



Midland
Women's
Health
Care
Place Inc.

22nd Annual Report
2016—2017



Healthy Women, Strong Community

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Healthy Women, Strong Community

Vision

“Healthy women, strong community”

Purpose

To provide services that promote the total health and wellbeing of women and their families in the East Metropolitan Region of Western Australia.

Philosophy

Midland Women's Health Care Place believes in the right of people to:

- be valued as individuals
- make choices in their own lives
- dignity, respect, privacy and confidentiality
- access services on a non-discriminatory basis
- safe, comfortable and reliable services
- accountable and responsive services.

MWHCP upholds the principle of social inclusion and is committed to:

- providing friendly, responsive, evidence-based services
- respecting and valuing diversity
- achieving high professional standards
- teamwork, productive partnerships and collaboration
- accountability and transparency



Healthy Women, Strong Community

**Background theme by
Susanne Thomas**

Chairperson's Report

Welcome all to our twenty second Annual General Meeting as we come together on Wadjuk country of the Noongar nation to celebrate and recognise our common path together. We also come to report to you, our Members, on what has been a very eventful year.

Sadly this year, we have lost some our dearest friends and colleagues, the irrepressible Senior Counsellor Madeleine Hicks passed away in December 2016. Thank all of you who contributed to her Memorial celebration, especially Karen who was with her for the many months of therapy, and has become part of the Hicks family, which had the addition of baby Tristan in March. Madeleine's Memorial was held on 18th January 2017 and I would like to thank all of you who attended and wrote in the Memorial books. We certainly miss the sound of Madeleine's laughter in the corridors of MWHCP.

We also lost two of our respected and appreciated Life Members and former Board of Management Members, The Honourable Lyla Elliott in February 2017 and then Alison Robartson in August 2017. We remember their energy and enthusiasm and send our condolences to their families and many friends. Thank you to Renata for the beautiful Memorial for Alison.

The Honourable Lyla Elliott was Board Member from the earliest days – as part of the Steering Committee in 1995 and then became the Vice Chairperson in 1996 when MWHCP obtained Incorporation. Lyla was the only female member of Parliament when she was first elected in 1971, but was joined by others in 1974 and she remained there until 1986. One of her outstanding achievements as a politician was Chairing the Taskforce on Domestic Violence, which first introduced legislation on DV to parliament in WA. Lyla served as Vice Chair and Board Member until 2009 when she was awarded Life Membership. Lyla continued to contribute, writing a history of Hills Community Support Group. Lyla passed away on 18th February 2017.

Alison Robartson joined us in 2005, following a successful battle with cancer, and came on our Women Without Limits weekends to assist in the activities. She later joined the Board, filling the role of Treasurer in 2010 and remained on the Board until 2015, when she retired. Alison also gave many volunteer hours in helping to greet women coming to the Pap Clinic and in supporting women who were experiencing their own cancer battles. Alison managed her life with dignity empathy and energy, as a wonderful friend and supporter who will be sorely missed.

I would like to thank the Executive, Deputy Chair Sue Marinelli; Treasurer Tessa Merkel, Secretary Linda Barker and the Board Members who remain dedicated to the governance of this fine organisation.

We will continue to carry on with our services to the women of the eastern metropolitan region, despite the funding threats and changes to services, and we thank you, our Members and Staff and volunteers who work to provide vital services.

Mary Papadopoulos—Chairperson



Board of Management



Chairperson
Mary Papadopoulos



Deputy Chair Sue Marinelli



Treasurer Tess Merkel



Secretary Linda Barker



Board Member Dr Pat Dale



Board Member Huyen Tran



Board Member Rosalie Gordon



Board Member Marga Bohmer



Life Member 2016 - Robin Drew

Photo not available

Board Member Glenda Napier

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Staff

Midland Women's Health Care Place is run by an extraordinary team of committed and compassionate women. There have been many staff changes during the year, we welcomed: Cherylann Magee (Temporary Receptionist), Kate Goodman (Assistant Manager), Hannah Cugini (Receptionist) and Mallory Webb (Embrace Counsellor), and farewelled: Sue Hisco (Client Liaison/Receptionist), Liz Owens (Assistant Manager), Suzanne Thomas (Promotions), Megan Sleep (Admin Assistant) and Julie Beel (Embrace Counsellor).



