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Cover design: Jacqueline Penn, BWHC Volunteer

# 1. Manager's Report

## *Building on the past to create change for the future*

### **Kristina Brenner: 1 July 2013 - December 2013**

BWHC was managed by Kristina Brenner during the first half of the financial year, during which time the Centre maintained a solid focus on delivery of clinical services. The Centre was fully staffed with two contracted medical practitioners, two contracted psychologists, a part-time counsellor, a part-time health promotions officer / caseworker, a part-time Vietnamese health worker, a part-time naturopath, a part-time information and referral worker, and a full-time manager.

### **Mariam Mourad: 14 February - 30 June 2014**

To date, the year 2014 has been a challenging and successful year for the Centre. Our challenges and successes have been driven by our aim to build on the past in order to create change for the future. We have transformed existing strategies into bigger and more expansive endeavours. The Centre has undertaken a major restructure including staff changes and reorientation of service delivery. A major recruitment took place in the first part of 2014.

### **Highlights of 2014:**

- Implemented 5 strategic directions of the Operational Plan including client services, raising community awareness, partnerships, quality and learning to all levels of organisation, sustainable growth and development.
- Reconnected with Bankstown Local Area Command via new community projects and activities.
- Created new partnerships within the Bankstown area including the Women's Domestic Violence Advocacy Scheme and Creating Links.
- Hosted a 'Biggest Morning Tea' event attended by over 20 services including Centrelink, Bankstown Local Police, Campsie Local Police, Narwee Public School, Riverwood Community Centre and Housing NSW.
- Actively involved with social media and local media, for example *Bankstown Canterbury Torch* published several articles about our 'Biggest Morning Tea' and an article about our Community Garden Project being awarded a grant of \$11,000 from MediBank's Community Fund.



## 2. Changes

### Changes since March 2014:

- The Centre is open 4.5 days per week (closed 30mins daily for lunch; closed Wednesday afternoons for meetings, supervision and trainings)
- On Friday mornings we offer a 'drop in' service to provide support and information without prior appointment.
- A full-time Case Manager role (35hrs pw) has been created to meet the needs and demands of women in the area. The service is open to self-referrals and agency referrals (*90% of clients present with family / domestic violence issues.*)
- A Clinical Nurse Consultant now works from the Centre each Friday, providing women's health checks and DV screening.
- A variety of parenting programs are being offered (*Triple P, 123 Magic, Love Bites, Mirrors to the World of the Child, Self-care.*)
- Diverse programs and health promotions activities are being facilitated in local college and school venues, which enables the Centre to reach a wider range of women such as newly arrived migrants, who are subsequently accessing other BWHC services.
- A Family Fun Day is being held each school term at the Campbell Reserve Park in partnership with the Family and Children Hub Bankstown City Council. The event provides family activities, information & community links.
- A Multicultural Open Day is being developed and led by BWHC in collaboration with local government agencies and NGOs to provide family-friendly activities and information that address identified health priorities.
- We are strengthening existing relationships and developing strong new partnerships with government and NGOs and taking a leadership role in promoting women's health in our local area. Active partnership activities include: *Bankstown Police (DV Phone program), Canterbury Council / Navitas (Healthy Relationship program) YMCA (free gym program for BWHC clients).*
- New bookkeeping service provided by Drusilla Pana (since May 2014).



## 3. About BWHC



### **Vision**

A community which values and supports women's health and wellbeing

### **Purpose**

Delivering meaningful and targeted services for women, by women, to achieve positive health outcomes and sustainable wellbeing.

### **Values**

- Ensuring safe environments for personal growth
- Equitable and accessible services meeting identified needs
- Celebrating diversity and choices
- Integrated and holistic services
- Practice that is evidence-based and outcomes-focused
- Building connections and trust through relationships
- Supporting women to be leaders in our community

### **Philosophy**

- Recognises the social, environmental, economic, physical, emotional and cultural factors which influence women's health
- Recognises and challenges the effects of sex-role stereotyping, gender discrimination, racism and homophobia on women's health and well being.
- Recognises the importance of maintaining health and well being by focusing on preventative practices
- Reflects all aspects of a woman's lifespan, including their reproductivity and their various and changing roles and responsibilities.
- Actively encourages the empowerment of women in both the personal and social aspects of their lives.
- Values women's own knowledge, skills and their right to make informed decisions about their health.

