

**LWHC DETAILED PLAN 2007/08 – 2009/10**

- **Core Focus Area 1:** To improve the reproductive & sexual health of women through the lifespan

Objectives	Activities	Potential Partners	Performance Indicators	Timeframe for completion	Who	Progress / Comment on Achievement
<p>1.To promote women’s active participation in managing their health through access to clinics providing appropriate reproductive and sexual health services with a focus on preventive health.</p>	<p>1.1 Operate free or low cost centre-based clinical services including medical/ alternative/ complementary therapies services.</p>	<ul style="list-style-type: none"> <li>▪ Interpreter Service</li> </ul>	<ul style="list-style-type: none"> <li>▪ 1200 clients use service per year.</li> <li>• 400 Pap smears &amp; 400 breast checks provided/ year</li> <li>▪ 80% of clients satisfied through 3 year surveys.</li> <li>▪ 90% of avail. appointments filled</li> <li>▪ Fail to attend rates: 10%</li> </ul>	<p>Annually</p>	<p>Clinical team</p>	
	<p>1.2 Promote specific reproductive/ sexual health issues and clinics with identified at risk groups e.g. Pap tests and breast checks with Vietnamese women, Aboriginal women, low income women, women 50-69 years, young women.</p>	<p>Ethno –specific health workers, The Hub, Aboriginal health workers, clubs, MRC, refugee health, BCEs, schools/ TAFEs, youth services</p>	<ul style="list-style-type: none"> <li>• 30% clinical clients are ‘at risk’/ have special needs.</li> <li>• 2 articles written for ethno-specific groups</li> <li>▪ Increased no. of new clients 50 –69 seeking Pap smears/ breast checks.</li> </ul>	<p>Annually</p>	<p>Clinical/ HP</p>	
	<p>1.3 Provide women with referral information about other services with female practitioners &amp; or other appropriate services/ specialists e.g. doctors, FPA, Bigge Park.</p>	<p>GP Divisions/ FPA/ Bigge Park/ Hospitals/ Unis/ TAFE/ private practit.</p>	<ul style="list-style-type: none"> <li>• GP Division referral lists available at front desk.</li> </ul>	<p>Annually</p>	<p>Reception</p>	
	<p>1.4 Maintain a Pap test recall system for women with abnormal results.</p>	<p>WHNSW</p>	<ul style="list-style-type: none"> <li>• All women with abnormal Paps receive a reminder letter.</li> </ul>	<p>Annually</p>	<p>Admin/ Clinical</p>	

Objectives	Activities	Potential Partners	Performance Indicators	Timeframe for completion	Who	Progress / Comment on Achievement
	<p>1.5 Investigate potential for additional medicare funded nurse position</p> <p><i>Note: See infrastructure for other related strategies about resources/ training/ staffing.</i></p>	HIC	<ul style="list-style-type: none"> <li>Option explored and recommendations made</li> </ul>	2007 -08	Coord	
2. To promote informed choice and healthy behaviours through provision of information and education.	2.1 Conduct an audit and develop a computerized data base of information sheets developed by NSW women's health centres including topic, language, centre produced and year of publication.	NSW Women's health centres	<ul style="list-style-type: none"> <li>Audit completed</li> </ul>	2007-08	Student/ HP/ Clinical	
	2.2 Review, cull & archive as needed existing information sheets developed by LWHC, identify sheets to be updated and computerize them.	Clinical/ HP	<ul style="list-style-type: none"> <li>Information sheets updated and computerized</li> <li>Old information safely archived.</li> </ul>	Annually	Clinical/ HP	
	2.3 Identify gaps in information available and collect/ develop/ distribute gender appropriate information sheets on a range of health issues as required.	Women's health team/ WHNs @ SWSAHS/ FPA/ WHCs	<ul style="list-style-type: none"> <li>Nos. printed and distributed through local services/ women</li> </ul>	Annually	Clinical/ HP	
	2.4 Conduct education sessions/ programs/ groups. Examples include: <ul style="list-style-type: none"> <li>Menopause</li> <li>Osteoporosis</li> <li>Menstruation</li> <li>Breast health</li> <li>Natural approaches to health</li> <li>Women's health (general)</li> <li>Preventative health</li> </ul>	BCE Program/ FPA	<ul style="list-style-type: none"> <li>4 multisession programs</li> <li>15 Single information sessions</li> <li>300 attendances</li> <li>80% positive evaluations</li> <li>30% sessions targeted at 'at risk' groups</li> </ul>	Annually	Clinical/ HP/ Sessional educators	
	2.5 Publish articles in local newspapers, culturally specific papers, websites, in school newsletters on health issues	Liverpool Champion/ Leader, ethno-specific papers, primary schools	<ul style="list-style-type: none"> <li>2 articles published</li> </ul>	Annually	Clinical/ HP/ Coordinator	

<b>Objectives</b>	<b>Activities</b>	<b>Potential Partners</b>	<b>Performance Indicators</b>	<b>Timeframe for completion</b>	<b>Who</b>	<b>Progress / Comment on Achievement</b>
	2.6 Provide a health information, advice & referral service via phone or walk-in.		<ul style="list-style-type: none"> <li>• Information &amp; referral provided</li> <li>• 1000 women accessing this.</li> </ul>	Annually	All staff	

**Core Focus Area 2**

- To enhance the emotional, mental and social wellbeing of women.

Objectives	Activities	Potential Partners	Performance Indicators	Time frame for completion	Who	Progress/ Comment on achievement
1. To offer women safe opportunities for self development, healing and social development.	1.1 Conduct a quality individual counselling service providing crisis support, short and medium term counselling options.	<ul style="list-style-type: none"> <li>TMHC, Community Counselling team, SAS, Mental health team, disability services, JHSSW, Aboriginal services, STARTTS</li> </ul>	<ul style="list-style-type: none"> <li>500 client sessions per year</li> <li>70% of clients surveyed express satisfaction with service and positive changes in emotional wellbeing.</li> <li>70% of booked appointments are kept.</li> <li>Clients on counselling waiting list are assessed within 4 weeks.</li> <li>70% of avail appointments filled.</li> </ul>	<p>Annually</p> <p>2008 - 09</p> <p>Annually</p> <p>Annually</p> <p>Annually</p>	<p>Couns team</p> <p>Couns team/ Coordinator</p>	
	1.2 Individual counselling is available after hours by request where safety is not a concern.	Counselling team	<ul style="list-style-type: none"> <li>80% of after hours counselling requests are met.</li> </ul>	Ongoing	Couns. Team/	
	1.2 Further develop a SWS private quality women's counselling referral network with external providers which has low, full cost and Medicare rebatable options.	Female private counsellors operating in south west Sydney, NSW Psych. Board, AASW, psychologists, SWs, Medicare, other WHCs/ Universities	<ul style="list-style-type: none"> <li>Counselling network is established with agreed policies and procedures</li> <li>Systems established to refer women under Medicare.</li> <li>1 non-staff counsellor providing services at Centre on an after hours, private, low cost basis.</li> <li>Suitable private counselling services have been identified and referrals are made as appropriate.</li> </ul>	<p>Ongoing</p> <p>2007 -08</p> <p>Annually</p>	Counselling team/ student/ Coordinator	
	1.4 Develop policies and procedures for responding to women with complex needs.	Drug & Alcohol team, Mental Health, P & P	<ul style="list-style-type: none"> <li>Procedures developed.</li> </ul>	2007 -08	Counselling tm/ all staff	