Photo: Suzie's Farewell (l to r) Frankie, Kate, Sharon, Sara, Suzanne, Vicki, Liz, Cherylann, Megan, Emily (student) Sept 2016

Midland Women's Health Care Place is starting the new business year with a full team including Counsellors: Sara Thomas, Sharon Deslandes, Kym Daffen, Mallory Webb. Crèche workers: Janet Duff, Vicki Gilham and Tamara Braddon, generously supplemented by volunteers:

Frankie Wallace, Sally Bravos and Erin Bleach. The Facilitators of our large range of groups and courses are Elaine Pollock, Teresa Stokes, Darleen Clausen, Susanne Thomas, Lara Geach, Dimity Gregson and Emma Harrison.



The focus of Midland Women's Health Care Place remains on providing reliable and consistent Trauma Informed services to the women of our region and we thank those who have left and wish them well.

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Vale

Sadly this year we have lost some of our treasured people passing on.



Senior Social Worker Madeleine Hicks

Madeleine was an institution at MWHCP, having arrived to begin her Social Work practice in 1996. She was forced to retire when she became unwell in late 2016, having brought up her beautiful daughter Susan to be a wonderfully socially competent and active student at Cyril Jackson High School. Her son Mark and his partner and wife Kathryn have now started a family and Madeleine was thrilled with Fynn's birth and her relationship with him as he grew. She was excited by the news that Tristan was on his way.

Madeleine left us on 26th December 2016, so we had a Memorial Celebration of her life on the 18th January 2017, and generous as she was in life, Maddie asked for donations to the Down Syndrome Association. We have filled Memorial books with good wishes and thanks for her jubilant irrepressible personality and for her knack of giving caring and practical support for women to change their lives and become the best that they can be. A remarkable woman and a remarkable life that really made a difference to hundreds of women and families.

The Honourable Lyla Elliott was Board Member from the first Steering Committee meeting in 1995, becoming the inaugural Vice Chair for MWHCP in 1996 and remaining an active Board Member until she retired in 2009 when she was awarded Life Membership. Lyla was the only female member of Parliament from when she was first elected in 1971, but she worked there until 1986 and was on the Taskforce on Domestic Violence which recommended the first legislation on WA parliament on this issue. Lyla remained a passionate and energetic community contributor, writing a book about the history of the Hills Community Support Group and maintaining many community commitments despite her ill health. Lyla passed away on 18th February 2017, and we miss her warmth, wisdom and vision.



The Honourable Lyla Elliott



Alison Robartson and previous Chair Judy Willson

Alison Robartson joined us in 2005 and enthusiastically embraced the organisation, from the Laughter Yoga sessions to the Women Without Limits workshops. She was always bright helpful and empathetic, chatting to women as they came to our Pap Clinic and then volunteering for a Board position from 2008—2014. She was awarded Life Membership at International Women's Day in 2015, however following a recurrence of her illness sadly passed away in August 2017. We will miss her resilient spirit as she remained positive despite the challenges in her life.



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General Manager's Report

I would like to acknowledge the Wadjuk people of the Noongar nation as custodians of the land we meet on and acknowledge the strength, resilience and capacity of Aboriginal people. I would like also use this opportunity to congratulate Aunty Di Ryder who has been associated with MWHCP for many years; this year Di was awarded the NAIDOC Lifetime Achievement Award in Brisbane which acknowledges her contribution to the local community. We congratulate her and I recommend looking up her brilliant and inspiring speech at the Awards Ceremony in July.

I would also like to express my condolences to the families of Madeleine Hicks, Lyla Elliott and Alison Robertson, we really do miss them.

This year has been a time of considerable change, as Staff and Volunteers have experienced changes in their personal life circumstances causing some to move on. We wish them well, and thank them for their contributions. Although change can be a difficult process, we welcome new Staff and Volunteers to MWHCP.

