



Annual Report 2011

Reporting Period July 2010 - June 2011



Strength in Dignity, Choice, Diversity and Justice

About Us

WHISE is a not for profit, community based Women's Health Service run by women for women and supported by the Department of Health, Victoria.

We provide health information and education to the female community and health professionals. We assist women, particularly those who are significantly marginalised, to access services that they need – our own services, or those of our service partners. We advocate for improved health services, and we encourage women to take more effective control of their health and well-being.

Our Vision

To improve the health and well-being of women in the Southern Metropolitan Region within a Social Model of Health and within a feminist perspective.

Our Mission

- To provide a range of services that acknowledges the diversity of women and their total well-being
- To be accessible to all women in a safe and women-friendly environment
- To promote best practice in health service delivery for marginalised women, both in specialised and in mainstream service providers

Chair Person's Report



This has been a very good year for WHISE with many diverse programs for all women. It is thanks to the dedication and loyalty of our CEO and staff that we still succeed, even through the tough times and there have been many over the past years. We are now facing another set of challenges with the complications and inherent difficulties of the Medicare Locals and the changeover of the health system from State to Federal but WHISE is always adaptable in seeking out new areas to assist all women in our region.

I would like to quote some excerpts from an article on Feminism & Health by Susan Reverby who states:

“Feminism and health care have had a long, if complicated relationship. I would even claim that you could not find any feminist movement that has not had something to say about women’s health. The critical role that science, medicine and nursing have played in the definition of “normal” has forced feminists who fight for any form of equality to confront the healthcare system. These efforts have required making women “subjects”, not just objects of health policy and care, and finding a way to make our differing needs matter, not only medically but holistically as well”.

This was an article written in 2002 and we are still fighting for women’s needs to be recognised, and WHISE will continue this fight in as many areas as possible. And on we go.

I would like you to take the opportunity of reading the Annual Report so as to become familiar with our programs and the work we are doing, and we always welcome help from members in different areas. My thanks to the WHISE Council for their hard work and dedication, and their support to me, as well as the staff of WHISE who do a fantastic job. Congratulations to Eva, for her very successful first 12 months as CEO.

CEO's Report



Health is a state of complete physical, mental and social well-being, and not merely the absence of disease or infirmity ~ World Health Organization, 1948.

I would first like to thank all the staff at WHISE for their contribution and exemplary work practice over the last 12 months. I would also like to thank the Council for their dedication and time given to WHISE and the members for their support. I would also like to announce the launch of our new website and logo.

Over the past year, WHISE has been running the Women's Wellbeing Group and the Afghan Women's Group. These groups have been well attended, popular and have encouraged empowerment and inclusiveness with their own and wider communities among the women involved. At WHISE, we are looking forward to continuing this work with all women through the coming year.

Another group which has developed in partnership with WHISE is the Diabetes Group. This group provides support and information about diabetes to sufferers and carers. WHISE is pleased to be associated with this group now and into the future.

Special congratulations to Kristine Hill, who has been an employee of WHISE for ten years, and to Gail Quilliam, Chairperson of WHISE Council, who has now been associated with WHISE for 13 years. Their contribution to WHISE is immeasurable and greatly appreciated.

I would also like to thank Sue McKenna, who recently returned to her position at the Department of Human Services after completing her secondment period at WHISE, for her work on the PACE program over the last 12 months. We wish Sue luck in her future endeavours.

As we move into our next year, we are excited at the prospect of taking WHISE into the future, with a new look, the development of more women's space and groups, and more programs in place to assist women who are marginalised, vulnerable, and often isolated to reach new levels of self-esteem, confidence and well-being.

You can't change the wind; but you can shift your sails.

