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# Women's Health Centre, Rockhampton 2017/2018 Annual Report

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## Chairperson's Report – Kate



I'd like to acknowledge and pay my respects to the traditional custodians and Native title Holders of the land, the Darumbul People, their elders, past, present and emerging, and their peoples. Gudamulli everyone. It is much pleasure that I provide the WHIRS members, staff, clients and board with a chairperson's report for 2017-2018.

The 26<sup>th</sup> chapter of the WHIRS governance story started with an exchange of the "chairperson baton", from our esteemed Chairperson, Judie Pettitt, to myself. This exchange has been an honour, and I would like to thank Judie for her continuous mentorship and support of myself, the board, and WHIRS having continued in the role as the board secretary. The role of chairperson was a new endeavor in my professional and personal life, and at times I felt steering the governance ship challenging, however, as the tides of change rolled in I was extremely fortunate to have a strong group of women in the board to keep the ship sailing. I'd like to thank our previous Treasurer, Tracey Mills and Board Member, Noela Walls, Board Secretary, Emma Walls all of whom resigned during the past year, for their contributions to the governance role of WHIRS and their support of our board. Emma we hope bub is doing really well, and Noela and Tracey continue to progress their careers from strength to strength.

To our current board members, Treasurer, Richa Datta, Board members, Raeleen Bougoure, Jodie Newton and Leah Munns thank you for sharing your knowledge, time and skills so generously, and your ongoing commitment to the board having nominated to stand again for 2018-2019. As Chairperson this gives me great confidence in the board, and our present and future governance role.

I am very proud to say that we have achieved many great and historic moments in the WHIRS governance and leadership over the past year, the most prominent being the purchase of the building. The foundations of this achievement were laid well before 2017, by our predecessors, and the manager of the past five years, Belinda Lindel. Belinda and previous board members had a vision of a financially sustainable service that is able to thrive and survive in the current



economic rationalist landscape. Many raffle ticket sales, fundraising events, donations have been organised and professionally undertaken by the WHIRS staff group, board members, and community members solidifying our financial position to buy the building. I would also like to highlight that without Belinda's sheer tenacity, drive, and hard work this momentous achievement would have not occurred, Belinda has truly been the driving force behind this accomplishment. Selina Utting has been a constant supporter of WHIRS and provided invaluable consultation and training to the board in matters and was also a champion of this endeavour; our sincere thanks Selina.

Purchasing the building ensures the Centre's future as a viable, responsive and self-sufficient social enterprise and government funded model of service delivery. Women have for so long have been excluded from the property market. The privilege and security of home ownership remained in the domain of the traditional male 'bread winner' in the family unit. Apparently we were more interested in cleaning the inside of it; all those happy women in the TV ads beaming at their spotless bathrooms! However, the tide is changing and as women we find ourselves buying property, calling it our own, creating security for our children and partners, and putting in our own light bulbs and leaving the toilet seat down! Now our centre has established this level of security for our community of women in CQ, with the purchasing of a building for our centre – a place to call our own.

In order to accommodate our new financial position and growing services that have resulted in our new status as a "large charity" we have also had to make some challenging decisions around the structure of the agency. This has resulted in a restructure of the finance team that will now include a certified accountant to ensure a high level of transparency, accountability and integrity in relation to the governance and management of the centre finances. I want to thank all CQ community members, agencies, members of WHIRS that continue to support WHIRS in a multitude of ways; attending the Well Women's Expo, coming along to the White Ribbon Breakfast, encouraging their work group to book a table at the Annual Charity Ball, giving a friend or loved one our phone number in times of need and support, and for speaking of WHIRS in a positive manner that builds on our reputation in the community.



A special thanks to MP Brittany Lauga, Darumbul Elder Aunty Nikki Hatfield and CEO of the Payne Group of Companies, Ms Karla McPhail - for all their ongoing support of the centre, when I reflect on all of your contributions I hear the words "Because of her we can". Support from the community is the backbone of WHIRS; no building or amount of funding dollars will keep our centre thriving, it's the collective of women and community members; male and female that believe in our mission that keeps the centre thriving. A sincere thank you to all our supporters.

I look forward to another year as Chairperson of the Board of Directors, and believe our service has the capacity to continue to grow and strengthen.

Kate

### *Manager's Report - Belinda Lindel*



I would like to acknowledge the traditional owners of the land, the Darumbal People, on whose land we meet and their elders past and present.

From last years report I am going to continue to share statistics to continue to highlight the growth we have experienced as a community services organisation over the past 25 years. Below gives us all a picture of where we

have come from and where we are today:

*Number of Clients that we have provided advice, information and referral: 9826*

*Number of community education clients: 5449*

*Number of community education hours: 1229*

*Number of clients attending for counselling: 1206*

*Aboriginal and/or Torres Strait Islander clients: 402*

*Cultural and Linguistically Diverse clients: 50*

*External group participants using the WHC: 684*



As many of you are aware, the Women’s Health Service is committed to and supports the overall objectives of the *National Women’s Health Policy 2010*, and we work to achieve the five key goals by:

1. Delivering services that recognise the significance of gender as a key determinant of women's health and wellbeing
2. Planning service delivery which takes into account that women’s needs differ according to their life stage
3. Prioritising the needs of the most at-risk women
4. Working collaboratively with other service providers to ensure that service system is responsive to all women with a clear focus on prevention and the promotion of health and well being
5. Supporting effective and collaborative research, data collection, monitoring , evaluation and knowledge transfer to advance the evidence base on women’s wellbeing



Some of our significant achievements over the past year include:

- **Emerald Sexual Assault Pilot Program** : Late 2017, we were asked by the Central Highlands community to provide services for victims / survivors of Sexual Assault – females, males, and adolescents, current or historical abuse. It was sadly a greatly needed service, and please read more further in the report.
- **Black Tie Charity Ball** :
- This year the Ball was held at the Frenchville Sports Club with 140 in attendance and raising approximately \$13,000. The comedian was Anna Daniels who was fabulous and witty, and assisted in making the ball a great success. The Women’s Health Centre staff and board have had the vision to raise funds for a building that will be owned by the organisation. This came to fruition on the 20<sup>th</sup> August 2018 – What a momentous occasion ! This will provide financial sustainability for many years to come and ensure the programs we currently provide will continue within the communities that we service.