We also underwent a Service Evaluation and Audit through the Mental Health Commission and although we are awaiting the final report, the Evaluation team have already given us some very positive feedback and indicated that we have met all of the Mental Health Standards as they apply to our services. I would like to

thank the Staff, Board, stakeholders, volunteers and the focus group participants and those who undertook interviews as part of that process. I also commend everyone involved for their enthusiastic support for the process and for managing to deliver services as well as undergoing this rigorous examination. We look forward to receiving the final report in the near future.

We have maintained services and increased the diversity of our programs in terms of the types of programs and the development of the "Letting Go" workshops group on Depression and Anxiety, as these two topics are the most common topics for Counselling. We have also re-introduced Paperbag lunches and nutrition through our Healthy Workplace initiative, spearheaded by our Assistant Manager Kate Goodman.



Photo: General Manager Patsy Molloy

Our Strategic Plan updated in February has also resulted efforts to establish further medical services, and I thank the Board for their support in this direction, and I thank the Staff for their willingness to come to work on the weekends to maintain our profile in the community. We had wonderful International Women's Day in March and Anniversary celebrations in August and have developed relationships with our new Members of Parliament and local government Councillors.

The move towards a Paperlight office has commenced with a great deal of archiving and shredding to clear out the Archive room and manage ongoing procedures to reduce our impact on the environment. Finally thank you all, our Members, who continue to support us and share the journey as we continue to provide high quality, low cost professional services to women and their families in the east metropolitan region.

Patsy Molloy—General Manager



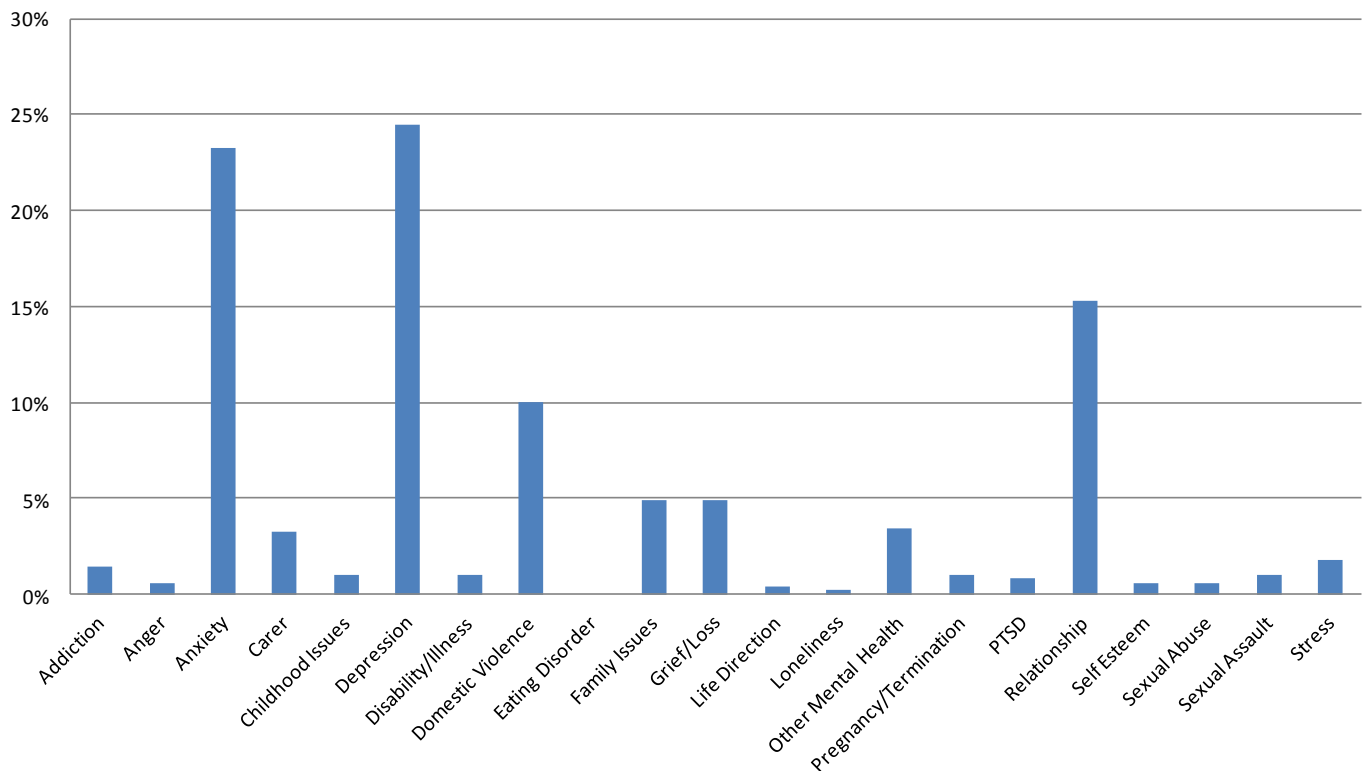
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Women's Health Program