Alcohol and Other Drugs Project

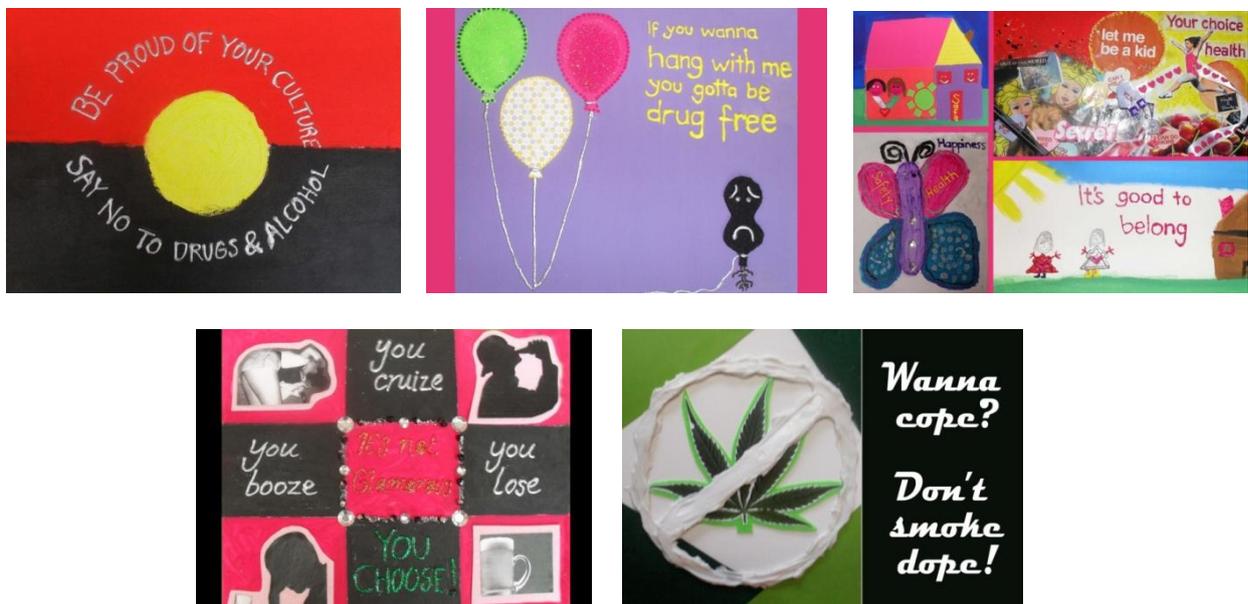
WHISE was recently funded by Doveton Eumemmerring Neighbourhood Renewal to deliver a project that promoted the health and wellbeing of young people in Doveton and Eumemmerring. The project worked directly with young people to develop an improved set of messages about alcohol and drug usage.

During consultations, young people spoke about familiar media campaigns such as *'If you drink, then drive, you're a bloody idiot'* and *'Say no to drugs'*. Some young people expressed that these current campaigns were effective in making them think twice about their alcohol and drug use. Other young people expressed that slogans such as *'hugs not drugs'* were "...not serious enough and therefore (they) can't connect" with the slogan. Instead they ignored the intended drug prevention message.

Out of these consultations a reference group was established to develop a range of messages for use amongst their peers in Doveton and Eumemmerring. The group came up with a range of messages including:

- If you wanna hang with me, you gotta be drug free
- Wanna cope? Don't smoke dope
- You booze, you cruise, you lose... YOU CHOOSE!
- Be proud of your culture. Say no to drugs and alcohol

Artwork was created by the young people to represent and deliver their messages. This artwork was then printed onto postcards for distribution amongst their peers.



