence**

- WHWS acknowledge that there are services in the area that specialise in supporting women experiencing gender-based violence. When FDV is a primary-presenting-issue clients are referred to a specialist service.
- WHWS acknowledge that gender-based violence is chronic in this area and so, while FDV may not be a primary presenting issue, it is a compounding factor for the mental health issues of many of our clients. WHWS therefore acknowledge the need to focus on providing services aiming to reduce gender-based violence.
- WHWS acknowledge the impact that gender-based violence has on women's health and wellbeing.
- WHWS keep educating the WHWS team about signs and risk factors of gender-based violence.
- WHWS have therapeutic staff trained and specialising in EMDR, an integrated psychotherapy approach proven effective in the treatment of trauma.

PRIORITY AREA C: MATERNAL, REPRODUCTIVE AND SEXUAL HEALTH AND WELLBEING

- WHWS priorities maternal, reproductive, sexual health and wellbeing is with a focus on mental health.
- WHWS offer a specialist Perinatal Mental Health program offering one on one and couple therapy for women in the perinatal period.
- WHWS recognise the importance of supporting women and their children to positive mental health in the perinatal period.
- WHWS offer non-directive unplanned pregnancy counselling.
- WHWS partner with Playgroup WA to present the Mother Nurture program four times per year to support women and infants in the first 12 weeks post partum.
- WHWS have run 'Sexuality After Baby' groups to focus on maternal reproductive and sexual health.
- WHWS team has a trained Sexologist on staff to support reproductive and sexual health for clients.

LINKING GWHS INITIATIVES TO THE WA WOMEN'S HEALTH POLICY

CONTINUED

PRIORITY AREA D: MENTAL HEALTH AND WELLBEING

1. Enhance gender-responsive mental health and wellbeing education, awareness and primary prevention initiatives

- WHWS deliver mental health and wellbeing initiatives to improve mental health literacy.
- WHWS deliver targeted awareness initiatives aimed at decreasing stigma associated with mental health.

2. Focus on early intervention, diagnosis and access to mental health care

- WHWS improve access to mental health services for all women by delivering services that are both universal and equitable:
 - Individual counselling
 - Couples counselling
 - Family therapy
 - Therapeutic groups
- Equity is one of the core values of WHWS. We offer equitable services and improve access to mental health service through the use of our financial hardship funding and the triage process (to ensure that each client is matched to the right therapist and that the wait times are appropriate for the presenting issues.)
- WHWS improve access to mental health service through removing barriers to attendance: geographical, financial. WHWS are open Thursday evenings to offer after hours appointments.
- WHWS recognise that social isolation and loneliness experienced by women are key drivers in poor mental health. WHWS address those drivers through health promotion groups and programs aimed at reducing social isolation.
- WHWS offers mental health therapy funded by Mental Health Commission, Women and Newborns Health Service, WA Primary Health Alliance and privately funded therapies.
- WHWS have successfully introduced a triage process and, in the last year, an in-person triage process focusing on the social determinants of health. This promotes screening and early detection of women at risk of developing mental health related issues.
- WHWS have introduced a client referrals officer role. This role allows WHWS to make warm referrals and to ensure that appropriate referrals are being made. This improves access to appropriate mental health services for women.
- WHWS have run a Local Perinatal Infant Mental Health Reference group for sixteen years focusing on shared and up to date information across services for early intervention. This allows for promotion of easy referral pathways for clients and allows WHWS to be responsive to community need with services delivered.
- WHWS offer a range of Circle of Security services specialising in perinatal health with a focus on early intervention.

3. Address risk factors associated with mental health related issues

- WHWS have successfully introduced a triage process discussed in the above point.
- WHWS have introduced a client referrals officer role discussed in the above point.
- WHWS provides a group 'Making Peace with Food', a group designed to address body image issues and eating disorders in women including anorexia nervosa, bulimia nervosa and binge eating disorders.