## 4. Management Committee

BWHC would like to acknowledge the previous management committee for their tireless efforts and support which contributed to keeping the Centre open. Without your dedication and commitment the Centre would not be open today.

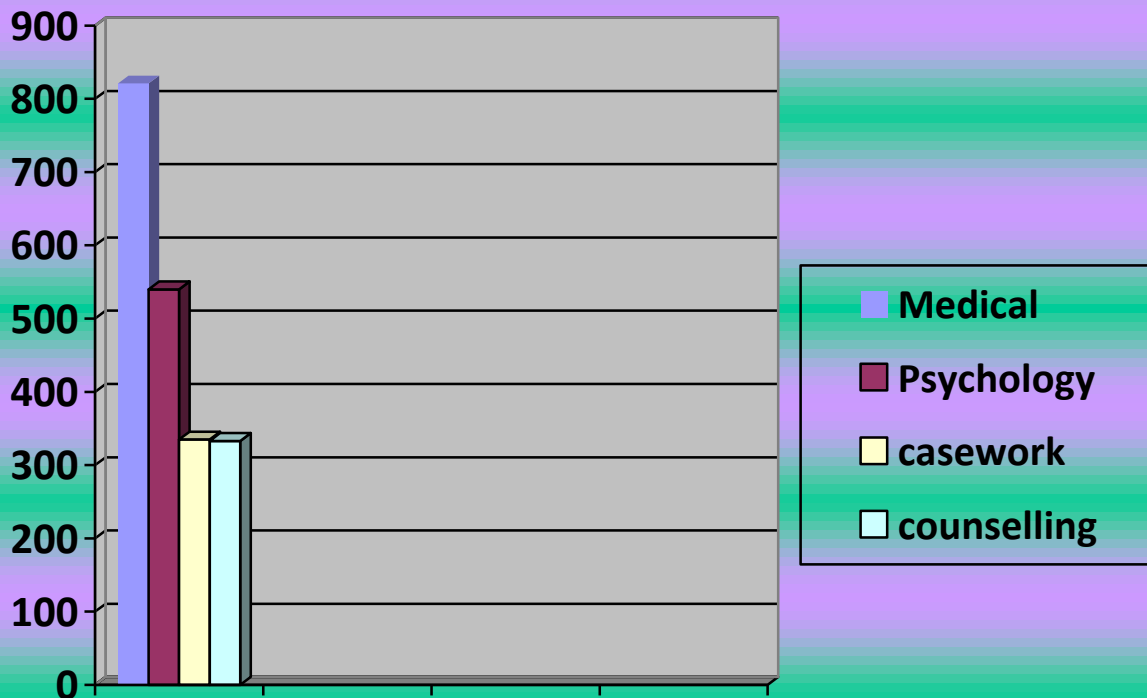
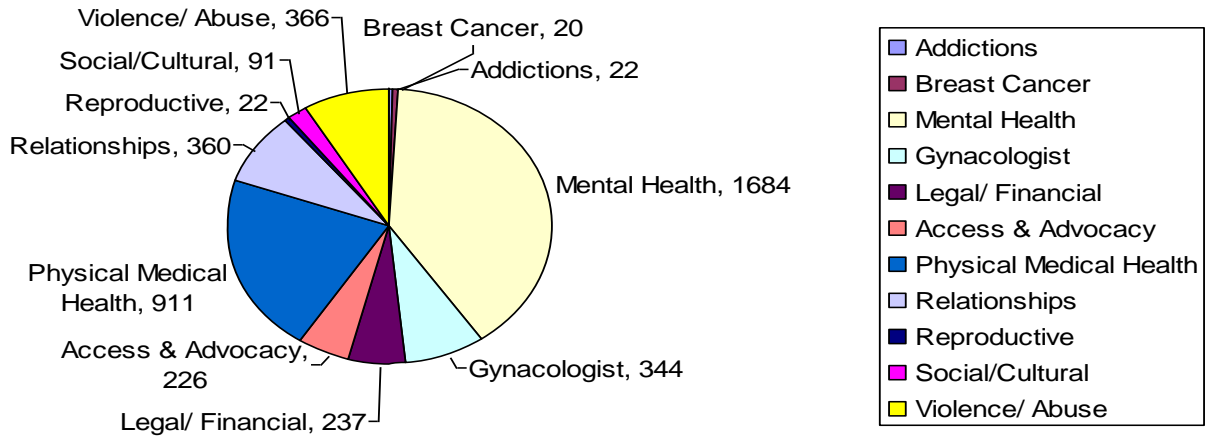
We are very thankful to our current Management Committee members for your energy, commitment and support:

- Marlene Carrasco (Chair)
- Ola Obolo (Assistant Chair)
- Karen Staines (Treasurer)
- Janis Denman (Secretary)
- Juliette Kirkwood
- Vicki Jordan



# 5. Client and Service Statistics

**Presenting Issues 2013-2014**



*Above: number of clients reached*

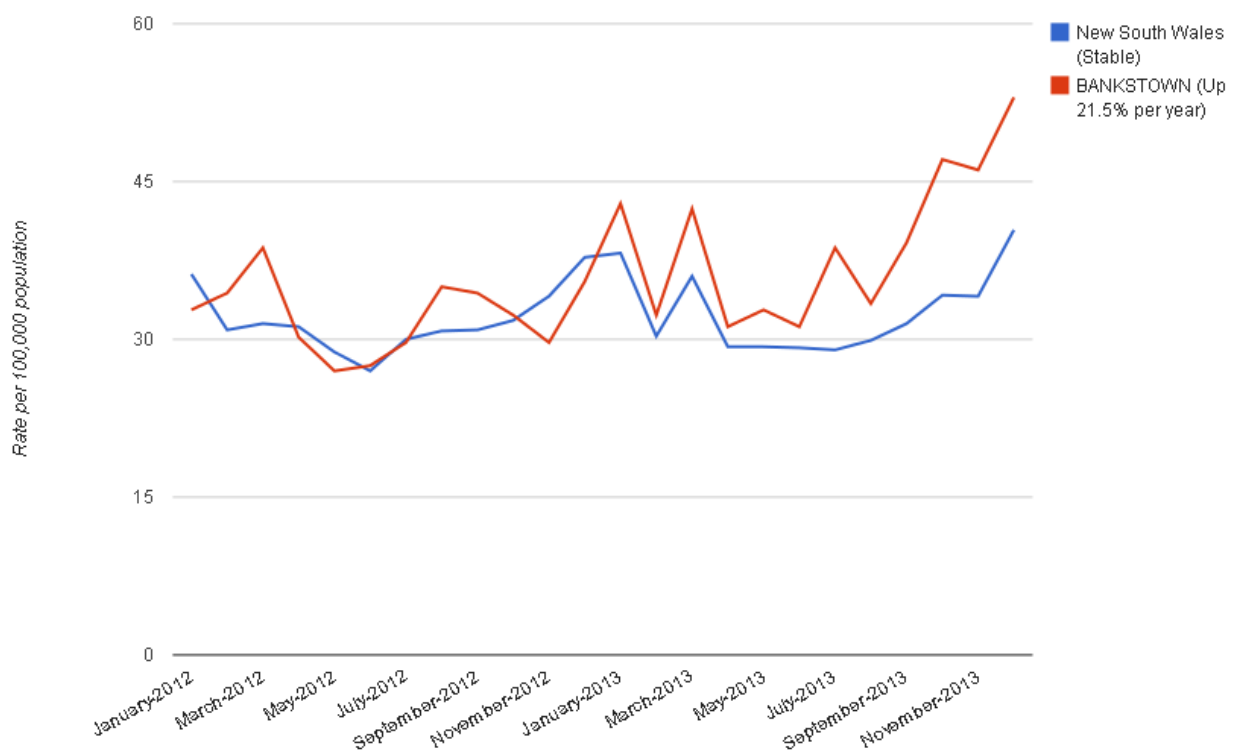
## Cultural & language diversity, Bankstown Local Government Area:

<u>Ancestry, top responses</u>	Bankstown (C)	%	New South Wales	%	Australia	%
Australian	32,573	15.2	2,217,158	25.0	7,098,486	25.4
Lebanese	31,976	14.9	146,872	1.7	203,139	0.7
English	26,866	12.5	2,151,788	24.2	7,238,533	25.9
Vietnamese	15,436	7.2	81,894	0.9	221,114	0.8
Chinese	13,445	6.3	378,465	4.3	866,208	3.1

## Most common ancestries, Bankstown Local Government Area:

Australian (15.2%), Lebanese (14.9%), English (12.5%), Vietnamese (7.2%), Chinese (6.3%).