- Sexual Violence Awareness month: In October 2017 staff members of the Women's health Centre provided community education in different modalities. One example of this is providing community education and having a presence at the City Centre Plaza answering general questions from the public and creating conversations around sexual violence. I was invited to go on several radio stations during the month of October, which in turn assisted in bringing the topic of sexual violence out into community conversations. In October will be as we hosted a movie *Don't Tell* at the Birch Carroll and Coyle Cinema on Thursday the 26<sup>th</sup> of October at 7 pm which was a successful event for the community.
- White Ribbon Day: Once again, we held a very successful White Ribbon Day breakfast at the Rockhampton Leagues Club. The CEO Libby Davies from White Ribbon Australia came and spoke at the breakfast. Libby was very engaging and informative on sexual violence issues / approaches within the White Ribbon Campaign.
- Ready 4 Work Program: in early 2018 the Women's Health Centre continued to win the Skilling Queenslanders Grant for a program for the Ready for Work program. This program was also nominated in the TOP 3 nominees for the Community Training Initiative from the Regional Training Awards which Shirin, Kate (Chair of the Board of Directors) and myself attended. Feedback from the participants are extremely encouraging, showing excellent results thus far. A huge thanks to Shirin in her determination with the R4W and Cert 3 programs !
- CERT 3 in Hospitality: This year, we were successful in obtaining a grant to work with an RTO in providing training / obtaining *Certificate 3 in Hospitality*, for vulnerable people to assist them getting into / back into the workforce. Currently it is still running and will be completed in November – we are very excited about this initiative !

Again, words fail me and I cannot express my feeling of gratitude working alongside such an amazing group of women. At times the work we do is very difficult though rewarding - you are all inspiring to me in different ways, and for this I am thankful.

To all the wonderful staff at the Centre, THANK YOU... SHIRIN, **Janis**, Alicia,

**KAYLENE**, Ann, *Charmaine*, Karen, Chantelle, **Amy**, *Di*, **Deb**, **Lauren**, Kadesha and **Ammie**



I would also like to say a very special thank you to Selina Utting for all her hard work in upskilling the staff and Board by sharing her financial and extensive community experience.

And.....from the bottom of my heart, I would like to thank our passionate and very dedicated Board of Directors as without their support and hard work providing the appropriate governance for the Centre, we would not be able to continue;

**Chair** – Kate Moore

**Secretary** – Judie Pettitt

**Treasurer** – Richa Datta

**Members of the Board of Directors** – Leah Munns, Jodi Newton and Raeleen Bougoure

**Hope to see you in the Centre soon  
Bel**

## Team Leader's Report- Janis



My role at the Women's Health Centre (WHC) is Team Leader. Part of that role includes Counsellor/Educator and Acting Manager.

Additionally, I co-ordinate student placements (and Volunteers) interested in acquiring hands on experience whilst completing their studies. To date we have successfully seen students complete Bachelor of Social Work, Diplomas in Counselling and Certificate 3 or 4 in Community Services. Each student receives Supervision once a week as part of the placement. Additionally, students may require a mid-term placement review with the University/College and their onsite Supervisor. Our Volunteers look to gain





experience and confidence in our workplace environment while others are passionate about giving back to the community in some way by giving their time.

It is a privilege to encourage and work alongside other staff to help clients and the wider community every day. We have had a tremendously busy year in many ways. Some of the other highlights of the year were; Celebrating NAIDOC week with the Community NAIDOC walk, Sexual Violence Awareness month in October where staff attended stall at City Centre Plaza throughout the month and Ready for Work, where I co-facilitated the program with Shirin to take participants on a day tour visiting Aurizon. It was an amazing day with the girls looking at how each department ran their daily operations.

All counsellors attend training throughout the year, to continue to increase our skills and knowledge. Over the last 12 months I have attended the following training;



*Professional Development* - Mindful Leadership training at the Sunshine Coast facilitated by Liarna Tayla, *Management Leadership Training* – facilitated by Melanie Wood. I attended this with Belinda Lindel, Shirin Dharmalingam and Kate Moore, *Speaking with Confidence* – facilitated by Melanie Wood, and *Sexual Assault training* -to increase awareness and gain further knowledge to assist and support clients of recent or historical sexual abuse.

I find the Women's Health Centre a safe place- with helpful, friendly, caring staff. I like the atmosphere and I love the bookshelves! I appreciate you all-  
Good work!

-Client feedback, 2018

## Project & Business Leader - Shirin



2017/2018 was another fulfilling year with significant milestones for the Centre from the project and business perspective. We have made further inroads into the Skilling Queenslanders for Work (SQW) space and continue to establish ourselves as a SQW program provider by supporting disadvantaged Queenslanders into work through tailored skills training and support. These

included:

- Three successful intakes involving recruitment of 26 participants of 15 to 24 years and implementation of the 5-week 'Confident, Inspired & Ready for Work' Program under the Queensland Government's Skilling Queenslanders for Work (SQW) Initiative from August 10 to September 8, 2017, November 9 to December 8, 2017 and February 8 to March 9, 2018.
- Wrote and submitted two grant applications for two projects (Community Work Skills and Ready for Work) in the second SQW funding round of 2017/18 in September 2017. Successfully obtained funding on these two projects from the Department of Employment, Small Business and Training in January 2018.
- Submitted nomination of 'Confident, Inspired & Ready for Work' Program for the *Queensland Training Awards 2018 (QTA)* in mid-March 2018. The program was selected as the top three regional finalist for *Community Training Initiative of the Year* and the achievement was recognized at the QTA Dinner on 21 July 2018 in Mackay.
- Recruited and rolled out the first intake of the second year for 'Confident, Inspired & Ready for Work' from May 17 to June 15, 2018.
- Packaged the SIT60616 Certificate III in Hospitality qualification under the SQW Community Work Skills program in partnership with CQUniversity to cater towards disadvantaged Queenslanders in the region. Recruited 20 students of all ages, gender and backgrounds into this program, which commenced on 21 May 2018 and expected to complete on 29 November 2018 at CQUniversity Canning Street. Participants also received the Ready for Work training.
- Work on the *Take a Stand Against Domestic Violence* Program (under license from Women's Health Victoria) continued where 16 train drivers from Aurizon were trained on 18



September 2017 as part of Aurizon’s pilot program with the Women’s Health Centre to train 100 train drivers.

Other notable work areas related to the Project and Business Leader included:

- Co-presented with Belinda on primary prevention of domestic violence through the Take a Stand Program during a Station Brief to over 150 personnel at Stanwell Power Station in conjunction with White Ribbon Day on 29 November 2017
- Participated in the Domestic and Family Violence Steering Committee chaired by the Rockhampton Police Superintendent – promoted Take a Stand, a primary prevention program that takes a stand against sexism and promotes safe and respectful workplaces.
- Participated in the DET Training Reference Group on 15 November 2018 and two SQW Information Sessions in 2017 and 2018.
- Worked alongside external stakeholders (i.e. CQUniversity, employers, community organisations, schools) through Meet and Greet with Employer Sessions and Workplace Visits to provide Ready for Work participants the necessary insights and networking needed to transition into work
- The SQW projects not only benefitted the community but also brought about learnings and provided great opportunities for collaboration and teamwork internally and externally



### **Primary Prevention Against Domestic Violence**

Work to further promote the Take a Stand Against Domestic Violence using active bystander action was further promoted to organisations such as Stanwell, Catholic Education, Rockhampton Police, Uniting Care Emerald, Australian Defence Force and CQ Capras. Thake a Stand supports workplaces to become leaders in taking a stand against sexism and to promote a safe and respectful workplace for all. The Centre is arranging to conduct two pilot bystander trainings of 20 personnel for the Rockhampton Police and CQ Capras.