Objectives	Activities	Potential Partners	Performance Indicators	Time frame for completion	Who	Progress/ Comment on achievement
	1.5 Promote & conduct therapeutic groups which foster self development, healing, creativity and social development.	SWS women's health centres, SAS, Rosebank cottage, community counselling team, SAS	<ul style="list-style-type: none"> <li>▪ 400 women attend groups.</li> <li>▪ Positive feedback from participants and other stakeholders according to the specified objectives of each group.</li> <li>▪ 80% of planned groups are conducted.</li> <li>▪ No. of group calendars developed and distributed to key organisations and women</li> <li>▪ Groups are promoted in relevant media eg. local press, ethno-specific publications, LOTL.</li> </ul>	Annually	Couns team, all centre staff, casual gp leaders	
	1.6 Conduct a quality individual counselling and therapeutic group program which is available in at least one language other than English.	Interpreter service/ BCEs/ bilingual counsellors	<ul style="list-style-type: none"> <li>▪ 30% of clients seen are from CALD..</li> </ul>	Annually	Couns tm	
	1.7 Implement & evaluate 'shared counselling' model as option to women seeking support for common issues.	Judy Wright/ other WHCs/	<ul style="list-style-type: none"> <li>▪ Positive changes noted from participating women</li> <li>▪ One shared counselling process conducted</li> </ul>	Annually	Couns tm	
	1.8 Build women's capacity by offering a multi-topic coping skills group	Community counseling team/ other women's services	<ul style="list-style-type: none"> <li>▪ Positive feedback about changes in women's lives</li> <li>▪ 20 attendances</li> </ul>	Annually	Centre Staff	
	1.9 Organise Centre open days for new women/ existing users of the Centre/ service users.	Other women's services	<ul style="list-style-type: none"> <li>▪ 20 women attend</li> </ul>	Annually	Coordinator/ all staff	
	1.10 Reinvigorate lesbian social group	GROWLL grp, ACON Western worker	<ul style="list-style-type: none"> <li>• GROWLL calendar distributed by Centre</li> <li>• No of lesbian clients</li> </ul>	Annually	Coordinator	

Objectives	Activities	Potential Partners	Performance Indicators	Time frame for completion	Who	Progress/ Comment on achievement
	1.11 Ensure Centre is lesbian friendly by e.g. open access to information relevant to lesbians, distribution of LOTL, staff training on lesbian awareness, offering lesbian specific education sessions and groups, distribution of lesbian directory.	LWRC, GROWLL, ACON, TAFE student.	<ul style="list-style-type: none"> <li>• 1 education sessions / year specific to lesbians are conducted with attendance of 6.</li> <li>• 20 copies LOTL distributed monthly</li> <li>• 100 copies of lesbian directory distributed.</li> </ul>	Annually	All staff/ coordinator	
2. To conduct health education sessions/ programs which focus on emotional, mental and social wellbeing	2.1. Promote service availability amongst local service providers.	<ul style="list-style-type: none"> <li>▪ Neighbourhood Centres/ MRCs/ Women's services</li> </ul>	<ul style="list-style-type: none"> <li>▪ 10 sessions organized</li> <li>▪ 100 women attend</li> <li>▪ Feedback from participants</li> <li>▪ 80% of positive feedback through service evaluation</li> </ul>	Annually  2008 -09	HP team/ Couns team	
3. Foster research initiatives which examine strengthening women's emotional and social resilience.	3.1 Develop research partnerships with other women's health Centres and Universities	<ul style="list-style-type: none"> <li>▪ LWCHC/ UWS/ U of Syd/ Other WHCs</li> </ul>	<ul style="list-style-type: none"> <li>▪ Active participant in one research project</li> </ul>	Triennially	Couns team/ Centre staff	
4. To offer opportunities for creative expression applied to mental health and wellbeing.	4.1 Conduct groups/ projects which use creative expression as a process for exploration and development.	<ul style="list-style-type: none"> <li>▪ UWS Art Therapy Students/ CDSE</li> </ul>	<ul style="list-style-type: none"> <li>▪ 1 groups conducted</li> <li>▪ Attendance of 10</li> <li>▪ No. of projects undertaken</li> </ul>	Annually	Counselling/	

### Core Focus Area 3

- To maintain and build the health and wellbeing of Aboriginal women

Objectives	Activities	Potential Partners	Performance Indicators	Timeframe	Who	Comment on Achievement
1. To build access of Aboriginal women to the services at the Centre	1.1 Display Aboriginal specific health information and resources in reception	Aboriginal organizations e.g. Aboriginal Health Branch.	<ul style="list-style-type: none"> <li>&gt;2% of clients are Aboriginal women</li> <li>Koori Mail &amp; Aboriginal specific health information available in reception</li> </ul>	Annually	Reception/ HP	
	1.2 Aboriginal cultural awareness training for all staff.	Aboriginal Health workers/ FLAAG/ Link up/ UWS	<ul style="list-style-type: none"> <li>80% of staff participate in Aboriginal cultural awareness training.</li> </ul>	Triennially	Coordinator	
	1.3 Conduct/ participate in Aboriginal specific events/ projects as appropriate eg. NAIDOC week.z & as part of broader events e.g. IWD	AHS Aboriginal health workers, Koori interagency/ Kari/ Liverpool Museum/ Casula Powerhouse	<ul style="list-style-type: none"> <li>Centre has displays of Aboriginal events once per year.</li> <li>Aboriginal specific events organised and attended by 10 Aboriginal women</li> </ul>	Annually	All	
	1.4 Maintain and improve the culturally friendly outside space where Aboriginal women feel comfortable to have a yarn and seek support / information/ referral.	Healing Space Steering Committee AHWs & other Aboriginal community workers	<ul style="list-style-type: none"> <li>Space used by women &amp; groups</li> <li>Artwork completed</li> <li>Steering committee meets</li> </ul>	2007 –08/ Annually	Healing Space Steering Committee	
	1.5 Conduct Aboriginal specific groups/ workshops e.g storytelling/ video days/ walking/ physical activity groups/ self care and preventive health/ legal education	AHS AHWs and other Aboriginal community workers	<ul style="list-style-type: none"> <li>6 women participate in groups/ workshops</li> </ul>	Annually	Aboriginal HW/ Coordinator/ HP	
	1.6 Participation of Aboriginal women on management committee	Local residents	<ul style="list-style-type: none"> <li>2 Aboriginal women attend a majority of management meetings over the year.</li> </ul>	Annually	Management Committee/ Coordinator	
	1.7 Conduct health education & support for women engaged with prison system as inmates or partners	AHWs/ Corrections Health/ WHNs/ P& P	<ul style="list-style-type: none"> <li>1 session conducted</li> <li>Centre brochures supplied to Corrections &amp; P&amp;P</li> </ul>	2008 - 10	AHW/ HPT/ Counselling	

<b>Objectives</b>	<b>Activities</b>	<b>Potential Partners</b>	<b>Performance Indicators</b>	<b>Timeframe</b>	<b>Who</b>	<b>Comment on Achievement</b>
2.To address issues of relevance to Aboriginal women in partnership with other Aboriginal services and workers.	2.1 To provide outreach services as appropriate to Aboriginal women e.g. Naturopath, Counsellor, Aboriginal Access worker	AHS AHWs / Kari	<ul style="list-style-type: none"> <li>▪ 12 clients assisted in outreach settings</li> </ul>	Annually	Aboriginal HW/ Naturopath/ Counsellor	
	2.2 Participation in Aboriginal interagencies/ networks/ e-groups	LCHC AHWs/ Kari	<ul style="list-style-type: none"> <li>▪ Minutes received</li> </ul>	Annually	HPT	
	2.3 Conduct consultations with Aboriginal women & workers	AHS AHWs	<ul style="list-style-type: none"> <li>▪ Aboriginal women in focus groups and needs surveys</li> </ul>	2007-08	Coordinator/ AHW/ MC	
	2.4 Explore working with Aboriginal midwifery strategy	NSW Health	<ul style="list-style-type: none"> <li>▪ AHW is trained</li> </ul>	2007 - 10	AHW	
3. Build mental health, wellbeing & safety of Aboriginal women	3.1 Develop Sistas peer training for Aboriginal women around responding to DV	AHS AHWs, JHSSW, ECAV, DOCs, GVDV	<ul style="list-style-type: none"> <li>▪ 5 women participate</li> </ul>	2008 – 10	HPT	
	3.2 Explore co-facilitation of group for Aboriginal women who are survivors of CSA	AHS AHWs/ ECAV/ Jannawi	<ul style="list-style-type: none"> <li>▪ 5 women participate</li> </ul>	2008 – 10	Counsellor	
	3.3 Investigate establishment of LWHC scholarship to assist training Aboriginal counselor	AHS AHWs	<ul style="list-style-type: none"> <li>▪ Protocols established</li> <li>▪ 1 Recipient in Course</li> </ul>	Triennially	Coordinator/ MC	



**Core Focus Area 4:** To maintain & build the health & wellbeing of women from culturally & linguistically diverse backgrounds including refugee and new and emerging communities.