Incidents of Assault (Domestic assault) in Bankstown Local Government Area, from January-2012 to December-2013



## 6. Service Reports - Counselling

**NSW Ministry of Health funded: 0.6FTE**

**Staff members: Edwina (July 2013 – December 2013), Alison (since April 2014)**

**Student Counsellors: Chloe, Shelley, Wafa**

The Generalist Counselling service offers individual counselling, outreach, therapeutic groups and psychoeducation groups. A safe and welcoming space is provided for women to talk about their stories and experiences, and to be believed and heard without judgement, blame or labeling.

### **Service statistics:**

- Number of appointments booked: 74
- Number of appointments attended: 54 (11 failed to attend; 9 cancelled)
- Number of drop-in / crisis appointments: 2
- Number of clients receiving Generalist Counselling services: 119
- Number of client contacts: 290
- Number of referrals made (internal / external): 16
- Number of clients referred: 11

### **Key presenting issues\*:**

- Stress (113 occasions)
- Anxiety/panic (112 occasions)
- Depression (92 occasions)
- Domestic violence (87 occasions)
- Emotional trauma (75 occasions)
- Relationships (66 occasions)
- Adult survivors of child sexual abuse (61 occasions)
- Parenting (43 occasions)

*\* Many presenting issues are linked to current or historical experiences of domestic and family violence, childhood abuse and/or sexual assault.*



### **Highlights**

- Diverse therapeutic groups and workshops were delivered to support women to learn interpersonal skills and exploration of internal processes.
- Counselling support was provided for women experiencing D&FV, including collaboration with caseworkers to support women leaving violent situations.
- Counselling students undertaking second placements developed experience of providing women's services and supported us to address increasing the demand for counselling services.

### **Challenges and changes**

- Because of staff changes and internal restructuring, the Generalist Counselling service was only offered on a part-time basis between 1 July and 13 December 2013 and between 28 April and 30 June 2014.
- Staff changes impacted service provision. Where demand outstripped counseling resources, women were referred to a BWHC Psychologist or to external services.
- Counsellors worked in collaboration with colleagues to meet presenting needs and interests. For example, some counselling clients benefitted from accessing the BWHC casework service. Other clients were linked with internal and external services, groups and activities that further supported their wellbeing while they undertook counselling.



# Vietnamese / CALD Women's Health

**NSW Ministry of Health funded: 0.7FTE**

**Staff member: Kim**

Vietnamese people form the second largest ethnic community in Bankstown. Our Vietnamese Women's Health Worker provides diverse services to local Vietnamese women according to their needs and interests. The Worker also provides group and outreach services to other multicultural groups in the Bankstown area.

## **Counselling service statistics: 1/7/2013- 4/3/2014**

- 24 Vietnamese counselling clients
- 128 Vietnamese counselling occasions of service
- 100% of Vietnamese counselling clients are of low socioeconomic status
- Key presenting issues: stress (78 occasions), loneliness (70), relationships (18), sleep (20), self-esteem (32).



## **Casework service statistics: 5/3/2014 – 30/6/2014**

- 32 clients
- 76 occasions of service
- 100% of clients are of low socioeconomic status
- Key presenting issues: advocacy & support (76), legal & finance (70)

## **Vietnamese interpreting**

- 30 occasions of service

## **CALD Support Groups (inc. Vietnamese groups)**

- 12 CALD support groups ran
- 180 clients attending CALD groups
- 520 occasions of service
- 100% of clients have low socio-economic status

## **Highlights:**

- Facilitated a successful multicultural walking group, which received excellent feedback was excellent from participants who reported that their physical and mental health improved after attending the group.
- Facilitated a monthly Vietnamese cancer support group in partnership with Bankstown Hospital and Cancer Council NSW. This created a supportive environment in which Vietnamese cancer patients, cancer survivors, carers and relatives could share their experiences and receive information and assistance.
- Facilitated a monthly Breast Care group for Vietnamese women in partnership with Breast Screen NSW to encourage and support women to have a mammogram every two years.