## Gentle Yoga & Relaxation with Janis

Each week I facilitate Mindfulness & Gentle Yoga classes on Tuesday evenings in school terms. Women improve their 'Emotional Wellness' by coming along to activities such as this to gain some inner strength and go home with a sense of achievement, feel a little less stressed. Some of the previous feedback received from previous participants are:

- Easy to follow and great to be part of, size of group is great.
- Relaxing time out, learning more about Yoga
- Mindfulness exercises, De-stressing and stretching
- Breathing exercises & relaxation
- Helping to teach me how to exercise and become healthier
- Knowledge to handle my stress levels easily
- Different stretches and relaxing the mind



Janis has a wonderful way of getting someone to open up. I always leave with a weight lifted.  
Thank-you.

-Client feedback, 2018

*Well I like coming to the Women's Health Centre not just because they let me use the shower and phone, the staff here are so kind and friendly and I respect them and they show me respect as well and I also feel happy coming into the centre on some days.*

*-Client feedback, 2018*

## Emerald Sexual Assault Service Pilot Program

From February through to May this year, Belinda and Chantelle visited Emerald every fortnight to undertake counselling services to individuals who had been affected by Sexual Assault.

Belinda worked to inform and establish networks and connections with community organisations, services and programs of the service we were providing the community.

We were warmly welcomed by the Central Highlands community organisations, and received referrals from clients self referring, and from a variety of services, including Queensland Police Service, Emerald High School, and Emerald Neighbourhood Centre to mention a few. Individuals who utilised the service gave positive feedback about having the ability to access this service in a discrete location (Emerald Community Health, located at the Emerald Hospital). Feedback received indicated that clients felt safe and client confidentiality was not a concern as we were not a part of the community – however the clients felt it would be if they were seeing a counsellor that lived in Emerald.

Clients who utilised our services came from a variety of backgrounds and ages. We provided assistance to family members, by providing information on supporting their loved ones through their recovery.

In total, 9 visits to Emerald occurred. When the pilot program was completed, many clients were referred to other organisations for continued support. Other clients evaluated their progress, and indicated that their counselling goals had been achieved. We continued to conduct phone sessions / face to face in Rockhampton, with several clients who felt they would like to continue with counselling, and we did so until the client determined that their goals had been met.

Overall, the pilot program received very positive feedback from both clients and external service providers. A business plan has been developed with the hopes that one day, the Women's Health Centre will have the ability to provide sexual assault support services to the women, men and young people of the Central Highlands.



## ‘Confident, Inspired & Ready for Work’ Program



The Women’s Health Centre, Rockhampton was successful in obtaining funding from the Queensland Government under the Skilling Queenslanders for Work Initiative for two consecutive years to deliver the **‘Confident, Inspired & Ready for Work’ Program** in partnership with CQUniversity. Young people 15 to 24 years benefit from this comprehensive program by gaining practical job preparation skills, employability skills, networking with local employers who share experience and industry knowledge, building confidence and enhancing their ability to successfully find and take up their next step on their career paths.

Training modules have been specially designed and developed by the Women’s Health Centre and CQUniversity to cater to young people seeking to get ahead in life.

To date, 33 young women have successfully completed the program since May 2017 to improve their chances of finding employment in the future. (As at 9 August 2018, another 11 young women are undergoing tailored training and support in the second intake of the second year of this program.)



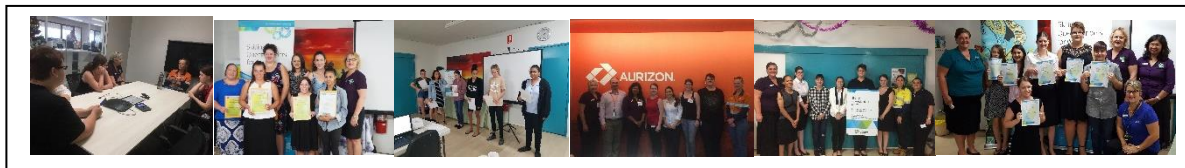
Participants had completed job preparation activities that included resume writing and job interview techniques, networked with local businesses to build up industry knowledge and learnt more about the employment and training pathways they can take from the program.

The five groups had made excellent progress during their time on the project. Participants’ self-confidence and motivation increased as they learnt more about the education and training pathways and employment opportunities that are available in the community.



This project provided an excellent avenue to highlight the skills participants had, which jobs or industries they are suited for, improve their general job and life skills through the sessions and plan their next steps into either training and education or applying for suitable roles in the workforce.

Successful outcomes included enrolment in Tertiary Education Preparation Program and Skills for Tertiary Education Preparatory Studies at CQUniversity, re-enrolment in school, enrolment of Vocational Education and Training qualifications through SQW or TAFE, getting part-time jobs or increased hours, doing traineeships as well as volunteer work.



Chantelle- Counsellor/ Educator





Where has the year gone? Looking back on the year that has been, I can now see that whilst it may not seem like it, along with everyone else in our team, I've achieved a lot. Over the year, I've been given the privilege of being part of the Confident, Inspired and Ready for Work program, and have seen the growth in all the young people who have participated.

I've enjoyed co-facilitating a variety of workshops, including Understanding Anger with Di, Creative Self Care and Emotional Health and Mindfulness with Karen. We've had a few new students this year too, so I was lucky enough to co-supervise Laura Matthews, a Social Work Student who had a very different background to my own. Student interactions are always interesting as the learning goes both ways, and I enjoy being able to learn from others.

I've had the opportunity to network and interact with the community through events such as the Gearing Up Rocky Job Readiness Expo, the Cultural Festival, Homeless Connect and the Emergency Services Day. Yeppoon has continued to be an area which I visit weekly to undertake counselling at the Yeppoon Community Centre. I thoroughly enjoy visiting Yeppoon, as it has a different community feel to Rockhampton.



I haven't had the opportunity to set any goals for the coming year yet, however one of my favourite events for the Centre is the Women's Wellness Expo. Once again, I look forward to being on the working group for this, and hope that 2019 will be the biggest Women's Wellness Expo to come. Shorter term, I'm already excited about Christmas (which isn't that far away), and assisting with the hampers that the Centre puts together every year for families in need.

like coming here because it is welcoming  
and I feel comfortable with the staff.

-Client feedback, 2018

## Art & Craft Group







Every Monday and Thursday from 10am to 11.30am, women from all backgrounds come to the Centre to share their projects and plenty of belly laughs.