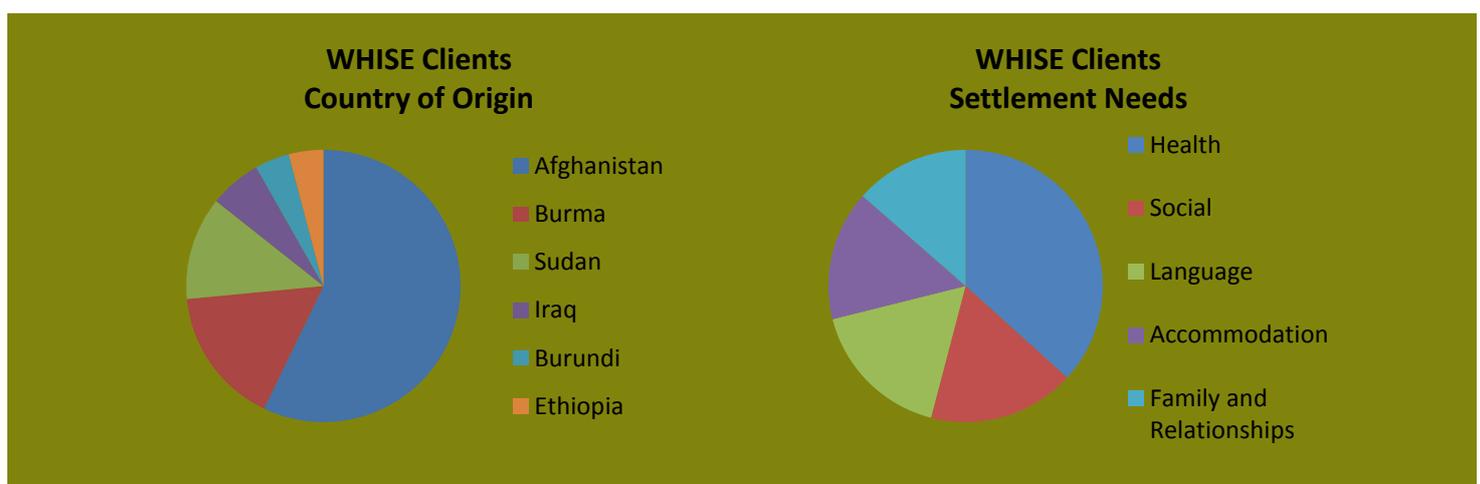
Settlement Grants Program

The Settlement Grants Program (SGP) funded by the Department of Immigration and Citizenship (DIAC) has been part of the WHISE landscape for the past 6 years. The aim of the SGP is to deliver services which assist eligible clients to become self reliant and participate equitably in Australian society as soon as possible after arrival. For WHISE, these are women who have arrived on a refugee or humanitarian visa in the past 5 years and who live in the areas of Greater Dandenong, Frankston, Casey and Cardinia.

DIAC fund many SGP's in the community, however what makes WHISE's SGP so unique is the volunteer home visitor program that is run as part of the larger SGP. By providing outreach services WHISE is able to reach those who are most isolated and thus most in need. Volunteers are trained to go into the homes of these women to provide basic settlement assistance. In 2010 – 2011, 24 new volunteers were trained as home visitors.

As a result of receiving assistance through the volunteer home visiting program women develop an increased knowledge of mainstream support services, are more confident in being able to access these services, have a greater familiarisation of the local area, increased self esteem and self worth and an increased level of independence.

Through the SGP, WHISE has been invited into the homes of a diverse, culturally rich and fascinating group of people, often at the most vulnerable time in their lives.



These graphs represent the top 6 countries of origin and top 5 settlement needs experienced by the women who are part of the WHISE SGP.

White Ribbon Day

White Ribbon Day is a national campaign that encourages men and boys to speak out against, and pledge to never commit acts of violence against women. In 2010 WHISE encouraged male ambassadors to represent their communities, to promote the positive effects of respectful relationships for families and positive social investment outcomes.

WHISE recruited 14 male ambassadors representing 12 diverse communities. Each was presented with a white ribbon by Wendy Sturgess, CEO, White Ribbon Campaign and each gave an anti violence message in their own language which was put together to develop an anti violence DVD.

Following the ribbon presentations, the ambassadors took their message to the streets by leading a march to the Dandenong market where they later spoke with locals and distributed information.

WHISE ambassadors for 2010 were:

Denis Paul
Ernie Mastroianni
Gamini Fonseka
Guangtao Tang
Gurdarshan Singh Gill
Jason Selim
Kudit Giel
Minthura Wynn
Moses Adepoju
Prasad Gunatunga
Rick Comfort
Sundika Ruvinda Thanthrige
Syrous Eshanian
Taha Sayyom



GirlzOwn

GirlzOwn was established for secondary-school aged girls of diverse backgrounds as a means of encouraging cross cultural harmony as well as skill and knowledge building amongst girls from diverse backgrounds. In 2010, WHISE conducted 5 sessions at Keysborough College, Chandler Campus and 5 sessions at WHISE during the Christmas school holidays. The girls who participated in the program were between the ages of 14 and 18 and were from many different countries.

The girls were presented with information about relationships, violence, communication, financial literacy, workplace bullying and sexual consent. In the last session the group had a breakup party which included various team building activities and games as well as gave the girls the opportunity to showcase a variety of diverse activities from their cultures such as henna tattooing and dance.

Many of the girls acknowledged that they would be able to use much of the information that they learnt to assist them in the future such as how to manage their finances, their rights, different forms of workplace bullying, what to do in challenging situations and support services available to them.

Afghan Women's Group

The Afghan Women's Health and Wellbeing Group is compiled of 15 to 20 Afghan women aged between 20 and 60 years of age. They meet once a fortnight to discuss issues associated with physical, mental and sexual health, relationships, wellbeing, law, support services and other issues affecting their lives. The women also participate in creative expression activities such as singing, painting and drawing.

The group provides women, who are relatively new to the country with the opportunity to meet others, make friends, feel a sense of connection to their community as well as learn about issues that will assist in their settlement.



GRACE Tour of Holy Places

Gender Rights and Cultural Education (GRACE) aims to recognise and respond to the diverse needs of the Victorian population with a particular focus on gender, culture, religion, ethnicity and gender identity and reducing discrimination and marginalisation by raising awareness of rights amongst women.

GRACE Holy Tours are held in partnership with interfaith networks (Frankston Interfaith Network and Mornington Peninsula Interfaith Network) and temples to provide community members and school students with the opportunity to visit, experience and explore holy places and to learn about different faiths and cultures and their general norms.