## **Challenges and Changes:**

The Walking Group is currently being developed into a Walking & Gym Group to commence late 2014. Thanks to a new partnership between BWHC and YMCA Brightside, our clients will be supported to access gym and development program, which will be available free of charge.

# Case Management

**NSW Ministry of Health funded: 0.1FTE**

**Staff member: Kerrie (new full-time role, since 13 March 2014)**

To meet the demands and needs of local women, a full-time caseworker role was created in March 2014, replacing the Massage Therapist role and eight hours of Health Promotion casework. Diverse partnerships and networks have been established with government agencies and NGOs to support and facilitate external referral pathways for BWHC Case Management with a focus on women and children who are experiencing domestic violence and are at risk of harm.

## **Service statistics:**

- 22 clients
- 52 occasions of service & 5 crisis occasions of service
- 166 telephone calls
- 100% of clients have low socio-economic status

## **Key presenting issues:**

D&FV (29), Casework, advocacy and support (54), Information & referrals (7), External referrals (8), AVOs (5), Parenting (4), Homelessness (2)



## **Highlights:**

- Caseload is always at maximum capacity.
- Women and children supported to escape DV situations through providing information, transport, referrals, financial assistance & coordination, links to refuges/temporary accommodation, support with arranging AVOs, court support.
- Building partnerships and networks and start to accept referrals from organisations and women in the community.
- Recent strong partnership with Bankstown Police, Housing NSW, Refuges, Marys Place, Women's DV Court Advocacy Program.
- A BWHC staff attends Bankstown Court on Thursdays for AVO listing days.
- Advocacy and support for clients for refuge accommodation, Centrelink, family law, Airport Watch, financial hardship (food, clothing, vouchers, rental bond)
- Specialist knowledge around housing, legal, financial assistance programs
- Coordinated service delivery to strengthen family capacity
- Preparation for the delivery of Parenting Programs, to start July 2014.

## **Challenges and Changes:**

- Establishing new networks and stronger partnerships with government agencies and NGOs in order to develop referral pathways.
- Keeping up with the multiple demands involved in managing complex cases.

**Example case:** BWHC supported a local woman with limited support in the area to escape an environment of family violence. We supported the client to make a statement to the police in order to arrange an AVO; arranged refuge accommodation in a safe location; accompanied the client to a motel for overnight accommodation; and assisted the client the next morning to catch transport to the location of the refuge. Our support enabled the client to access timely and relevant support for herself and also to feel able to disclose to police information about her husband's involvement in criminal activity. This work was made possible by the Centre having developed a robust partnership with Bankstown Police.

# Child Sexual Assault Support Service

**Staff Members: Krysten, Virginia (since April 2014)**

**Student Counsellor: Greta**

The Child Sexual Assault (CSA) Support Service provides individual counselling sessions for children, adolescents and women who are survivors of CSA and for their non-perpetrating relatives. After-hours appointments are available to work around school times. The CSA Support Service also provides family support and advocacy, including court support and the provision of evidence as requested by court. The CSA Support Service maintains strong partnerships in order to provide coordinated care to vulnerable individuals.

## **Service Snapshot:**

Krysten: 25 occasions of service, 16 clients attended appointments

Virginia: 57 occasions of service, 11 clients attended appointments.

**Key presenting issues:** emotional trauma, family issues, child impacted by sexual assault, relationships.

90% clients presented with socio economic disadvantage.

## **Highlights:**

- The creation of a working party to clarify the roles of community organisations in supporting vulnerable children with the court system, with the goal of advocating for better treatment of children within the court process.
- Creating new connections with local business like FACs, Benevolent Society, Baptist Care, D&FV agencies, courts and public schools.
- New activities are currently being developed to assist individuals and families affected by CSA, for example targeted groups for adolescent male survivors, adult male survivors and mothers of survivors.

## **Changes and Challenges:**

The most significant ongoing challenge for the CSA Support Service is to inform the Bankstown community and relevant local organisations of the CSA service at BWHC.