Since the group's conception in July, 2012, participation has grown, and some weeks, the room is buzzing with many cheerful, encouraging women sharing their enthusiasm and energy. The art and craft group is a great opportunity to have a cup of tea or coffee and join in light conversation. Participants can bring their own projects, or utilise some of the resources provided by the centre, such as colouring pages, beads, pencils etc. Everyone is happy to share their knowledge and experience, and offer information to those wanting to know more about their arts and crafts, whether it be scrapbooking, colouring, crochet, knitting, etc.

Feedback from participants:

- Susan stated that the Art and Craft Group is her 'highlight of the week'.
- Tammy, another regular participant, has stated that the group is great for bouncing ideas off each other, sharing project ideas, getting feedback and having fun.
- Hildegard, stated that it is a good opportunity to get out and be social.
- When asked what they would say to someone considering coming to art and craft, advice offered included 'give it a go, join a nice bunch of ladies for some fun and laughter as everyone is welcome, and we love having new people join the group.'

## **SIT30616 Certificate III in Hospitality**



The Centre was also successful in obtaining the Community Work Skills grant under the Skilling Queenslanders for Work Initiative to deliver the SIT30616 Certificate III in Hospitality in partnership with CQUniversity as the Registered Training Organisation. The purpose is to help disadvantaged Queenslanders to gain nationally recognized skills and qualifications. Through this program, participants also obtain training and support on career advice, job

preparation skills, foundation skills and individual case management.

This qualification, which reflects the role of individuals with a range of well-developed hospitality service, operational skills and sound knowledge of industry operations, provides a pathway to work in restaurants, hotels, motel, clubs, pubs, cafes and coffee shops.

20 participants have enrolled in this certificate course, which commenced on 21 May 2018. 16 participants have now progressed through the course and are expected to graduate by early December 2018. To date, six participants have already gained either part time or casual employment in the hospitality industry.

With thanks, Shirin

# Amy- Counsellor/ Educator



The year 2018 has sped by very swiftly. One of the major highlights for me this year is my Professional Development Training in Brisbane on July 22<sup>nd</sup> and 23<sup>rd</sup>. It was a 2-Day Intensive Dialectical Behavioural Therapy Training. This training enhanced my understanding of clients' need who suffer from severe mental health issues. The training outlined effective approaches to employ to achieve the best possible outcomes for them. My work with clients can be challenging at times, so I am grateful for the ongoing support of colleagues who understand these challenges.

As always, workshops were/are run throughout the year that includes, Understanding Anger, Fake It 'til You Make It, Assertive Communication, Emotional Health and Mindfulness, and Creative Self-Care. The workshops designed to increase individuals' understanding of their need to safeguard personal boundaries and encourage honest, healthy self-reflection.

We continued working collaboratively with CQU in the "Confident, Inspired and Ready For Work" program, a government initiative in skilling Queenslanders. A new program also under the government's skilling Queenslanders initiative, Certificate III in Hospitality, commenced this year in May, running 3 days a week for 20 weeks until November.

Community education through the local events in Rockhampton such as, the CQU Orientation Week, Emergency Services Day and Multi-Cultural Festival help to increase the awareness of and promote our strength-based services.



# Emotional Health and Mindfulness Workshop

On Tuesday the 26th of June, Karen and Chantelle facilitated an Emotional Health and Mindfulness Workshop for women. In this workshop, participants learned about what emotional health is explored the benefits of emotional health and wellbeing.



Many individuals experience barriers to their emotional health, preventing them from openly communicating their thoughts and feelings. This can prevent the individual from making healthy choices and limiting opportunities stopping individuals from being themselves, and living life to the fullest.

This is key to Emotional Intelligence, where we have the emotional awareness to harness

“Mindfulness is a way of befriending ourselves and our experience”

Jon Kabat-Zirin

emotions and employ them to tasks such as thinking and problem solving and regulating emotions.

Participants in this workshop also engaged in activities such as breathing with focus, progressive relaxation and in particular mindfulness. Mindfulness allows us to focus on our current experiences, and experiencing the world firmly in the ‘here and now’. Mindfulness assists us to develop new habits, weakening old unhelpful and automatic thinking habits and consists of observing, describing, participating fully, being non-judgemental, and focusing on one thing at a time. Mindfulness skills can even be used in a variety of fun tasks, such as mindful colouring, through your everyday routine, and through seeking out new experiences.

For some this may be or even sound hard to do, and of course, these new skills do take practice and patience, however there is nothing to lose from trying something new.

“In today's rush we all think too much—seek too much—want too much—and forget about the joy of just being” - Eckhart Tolle

Belinda and the staff are helpful amazing and do a great job!

-Client feedback, 2018

## Dianne- Counsellor Educator



I grew living on the family cattle property west of Rockhampton. As a result, I have a strong personal attachment to the land. Through my lived experience, I would like to acknowledge that I am acutely aware of the struggle that people living in the bush are experiencing in this time of drought. I understand the difficulties, cost and trauma this can create in families, communities and the increased risk to mental health problems.

I have been working at The Women's Health Centre since finishing my social work degree in 2016. The Women's Health Centre provides me with the opportunity to be part of a team that is committed to assisting clients whether it is through accessing some of the centre's resources, participating in workshops or attending counselling support just to name a few.

Furthermore, I have the privilege to journey with many amazing women in the community. The strength, courage and resilience I witness inspires me on a daily basis. I like to work from a strengths perspective and person-centred practice, thereby putting clients right to self-determination at the centre.

Through my counselling role, I continue to witness change that occurs within this safe and supportive therapeutic relationship.

Clients can present at times with complex issues and knowing how to respond and not be overwhelmed can be challenging. As a result, my need for self-reflection and self-care is essential to my emotional wellbeing, decision-making process and social work practice.



*To take part in an exercise class where I have made friends. To meet the lovely staff members and learn some of the facilities offered by the Women's Health Centre.*

*-Client feedback, 2018*



# Creative Self Care

“When you recover or discover something that nourishes your soul and brings joy, care enough about yourself to make room for it in your life.” ~Jean Shinoda Bolen

On Tuesday the 20th of March, Karen and Chantelle facilitated a Creative Self Care Workshop for Women. This was a very popular workshop with 25 participants attending. Making time for yourself is just as important as making time to care for others; staying replenished is crucial for maintaining a positive attitude and overall wellness.

In this workshop, participants worked towards having a clearer understanding of what self-care is and isn't, discussion on what we have learned about self-care throughout our lives, and explored a multitude of self-care strategies that are cost and time efficient.

Exploring strategies was the sensory aspect of self-care. We discussed how we can find self-care that works for us through using our senses, such as touch (massage, gardening, Emotional Freedom

Technique, taste (nutrition, mindful eating), sight (affirmations, mindful colouring), hearing (enjoyable music), and smell (cooking and baking).

**The greatest weapon against stress is our ability to choose one thought over another. – William James**

At the end of the workshop, participants had the opportunity to develop their own self-care plan to overcome their barriers and utilise some of the strategies that they had learnt in the workshop.