INITIATIVES

Initiative	Priority Area A Chronic conditions and healthy ageing	Priority Area B Health and wellbeing impacts of gender-based violence	Priority Area C Maternal, reproductive, sexual health and wellbeing	Priority Area D Mental Health and Wellbeing
ACT on Anxiety group				
Blogs				
Business Planning Group				
Children's Counselling				
Circle of Security				
Club-ercise				
Couples counselling				
Dad: the best a kid can get				
Depression Workshops and Groups				
Discipline				
EAP				
Engaging adolescents				
Facebook Live – Health Promotion				
Facebook Live – Therapeutic				
Facebook Parenting Social Group				
Facebook Social Group				
Family counselling				
Grief and Loss				
Gut health				
Health Ageing				
Healthy Relationships				
High tea				
Legal Seminar				
Let's talk about sex				
Let's talk toddlers				
Love Languages				
Making Cents of Money				
Making peace with food				
MOU FSN				
Non-directive pregnancy counselling				
One on one counselling				
Online Workshops				
Ovarian health awareness				
Partnerships with GROW				
Partnerships with Mother Nurture Program				
Partnerships with Thrive - Carers				
Photography group				
Play Day				

INITIATIVES

CONTINUED

Initiative	Priority Area A Chronic conditions and healthy ageing	Priority Area B Health and wellbeing impacts of gender-based violence	Priority Area C Maternal, reproductive, sexual health and wellbeing	Priority Area D Mental Health and Wellbeing
Play Therapy				
PNDA counselling				
PNDA Symposium				
PNDA Workshops and Groups				
Podcast				
Positive Ageing Network				
Preparing for Parenthood				
Professional supervision				
Push up challenge				
Self Care Retreat				
Self Care Workshops				
Self Paced Workshops - Anxiety				
Self Paced Workshops - ATAR				
Self Paced Workshops - Book of Boundaries				
Self Paced Workshops - Legal Workshops				
Self Paced Workshops – Making Cents of Money				
Self Paced Workshops - Men & PNDA				
Self Paced Workshops - Not what I was expecting				
Self Paced Workshops – Self Compassion				
Self Paced Workshops – Stress Workshops				
Self Paced Workshops – Vision Board for Clarity				
School Holiday Activities				
Self-Care				
Self-esteem and self- compassion group				
Sound relaxation				
Talk to Kids About Sex				
Telehealth Sessions				
Toilet Training				
Wellness Warriors				
Women's Circle				
Women's Health retreat				



HIDDEN WORLD OF YOU LAUNCH PARTY

EMMA BASC

On Thursday the 26th of November 2020, Women's Health and Wellbeing Services was very proud and excited to launch the new arm of the organisation.

We would like to thank the special guests Dr Tony Buti MLA member for Armadale, Chris Tallentire MLA member for Thornlie, Terry Healy MLA member for Southern River, and City of Gosnells Mayor David Goode, for attending as well as thanking the 60+ stake holders, clients and community members who came out to celebrate the launch.

We aimed to celebrate the new platform Hidden World of You, but it was also worth acknowledging that this year has seen more layers and levels of difficulty than the world has seen before.

While Western Australia was not impacted by Covid 19 in the same way as other parts of the world or places in Australia, Covid 19 still had significant impact on our community.

There is a saying, when it rains look for the rainbows. There was a lot of rain and with it came a number of rainbows.



Then came Covid-19 and over night we learned that people did not need to attend our service in person to benefit from our offerings. Health promotion groups that had previously been held in Gosnells and were limited to 10 attendees were now run through Facebook live sessions and later put onto Youtube, if someone wanted to watch live and interact in person they could, or they could watch it at their convenience later. From reaching 10 people in person to 50-100 (and even up to 5000 for one session) online over night.

We took the opportunity to reexamine the way we work.

At this time a grant became available with the WA Labour Party and Lottery West for Covid support. We were lucky enough to receive \$60,736 through this grant and we put the money to good use recording courses to be able to add to our online offerings.

To give you some back ground into The Hidden World of You:

The idea of recording online groups and classes that we could offer for our community and clients meant that barriers to attendance could be reduced we looked to find a way that we could build on this.

The grant allowed us to purchase the equipment and staff time to record the courses. It wouldn't be too much of a stretch to use this as the base for an online mental and emotional health platform.

HIDDEN WORLD OF YOU LAUNCH PARTY

CONTINUED

Hidden World of You was designed to be the Netflix of mental and emotional health and well-being. There is an expanding library of videos, workshops and workbooks within the 4 main areas of mental and emotional wellbeing, Lifestyle and motivation, Sex and Relationships and Parenting. The idea being there is no magic pill to finding out who you are or who you want to be and how you go about taking the steps to start making positive change in your life.

This subscription platform gave us an opportunity to be able to find ways to support people in a new way. Not only does it remove barriers meaning we can support a broader range of people (not limited by location, time or even gender), we are charging a small fee for access which will allow us to continue creating courses.