# Health Promotion

**Staff Member: Tegan**

**Students: Abeer, Elizabeth, Olivia**

The main concerns of Health Promotion are community health outcomes; social functioning; wellbeing for women who use the service; and the wellbeing of the local community. Health promotion activities are delivered through group work; health education programs; coordination of special events; research and evaluation; and marketing and use of social media.

From March 2014 the staff role was restructured from combined casework / health promotion to a focus on health promotion. This assists the Health Promotion Officer to develop her skills and knowledge and maximise her impact for the benefit of the community.

## **Service Snapshot:**

- 449 Facebook likes
- 14 people reached per week on Facebook
- 797 Twitter friends
- 4 media releases
- 32 clients self-referred after contact with local media reports
- delivered health talks at 4 primary schools



## **Highlights:**

- New partnerships formed with local primary schools for provision of health education talks with parents at Yagoona, Banksia Road, St Brendan's, Georges Hall Public.
- Development of the Centre's website and Facebook presence, with updates of recent events and milestones.
- Attendance of local networks and committees, such as Bankstown Drug Action.
- Formation of the Bankstown Community Garden Committee.
- Formed a partnership with The Corner Youth Health Service, which has led to the development of an ongoing group for young women.
- Took part in Love Bites training and joined subsequent committee.
- Continuing efforts to increase the sustainability of the Centre, for example by introducing recycling bins.

## **Changes and Challenges:**

- Centre promotion activities are increasing and diversifying in order to reach all target audiences, for example we have delivered information sessions at diverse venues such as Navitas.
- We are striving to improve our use of social media such as Facebook and Twitter.
- It may be advantageous for the Centre to maintain a blog, which would require a significant additional commitment by all staff.

# Groups and Workshops

## Delivery by diverse Staff Members & Contractors

BWHC delivers a variety of exercise, support, therapy and psychoeducation groups and workshops in order to meet the identified needs and interests of women and children in our community.

### Service Snapshot:

- 365 group sessions
- 11 CALD groups / workshops
- 22 health education workshops
- 3,150 group attendances

### CaLD Groups & Workshops:

- Breast Screening for Vietnamese women
- Vietnamese Cancer Support Group
- BWHC info session for Vietnamese women
- Multicultural Walking Group

### Exercise and Wellbeing Groups:

- Tai Chi
- Belly Dancing
- Advanced Yoga
- Gentle Yoga
- Beginners Yoga
- Pilates

### Health Education Groups:

- Pap smears and breast checks
- Meditation and self-care
- Nutrition
- Paediatrician
- Sexual Assault
- Domestic Violence
- STDs
- Body Image
- BWHC information sessions

### Support Groups:

Craft Support Group

### Highlights:

- Groups and workshops were delivered in a range of formats and diverse venues including BWHC, MTC Bankstown, primary schools, Navitas.
- BWHC developed a partnership with The Corner Youth Health Service, which led to the development of an ongoing group for young women.

# Administration, Information & Referrals

**Staff Member: Tracey (July 2013 – April 2014), Hiba (since May 2014)**  
**NSW Ministry of Health funded: 1 FTE**

## **Highlights:**

The Information and Referral Officer is at the forefront of BWHC and is vital to the effective delivery of our services:

- Welcomes clients to the centre and provide information about our confidentially and client policies.
- Assists clients to express their need and interests and access the most appropriate BWHC service(s).
- Provides callers with information about activities and services, and update them about events and workshops.
- Provides administration support for BWHC staff and contractors.

## **Changes and Challenges:**

- Maintaining a balance between undertaking detailed tasks such as archiving and organising files with providing a warm, welcoming service for clients and enquirers.
- Meeting the demands of our growing and diversifying Centre, resulting in an expanding workload and increasing pressures on this pivotal role.
- Multitasking to provide effective administrative support for all BWHC staff and contractors.



# Medical Services

**Funded by HIC Medicare: 0.3 FTE**

**Administration & Vietnamese interpreting funded by NSW Health**

GP contractors:

Dr Brenda McPhee (July 2013 – April 2014)

Dr Ngaire Millener (since July 2013)

Administration: Tracey (July 2013 – March 2014), Hiba (since April 2014)

Interpreting: Kim (since July 2013)

Having female doctors located at the Centre assists us to deliver seamless service provision and provides opportunities for referrals across our services.