Self-care doesn't have to be expensive or take a lot of time. Self-care is crucial for reduction the negative effects of stress and everyday life. It is also important for maintaining a healthy relationship with yourself. If you are interested in attending this workshop, please contact the Centre to register your interest so we can let you know when the next one comes up.

## Feedback from Participants:

### What aspects of the workshop were most interesting or useful to you?

The patience and the kindness of the participants and facilitators and the way in which the program was run.

Reinforcing known self care techniques - sleep, healthy eating, physical activity. New self care techniques I hadn't heard of: EFT, use of gardening/humour which I hadn't considered.



Great ideas for stress relief, management. Good communications with the lecturers and everyone involved.

**We are what we repeatedly do.  
Excellence, then, is not an act, but a habit.  
– Aristotle**

#### **Do you have any other feedback or suggestions**

Great overview of self-care techniques. Each strategy could easily be a half-day or full day workshop, but would the overall group maintain interest? Lovely practical components e.g. mindfulness session.

I liked the inclusive nature of the workshop. Attendees were all participating by the end of the session.

Great team. Wonderful, useful and powerful. So glad I've attended. Love the suggestion to change to 'could' instead of 'should' I expected more craft activities and less talk but the setup was fabulous and outcome for me so welcome.



## Karen- Counsellor/Educator

Just when it feels that I have experienced most things that clients bring with them to the centre, I had a visit from this lovely boy. It made my day and I challenged myself to pat such a big powerful animal. I believe that for some clients accessing the centre, we may

appear to be the big powerful thing they could fear and the strength that it takes just to walk through the door. The last year has seen me continue to improve my practice with trauma focused training, sexual assault training and a new supervisor to challenge and assist me with being the best counsellor that I can be!!!

I am now in my 11<sup>th</sup> year of outreach counselling to Mount Morgan and feel very privileged to be part of this community. I look forward to attending the Golden Mount Festival each year on the May long weekend. Mount Morgan has many advantages that Rockhampton does not, yet at times, the disadvantages far outweigh and having a service that outreaches to those in need



of support or counselling is the centres way of trying to address some of the disadvantages for the community.

Once again, I have been part of blue knot day to raise awareness for adults that were abused in childhood, during sexual violence awareness month in October. The centre raises awareness all year about sexual violence including the whole of October. I really enjoy being part of the facilitating team for confident, Inspired and Ready for Work Program this past year and look forward to my Mondays facilitating the art and craft group. The best thing about my job is I learn and grow every day.

Lovely ladies. Good company. Social connection. Fun doing artwork. Takes your mind off your problems.  
-Client feedback, 2018

## Kadesha- Administration Trainee



My name is Kadesha, I am a mother to a 3-year-old girl and I am from Rockhampton. I am a community minded person and have a passion for taking part in transforming the lives of others. I have been a trainee at the Womens health centre for two months, which commenced on the 2nd of July 2018. I am currently completing my Certificate Three in business delivered by Coal Train in Yeppoon. Since starting my traineeship, I have learnt the day-to-day operations of an office including answering phone calls, taking messages, greeting and assisting clients, printing, scanning, and basic finance. A part of my role is to network with external stakeholders for the “Confident Inspired and Ready for Work” program. As a trainee, I assist homeless women who visit the centre wanting a shower, a meal and cup of tea. Whilst completing my traineeship I plan to learn how to engage with colleagues / peers and clients in the most professional way I can. I wish to gain more confidence in the workplace and to improve my skills as an individual and a team member. Before gaining my traineeship, I volunteered at Central Queensland Community legal Centre, Kinta Kids





Child Care and Rocky's Kebab Café. I have completed Certificates two in Business, a Certificate Three in Community service and the 'Confident Inspired and Ready for Work Program'. In the past year, I have completed units from the Tertiary Entry Program at Central Queensland University, which will provide a pathway towards a Social Work degree. After completing my traineeship my goal is to go on and pursue a career as a Social Worker.

*The staff are friendly and the building has a good atmosphere.  
-Client feedback, 2018*

## Emergency Services Expo



This year around 6,500 people attended the Emergency Services Expo at the Heritage Village. Chantelle and Amy were able to share information about our services and sell quite a few Safety Alarms at this event. We were able to connect with many people from within the community. The day was a bit windy so the rescue helicopter could not make an appearance at the appointed time. However, it did fly over and land late in the day when it was safer to do so. The recent push to get rid of plastic bags served to increase the popularity of our WHC purple bags. One woman told us she looked all over the Heritage Village grounds for our distinctive purple bags and was happy to find us.



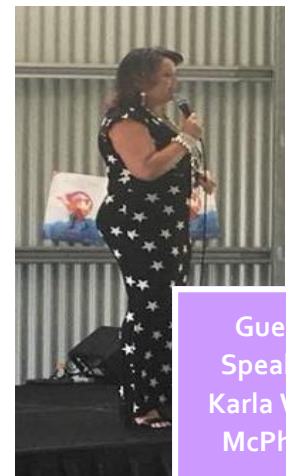
For the past five years Women's Health has done everything they could possibly do to help me and my family. I couldn't be more appreciative. Words don't even describe how helpful they have been. Much love.

-Client feedback, 2018

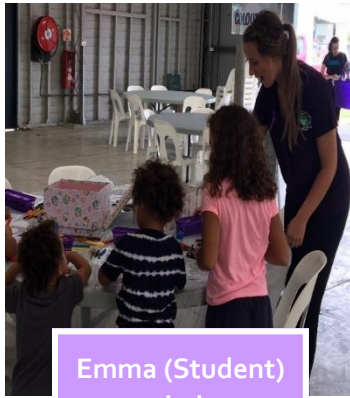
# Women's Wellness Expo

On Saturday the 10th of March, the Women's Health Centre held it's annual Women's Wellness Expo as part of Queensland Women's Week. Due to it's popularity and growth, the Expo was held at the Rockhampton Showgrounds. This event was sponsored by the Rockhampton Regional Council, DC Motors, Gracemere Men's Shed, Westpac and Southern Cross Austereo.

There was a lot to see and do at the expo this year. There was a huge variety of stalls and interactive displays from over 70 organisations/businesses and services relating to the health and wellbeing of women and their families.



Guest Speaker  
Karla Way  
McPhail



Emma (Student) assisting participants

The Expo was opened by Dharumbal Elder Aunty Nikki Hatfield who shared her experiences and values for the language of her culture. We had three key guest speakers: Karla Way McPhail, Director and CEO of Undamine Industries and Telstra Business Woman of the Year, 2012 who spoke about her experiences working in a male dominated industry.

Karni Liddell, the QLD Ambassador for the National Disability Insurance Scheme, and who currently sits on the United Nation’s Women’s Board spoke about her roles as a woman, Paralympian, mother and being a Patron of the International Day of People With a Disability. Local MP Brittany Lauga, who is involved in community groups such as Zonta, the Country Women’s Association, Capricorn Enterprise and the Chamber of Commerce spoke about her experience of being a mother and politician.