We have also created an affiliate program. This means that we can partner with other community groups to provide a fundraising opportunity for their organisations helping them to support their community needs through receiving 30% of the memberships they generate for the lifetime of that membership (if you would like more information about this contact WHWS). 100% of the profits (after course creation and supporting other community groups) goes straight back to WHWS to allow us to increase our service provision of services to people in our community.

During the launch we heard from a previous client Natasha who spoke of how WHWS had helped her change her life and offered a safe place when she needed it most. From an injured little bird 18 months ago to soaring in flight now. It was an emotional speech and I don't think there was a dry eye in the room!

Thank you so much Natasha for sharing your story with all the attendees.

Hidden World of You will give us another way to support people who can not overcome the barriers to in person service provision. It will also give us an opportunity to support other community groups to meet their needs and it will give us a way to generate income to bridge the gap between the level of funding we receive and the level of service required, this will enable us to offer more in person services to support vulnerable members of the community.

Most importantly for the people accessing Hidden World of You it will give them an opportunity to make real and lasting change.

Thank to you Mr Chris Tallentire MLA member for Thornlie for officially launching the platform.





PERINATAL SYMPOSIUM

KATE SAVILL

On Wednesday the 23rd of June 2021, Women's Health & Wellbeing Services, along with the Centre for Perinatal Mental Health and Parenting Support hosted a hugely successful day of learning around Perinatal Mental Health at the Don Russell Performing Arts Centre.

The day was split in to 2 sessions, a morning session for the general public and an afternoon for Professionals working within the Perinatal space.

The morning session was emotional and really shone a light on the importance of a shared story.

Margaret from WHWS, spoke about exactly what Perinatal Mental Health is and how it can present in new parents.

Community member, Joanne Shepard spoke bravely about her experience with Postnatal Depression and Anxiety and how her time in the Mother Baby Unit saved her and her family. Joanne's words resonated with the audience and made the mother's in the room feel less alone and like they were seen too.

Community member, Georg spoke about his experience from the other side as a husband and father. His wife suffered Postnatal Depression and ended up in the Mother Baby Unit also. During this time Georg was so focused on his wife and child that his own mental health suffered. This conversation was invaluable as it is an area that is most certainly not spoken about enough, and the audience agreed.



Finally we had the team from the Mother Baby Unit (MBU) at Fiona Stanley Hospital come along to explain about their services. This was a fantastic addition to the morning as the majority of audience members all agreed they did not know about the MBU and were so impressed by the services they offer. It really prompted a conversation around advocating for your best health and that it is ok to bring a family or friend with you if you don't currently feel able to advocate in that way.

After the speakers, there were stalls from many service providers in the foyer, so that attendees could meet directly with the services that can help them. We didn't want anyone to leave and then not know where to go for help.

PERINATAL SYMPOSIUM

CONTINUED

We were inundated with comments from the audience about feeling less alone and that knowing it is ok to reach out for help. What great feedback that was!

In the afternoon, we ran a Professional Development session, where attendees could earn CPD points. We had over 50 people, many of whom stayed behind afterward to network and meet others in their field.

First up, Amanda and Megan from Sexual Health Quarters (SHQ) shared with us the latest FDV and IPV screening tools. This information was so helpful and many questions were asked both during and after the session.

Next we had the wonderful Valerie Ah Chee speak about the importance of birth stories and seeing the client as a whole person, not just a “baby carrier” This prompted some really wonderful questions and conversations amongst the midwives and psychologists in the audience. It showed just how much a birth story impacts the mother, not just on the day of birth, but throughout her life too.

Kirsten Bouse from the Perth Psychology Collection also shared her information on Birth Trauma. As she said in her speech “We can’t make sense of trauma, that’s what makes it traumatic” This stuck with many of the therapists in the room and started part of a much bigger conversation.

We finished up with Dr Belinda McLean (WHWS Occupational Therapist) around how OT can fit in to the Perinatal period. Her engaging talk showed just how beneficial OT can be for mothers, fathers and new babies. Professionals in the room commented that they had never thought of OT as something that applies in that space, so we would consider that a successful talk!

We are incredibly grateful to all of the speakers for giving up their time and making a difference to everyone who attended on that day. We plan to run this event again in 2022, even bigger and better, if that’s possible!