# Psychology services

**Funded by HIC Medicare: 1 FTE**

**Administration funded by NSW Health**

**Psychologist contractors:**

Heather (July 2013 – March 2014)

Edwina (July 2013 - January 2014)

Sana (since April 2014)

Lucie (April 2014 – 30 June 2014)

Administration:

Tracey: July 2013 – March 2014

Hiba: April 2014 – 30 June 2014

# Natural Therapies

Staff Member: Cathy (July 2013 – January 2014)

The Natural Therapies service ceased January 2014 as part of the restructuring of the Centre. The hours have been incorporated within the case management service, which enables the Centre to continue to meet the identified demands and needs of women in the area.

Service Snapshot:

- 314 client contacts
- 34 clients

# 7. Organisational Structure

NSW HEALTH

Marlene Carruso  
Chair

Ola Obola  
Assistant Chair

Janis Denman  
Secretary

Karen Staines  
Treasurer

Vicki Jordan

Juliette  
Kirkwood

Kerrie  
Newcombe  
Staff rep

Mariam Mourad  
Centre Manager

in no particular order...

Kerrie Newcombe  
Senior Case  
Manager  
  
35 hours

Alison Hood  
Counsellor  
  
21 hours

Kim Huynh  
Vietnamese  
Health Worker  
  
28 hours

Tegan Harper  
Health  
Promotion  
Officer  
21 hours

Virginia  
Bustamante  
CSA  
Counsellor  
35 hours

Sarah Hristov  
Clinical nurse  
Consultant  
Friday

UWS, ACAP,  
UNSW,  
TAFE  
Students

Dr Ngaire  
Millener  
GP  
Tuesdays

Sana Zaarour  
Clinical  
Psychologist

Volunteers  
Mondays &  
Fridays

Hiba Elisrawi  
Information &  
Referral Officer



# 8. Partnerships

## **New partnerships since March 2014:**

- Aboriginal Community Health
- Aboriginal Advocacy Service
- Afford Employment Services (casework referrals now being received)
- Arab Council (casework referrals now being received)
- Bankstown Police (casework referrals; partnership for DV phone program)
- Brighter Futures Punchbowl (external case work referrals now being received)
- Community Services Lakemba (external case work referrals now being received)
- Court Advocacy Service (WDVCA) (external case work referrals now being received)
- Families NSW (external case work referrals now being received)
- Narwee Public School (external case work referrals now being received)
- Navitas (external case work referrals now being received)
- Payce Development (Working with local council, school and Riverwood community centre and have secured 4 units for local refuge)
- Peakhurst Public School
- Bankstown Public School
- Georges Hall Public School
- Riverwood Community Centre (Working with local council, school and Riverwood community centre and have secured 4 units for local refuge)
- University of New South Wales – Kensington
- YMCA (BWHC walking and gym group- YMCA offered free weekly gym training and personal development program for our vulnerable clients)
- Wiley Park Girls High School



## **Partnerships that have been expanded and developed since March 2014:**

- Bankstown City Council
- Bankstown Children and Family Hub
- Banksia Road Public School
- Bankstown city council Child and Family Hub (Partnership for Family fun day for local families- each term one worker is a guest speaker at the hub a long with activities)
- Creating Links (Large parenting programs with BWHC as facilitators- reaching families in the community such as triple p, 1,2,3 magic in English and Arabic)
- Bankstown TAFE (Community Garden grant received, activity to start late 2014)
- Medicare (Community Garden grant received, activity to start late 2014)

## **Ongoing partnerships and relationships:**

Bankstown Multicultural Youth Service, Bankstown Community Resource Group, Bankstown Area Multicultural Network, BCS Life care (Living Beyond Abuse Program), Breast Screen NSW (Bankstown Centre), Chullora TAFE, Chullora Public School, Corner Youth Health Service, Family and Community Services (Bankstown), Janawi, Koorana Child and Family Services, Legal Aid, Macquarie Street Clinic Mary's Place, Metro Migrant Training Centre, Muslim Women's Association, Older Women's Network, STARTTS (Survivors of Torture and Trauma), St Brendan's Public School, SWOP (Sex Worker Outreach Program), University of Western Sydney, Yagoona Public School