Guest Speaker Karni Liddell

Between guest speakers, participants were treated to performances by Sabaya Belly Dance Troupe and a Kickboxing Demonstration with C.M Thai Kickboxing.

In addition to the speakers on the mainstage, a number of motivational and informative speakers spoke on topics such as maintaining a work/life balance (Bryony Holmes from





Janis overseeing the Relaxation Retreat

Aurizon), CBT and Combating Negative Thoughts (Noela Radel from CQ Centre for Change), and Budgeting (Kerry Hayes from Westpac).

For those wanting to take some time out for themselves, we had the ever popular Relaxation Retreat. All services (such as massage, Reiki, Energy Healing, meditation and relaxation) that were provided in this room

were from local practitioners donating their time and experiences including Massage is Magical, Helen’s Massage, Feel Good Naturopathy, Bon-Doula Healings, Reiki and Oils with Mel, Carol Lane, Connecting Within and CQ Meditation Society Ananda Buddhist Centre .There was food aplenty this year, with food vendors onsite where participants could purchase a variety of food. We also had a fundraising BBQ thanks to DC Motors who donated the use of their BBQ, and Bendigo Bank who provided us with volunteers to cook the snags. To store our cold items, such as the milk provided by Parmalat, we were donated the use of the kitchen at the James Lawrence Pavilion by the Rotary Club of Rockhampton West.



Kate with the Bendigo Bank volunteers

This Expo was bigger than ever before, with over 1000 attendees, not including stall holders, coming through the gates on the day. Planning has begun for the 2019 Women’s Wellness Expo, and once again, we hope it will be bigger and better than ever!

**Interesting Statistics and Feedback from participants and stallholders:**

The largest age group to attend the expo was participants aged 46 to 55 (20.4%), with the next largest group being participants aged 36-55 (17.5%).



91.7% of participants identified as female. 34.5% of participants rated the expo 10 out of 10

21.2% of stall holders rated the expo as 10 out of 10



Large range of stands  
Available in town  
Engaging and receiving  
the free information and cup of tea

Friendly people and open happy environment

Staff were extremely warm and helpful

Empowering women in our community

Great opportunity for networking and finding new referral points for clients



I enjoyed having chats with the professionals about my position in the youth sector

Inspirational talks - information about services I didn't know existed

The speakers were amazing. Carla was very inspirational



*The Women's Health Centre have welcomed our group to meet here weekly and it is a very calming and relaxing atmosphere. Staff are friendly and helpful.*

*-Group feedback, 2018*



### **Stall holder feedback:**

The amount of people who can receive information and support, and that services can reach out.

Separate venues, the retreat/stalls equals excellent idea

Very good being held at the showgrounds. Heaps of room, which helps with atmosphere.

Venue is great - more open and can hear the speakers

Well organised with activity - variety

I thought it was excellently planned

Loved that Judie and staff walked around to chat to us about our day

Very attentive staff; All pleasant and concerned everyone was okay and happy



*Women's Health is amazing*

*-Client feedback, 2018*



# Alicia-Counsellor/ Educator



During 2017/18 I enjoyed continuing my dual role as the Communications Officer & Counsellor Educator. Developing my skills and knowledge around effectively promoting our service and the wonderful work we do, as well as building relationships with our local media outlets has been a great learning both professionally and personally. In the course of this role, I have done a number of interviews with TV, radio and newspaper. As nerve wracking as it can be, I feel

honored to speak on behalf of our wonderful organisation and each and every one of the women who work here. Due to fiscal changes we no longer have to budget for me to dedicate a day a week to that role, but I know I will continue to use the new skills I have learnt to assist the Centre where I can, within my role as a Counsellor/Educator.

I had my 3<sup>rd</sup> (and final) baby at the end of October 2017. I have now finished maternity leave, and am working 2 days a week until the beginning of next year,

*Free Cuppa! The staff are always friendly and someone is usually always available for an emergency chat.*

*-Client feedback, 2018*



when I will return to 4 days a week. I am so thankful we live in a society where we can access both employer & governmental paid maternity leave.

Bringing a new baby into the world is one of the most important jobs you can have, so I am very grateful I was able to take time off to spend with her and my family in those formative months!

I very much look forward to getting back to my role as a counsellor on a permanent basis. Each day I learn new things and am inspired by the clients that sit across from me, lower their guard and share their narratives with me. I look forward to doing more training and increasing my skill base, to continue to assist my clients. However, I am a firm believer that each and every client possesses within them the tools they need to achieve the goals they set for themselves, and counselling is a safe and sacred time of sharing, learning and reflecting.



## Yeppoon Outreach

We offer our counselling services to the Yeppoon community and adjacent townships twice a week on Tuesdays and Thursdays.

Chantelle sees clients in Yeppoon on Tuesdays and I visit the Capricorn Coast on Thursdays. I enjoy connecting with the kind and helpful staff at the Yeppoon Community Centre and am grateful for the opportunity to assist clients in these communities this past year. Charmaine has taken over from me in September this year. It has been good to be able to reach out and offer our services to these communities this past year.



## Golden Mount Festival

Karen and Diane attended the Golden Mount Festival in May of this year. To be part of the atmosphere and celebrations proved to be a great day for both of us. We shared in the festival, which is a real community gathering of families in



the area as well as people attending from everywhere. It was great to meet so many people and listen to their stories. The locals are very supportive, this was evident when people come up to Karen and I for a chat, and

were keen to know about the Women's Health Centre and the support services we offer. We spent a wonderful day handing out information to those who were interested and to those who were not so interested. We received positive feedback from a number of people on the day and look forward to attending next year.





# Charmaine- Indigenous Sexual Assault Counsellor



March 2018 was the beginning of my employment and journey with Women's Health Centre, as the Indigenous Sexual Assault Counsellor. I have been and will continue to be super excited about being a part of a wonderful organisation and team that delivers a high quality service to the community.

Since starting at the service I have been tremendously grateful to meet, engage and provide support to women and families in the Central QLD area who at times need a helping hand, an ear to listen, or a space to come where they feel safe and comfortable.

Although my time at Women's Health Centre has only been brief, I have already been so inspired by the resilience, courage and strength of the women who access the service and my fellow colleagues.

During my time with Women's Health Centre I was fortunate to co facilitate our Assertive communication workshop with Chantelle, to the Helem Yumba CQ Healing Team, this was a fantastic opportunity to share our workshop knowledge and also learn about how the Assertive communication will assist the Helem Yumba team with the great service they provide.

Each and every day I am learning, growing, absorbing a significant amount of knowledge and gaining experience. As my time with the service grows I am eager to be involved and participating in many of the community events, delivering workshops and raising awareness of our service in 2019

Day to day can be challenging working as a Counsellor however, the days when you see the positive change we have made in the lives of the people that have accessed the service it provides strength, comfort and hope for the work that we do. I look forward to the future endeavours in 2019, with the service, further developing my skills as a Counsellor, sharing in the stories of others, and building strength, confidence and empowering ourselves as Women.