Counselling Program.

The Women's Counselling program has two part-time Counsellors supplying low cost general emotional Counselling five days a week. This is promoted through regular review of our promotion strategy and more particularly through local General Practice surgeries, and does not require a Mental Health Care Plan, as MWHCP focuses on early intervention and prevention. This year has seen an increase in the complexity of Counselling cases, with more time required for advocacy and particularly more involvement with legal report writing and sub-poenas. Although the focus of our business is health, the major presenting problems are anxiety and depression, followed by relationships and domestic violence. Using the social model of health and the Women's Health Strategy to direct our efforts, the practical application of support during family matters and court proceedings can reduce the impact of these extremely stressful life experiences. This is complemented by the new Skills for Managing Anxiety/Depression groups, designed and delivered by our two Counsellors each term.

Health Issues Reported by Service Users



During this financial year 1223 counselling appointments were booked, and 802 sessions attended with 159 new clients.

Feedback from the evaluations indicate that in response to questions about the relationship with the Counsellor (feeling heard, understood and respected) indicated a 95.63% satisfaction rate, with Goals/topics (we talked about what I wanted to) indicated 92.04% satisfaction, approach or method, 93.06%, information and referrals 91.01% and overall satisfaction 97.03%. Thank you to our Counsellors for their skills and empathy.

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Women's Health Program (Continued)

Groups and Courses

In the last six month report to the Department of Health we reported 1207 attendances for the new Summer Program, and the first two terms of 2017 with 195 women booking and paying for their attendance. Of these group participants, 172 have attended for more than one term and 64 who have been with us for over six months. They report between a 73% and 90% improvement in skills and satisfaction rates remain high at 85%.The total cumulative attendance at the groups and courses every term averages approximately 600, with the addition of the Summer Program held during the school holidays, which resulted in approximately 80 attendances.



We have also assisted four women in paying their term fees through the Chronic Health Management Program which this year has been supported through a donation by the Zonta Club of Swan Hills.



In response to the high rates of depression and anxiety which are consistently reported through our Counselling program, and using a Trauma Informed approach which empowers women to access the services they find individually useful, MWHCP Counsellors have developed a Letting Go workshop as a "taster" for learning new skills to combat these distressing conditions. We now offer a six week program which uses Mindfulness, CBT, ACT and self care techniques to assist women in learning lifelong skills. These sessions are offered at a very low cost on the same day as the free Creche, which addresses the barriers experienced by women with pre-schoolers to enable access to this activity.

A group in self esteem for younger women has also been run in conjunction with Swan City Youth Service to address an identified need, as we manage our partnerships and engage with other services through their requests for specific services.

Health Promotion

A focus on healthy nutrition was given a boost following staff attendance at the Health Workplace initiative through the Department of Health, and a partnership with Nutritionist Gen Copeland and Food Rescue saw us offer the Lunch Builders program. We have a regular Money Matters workshop, courtesy of a partnership with Indigo Junction as financial competency is an area of need for many women.

Paperbag Lunches, held on the last Friday of the month, have also been an opportunity for food education with a healthy lunch and guest speakers on a variety of topics. These offer a free service to women who may be socially isolated to meet and learn about services in the community.