Thanks must also go to The City of Gosnells for providing the space at The Don Russell Performing Arts Centre. It is wonderful to be able to host events like this in the community, with the support of the council.



SERVICE EVALUATION RESULTS



0-24 years
12%



25-54 years
75%



55-65+ years
13%

Age distribution of clients at WHWS



Majority (76%) of participating women prefer female only staff at WHWS.



67.44% of participants visit WHWS 5-10 times a year. Approximately 32% require more than 10 sessions per year.



Counselling and the low cost services are the primary reasons people are attending WHWS.



Individual counselling sessions add up to approximately 86% of all services accessed at WHWS



98.77% of the participating customers reported "very satisfied" with the service they received in the last 12 months.



58% of clients heard about WHWS from their GP, another 23% found WHWS through agency referrals and 10% of clients are returning clients

91%

of clients reported improved health and wellbeing on completion of program/service

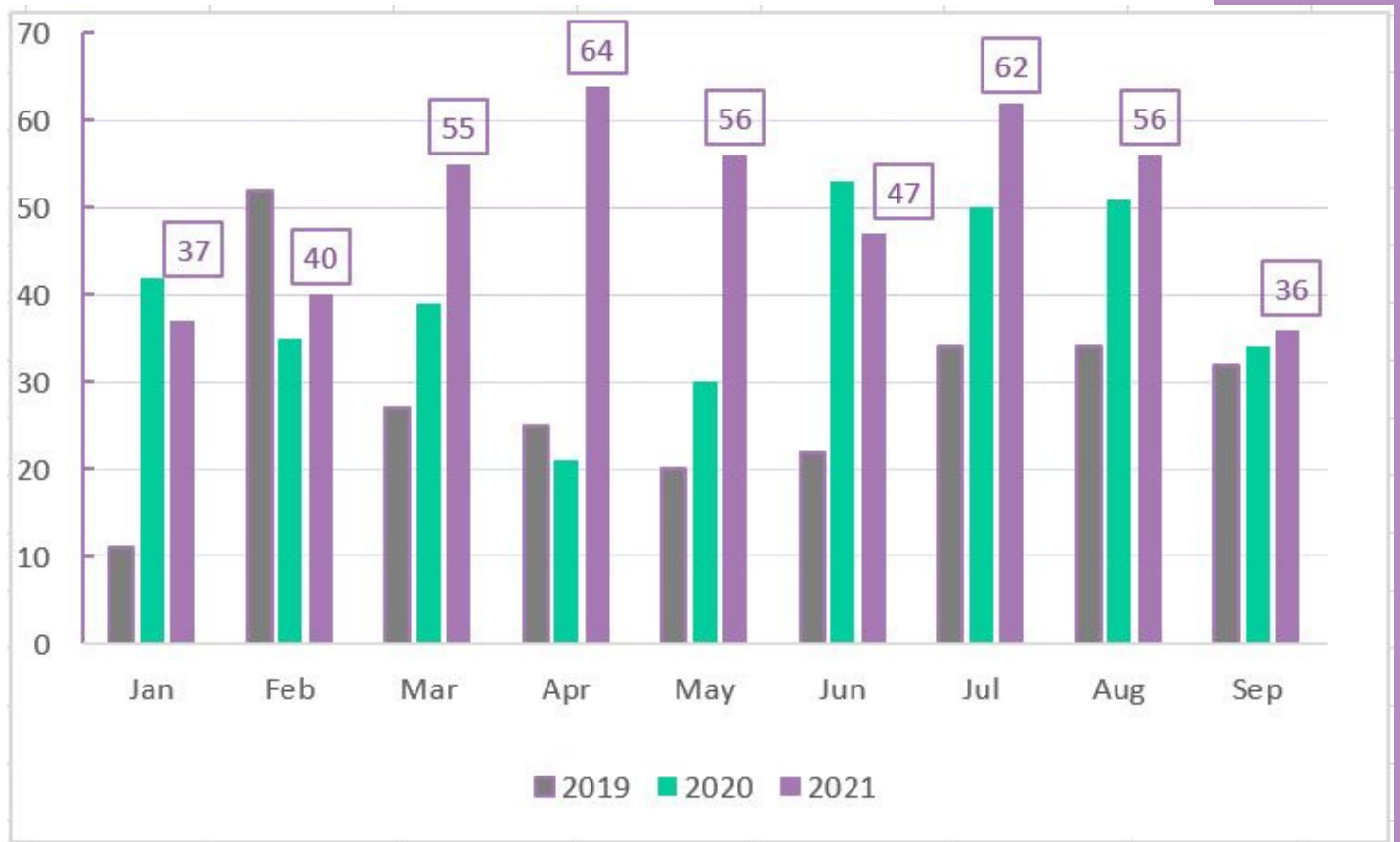
94%

of clients have strategies and awareness for better health care

85%

of clients report improved health 6-12 months later

2019-2021 COUNSELLING REFERRAL COMPARISON



REFERRALS HAVE
INCREASED
BY 38.1% IN 2020
AND BY FURTHER
27.6% IN 2021

CLIENT STORIES

"I've been with WHWS now for 2 years, when I first started attending my friend use to bring me and I would have a break down in the car before having to come in and pretty much say I didn't want to be there. My friend then would come into session with me and I would just sit there and not say anything. After a few months I started coming myself and attend every fortnight. I was in a pretty dark stage when I started seeing my therapist using self-harm weekly as a coping skill. I can say now since been in therapy at WHWS I have not self-harmed in months. I know I still have a long way to go with therapy but my therapist has helped me come a very long way. I'm now a foster parent and have two of my own girls who I'm raising using skills that I have learnt through therapy. I would recommend WHWS to pretty much anyone I know as not only I've seen the change many people around myself have. I had done therapy through other services before and never have I stuck to therapy because I hated it. I actually enjoy coming to my sessions at WHWS."



"As an adult I have really struggled to express my emotions. I bottle up my anger and frustrations - which causes me to explode in a rage (non-violent). In the time I have been attending WHWS, I have been given numerous strategies to enable me to manage my outbursts, recognise signs that I am reaching my limit, express my emotions in a healthy way and cope with day to day stress. All of this has enabled me to communicate with my son and partner better and express my emotions. I still have a long way to go but with the help of WHWS I have already made improvements."

TESTIMONIAL:



I have been more calm with my children and I have learnt to say no to situations that don't agree with me



TESTIMONIAL:

I have already started to see the support has gone along way to helping me regain my life and hope that it continues to be there for anyone else who needs it in the future.



TESTIMONIAL

I have gained sufficient confidence and strategies to apply for jobs in the field that caused me to leave and created my problem.

I have now secured a casual position, thanks to WHWS

I have recognised my strengths which has given me confidence that has improved my mental health



TESTIMONIAL:



Yes I am not alone with my problems; it feels like family at the WHWS



TESTIMONIAL:



I removed the bad people from my life and am trying to surround myself with happiness



TESTIMONIAL: THE POSITIVE CHANGES AFTER WOMENS HEALTH AND WELLBEING

I am not as teary, I have better coping skills and I know I am a better person. I am stronger. I am happier. I am me.



CLIENT STORIES

"I self referred back to Gosnells women health in October 2020 when my anxiety got out of control, due to covid, and some family health issues. It was impacting everything in my life at the time, from work to home life. It was very difficult to function day to day.

I first started with meeting with Clare who was very supportive and help settle a lot of extreme anxiety and often intrusive chaotic thoughts.

I saw Clare regularly for 6 months and in that time with the help of anxiety medication, I was able to return to work full time, better managing panic attacks when they occurred, better managing my thoughts process and just over all, managing to cope with day to day life again.

I have since moved on to seeing Bree for additional once a month support, which has been great in being able to maintain my progress. I am very thankful for this service as this is my 3rd time access these services in the last 5 years. First for PND, second for sexual support and now for anxiety during the covid outbreak.

Receptionist Hannah has also being a godsend and is one of the most helpful and supportive receptionist i have ever encountered ever the past 5 years, when ever I contact her my phone, email or in-person her level of care never changes."



"Individual counselling over the phone was essential for me at the time when I didn't have a counsellor and was a real life saver! Thank you to all the staff at WHWS and office staff that supported me also!"

WELLNESS WARRIORS



AUDITOR'S REPORT

SIGAMONEY CHETTY

DTM Nominees Pty Ltd

INDEPENDENT AUDITOR'S REPORT

TO THE MEMBERS OF:

Gosnells Women's Health Service Inc T/A Women's Health Services Inc

Auditor's Opinion

In my opinion, the MYOB reports of Gosnells Women's Health Services Inc presents fairly, in all material respects the MYOB and Management position of Gosnells Women's Health Services Inc as of 30 June 2021 and of its performance for the year ended in accordance with the accounting policies to the MYOB and Management Reports, and the Associations Incorporation Act WA 1987.