One word- amazing. Coming to see Alicia for 4 years now and she has been such a help to me.

-Client feedback, 2018

## *Human Resources and HSQF Report- Ammie*



These last few months have flown by and we find ourselves coming to a close of yet another year. The 15<sup>th</sup> of August 2018 marked the 12-month post audit for HSQF, during this journey we have strengthened our processes, focused on what we can do as a centre to provide best service practices to our clients, and looked at how and why we do things the way we do.

We still have a way to go, as everything changes while we grow and learn. I look forward to the challenges and opportunities that come with this process and look forward to our mid-term audit in January 2019!

Kathy, our HSQF auditor has personal experience working within our sector for many years and provides valuable insight and advice. It is a pleasure working with her towards making the Women's Health Centre Rockhampton the best place it can be for everyone on our community.

Our HR platform Workforce Guardian has made HR life more organised and structured. It provides all of our HR requirements at a touch of a button and easy to find. While navigating the HR and legislation jungle I know I have support if needed and that allows me to do my job better knowing that I have the support if and when it's needed.

Never underestimate the power of knowing you have support!

Processing leave application for 15 staff members can be interesting, hearing all the fun plans and down time they are about to have. I just need to remind myself that while I think I sometimes do the job of 15 odd people I don't so I can't have all their leave, or can I ..... NO, back to work.



Very friendly people and atmosphere and very helpful with whatever comes up. Enjoy talking to Janis who is very easy to relate to and I always leave feeling positive and capable of handling things.

-Client feedback, 2018

To take part in an exercise class where I have made friends. To meet the lovely staff members & learn some of the facilities offered by the Women's Health Centre.

-Client feedback, 2018

## Lauren- Administration



I have worked in Administration at the Women's Health Centre now for five years. This year has been a busy year for myself, I returned from maternity Leave in January and find working and raising little ones is a hugely satisfying and challenging task, which I love. Upon my return to work I was thrown back into work with full force as we geared up for our many events that were held within the first six months on the year. These events included the Women's Wellness Expo in March and the Charity Ball in June.

My role at Women's Health is quite varied. I work not only doing the regular office tasks you might expect of admin but also much more than that.

I oversee our small but fantastic resource centre which allows for free borrowing access of women's health resources to the community. Clients can borrow books, dvds and cds on a wide



variety of subjects from mental and physical health to pregnancy and parenting and even subjects like cooking and budgeting.

We always welcome donations towards the resource centre so we can continue to grow and provide relevant and helpful information.

I also assist Shirin our Project and Business Leader with the ongoing work required to run the Ready for Work Program and the Certificate three program. I also supervise the training of our new trainee Kadesha.

I look forward to the next 12 months and what challenges it will throw my way.



*Friendly and inviting environment,  
Kind helpful staff, Great Library resources.  
-Client feedback, 2018*

*They are the most beautiful people.  
-Client feedback, 2018*

I like the company of others and talking to my counsellor. This has been very good for me.

-Client feedback, 2018

*I feel safe & comfortable to talk about my problems.*

*-Client feedback, 2018*

# 2018 Annual Charity Ball

*"Under the sea  
Darling it's better  
Down where it's wetter  
Take it from me"*



The 2018 Women's Health Centre Charity Ball was held at the Frenchville Sports Club on Saturday the 2<sup>nd</sup> August. This year's Annual Charity Ball was another fantastic event. The Charity Ball really showcases the hard work and enthusiasm all the staff and Board of Directors at the Women's Health Centre Rockhampton have; it showcases the amount of fantastic local community support an event like this raises.

Our sponsorships for the 2018 Charity Ball were:

\$10,000		The Real Group
\$10000	in kind	Sensational Parties
\$7000	in Kind	The Frenchville Sports Club
\$5000	in kind	Southern Cross Austereo
The Empire Apartments		Accommodation of Choice

I would also like to take this opportunity to thank Karla McPhail and the team at the Real Group who were our major sponsors for the 2018 Women's Health Centre Charity Ball. You will never know the impact that your generous Sponsorship has made in the life of so many families in the area. Thank you.



If you would like to take advantage of some wonderful offers and sponsorship packages please come and talk to Belinda or myself, as we would love work in partnership with you; amazing things can happen when we all band together.



A special thanks to the team as Sensational Parties for the amazing under the sea themed decorations, especially the giant crab and the mind-blowing grotto. Sensational Parties



surprised the centre by auctioning off their creations at the end of the night and donating the proceeds back to the centre. What an unexpected surprise and act of generosity.

The Women's Health Centre are thankful to all of our supporters who donated items for our raffles, we had over 90 prizes that ranged from the \$50 up to the \$300 mark.

Some of our raffle items were:

- \$250 Voucher form Sail Capricornia
- Blue Illusion gift pack
- \$250 full day fishing voucher from Hooked on fishing
- \$50 voucher from Secret girls stuf,
- \$229 1000 thread count white sheet set from Pillow Talk Redhill
- \$300 tattoo voucher from Yeppoon Tattoo
- Bowen therapy/ massage voucher from Whole Body Therapy
- Two adult fast cart sessions from kenrose park
- a bracelet with Mother of Pearl charm from Pandora Rockhampton
- one audlt Zoo entry pass from Australia Zoo
- a floral arrangement form voucher from Simplicity Market Fresh Flowers; just to name a few.





This year we have the privilege to auction:

- Indigenous Art, donated by Kim Warcon auctioned for \$300
- GKI Experience, donated by GKI Hideaway auctioned for \$600
- Hand built Cubby House, donated by Joyce Messer auctioned for \$600
- George Haynes Artwork, donated by Brian McGowran auctioned for \$300
- De Bortoli Vineyard Experienced, donated by De Bortoli auctioned for \$3500



140 people attend this year's Charity Ball making for an intimate setting, where we lacked in number from previous years they well and truly made up for netting \$15000 in profits from the night's event.

Over the years it has been the aim of the Charity Ball to raise funds so we are able to have a deposit to purchase our own building, and this year our goal came to fruition!!! Moving forward to bigger and better things is next year's charity Ball. Now we own the building we want to put our spin on things and tailor the facility to meet our clients' needs and the evolving needs of our local community.

This, as everything requires generous people, people like yourself. It is never too early to start thinking about what you will be wearing, who you will be taking and organising a table of friends. Who knows there may be some magic in the air...







## Ann - Bookkeeper

I started work for The Women’s Health Centre almost twelve months ago on a casual basis covering reception, finance and more recently HR. I have found my work to be very rewarding dealing with lots of different people and situations.