A new initiative this year included Midland's Biggest Morning Tea in partnership with the Cancer Council and several volunteers.

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Referrals and Information

MWHCP has vibrant and dynamic partnerships with local agencies, with over 34 agencies used for referrals and information for women. The effective use of the website and social media for the provision of information and referrals, and the new telephone system enables personal connections to be maintained with women who may not access social media.

It is a useful indicator to review what topics people have been accessing on our website, with over 10,000 page visits or views for the Pap Clinic, counselling services, groups and courses, and programs. In this twelve month period, page views seeking assistance for domestic violence and homeless support services have increased to over 2200 visits.

What pages do your users visit?

Page	Pageviews
/	10,064
/programs-services/pap-smear-clinic/	2,165
/links/counselling-services/	1,576
/programs-services/groups-courses/	1,453
/links/domestic-violence/	1,274
/contact-us/	1,225
/programs-services/	1,172
/programs-services/counselling/	1,012
/links/accomodation-homeless-support/	969
/programs-services/...health-program-whp/	931

Last 12 months ▾ PAGES



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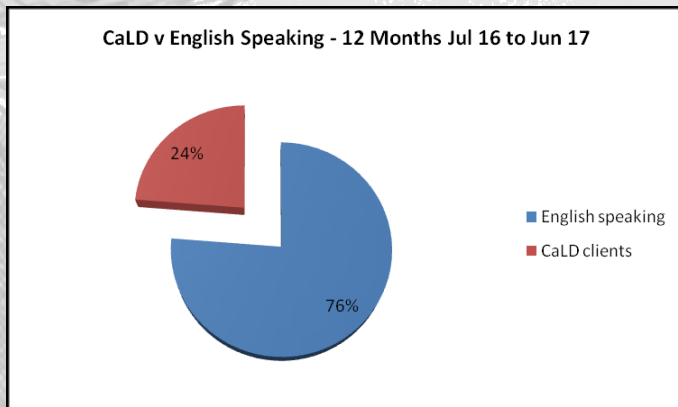
Clinical Program—Pap Clinic

During the year, we provided 44 Pap Clinics through a partnership with Sexual Health Quarters, who provided a female Nurse to conduct this important health check and total of 504 appointments were booked, which included 281 new clients.

In addressing the “at risk” issues from the Women’s Health Strategy, 24% of women attending the Pap Clinic were from Culturally and Linguistically diverse populations while over 24% were “at risk” for not having had a Pap smear for over 4 years.

Through the provision of a crèche, MWHCP is also attracting women with pre-schoolers who often face barriers to undertaking this important health check.

Another risk factor for women is the length of time that they have not had a Pap Smear, and according to the table below, 24% report not having had a Pap for over 4 years or never. Although there are plans to extend the time for regular Pap smears to five years, the MWHCP Clinic continues to address the barriers for women to access this test.



Clinical Program

YEARS SINCE CLIENTS LAST PAP SMEARS TEST - Jan to Jun 2016

Age Group	1-2 Years	2-4 Years	4-8 Years	8+ Years	Never	Un-known
16-24 years	1	3	1	0	7	1
25-44 years	17	41	8	4	5	8
45-60 years	10	36	8	4	1	2
60+ years	9	22	4	3	0	2
Total	37	102	21	11	13	13
% of Total	19%	52%	11%	6%	7%	7%

One of the ways that we measure ongoing satisfaction from the women who use our Centre, is the Gift Register. They generously bring us gifts and support causes to assist families struggling with domestic violence and other difficulties. They generously share the produce from their home gardens, and the tings that they make and save. Thank you to the generosity of the women of the eastern metropolitan region., with whom we are privileged to work

Gift Register update:

- 14.02.2017 Nappies
- 23.02.2017 \$125.00 cash donation
- 01.05.2017 Framed “First Love yourself” print (To Counsellor)
- 08.05.2017 1 Dozen free range home grown eggs
- 18.06.2017 Box of home grown Mandarins
- 17.07.2017 3 dozen free range home grown eggs
- 24.07.2017 Home grown oranges
- 25.07.2017 Painting of woman – on Reception wall
- 03.08.2017 Home grown oranges
- March – June 2017– **Starting Over Support** donations of household goods for women re- estab-
lishing households following FDV
- June 2017 Zonta Club of Swan Hills Donation \$500.00

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EMBRACE Program

This year the EMBRACE program, supported by the Crèche booked 1223 appointments which included 159 new clients and 802 attended appointments. An additional 58 hours of advocacy were undertaken for the parents attending our program, and another 108 hours of Therapy groups provided.