DTM Nominees Pty Ltd



Sigamoney Chetty

Dated: 22 September 2021

AUDITOR'S REPORT

CONTINUED

Gosnells Women's Health Service Inc t/A Women's Health and Wellbeing Services

STATEMENT OF FINANCIAL PERFORMANCE FOR THE YEAR ENDED 30 JUNE 2021

	<u>Note</u>	<u>2021</u>	<u>2020</u>
Income			
Funding - Tender for Services		711,347	689,420
Therapeutic services		171,899	194,096
Room Hire		21,728	16,666
One-off Grants Received		79,154	59,527
Fundraising Income		3,936	773
Cash Flow Boost		59,866	
Other		4,352	7,765
Interest		2,465	7,165
Total Income		<u>1,054,746</u>	<u>975,412</u>
Gross Income		<u>1,054,746</u>	<u>975,412</u>
Expenses			
Accounting Fees		21,156	16,625
Advertising		10,119	4,013
Auditing Fees		1,380	1,368
Bank Fees & Charges		1,965	1,037
Bad Debts		91	
Cleaning		5,061	6,010
Funding Expenditure		1,440	12,114
Insurance		6,900	17,925
Admin, Printing, IT, Subscriptions & Equipment		31,296	31,496
Repairs & Maintenance		-	519
Premises, Security		43,226	53,287
Employment Expenses		810,323	760,778
Sundry		1,174	3,810
Telephone		7,306	3,585
Total Expenses		<u>941,438</u>	<u>912,566</u>
Net Surplus/Deficit before Depreciation		<u>113,307</u>	<u>62,846</u>
Depreciation			14,926
Net Surplus/Deficit		113,307	47,920

AUDITOR'S REPORT

CONTINUED

STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2021

	<u>Note</u>	<u>2021</u>	<u>2020</u>
Current Assets			
Cash at Bank		1,140,569	681,291
Account Receivables		5,245	26,724
Other Current Assets		20,728	8,356
Total Current Assets		<u>1,166,542</u>	<u>716,371</u>
Non Current Assets			
Fixed Assets		-	-
Total Non Current Assets		<u>-</u>	<u>-</u>
Total Assets		<u>1,166,542</u>	<u>716,371</u>
Current Liabilities			
Creditors		1,686	1,726
GST Liabilities		30,005	15,626
Grants in Advance		409,031	
Employee Provisions		112,189	129,696
Other Current Liabilities		54,879	123,878
Total Current Liabilities		<u>607,790</u>	<u>270,926</u>
Non Current Liabilities			
Total Non Current Liabilities			
Net Assets		<u>558,752</u>	<u>445,445</u>
Member's Funds			
Retained Funds		558,752	445,445
Total Member's Funds		<u>558,752</u>	<u>445,445</u>

AUDITOR'S REPORT

CONTINUED

Gosnells Women's Health Service Inc t/A Women's Health and Wellbeing Services

CERTIFICATE BY MEMBERS OF THE BOARD

I, KIMBERLY ADEY. certify that:

- (a) We are members of the board of Gosnells Womens Health Services Inc.
- (b) We attended the annual general meeting of the association .
- (c) We are authorised by the attached resolution of the board to sign this certificate.
- (d) This annual statement was submitted to the members of the association at its annual general meeting.

Chairperson: _____

K. Adey

Dated this 1st day of October.

2020 MINUTES

FRIDAY 2ND OCTOBER 4.40PM

1.0 Welcome

Kim welcomes everyone

2.0 Acknowledgement of Country

Kim paid respect to the Traditional Owners and ongoing custodians of the land.

3.0 Acknowledgement of women who have walked before us

Kim acknowledges the women who have walked before us. Kim made special mention to Tracey Pollett who passed away earlier this year. Tracey was a strong leader in the community and was on the WHWS Board for several years.