My colleagues are very supportive, helpful and great fun to work with and I believe the Centre has a wonderful atmosphere for both clients and staff. The calibre of service and workshops the Centre offers is extremely high and it is great to see clients gaining skills and confidence.

I have recently taken on a more permanent role as a part-time Bookkeeper for the Centre whilst undertaking a tertiary bookkeeping qualification. I am also a member of the Institute of Certified Bookkeepers. I look forward to the upcoming year and being able to work collectively with staff and the Board for the benefit of the Centre.



## Christmas Hampers



Once again 2017 saw a very productive end of year! 35 families in need were provided with grocery hampers to make their Christmas a little more stress free and enjoyable. Our hamper drive has gotten bigger and bigger each year, and we are so grateful to the businesses,

organisations, families and individuals who jump on board and sponsor a hamper!

One family we provided a hamper to in the past were so grateful that they requested to do up a hamper for a family, now that they were back on their feet.

Giving and supporting each other- now that’s what Christmas is all about!



If you would like to donate or sponsor a hamper for a vulnerable family this year, it's not too early! Please contact Belinda and call the Centre on (07) 49 226 585.

*I like the advice that is given to me by the staff, I'm treated with respect as an adult.*  
-Client feedback, 2018

## Deb- Administration



I have been working in Reception/Administration at The Women's Health Centre Rockhampton since 2010. I'm at the centre Tuesday's and Friday's job sharing with Lauren. I really enjoy my work supporting the staff and clients at the centre.

One of my important roles at the centre is to welcome service users and visitors and answer incoming calls. Sometimes clients are distressed and in need of a safe haven, somewhere to sort through issues, receive assistance and figure out what to do next. I offer clients the opportunity to speak with a counsellor or give them information they may need. If relevant, I refer them on to other organisations and services that may be of benefit to them.

In the past year there has been an increase in the amount of women who are homeless and need food, a shower and a change of clothes. Although we are no longer funded for DV we still experience a high rate of women needing support, counselling and legal advice for this issue and we refer them to Relationships Australia.



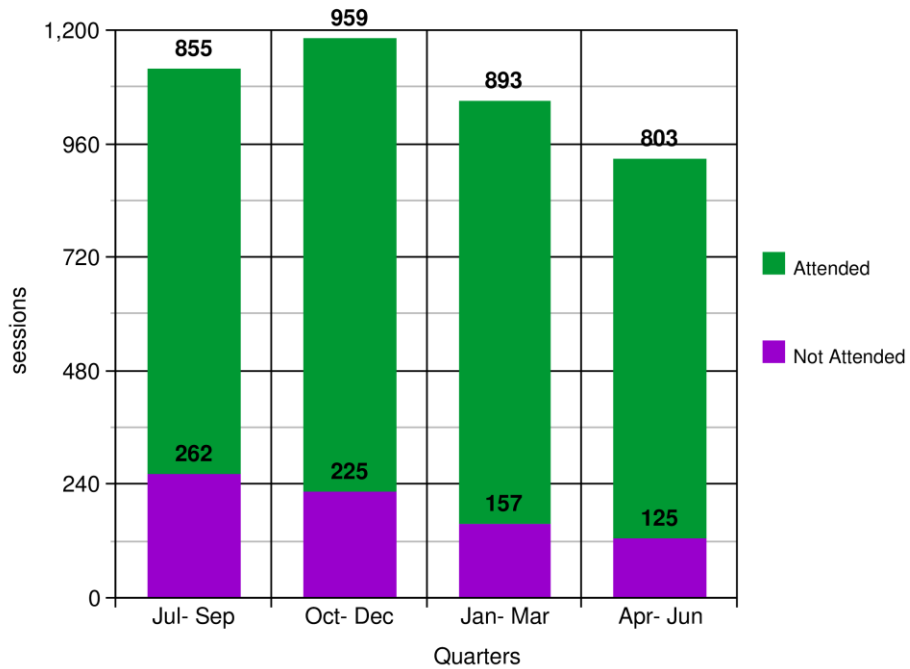
I support staff and management by passing on information and helping them in any way I can to make their day flow smoother. I perform general administrative duties, housekeeping, setting up for workshops and annual event's and producing and organising promotional materials.

Myself and Lauren supervise young indigenous women studying Cert 3 in Business Administration. This is an exciting new role that is rewarding and gives me a real sense of directly contributing to my community.

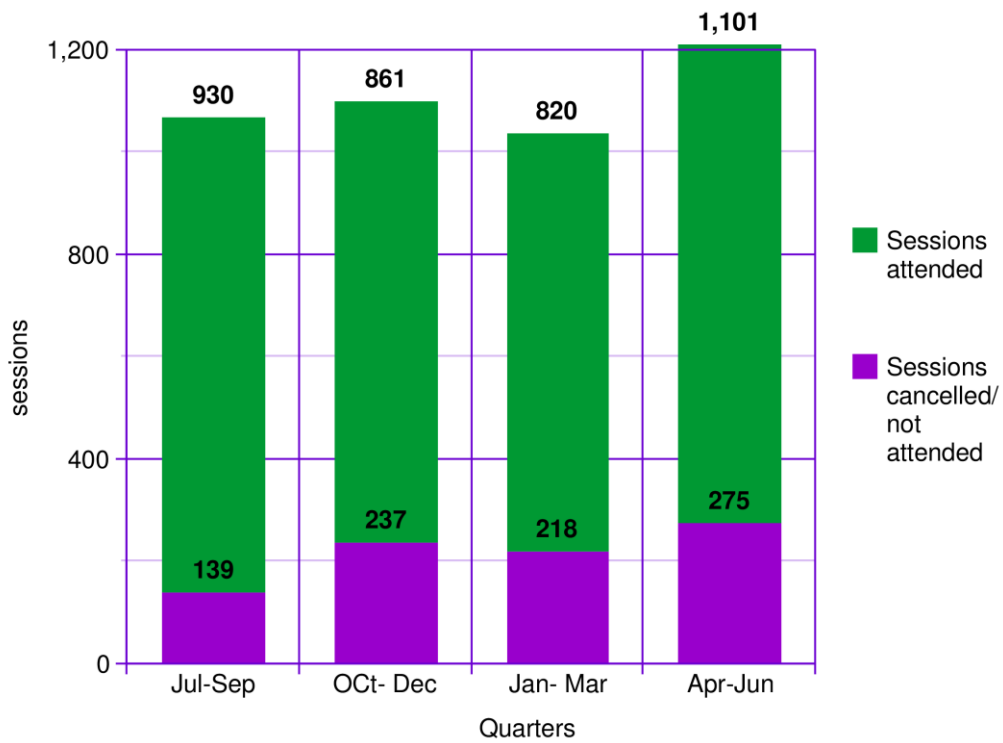


# Service Statistics 2017/2018

2016-2017 Counselling Stats



counselling sessions attended/ cancelled or not attended





We all hope you have a great 12 months, and please if you or your family need support / counselling, come and see us !