Objectives	Activities	Potential Partners	Performance Indicators	Time frame	Who	Comment on Achievement/ Annual Review
1. To maximize the access of CALD women with an emphasis on those most in need to the services of the Centre.	1.1 Conduct language specific health education/ support/ therapeutic groups or sessions which address identified needs	Ethno specific workers & orgs/ MRC/ Refugee health/ BCEs/ Multicult. Health/ IWHS	<ul style="list-style-type: none"> <li>▪ 6 LOTE groups conducted</li> <li>▪ 50 women attend groups.</li> <li>▪ Positive feedback from the group in relation to group objectives.</li> </ul>	Annually	HP/ Clinical/ Counselling	
	1.2 Organise and resource Bilingual Community Educators and others to conduct health groups at the Centre with a focus on: <ul style="list-style-type: none"> <li>- Vietnamese women</li> <li>- Arabic speaking women</li> <li>- Women from emerging communities</li> <li>- Refugee women</li> </ul>	Women's Health BCE program	<ul style="list-style-type: none"> <li>▪ 2 LOTE groups conducted.</li> <li>▪ Total attendance of 60.</li> <li>▪ Positive feedback from participants against objectives.</li> </ul>	Annually	HP/ Coordinator	
	1.3 Promote the services of the centre to relevant ethno-specific workers, BCEs and organizations	ECC/ LMRC/ Migrant Interagency	<ul style="list-style-type: none"> <li>▪ Participation of women from NESB is 40%.</li> <li>▪ Centre service brochure is distributed to ethno-specific organisations.</li> <li>▪ Centre calendar is distributed to ethno-specific organisations.</li> </ul>	Annually	HP/ Coordinator/ Student	
	1.4 Update current translations of Centre brochure and translate into 2 other identified languages	EAC	<ul style="list-style-type: none"> <li>▪ 6 current translations updated</li> <li>▪ New translated brochures done</li> </ul>	2007 - 10	Coordinator	
	1.5 Maintain and improve language specific health information folders in reception area accessible to	MHCS/ Area HP/ Cancer Council/	<ul style="list-style-type: none"> <li>▪ No. of languages available</li> <li>▪ women in reception use them.</li> </ul>	Annually	HP/ Student	

Objectives	Activities	Potential Partners	Performance Indicators	Time frame	Who	Comment on Achievement/ Annual Review
	<p>women with LBOTE.</p> <p>1.6 Foster the employment of staff from culturally diverse backgrounds.</p> <p>1.7 Participate in relevant advisory committees, management committees and interagencies.</p> <p>1.8 Involve women from non-English speaking backgrounds in the Centre's management committee.</p> <p>1.9 Undertake small needs assessment projects as required with new &amp; emerging communities</p> <p>1.10 Conduct an arts project with new and emerging communities aimed at building emotional &amp; mental wellbeing.</p> <p><i>*See also reproductive &amp; sexual health strategies.</i></p>	<p>Breastscr'n Migrant interagencies/ newspapers</p> <p>Migrant interagencies</p> <p>Residents/ migrant interagencies/ refugee health/ community workers</p> <p>Ethno specific workers &amp; orgs/ Refugee Health/TA FE/ English language schools</p> <p>CDSE./ Arts for Health/ Refugee Health/ MRC</p>	<ul style="list-style-type: none"> <li>▪ 30% of staff hours are contributed by women from CALD</li> <li>▪ Staff are active participants in 2 committees looking specifically at NESB issues.</li> <li>▪ 2 women from NESBs attend the majority of management meetings.</li> <li>▪ Needs assessments conducted &amp; reports written &amp; presented</li> <li>▪ Recommendations considered and implemented where appropriate</li> <li>▪ 2 groups conducted in this period</li> <li>▪ Attendance of 20</li> <li>▪ 2 communities involved</li> <li>▪ positive evaluations</li> <li>▪ funding report submitted</li> </ul>	<p>Annually</p> <p>Annually</p> <p>Annually</p> <p>Triennially</p> <p>2007 -08</p>	<p>Coordinator/ MC</p> <p>All</p> <p>Coordinator/ MC</p> <p>HP/ Coordinator/ Students</p> <p>HP/ Counselling</p>	

- **Core Focus Area 5** To improve the safety and wellbeing and reduce the incidence of women experiencing the effects of domestic violence and sexual assault

Objectives	Activities	Potential Partners	Performance Indicators	Timeframe	Who	Annual Review/ Comment on Achievement
1. To provide information, support, referral and counselling to women who are survivors of domestic violence, sexual assault or child sexual assault.	1.1 Participate in Domestic Violence Court Assistance Scheme as appropriate	WDVCAS	<ul style="list-style-type: none"> <li>1 staff member rostered monthly</li> <li>50 women assisted</li> </ul>	Annually	Counselling/ HP	
	1.2 Provide drop-in / telephone support to women who make contact with the Centre.	JHSSW	<ul style="list-style-type: none"> <li>20 women with these issues assisted through the back-up support system.</li> </ul>	Annually	Back up roster staff	
	1.3 Provision of an individual short and medium term counselling service.	JHSSW	<ul style="list-style-type: none"> <li>20% of counselling sessions dealing with domestic violence, sexual assault or child sexual assault issues.</li> <li>% of women reporting positive outcomes from counselling</li> </ul>	Annually	Counselling	
	1.4 Conduct/ provide assistance to groups which focus on providing support to women who have survived or are experiencing violence e.g. DV support group, Discoveries groups.	JHSSW/ Rosebank/ SAS	<ul style="list-style-type: none"> <li>1 groups conducted per year</li> <li>Total Attendance: 50</li> <li>Feedback from evaluations is positive</li> </ul>	Annually	Counselling/ DV Support worker	
	1.5 Provide up to date accessible printed information on violence related issues available in reception and targeting a range of women inc. CALD, Aboriginal & lesbian women	VAW/ Police/ PADV	<ul style="list-style-type: none"> <li>Information displayed and replenished regularly</li> </ul>	Annually	HP/ Reception	
2. To improve the provision of services and resources to women who have experienced violence.	2.1 To continue to provide resourcing to the DV support worker partnership project	JHSSW	<ul style="list-style-type: none"> <li>Current partnership agreement in place</li> <li>No. of client contacts</li> </ul>	Annually	Coordinator/ DV support worker/ Reception	
	2.2 Share resources co-operatively across women's services.	JHSSW/ SWWH/ LWRC/ GVDV/ VAW	<ul style="list-style-type: none"> <li>Resources shared</li> </ul>	Annually	All workers	

Objectives	Activities	Potential Partners	Performance Indicators	Timeframe	Who	Annual Review/ Comment on Achievement
	<p>2.3 Participate in relevant management committees and advisory committees e.g Regional VAW, DV Liaison Committee, NSW DV Coalition</p> <p>2.4 Lobby/ apply for more services/ funds and resources for women experiencing violence.</p>	Other women's services/ MPs/ Govt Depts	<ul style="list-style-type: none"> <li>▪ Staff actively involved in named committees.</li> <li>▪ No &amp; quality joint projects</li>   <li>• Increased services for women who have survived violence</li> </ul>	<p>Annually</p> <p>Annually</p>	<p>Counselling/ HP/ Coordinator/ WEEO WISER</p> <p>Coordinator</p>	
3. To challenge community tolerance of violence against women.	<p>3.1 Organise and seek publicity for 16 Days for the Elimination of Violence against Women, Day of Action against Sexual Assault &amp; other relevant anti-violence campaigns</p> <p>3.2 Develop a small anti violence campaign using radio, press and information seminars drawing on existing resources which targets 2ethno-specific communities.</p>	<p>DV Liaison Committee / SAS/ Rosebank Cottage/ JHSSW/ LWRC/ SWWH</p> <p>Other women's services/ IWSA/</p>	<ul style="list-style-type: none"> <li>▪ No of women receive information about DV or Sexual Assault through activities.</li> <li>▪ Organise Centre displays on Day of Action against SA &amp; 16 Days Campaign</li> <li>▪ Media coverage of 16 Days/ Day of Action against Sexual Assault/ Reclaim the Night through the local press.</li>   <li>▪ Coverage of DV occurs in ethno-specific media.</li> <li>▪ Information seminar on DV attended by 10 women from specific communities</li> <li>▪ DV &amp; SA information distributed</li> </ul>	<p>Annually</p> <p>2007 -10</p>	<p>Counselling/ HP</p> <p>HP/ Counselling</p>	
4. To improve our work in preventing violence against women and working with women who have experienced violence.	4.1 Conduct a young women's peer education project on healthy relationships.	WSAAS/ youth services/ schools/ FLYHT/ Women's service/ Sydney uni	<ul style="list-style-type: none"> <li>• No of peer educators trained</li> <li>• No of workshops conducted</li> <li>• No of participating schools/ orgs</li> <li>• Attendance</li> <li>• Significant change identified through evaluations.</li> </ul>	2007 – 08	Project worker/ Coordinator/ Counselling/ all staff	