In 2010 - 2011 tours were organised with members of Frankston Interfaith Network, students at Balcombe Grammar School and members of the general public.

The tour for the general public was fully booked with 35 participants attending with many more on the waiting list for the next tour.

Feedback received from participants was extremely positive with participants saying that they now have a greater understanding and appreciation of different religions and cultures, and really appreciated being given the opportunity to ask questions and taste traditional foods.



Places of worship visited in these tours were:

- Buddhist Temple in Keysborough
- Hindu Temple in Carrum Downs
- Sikh Temple in Keysborough
- Turkish Islamic Mosque in Keysborough

No Interest Loan Scheme



The No Interest Loan Scheme (NILS) is a partnership between Good Shepherd Youth & Family Services, the National Australia Bank and the Federal Government and provided through WHISE. The NILS program offers people on low income the opportunity to access safe and affordable credit, up to \$1000, to purchase goods without any fees, charges or interest payments. It is open to people who receive Centrelink payments or have a health care card as well as the willingness and ability to pay back the loan over 12 – 18 months.

WHISE provides two NILS programs

- WHISE family violence NILS which is open to those living in the Southern Metropolitan Region who are experiencing family violence or who have experienced it in the past, or may be at risk in the future
- HEED NILS which is for residents who live in Hallam, Endeavour Hills, Eumemmerring or Doveton

Many low income households face a major problem if they need to buy an essential household item, such as a refrigerator, but don't have savings and can't access affordable credit. Loans are generally used to purchase items such as whitegoods, electric goods, household goods, upcoming educational expenses as well as other approved items.

To date, NILS has helped many women manage their way out of difficult situations, including an older woman, who as a result of a back injury could no longer bend. Money received through NILS helped her to purchase an upside down fridge. Another woman was able to use NILS to purchase a reliable laptop which enabled her to continue her studies via distance education.

IT Training

Demand for our 'Computers for Beginners' training program continued to increase this year. Fifty students successfully completed their training and graduated in December 2010.

One of the main objectives of this program is to introduce Information Technology (IT) to women who lack familiarity with IT. Women who are unemployed are amongst the many women who are encouraged to attend the training, to gain support to find employment.

The ability to provide one-on-one training tailored to individual needs has encouraged increased participation of women with complex needs.

Seniors who are socially isolated enjoy internet and email training. This successful computer literacy for older people is achieved by creating a supportive environment to provide empathetic and easy to understand tuition tailored to individual needs. Learning internet skills is a great achievement for seniors which helps to increase their self-confidence and self esteem and also provides them with an opportunity for entertainment.

Weekly training sessions provide participants with an opportunity for structured socialisation and development of social skills by meeting other women, encouraging involvement in community and group activities, making friends and also becoming computer literate. The training also provides a way for participants to reconnect with family and friends using Facebook and Skype.

By providing comprehensive training on the internet, routine health information and resources as well relevant services and support available, WHISE has been able to encourage and empower marginalized women to build the skills and confidence to explore issues relevant to their own health and wellbeing.

Many of the women who graduated 'Computers for Beginners' will be advancing to intermediate level later this year.



Panda Pals Playgroup

The Panda Pals Playgroup (Chinese Mother's Group) is approaching its third year with support from WHISE and participating families.

The playgroup is an initiative of WHISE and the South Eastern Region Chinese Friendship Centre which commenced on the 6th August, 2008 at WHISE. The group was set up to assist young mothers to connect with each other, to share their experiences, develop parenting skills and access information and community resources. In 2008 the group resettled at its new home - Maralinga Primary School as 'Panda Pals Playgroup' due to its continual growth. In late 2010 the playgroup made another move to Springvale Service for Children, which has new facilities for children and is well served by public transport, making it the ideal setting for the group.

In 2010 – 2011:

- Fourteen families attended a successful Christmas party that was held at Springvale Service for Children. A big paper Christmas tree with all of the children's hand prints on it was made to show appreciation for the support that Maralinga Primary School has given to the group
- Fifty- eight families are registered as group members, with fifteen new families joining during the last 12 months
- Four new babies were welcomed into the group
- The group has enjoyed ongoing support and dedication from volunteers. Many of the group's volunteers have acquired employment as a result of their work with the group including Catherine Luk who has secured employment with AMES
- Li Ching joined the group as a new volunteer. Her experience, skills and commitment have been an asset to the group