Feedback from the evaluations indicate that in response to questions about the relationship with the Counsellor (feeling heard, understood and respected) indicated a 94.87% satisfaction rate, with Goals/topics (we talked about what I wanted to) indicated 87.44% satisfaction, approach or method, 89.89%, information and referrals 90.79% and overall satisfaction 90.36%.

In addition the Mental Health Commission undertook a Service Evaluation and an Audit which required obtaining permission from our EMBRACE participants to give feedback on our services, also a Focus group and stakeholder consultations. We used the opportunity to examine all of our service delivery, including the Women's Health Program, our Disability Access and Inclusion Plan and the Carer Recognition Act. Feedback from the Evaluation team was very positive as they became part of our small team for a few months, observing the PND Therapy Group, examining our Policies and Procedures and contacting other services such as the local Community Health Nurses and GP's who refer women to MWHCP. Although we still await the final report through the Mental Health Commission, the indicators are that they we have fulfilled the National Mental Health Standards. In addition Ernst and Young conducted a data audit on behalf of the Mental Health Commission, which placed further pressure on the administration staff during this time. Once again, only minor improvements were suggested. I would like to especially thank the Staff and Board Members who participated, especially Kym and Kate who had to continue delivering the services while undergoing this rigorous process.

Crèche services have been continuing in support of the EMBRACE program and have also provided a service useful for women in both the Womens Health Counselling program, those attending the Therapy and Letting Go workshops and the Pap Smear Clinic. This is delivered on Tuesdays to make maximum use of the facility and enable access by those Mums with small children. Unfortunately we are not able to provide more days, and it is a service that requires a lot of administration time, however is one of those services that is not "officially" funded through our Contracts. The Evaluation team certainly understood the necessity for the service, and used it to enable the Focus Group participants to attend their session. The crèche supports women attending the Womens Health Program and EMBRACE Counselling services, the Pap Clinic and the groups—PND Therapy group in the morning and the Skills for Managing Depression/Anxiety in the afternoon.

In addition the MWHCP EMBRACE Program, led by Kym Daffen, coordinates the Ellenbrook Pram Walk for Post Natal Depression week, in mid November. The team also supports the Early Years initiatives, and Kym presented at the WACOSS Early Years Conference in November 2016 on the Ellenbrook Family and Children Connect. Kym also maintains the local Perinatal Infant Mental Health network for professionals involved in the delivery of services for family support during this vital developmental period.





Photo: The Hon Michelle Roberts (MLA centre) with past and present Board Members



Photo: Tai Chi class lead by Teresa Stokes



Photo: Art Class lead by Susanne Thomas



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Photo: Debbie Mason who started Starting Over Support speaking at IWD 2017



Photo: Participants at the third Midland March that Matters November 25 2016

Photo: Visit by The Hon Tim Clifford MLC following his election in 2017



Photo: White Ribbon Day, Police bike patrol attending The Midland March That Matters

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Today, finally after all this time

I feel hope

I feel trust

I feel forgiveness

Today, after all this pain

I can breathe

I know my heart is on the mend

I can feel my marriage is safe and

I know all is well

Today, I know after all this heartbreak

I know my family is whole again

I know my world is sunnier than ever

I feel laughter again

I know my children are happy again

I feel I can make many happy memories with my family

Today is Day One of my new life.

Acknowledgements:

Department of Health—Women and Newborn Health Service

—Women's Health Clinical Support Program

Mental Health Commission

Lotterywest

City of Swan

Zonta Club of Swan Hills

Stratton Lions Club

Board of Management

Life Members & Members

Volunteers



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