Objectives	Activities	Potential Partners	Performance Indicators	Timeframe	Who	Annual Review/ Comment on Achievement
	<p>4.2 Seek ongoing/ further funding for Peer Ed project</p> <p>4.3. Provide training/ workshops for other workers e.g. DOCS, social security, police, health workers.</p> <p>4.4 Build on skills of staff in working with violence issues including adult survivors of CSA &amp; DV.</p>	<p>MPs/ DET/ Health/ National Crime prevention/ bureaucrats/ media/ VAW</p> <p>JHSSW/ DVLC/ WDVCAS / GVDV</p> <p>ECAV/ CCWT</p>	<ul style="list-style-type: none"> <li>• Funding received</li> <li>• No. of sessions</li> <li>• No. of participants</li> <li>▪ No. of staff attend training DV and ASCA</li> </ul>	<p>2007 -08</p> <p>Annually</p> <p>Annually</p>	<p>Project worker/ Coordinator/ MC</p> <p>HP/ Counselling</p> <p>All staff</p>	

- **Core Focus Area 6:** To improve the health and wellbeing of differently abled women.

Objectives	Activities	Potential Partners	Performance Indicators	Timeframe	Who	Progress / Comment on Achievement
1. To improve the access of differently abled women to Centre services	<p>1.1 Continue to add disability services to Centre's mailing list database.</p> <p>1.2 Distribute Centre brochures with covering letter highlighting accessibility to disability services both local and those who represent specific groups e.g. Deaf Society, MS Society.</p> <p>1.3 Include centre in disability services directories.</p> <p>1.4 Training for staff in working with women with disabilities and specific skills training e.g. working with women with specific disabilities e.g. intellectual disabilities/ sight / hearing</p> <p>1.5 Conduct OH&amp;S audits that consider disability access/ facilities</p> <p>1.6 Maintain &amp; improve Centre's accessibility both physical and communications.</p> <p>1.7 Maintain membership of Women with Disabilities Network</p>	<p>DPRS</p> <p>DPRS/ PWD</p> <p>DPRS</p> <p>Workers health Centre</p> <p>DPRS</p>	<ul style="list-style-type: none"> <li>• Disability services on mailing list</li> <li>• No. of services distributed to</li> <li>• No. of women with disabilities using service</li> <li>• Centre listed in directories</li> <li>• No of staff participate in training</li> <li>• Audits conducted and priority recommendations implemented where funds permit</li> <li>• Centre's mobile phone and emails used and monitored for SMS for hearing impaired.</li> <li>• Facilities installed</li> <li>• Meetings attended &amp; reported on</li> <li>• Minutes received</li> </ul>	<p>Annually</p> <p>Annually</p> <p>2007 -08</p> <p>2007 –08</p> <p>Annually</p> <p>Annually</p> <p>Annually</p>	<p>Student</p> <p>Coordinator</p> <p>Coordinator</p> <p>Coordinator</p> <p>OH &amp; S Officer</p> <p>Coordinator/ All staff/ Reception</p> <p>Counselling</p>	

Objectives	Strategies	Potential Partners	Performance Indicators	Timeframe for completion Yr 1/ yr2/ yr 3	Who	Progress / Comment on Achievement
2. To build the health and wellbeing of women with disabilities.	2.1 Undertake a needs assessment to investigate the needs of women with disabilities.	DPRS/ WWDN/ UNSW Disability Research Unit	<ul style="list-style-type: none"> <li>▪ Needs assessment done</li> </ul>	2007 - 2009	Student/ Coordinator	
	2.2 Where appropriate, conduct specific health programs with women with disabilities by visiting specific services and within the Centre e.g. deaf women, women with intellectual disabilities, women with brain injuries	Deaf society/ Lawrence Hargreaves HS/ L'pool Hospital Brain Injury Unit	<ul style="list-style-type: none"> <li>• 1 Programs run</li> <li>• 6 participants</li> <li>• Positive feedback</li> </ul>	Annually	HP/ Coordinator	
	2.3 Seek funding for disability specific projects as appropriate.	DPRS/ Lawrence Hargreaves HS	<ul style="list-style-type: none"> <li>• Submissions done</li> </ul>	2007 –10	Coordinator	
	2.4 Publish women's health articles in disability newsletters.	WWDN	<ul style="list-style-type: none"> <li>• Articles written</li> </ul>	Annually	Clinical/ Counselling/ HP	

- **Core Focus Area 7: To provide an integrated wholistic approach to women’s health issues which combines non-medical with medical and counselling approaches and balances individual, group and social approach to women’s health.**

Objectives	Activities	Potential Partners	Performance Indicators	Timeframe	Who	Progress / Comment on Achievement
<p>1. To provide accessible alternative/ complementary health services which offer women non – medical options to enhance their physical and emotional health.</p>	<p>1.1 Conduct a naturopathic clinic for individual women.</p>	<ul style="list-style-type: none"> <li>▪ Natural therapies colleges/ Herbal suppliers</li> </ul>	<ul style="list-style-type: none"> <li>▪ 90% of massage/ naturopath/ acupuncture appointments are filled.</li> <li>▪ &lt; 15% fail to attend rate</li> <li>▪ Client feedback</li> <li>▪ 250 appointments used.</li> </ul>	<p>Annually</p>	<p>Naturopath / reception</p>	
	<p>1.2 Provide naturopathic &amp; Chinese herbal products to women on a ‘not for profit’ basis.</p>	<ul style="list-style-type: none"> <li>▪ Herbal suppliers</li> </ul>	<ul style="list-style-type: none"> <li>• Products sold on a cost neutral basis</li> </ul>	<p>Annually</p>	<p>Naturopath acupunct/ Reception</p>	
	<p>1.3 Conduct a massage clinic for individual women.</p>	<ul style="list-style-type: none"> <li>• TAFE / Nat therapies colleges</li> </ul>	<ul style="list-style-type: none"> <li>• 150 appointments used.</li> </ul>	<p>Annually</p>	<p>Masseur/ Reception</p>	
	<p>1.4 Provide an acupuncture clinic for individual women.</p>		<ul style="list-style-type: none"> <li>• 150 appointments used.</li> </ul>	<p>Annually</p>	<p>Acupunct./ Reception</p>	
	<p>1.5 Conduct groups for women which incorporate naturopathic, acupuncture and TCM and / or massage information.</p>		<ul style="list-style-type: none"> <li>▪ 5 SIS conducted per year incorporating complementary health information</li> <li>▪ 30 attendances</li> <li>▪ Positive feedback</li> </ul>	<p>Annually</p>	<p>Naturopath / Acupunc/ Masseur</p>	
	<p>1.6 Conduct monthly outreach naturopathic clinic with Aboriginal women</p>	<ul style="list-style-type: none"> <li>• Aboriginal health workers</li> </ul>	<ul style="list-style-type: none"> <li>• 20 women access service</li> </ul>	<p>Annually</p>	<p>Naturopath</p>	