4.0 Present

Emma Basc, Hannah Pin, Kate Savill, Kim Adey, Melanie Robson, Cindy Malcolm, Marina Newby, Lauren Bridger, Bree van de Zuidwind, Lana Martin, Amanda Waghorn, Rhonda Williams, Denise Geldens, Pip Brennan, Felicity Pheasant, Melissa Van Dam, Nadia McKinnon, Isabella Kaiser, Courtney Koenig, Leanne Pilkington, Jaimee Rich and Carley Morrell

5.0 Apologies

Yuhan Richards and Janet Whitfield

6.0 Introductions—an opportunity for staff and Board members to briefly introduce themselves.

7.0 Acceptance of Minutes of AGM 2019

The minutes of the AGM for 2019 were accepted

Moved: Rhonda Williams

Seconded: Pip Brennan

Carried

8.0 Business Arising from Minutes of AGM 2019

Nil

9.0 Annual Reports

9.1 Chairperson's Report

The Chairperson's Report was presented

9.2 Auditor's Report

The Auditors' Report was presented

Moved: Rhonda Williams

Seconded: Jaimee Rich

Carried

2020 MINUTES

CONTINUED

10.0 Members in positions to be re-elected to stand down

Members to be re-elected stood down.

11.0 Returning Officer to take the Chair

Emma Basc assumed the position of Returning Officer for the elections.

13.0 Election of Board and Office Bearers

Elected Committee Members as follows:

Kim Adey	Chairperson – elected unopposed
Rhonda Williams	Vice Chair – elected unopposed
Amanda Waghorn	Treasurer – elected unopposed
Pip Brennan	Secretary – elected unopposed
Courtney Koenig	Board Member – elected unopposed
Jaimee Rich	Board Member – elected unopposed
Nadia McKinnon	Board Member – elected unopposed
Melissa Van Dam	Board Member – elected unopposed
Leanne Pilkington	Board Member – elected unopposed

14.0 Appointment of Auditor

DTM Nominees Pty Ltd trading as DTM Accounting (~~Sagren~~ Chetty) to be appointed auditor for financial year 2021.

Moved: Rhonda Williams

Seconded: Amanda Waghorn

Carried

15.0 Bank Signatories

No changes made to Bank Signatories for the 2020-2021 period.

All bank signatories for 2020-2021 are:

Kimberly Adey
Pip Brennan
Amanda Waghorn
Rhonda Williams
Emma Basc
Marina Newby
Cindy Malcolm

2020 MINUTES

CONTINUED

16.0 Changes to the Constitution

Motion – the following changes be made to the Gosnells Women's Health Service constitution:

a) Adding new trading names to the constitution

GOSNELLS WOMEN'S HEALTH SERVICE INCORPORATED
T/A
WOMEN'S HEALTH AND WELLBEING SERVICES SOUTH EAST METRO
and T/A
WOMEN'S HEALTH AND WELLBEING SERVICES
and T/A
ELEVATE WELL-BEING
and T/A
THE HIDDEN WORLD OF WOMEN
and T/A
THE HIDDEN WORLD OF YOU

b) Changing term from one year to 3 years

13 (3) Subject to sub-rules 2(a) and (8), a Board member's term will be from her election at an Annual General Meeting for three consecutive years, but she is eligible for re-election to membership of the Board.

c) Changing the quorum from 3 to 5 in line with Association rules

21 (1) A quorum of the Board shall be at least five (5) Board members including at least one (1) Officer Bearer, unless and until members shall decide at an Annual General Meeting that a greater number shall be required.

Moved: Melissa Van Dam **Seconded:** Amanda Waghorn
Carried

17.0 Other Business

Emma Basc spoke about the difficulties that 2020 has brought and thanked WHWS staff and Board for their time and efforts, that enabled WHWS to move and adapt quickly during COVID restrictions. Despite the challenges imposed by the virus WHWS not only have not reduced its services but expanded services online to support greater community in Australia and overseas. A new membership site is launching at the end of October 2020.

Meeting closed at 4.55pm
Kim invited everyone to stay for food and drinks

AGENDA

1.0 Welcome

2.0. Acknowledgement of Country

3.0. Acknowledgement of women who have walked before us

4.0 Present

5.0 Apologies

6.0 Introductions—an opportunity for staff and board to briefly introduce themselves.

7.0 Acceptance of Minutes of AGM 2020

8.0 Business arising from Minutes of AGM 2020

9.0 Annual Reports

9.1 Chairperson's Report

9.2 CEO Report

9.3 Auditor's Report

10.0 Members in positions to be re-elected to stand down

11.0 Returning Officer to take the Chair

12.0 Election of Board and Office Bearers

13.0 Appointment of Auditor

14.0 Bank Signatories

15.0 Changes to the Constitution

16.0 Other Business