Financial Report

Income Statement for the Year Ended 30 June 2011

	2011	2010
	\$	\$
Income		
Grant and Services	804,136	715,063
Donation	4,789	37,363
Other Income	22,737	46,381
Interest	7,173	3,312
	<u>838,835</u>	<u>802,119</u>
Expenditure		
Accounting and Audit Fess	10,940	13,899
Advertising and Promotion	3,827	2,635
Bank Charges	2,351	3,492
Bookkeeping Expenses	20,404	10,642
Business Development	6,170	27,841
Computer Expenses	9,313	13,539
Committee Cost	4,517	4,204
Depreciation	24,960	28,529
Donations	179	
Insurance	7,631	6,187
Laundry	6,665	8,081
Legal Fees		2,662
Light & Power	5,422	5,748
Motor Vehicles Expenses	8,008	14,811
Postage	1,098	2,000
Printing & Stationery	5,166	11,370
Project Costs	14,010	29,506
Rates & Land Taxes	1,928	2,410
Rental Expenses	47,917	51,743
Repairs and Maintenance	1,907	5,274
Security	727	364
Staff Amenities	3,289	4,977
Subscription & Accreditation	4,903	8,437
Sundry Expenses		410
Superannuation	47,649	39,237
Telephone	8,992	6,862
Travel, Accommodation & Conference	3,677	2,240
Wages	564,219	462,795
Workcover	13,376	10,430
Total Expenses	<u>829,247</u>	<u>780,325</u>
Surplus/(Deficit)	9,588	21,794
Retained Surplus/(Deficit) at the Beginning of The Financial Year	15,877	-
Retained Surplus/(Deficit) at the End of The Financial Year	<u>25,465</u>	<u>15,877</u>

Balance Sheet For the Year Ended 30 June 2011

	Note	2011 \$	2010 \$
CURRENT ASSETS			
Cash and Cash Equivalents		148,729	191,388
Trade and Other Receivables	2	5,889	14,796
Other	3	5,658	4,400
TOTAL CURRENT ASSETS		<u>160,276</u>	<u>210,584</u>
NON-CURRENT ASSETS			
Property, Plant and Equipment	4	64,463	78,903
TOTAL NON_CURRENT ASSETS		<u>64,463</u>	<u>78,903</u>
TOTAL ASSETS		<u>224,739</u>	<u>289,486</u>
CURRENT LIABILITIES			
Trade and Other Payables	5	40,315	58,236
Unearned Income		11,818	68,250
Grants Received in Advance		887	870
Other Provision		12,183	12,183
TOTAL CURRENT LIABILITIES		<u>65,203</u>	<u>139,539</u>
NET ASSETS		<u>159,535</u>	<u>149,947</u>
MEMBERS' FUND			
Capital Profit Reserve		134,070	134,070
Retained Profit/(Deficit)		25,465	15,877
TOTAL MEMBERS' FUND		<u>159,535</u>	<u>149,947</u>

Staff Members

Eva Orr	CEO
Helena Bishop	Team Leader
Iresha Buthgamuwa	Health Promotion Worker
Belinda Dennis	SGP Project Worker
Renay Fewkes	Administarion Assistant
Anna Harder	Receptionist
Kristine Hill	Health Promotion Worker
Mumtaz Masoud	Health Promotion Worker
Amrit Preet	Community Development Worker
Deb Pugsley	HR Manager
Antigone Quince	Operations Manager
Ruchita Ruchita	Health Promotion Worker
Marian Salvage	SGP Coordinator
Udani Waidyarathna	Community Development Worker
Dongmei Zhang	Health Promotion Worker

Council

Gail Quillam	Chairperson
Donna Fulford	Vice Chairperson
Maureen Mirabella	Treasurer
Heather Gerrarty	Associate Treasurer
Carmel Croft	
Jenni Colwill	
Xiaoli Ma	
Hayley Wesson	
Doris Wong	

Students

Rosie Barnes	Madison Naidu
Belinda Dennis	Janini Paramanantham
Sarah Doherty	Fiona Smith
Nabiha Ibrahim	
Kayla McKenna	
Samara McKenna – Kerrison	

Volunteers

Settlement Grants Program:

Abiola Abiota	Sue Martin
Sedigheh Alizadeh	Dalal Masri
Liz Cavell	Linda Miller
Susan Curtis	Kate Mugavin
Natasha Denny	Caroline Pearson
Rita Douglass	Chaw Po
Emma Edwards	Zoe Rust
Mariam Ghulami	Shree Singh
Clair Gillingham	Kristy Steel
Melinda Hamilton	Qurat-ul-ain
Sara Hassan	Manisha Visana
Hannah Jay	Eunice Walters
Edisa Kadiric	Shaila Zabeen
Natasha Margaritis	

Chinese Mothers Group:

Li Ching
Catherine Luk
Sandi Xu
Yafan Yu