Objectives	Activities	Potential Partners	Performance Indicators	Timeframe	Who	Progress / Comment on Achievement
2.To build women’s health & wellbeing through the provision of a range of activities across the physical, creative, cultural, interactive, emotional, social and spiritual spectrum.	<p>2.1 Seek funding for a Women on the Move project providing introductory experiences for women to a range of health giving activities especially but not exclusively physical.</p> <p>2.2 Conduct a cross cultural education program “Walkin’ &amp; Yarnin” which introduces women to local Aboriginal history and sites of cultural significance.</p> <p>2.3 To conduct a cross cultural forum sharing stories and knowledge of traditional healing techniques.</p> <p>2.4 To conduct diabetes education workshops</p> <p>2.5 To conduct workshops which promote self care and engage our creative spirit e.g. Guilty Pleasures, Movement to Music, Singing for Pleasure, Writing, Storytelling.</p>	<ul style="list-style-type: none"> <li>▪ CDSE/ Office for Women/ local gyms/ swimming pools</li> <li>▪ Land Council/ Liverpool Museum/ AHWs/ Council</li> <li>▪ Refugee health/ MRC</li> <li>▪ Diabetes Australia</li> <li>▪ LWRC/ OfW</li> </ul>	<ul style="list-style-type: none"> <li>▪ Funding received</li> <li>▪ 1 program conducted</li> <li>▪ 50 attendances</li> </ul> <ul style="list-style-type: none"> <li>▪ Program conducted</li> <li>▪ 10 attendances</li> </ul> <p>Forum conducted &amp; documented 10 attendances</p> <p>2 programs conducted 15 attendances</p> <p>1 workshop conducted 10 attendances</p>	<p>2007 –10</p> <p>2007 - 10</p> <p>2007 –10</p> <p>Annually</p> <p>Annually</p>	<p>Coordinato r/ HP</p> <p>Coordinato r/ HP</p> <p>Clinical/ HP/ Coordinato r</p> <p>HP</p> <p>HP Coordinato r</p>	
3.To provide (where possible and appropriate) a quick response either (through Centre services or by referral) to women seeking information/ support/ assistance (either by phone or in person) with a range of matters.	<p>3.1 Maintain a back-up roster which takes into account level of need and staff availability.</p> <p>3.2 Keep appropriate records of back up/ support worker interventions.</p>		<ul style="list-style-type: none"> <li>▪ 50 women accessing service</li> <li>▪ Feedback about service</li> </ul> <ul style="list-style-type: none"> <li>▪ Records kept</li> </ul>	<p>Annually</p> <p>Annually</p>	<p>All staff</p> <p>All staff</p>	

Objectives	Activities	Potential Partners	Performance Indicators	Timeframe	Who	Progress / Comment on Achievement
4. To improve women's knowledge and ability to access their legal rights.	4.1 Provide a women's legal advice service on a fortnightly basis in partnership with Women's Legal Services NSW.	<ul style="list-style-type: none"> <li>▪ WLS</li> </ul>	<ul style="list-style-type: none"> <li>▪ 80 women accessing legal service</li> <li>▪ 5% Aboriginal women</li> <li>▪ 30% CALD women</li> <li>▪ 80% of legal appointments are filled.</li> <li>▪ Positive feedback from women using service and from WLRC.</li> <li>▪ Up to date partnership agreement in place</li> </ul>	Annually	Coord./ Reception	
	4.2 Promote and organise relevant community legal education sessions relevant to women and local workers	<ul style="list-style-type: none"> <li>▪ WLS/ SWSLC</li> </ul>	<ul style="list-style-type: none"> <li>▪ 1 session conducted</li> <li>▪ 8 attendances</li> </ul>	Annually	Coord./ Reception	

• **Core Focus Area 8: To work towards social justice and equality for women.**

Objectives	Activities	Potential Partners	Performance Indicators	Timeframe	Who	Progress / Comment on Achievement
<p>1. To raise awareness/ discussion in the community and in government about women's issues and inequity and foster community participation in social change to achieve equality.</p>	<p>1.1 Contribute articles for publication in the LWRC quarterly newsletter, other newsletters on social change issues.</p>	<p>LWRC</p>	<ul style="list-style-type: none"> <li>Articles supplied and published</li> <li>Feedback received</li> </ul>	<p>Annually</p>	<p>All</p>	
	<p>1.2 Contribute media releases&amp; letters to the editor to local papers/ metro papers and radio stations on social justice issues that affect women</p>	<p>Liverpool Leader/ Champion/ Sunday newspapers/ Other Women's services</p>	<ul style="list-style-type: none"> <li>No. of media releases published</li> </ul>	<p>Annually</p>	<p>All/ HP/ Coordinator</p>	
	<p>1.3 Subscribe to and display relevant newsletters/ magazines in Centre which discuss social justice issues affecting women e.g. WAAC</p>	<p>WAAC/ WEL</p>	<ul style="list-style-type: none"> <li>Newsletters available</li> </ul>	<p>Annually</p>	<p>Reception/ Coordinator</p>	
	<p>1.4 Write letters/ petitions/ postcards to and visit MPs, Ministers and their advisers about relevant issues</p>	<p>Women's Services Network/ WHNSW/ SWWAN</p>	<ul style="list-style-type: none"> <li>Letters written, visits made and outcomes achieved</li> </ul>	<p>Annually</p>	<p>All/ HP/ Coordinator/ MC</p>	
	<p>1.5 Develop/ participate in campaigns to address women's rights esp. those related to our priority areas/ groups in collaboration with other women's groups</p>	<p>Women's Services/ Migrant Interagency/ LYWN/ DPRS/ AHWs/VAW/ SWWAN/ f-agenda/ DV Coalition</p>	<ul style="list-style-type: none"> <li>Campaigns participated in / Actions taken/ Women's Services Network meets twice/ year/ articles in papers on campaign issues/ No. Of letters written/ Positive changes to policies effected.</li> </ul>	<p>Annually</p>	<p>All/ Coordinator/ HP/ MC</p>	

Objectives	Activities	Potential Partners	Performance Indicators	Timeframe	Who	Progress / Comment on Achievement
	1.6 Organise International Women's Day activities in Liverpool	Liverpool IWD Collective	<ul style="list-style-type: none"> <li>▪ IWD activities positively evaluated.</li> <li>▪ No. of women attend activities</li> <li>▪ Media coverage</li> <li>▪ other organisations work cooperatively on IWD.</li> </ul>	Annually	HP/ All staff	
	1.7 Develop and maintain a website with social action links	Web designer/ Get Up/ RCA/ WHNSW	<ul style="list-style-type: none"> <li>▪ Website constructed</li> <li>▪ No. of hits</li> </ul>	Annually	Coordinator/ All staff	
	1.8 Organise topic specific women & politics forums	Unis/ Unions/ WEL	<ul style="list-style-type: none"> <li>▪ Forums organised</li> <li>▪ 10 attendances</li> </ul>	Annually	Coordinator/ All Staff/ HP	
	1.9 Continue to promote & build LWHC activist e-list and forward relevant info. weekly	WHNSW	<ul style="list-style-type: none"> <li>▪ No on list</li> </ul>	Annually	All staff	
2. To identify and document the inequalities women face in accessing systems e.g. health, medical and mental health and explore best practice options.	2.1 Establish connections with universities and explore options for research related to women's experience of services and systems.	UWS Social Justice Centre/ SPRC/ Uni of Sydney /SAS/ other women's services	<ul style="list-style-type: none"> <li>• Research projects identified</li> <li>• One project underway</li> </ul>	Triennially	Coordinator/ TLs	
	2.2 Apply for research funding in partnership with universities or other services.	SWWAN/ UWS/ SPRC/ Uni of Sydney/ WHNSW	<ul style="list-style-type: none"> <li>• Funding applications written</li> <li>• 1 research based project undertaken</li> </ul>	Triennially	Coordinator/ TLs	
	2.3 To collect and distribute turnaway statistics documenting nos. and services wanted.	WHNSW	<ul style="list-style-type: none"> <li>• Turnaway stats collected</li> <li>• Distributed to funding body, MPs, local communities</li> </ul>	Annually	Reception	
	2.4 Seek academic participation on Management Committee or on relevant steering committees.	Universities	<ul style="list-style-type: none"> <li>• Academic on committee</li> </ul>	Annually	Coordinator	

Objectives	Activities	Potential Partners	Performance Indicators	Timeframe	Who	Progress / Comment on Achievement
3. To link women's experiences and our perspectives into the national/ international forums.	3.1 Develop a list of useful international/ national websites for feminist discussion/ issues & link with our website	WEL/ WHNSW	<ul style="list-style-type: none"> <li>List created and used</li> <li>Responding to international emails</li> </ul>	Annually	All	
	3.2 Review and research membership of feminist organizations	WHNSW	<ul style="list-style-type: none"> <li>M'ship includes feminist national and international groups</li> </ul>	Annually	Coordinator/ Admin officer/ HP	
	3.3 Participate in national/ international feminist conferences	Universities	<ul style="list-style-type: none"> <li>Attendance at national/ international conference</li> </ul>	Triennially	All	
	3.4 Investigate possible exchange programs for staff & visitors	NSW Health/ Churchill F'ships	<ul style="list-style-type: none"> <li>1 Exchange placement either in the Centre or overseas/ interstate</li> </ul>	Triennially	Coordinator	
	3.5 Host international delegations/ visitors		<ul style="list-style-type: none"> <li>Overseas visitors at Centre</li> </ul>	Triennially	Coordinator/ HP	
4. To enhance the capacity of women in the community to lobby for change	4.1 Run social change advocacy training workshops	Women's Services Network	<ul style="list-style-type: none"> <li>Workshop conducted</li> <li>No. of participants</li> </ul>	Triennially	Coordinator/ Social Justice Int Gp	
	4.2 Provide access to Centre resources to community women who are responding to issues in line with Centre's philosophy		<ul style="list-style-type: none"> <li>Groups resourced</li> </ul>	Triennially	Coordinator	
5. To build the capacity of those working with women to provide gender sensitive services.	5.1 Provide gender training workshops to other workers on gender sensitive practice and women's experiences and best practice approaches	WHNSW/ WHCs/ Police/ Health/ community & youth w'kers	<ul style="list-style-type: none"> <li>4 Training sessions conducted</li> <li>No of training participants</li> </ul>	2007 -2010	All staff	
	5.2 To maintain & update a women's health resource library & data base including books, journals, reports, videos, DVDs, education programs & resources	FPA Health/prof. Assoc/ feminist orgs	<ul style="list-style-type: none"> <li>Library data base updated</li> <li>No of catalogues distributed</li> <li>No of borrowings</li> </ul>	2007 -08  Annually	Admin/ Coordinator	

Objectives	Activities	Potential Partners	Performance Indicators	Timeframe	Who	Progress / Comment on Achievement
	5.3 Offer student placements which build gender sensitive skills.	Unis/ Medical schools/ GP Divisions/ TAFE/ College of Nursing/ Police	<ul style="list-style-type: none"> <li>• No. of student placements</li> <li>• Type of students</li> </ul>	Annually	Coordinator/ TLs	
6. To improve awareness of the work of the Centre, our feminist philosophy, our herstory and the types of services we provide.	<p>6.1. Conduct information/ training sessions for students/ health/ community services/ police/ women in the community</p> <p>6.2 Liaise with local politicians &amp; relevant bureaucrats (through direct meetings, letters, distribution of annual reports) about the work of the Centre and any issues of concern that relate to the Centre or the women we service.</p>	<p>TAFE/ community services/ police/ Health</p> <p>State and Fed MPs/ Councillors</p>	<ul style="list-style-type: none"> <li>▪ No. of sessions</li> <li>▪ Attendance</li>   <li>▪ Meeting with local State MPs once every 3 years.</li> <li>▪ Annual reports distributed to all local politicians.</li> <li>▪ Letters written to MPs.</li> </ul>	<p>Annually</p> <p>Triennially</p> <p>Annually</p>	<p>All staff</p> <p>Coordinator</p>	

• **Core Focus Area 9: To improve the health and wellbeing of young women**

<b>Objectives</b>	<b>Activities</b>	<b>Potential Partners</b>	<b>Performance Indicators</b>	<b>Timeframe</b>	<b>Who</b>	<b>Progress / Comment on Achievement</b>
1 Promote informed choice and healthy behaviours among young women	1.1 Conduct health education/ information sessions with Yrs 6 – 12 girls focussing on identified needs e.g women’s health, centre services, body image, self esteem relationship issues.	High Schools FLYHT FPA Health/ TAFE/ youth services/ refuges	5 sessions conducted 40 attendances Feedback from young women No. of young women using centre services	Annually	HP/ Clinical/ Counselling	
	1.2 Conduct information stalls at events for young people	LCC/ FLYHT	Events participated in	Annually	HP/ Counselling	
	1.3 Maintain, update & incorporate Information relevant to young women’s health in Centre and on website	FLYHT/ FPA Health/ Traxside/ YAPA	Young women’s info available	Annually	HP/ Clinical/ Student	
	1.4 Explore using WEEO WISER peer education model for other health issues relevant to young women.	FLYHT/ Schools	Funding sought	2007 -10	Coordinator/ HP	
2. Improve Centre knowledge of and prioritise health issues relevant to young women	2.1 Investigate local needs of young women	FLYHT Council Schools Youth Workers	Needs assessment conducted or accessed. Consultations conducted	2007 -10	Coordinator	
	2.2 Seek funding to address young women’s issues	NSW Health/ Councils/ FLYHT/OfW/ CDSE	Submissions for funding focusing on young women written/ funding received	2007 -10	Coordinator/ HP	
	2.3 Lodge Registration of Interest for Young Women’s Health Promotion Worker.	AHS/ NSW Health	ROI lodged Funding received.	2007 –10	Coordinator/ MC	
	2.4 Use community development processes involving young women to address identified needs	FLYHT Council Schools Youth Workers/ TAFE	Projects implemented	Annually	HP/ Counselling	

Objectives	Activities	Potential Partners	Performance Indicators	Timeframe	Who	Progress / Comment on Achievement
3. To encourage young women's development of safe, equal & healthy relationships	3.1 Promote and distribute Light Stills Emotions Photolanguage cards across Australia.	DV Clearinghouse/ OfW	Promotional articles written No of cards sold	2007 -10	Coordinator/ Counselling/ Admin.	
	3.2 Develop training/ conference workshop on running the Young Women's Photography Project and using photolanguage cards.	WHNSW/ GVDV/ FLYHT	Workshop conducted 10 participants	2007 -08	Counselling	
4. Increase young women's engagement with in feminist dialogue and challenging of gender stereotypes and myths.	4.1 Incorporate young women's events into IWDfor example through schools e.g. "Chicks and the F word: Do we have a future:?"	IWD Collective/ LYWN/ Schools	Events conducted Young women attend	Annually	HP/ Counselling	
	4.2 Encourage involvement of women's services in youth events		No. of women's services participating in youth events	Annually	HP/ Counselling	
	4.3 Participate in relevant networks		Participate in LYWN e-group Attend LYWN	Annually	HP/ Counselling	
5. Improve access of young women to centre services	5.1 Promote clinical / counseling services if appropriate to youth services	LYWN	No referrals from youth services/ schools No. of young women using services. Youth services receive quarterly calendar	Annually		
	5.2 Provide Centre information sessions/ support to youth services/ workers		1 session per year conducted 8 participants	Annually		

*See other Core Focus Areas such as To improve the safety and wellbeing and reduce the incidence of women experiencing the effects of domestic violence and sexual assault.*



- **Core Focus Area 10:** To maintain and build on the centre's quality and infrastructure including staff support mechanisms to support the achievement of the above.

Objectives	Activities	Partners	Performance Indicators	Timeframe	Who	Annual Review/ Comment on Achievement
1. To build on the quality of all facets of the services provided.	1.1 Participate in QMS quality assurance processes as funding allows.	SSWAHS/ WHSW/ QMS	<ul style="list-style-type: none"> <li>• Attendance at information and training seminars</li> </ul>	2007- 10	Coord/ Staff/ MC	
	1.2 Seek QMS accreditation if funding available	QMS/ WHNSW	<ul style="list-style-type: none"> <li>▪ Accreditation achieved</li> </ul>	2007 -10	Coord/ Staff/ MC	
	1.3 Review surveys and conduct triennial client satisfaction & service provider surveys.	WHNSW/ Other WHCs Centre clients/ Local services	<ul style="list-style-type: none"> <li>▪ Surveys reviewed</li> <li>▪ 60 clients across a range of Centre services complete satisfaction surveys.</li> <li>▪ 30 service provider surveys are completed.</li> <li>▪ Information collated, presented to staff &amp; MC and integrated into planning</li> </ul>	2008 –9/ 2009-10	All staff Coord/ Reception/ TLs/ Student	
	1.4 Conduct targetted focus groups with women who use the Centre to examine quality service provision issues and assist with needs assessment	Univerities/ TAFE	<ul style="list-style-type: none"> <li>▪ 3 focus groups are conducted with Centre target groups.</li> </ul>	2009 - 10	Coordinat or/ Student	
	1.5 Conduct needs assessment and consultation on a triennial basis.	Unis/ TAFE/ Council/ SSWAHS	<ul style="list-style-type: none"> <li>▪ 100 Surveys completed &amp; collated</li> <li>▪ Demographic &amp; epidemiological information collected</li> <li>▪ Recommendations fed into planning</li> <li>▪ Focus groups conducted</li> <li>▪ Report written</li> <li>▪ Integrate needs assessment into planning</li> </ul>	2009 -10	Coord/ HP/ Student	
	1.6 Monitor feedback from clients via reception feedback book and other sources and implement changes as required.	Centre Clients	<ul style="list-style-type: none"> <li>▪ Feedback noted and acted on accordingly</li> </ul>	Annually	Coord/ Staff/ TLs	

Objectives	Activities	Partners	Performance Indicators	Timeframe	Who	Annual Review/ Comment on Achievement
	1.7 Implement centre's complaints procedure efficiently	HCCC/ SSW HCCC Off.	<ul style="list-style-type: none"> <li>▪ Complaints handled according to policy</li> <li>▪ Staff &amp; MC trained in complaints handling</li> </ul>	Annually	Coord/ All staff	
	1.8 Collect and distribute to staff, management & WHNSW quarterly statistics on no. of clients, types of issues addressed and relevant client demographics.	WHNSW	<ul style="list-style-type: none"> <li>▪ Statistical and activity reports are completed on a quarterly basis and presented to staff and management on a quarterly basis.</li> </ul>	Annually	Coord./ TLs	
	1.9 Ensure quality supervision and peer review/ support is available to all staff across the four teams.	External supervisors	<ul style="list-style-type: none"> <li>▪ Feedback about supervision</li> <li>▪ Admin/ HP/ Clin/ Staff attend monthly supervision</li> <li>▪ Coordinator organizes supervision as required.</li> <li>▪ Counsellors attend fortnightly supervision</li> <li>▪ Training on debriefing conducted</li> </ul>	Annually  2007 -10	Coord/ TLs/ All staff	
	1.10 Develop & implement procedure for clinical peer review	Other WHCs/ FPA Health/ WHN assoc/ prof. assoc	<ul style="list-style-type: none"> <li>▪ Procedures developed</li> <li>▪ All clinical staff participate</li> </ul>	2007 -08 Annually	Coord/ Clin Tm	
	1.11 Ensure access to professional support/ networks is available to all workers.	WHNSW/ Prof associations	<ul style="list-style-type: none"> <li>• Staff participation in networks</li> </ul>	Annually	Coord/ TL/ MC	
	1.12 Implement an annual staff appraisal system and work plan reviews in conjunction with team leaders.	Other WHCs	<ul style="list-style-type: none"> <li>▪ All staff appraised annually</li> <li>▪ Positive staff feedback</li> </ul>	Annually	All staff	
	1.13 Implement process evaluations of all group/ education programs.		<ul style="list-style-type: none"> <li>▪ Process evaluations conducted and recommendations implemented/ documented &amp; centrally stored</li> </ul>	Annually	All staff/ TLs	

Objectives	Activities	Partners	Performance Indicators	Timeframe	Who	Annual Review/ Comment on Achievement
	<p>1.14 Conduct 6 monthly follow up evaluation gatherings of clients attending new groups.</p> <p>1.15 Keep and manage client records according to centre procedures</p> <p>1.16 Program records are kept in accordance with Centre procedures for all groups/ education programs/ projects undertaken.</p> <p>1.17 Use &amp; contribute to improvement of computerised data collection system</p> <p>1.18 Review format of quarterly staff &amp; team reports and continue to present to management committee</p> <p>1.19 Complete and distribute annual report and funding body activity reports</p> <p>1.20 Conduct Annual &amp; Half year planning/ reviews</p>	<p>WHNSW/ QMS/</p> <p>SSWAHS/ Other WHCs</p> <p>Other WHCs/ WHNSW</p> <p>Other WHCs</p> <p>Other women's services</p>	<ul style="list-style-type: none"> <li>▪ Follow up evaluations on identified programs are conducted and outcomes/ recommend'ns implemented</li> <li>• Staff feedback</li> <li>• File audit report done with 75% adherence &amp; recommend'ns implemented</li> <li>• Program records available</li> <li>• Program record audit shows 75% adherence.</li> <li>▪ Client registration information is inputted</li> <li>▪ Stats being entered</li> <li>▪ Problems reported to WHNSW</li> <li>▪ Stats Reports produced quarterly</li> <li>▪ TLs accessing data as required</li> <li>▪ Pap smear recall working</li> <li>▪ Format reviewed &amp; reports tabled.</li> <li>▪ Annual report presented at AGM &amp; distributed to relevant groups</li> <li>▪ Funding body reports submitted</li> <li>▪ Reviews conducted &amp; documented</li> <li>▪ Staff &amp; MC attendance</li> <li>▪ Stakeholder participation if appropriate</li> </ul>	<p>Annually</p> <p>Annually 2008 -09</p> <p>Annually</p> <p>Annually</p> <p>Annually</p> <p>Annually</p> <p>Annually</p>	<p>Coord/ TL</p> <p>All staff/ Coord/ TLs</p> <p>All staff/ Coord/ TLs</p> <p>All staff/ Admin/ Coord/ TLs/ Clincial TL</p> <p>Coordinat or/ Data entry officer</p> <p>Coordinat or/ MC</p> <p>Coord</p>	

Objectives	Activities	Partners	Performance Indicators	Timeframe	Who	Annual Review/ Comment on Achievement
	<p>1.21 Use pro-forma to document and centrally file all new group and education programs so other staff may have access.</p> <p>1.22 Review Centre's information management procedures and systems</p> <p>1.24 Participate actively in quarterly meetings and other initiatives of Women's Health NSW.</p> <p>1.25 Operate Centre within LWHC Policies and Procedures, legal requirements and funding body requirements.</p>	<p>Other WHCs</p> <p>WHNSW/ Other WHCs</p> <p>NSW Health/ SSWAHS/</p>	<ul style="list-style-type: none"> <li>▪ Programs documented, stored &amp; accessed</li> <li>• Information management procedures are in place and followed.</li> <li>▪ No of staff/ MC participating</li> <li>▪ Policies &amp; procedures followed</li> </ul>	<p>Annually</p> <p>Annually</p> <p>Annually</p> <p>Annually</p>	<p>All staff</p> <p>Coord/ TL</p> <p>All staff</p> <p>Coord/ TLs/ Staff/ MC</p>	
2. To facilitate consumer and community participation in the work of the Centre.	<p>2.1 Refine policy and procedures on consumer participation including integrating consumer participation structure into the Centre's structure and meetings and decision making processes.</p> <p>2.2 Maintain a 'friends of Liverpool Women's Health Centre' consumer network that can feed into policy initiatives, stay in touch with women's health issues and provide the Centre with feedback.</p> <p>2.3 Provide orientation/ information/ training sessions to members of 'Friends of LWHC'</p> <p>2.4 Ensure consumer membership on MC</p>	<p>Consumer's Health Forum/ AHS Community engagement officer/ Other WHCs</p>	<ul style="list-style-type: none"> <li>▪ Policy reviewed and updated</li> <li>▪ No of women participating in 'Friends of LWHC'</li> <li>▪ 6 monthly consumer advisory meetings</li> <li>▪ no. of attendances</li> <li>▪ network promoted through group calendar</li> <li>• Sessions conducted</li> <li>• Orientation kits provided</li> <li>▪ No of consumers on MC</li> </ul>	<p>2007 -10</p> <p>Annually</p> <p>Annually</p> <p>Annually</p>	<p>Coord/ MC</p> <p>Coord/ MC</p> <p>Coord</p> <p>Coord/ MC/ Staff</p>	

Objectives	Activities	Partners	Performance Indicators	Timeframe	Who	Annual Review/ Comment on Achievement
2. To effectively manage the financial systems of the Centre.	2.1 Follow financial policy and procedures of Centre and legislative and funding body requirements.	Dept of Fair Trading/ SSWAHS	<ul style="list-style-type: none"> <li>▪ Books for all accounts prepared by book keeper.</li> <li>▪ Accounts reconciled on a monthly basis.</li> </ul>	Annually	Finance off/Coordr	
	2.2 Develop & monitor budget		<ul style="list-style-type: none"> <li>▪ Budget tabled to MC</li> </ul>	Annually	Finance off/ Coord	
	2.3 Oversee finances on quarterly basis		<ul style="list-style-type: none"> <li>• Financial reports tabled quarterly to MC</li> </ul>	Annually	Finance off/ Coord	
	2.4 Maintain a fortnightly payroll.		<ul style="list-style-type: none"> <li>• Staff are paid according to industrial agreements.</li> </ul>	Annually	Finance officer	
	2.5 Finances are audited and submitted to public scrutiny at an AGM and lodged with Fair Trading and funding body.		<ul style="list-style-type: none"> <li>• Clean annual audits within budget</li> </ul>	Annually	Finance off/ Coord	
	2.6 Insure the centre, staff, management and users		<ul style="list-style-type: none"> <li>▪ Insurance coverage in place</li> <li>▪ Insurance register in place</li> </ul>	Annually	Finance off/ Coord	
	2.7 Maintain an up to date assets register		<ul style="list-style-type: none"> <li>• Assets register is up to date</li> </ul>	Annually	Finance Officer	
3. To ensure that the Centre provides a safe and environmentally friendly work place for its staff.	3.1 Conduct a 6 monthly OH&S audit	Workcover/ Workers Health centre	<ul style="list-style-type: none"> <li>▪ Audit report done and circulated to staff and MC &amp; changes made accordingly.</li> </ul>	Annually	OH& S officer/ Coord	
	3.2 Monitor the effectiveness of the Centre's occupational health & safety policies and procedures.	Workcover/ Workers health centre	<ul style="list-style-type: none"> <li>• OH&amp;S reviewed on staff &amp; MC meeting agendas</li> </ul>	Annually	OH&S/ Coord	
	3.3 Develop and implement workplace environment policy and procedures in partnership with other women's health centres.	Total Environment Centre/ TAFE student	<ul style="list-style-type: none"> <li>▪ Environment policies are developed and implemented.</li> <li>▪ Reduced paper wastage</li> <li>▪ Composting of scraps</li> <li>▪ Greater use of environmentally friendly cleaning agents.</li> </ul>	Annually	Coord	

Objectives	Activities	Partners	Performance Indicators	Timeframe	Who	Annual Review/ Comment on Achievement
	<p>3.4 Implement stress management and debriefing strategies in the workplace e.g. relaxation activities for staff.</p> <p>3.5 Staff access Centre’s health services according to policy.</p> <p>3.6 Ensure that time in lieu and annual leave is taken as per policies.</p> <p>3.6 Continue to investigate bigger building options</p> <p>3.7 Maintain a critical incident register for staff communication</p>	<p>WHRF/ SSWAHS/ Council/ NSW Health/ Women’s Services</p>	<ul style="list-style-type: none"> <li>▪ 2 group stress management activities are conducted per year/ supervision and peer debriefing available to staff</li> <li>▪ Staff use of complementary health services as per policy</li> <li>▪ TIL and AL accruals reviewed by MC quarterly</li> <li>▪ Staff accruals within policy limits.</li> <li>• Development options investigated</li> <li>• All incidents signed off by coordinator</li> <li>• Incidents discussed at staff meeting &amp; MC as approp</li> </ul>	<p>Annually</p> <p>Annually</p> <p>Annually</p> <p>Annually</p> <p>Annually</p>	<p>Coord/ All staff</p> <p>Coord</p> <p>Coord/ TLs /MC</p> <p>Coord/ MC</p> <p>Coord/ Staff</p>	
<p>4. To build the skills and capacity of staff to provide a quality service to women.</p>	<p>4.1 Monitor training needs as part of staff meetings, quarterly reporting procedures, annual planning and evaluation days, staff appraisals and MC meetings</p> <p>4.2 Provide access to training for staff in accordance with the Centre’s staff &amp; development and training policy.</p> <p>4.3 Provide access to regular supervision</p>	<ul style="list-style-type: none"> <li>▪ CCWT/ SSWAHS / ECAV/ FPA Health</li> </ul>	<ul style="list-style-type: none"> <li>▪ Training needs are identified in reports</li> <li>▪ Training is provided according to needs and within Centre policies and fairly across all teams.</li> <li>▪ Supervision is available to all staff.</li> <li>▪ Positive evaluations of supervision.</li> </ul>	<p>Annually</p> <p>Annually</p> <p>Annually</p>	<p>Coord/ TLs</p> <p>Coord/ TLs / MC</p> <p>Coord.</p>	

Objectives	Activities	Partners	Performance Indicators	Timeframe	Who	Annual Review/ Comment on Achievement
	<p>4.4 Implement regular in-service training for staff and management.</p> <p>4.5 Upgrade new staff/ student orientation manual and staff orientation checklist</p> <p>4.6 Maintain an up to date library including books/ journals/ reports for staff</p> <p>4.7 Conduct regular staff presentations to share skills and knowledge</p>	Local services	<ul style="list-style-type: none"> <li>▪ No of staff attend inservice sessions</li> <li>▪ No of Inservice sessions</li>   <li>▪ Orientation manual done</li> <li>▪ Checklist up to date</li>   <li>▪ Staff use of library</li>   <li>▪ Sessions conducted</li> </ul>	<p>Annually</p> <p>Annually</p> <p>Annually</p>	<p>Coord/ TLs</p> <p>Coord</p> <p>Coord/ TLs/ Staff</p> <p>Staff</p>	
5. To ensure and develop an effective, skilled, accountable and active management committee.	<p>5.1 Distribute an up to date orientation manual to MC members</p> <p>5.2 Provide access to training for MC</p> <p>5.3 Develop a buddy system for new MC members as required.</p> <p>5.4 Investigate the potential for Management sub-committees, for example, in the areas of finance, policy and industrial relations.</p> <p>5.5 Hold MC meetings on a 6 weekly basis</p> <p>5.6 Encourage MC involvement in review and planning days.</p>	OtherWHCs/ WHNSW/ NCOSS/ WSCF/ Jobs Australia	<ul style="list-style-type: none"> <li>▪ Manuals distributed at first meeting following AGM</li> <li>▪ 1 MC training opportunity per year.</li> <li>▪ Training policy includes MC access.</li> <li>▪ Buddy system implemented</li>   <li>▪ Management sub-committees are established and functioning.</li>   <li>▪ Quorum at MC meetings</li>   <li>▪ MC members participate in planning/ review days.</li> </ul>	<p>Annually</p> <p>Annually</p> <p>Annually</p> <p>Annually</p>	<p>Coord</p> <p>Coord/ MC</p> <p>MC/Coord</p> <p>MC/ Coord</p> <p>Coord./ MC</p> <p>Coord</p>	

Objectives	Activities	Partners	Performance Indicators	Timeframe	Who	Annual Review/ Comment on Achievement
6. To monitor, review and develop Centre policies and procedures on a regular basis.	6.1 Integrate policy development into staff, team, planning & management meetings.	WHNSW/ other WHCs	<ul style="list-style-type: none"> <li>▪ policies are reviewed/ at Centre bimonthly staff meetings.</li> <li>▪ Every 2<sup>nd</sup> MC meeting discusses 1 centre policy.</li> <li>▪ First MC meeting reviews Centre policies and priorities identified.</li> <li>▪ Policy issues examined in planning days.</li> </ul>	Annually	Coord	
	6.2 Review update Policy & Procedure manual.			Annually	Coord	
7. To ensure the Centre has modern and efficient equipment/ facilities and supplies to achieve our aims.	7.1 Purchase or access and maintain suitable equipment including information technology and to fullfil Centre requirements.	SSWAHS/ WHRF	<ul style="list-style-type: none"> <li>▪ Equipment functioning</li> <li>▪ Supplies available as needed</li> </ul>	Annually	Coord/ Admn off/ TLs	
	7.2 Purchase supplies on a regular basis to meet the Centre's demands					
8. To ensure that the Centre's administrative systems are functioning efficiently.	8.1 Continue to update, cull and archive the Centre's files and index card system following legal requirements		<ul style="list-style-type: none"> <li>▪ Centre files and index system totally culled.</li> <li>▪ Room for growth in file system.</li> <li>▪ Systems reported to be functioning smoothly by staff.</li> <li>▪ Women most in need receive appointments.</li> <li>▪ Staff moverments and room use are documented</li> </ul>	Annually	Admin	
	8.2 Monitor and review and adjust administrative systems in conjunction with clinical/ counselling staff.			Annually	Admin	
	8.3 Offer appointments using an equitable system appropriate to Centre resources			Annually	Admin/ TLs/ Coord	
	8.4 Maintain a Centre diary that contains room bookings, staff movements and staff communications.			Annually	All staff	



