



Annual Report 2017

Acknowledgements

SHQ would like to acknowledge the following organisations for their support and financial assistance during 2016/17:

- **Department of Health WA**
Sexual Health and Blood-borne Virus Program
- **Commonwealth Department of Health WA**
Women and Newborn Health Service
- **Department of Health WA**
Indigenous Australians' Health Programme
- **Disability Services Commission**
- **Ansell International**
- **Lotterywest**

3
5
7
8
9
10
11
12
14
15
16
17

Chairperson's report

CEO's report

2017 at a glance

New initiatives

SHQ in the community

Rural services in
Western Australia

Celebrating SHQ one year on

Reconciliation at SHQ

What our clients say
about us

Awards

Financial overview
and our organisation

The SHQ Board

CHAIRPERSON'S REPORT



Deborah Smith
CHAIRPERSON

It has been another busy year for SHQ (Sexual Health Quarters), where many of the building blocks put in place in the previous year have been bedded down and work on our strategic goals is progressing.

SHQ's strategic plan has a number of key strategic goals that are achieved in different ways through the work done by different areas of the organisation. The strategic plan, devised through collaboration between the Board, Executive Team and staff, also lists a number of strategies designed to help SHQ achieve the goals it has set for itself. During the year the Board, together with the Executive and Managers, worked to create a set of Organisational Goals, which align with our Strategic Plan and provide achievable targets over the next 2-3 years. Progress against this is provided to the Board through CEO reports and through Executive/Manager presentations.

Another new initiative designed to help create a closer working relationship between the Board and

the Executive was the introduction of regular meetings focused around a particular topic of discussion. One important topic was the issue of contraception and the lack of contraceptive training for GPs in WA public hospitals. It is well documented and, as we know at SHQ, there are significant public health implications and costs resulting from a lack of contraception. It is estimated that every dollar spent on family planning saves ten-fold in public health costs. SHQ raised the issue of the urgent need to improve and increase contraceptive training for GPs with the Minister for Health and the Department of Health. The Department has convened a Committee to review and produce a report on contraceptive training in the State and SHQ is providing ongoing support to this process.

SHQ's role in advocacy has been another significant topic of discussion, with one of our strategic goals, to **'strengthen our advocacy for policies, practices and services that enhance the sexual health and**

wellbeing of people in WA'. It was agreed that an advocacy committee would be the best way for SHQ to take a targeted, proactive approach to advocacy and this is something that will be implemented. In the interim there has been activity in the advocacy space including submissions to enquiries and support of causes on social media.

A significant part of the work we do is funded through a Service Agreement with the Department of Health, through the Sexual Health and Blood-borne Virus Health Program. In May 2017 we received confirmation of an extension to the Service Agreement until 30 June 2018. We are grateful for the opportunity to continue providing an excellent service in line with the Agreement for another 12 months. It is anticipated that tenders will be called for in the coming year.

Unfortunately our contract with the Federal Government for the Indigenous Australians' Health Program program expired on 30 June 2017 and no opportunity

to renew was available. This has a financial impact on SHQ. To address this, the organisation was restructured. The Board acknowledges that this has been a challenging time for staff and appreciates their efforts to continue working in a professional manner.

Programs that aim to support Aboriginal and Torres Strait Islander peoples to enjoy sexual health and wellbeing are vital to help achieve our strategic plan.

Alternative funding sources are being pursued to enable SHQ to continue our work with this priority group.

SHQ acknowledges Aboriginal and Torres Strait Islander peoples as the Traditional Owners of country throughout Australia and is committed to taking action towards reconciliation. In celebration of National Reconciliation Week, we hosted several activities in which staff and Board members were able to participate. Artist Jilalga Murray ran art workshops and the works created will be displayed at SHQ. A music/yarning session facilitated by Rene Reddingius was also a great success and we thank the artists for sharing their culture and enthusiasm.

Early in the year, at the AGM held on 16 October 2016, the new governing Rules were voted in by the membership of the Family Planning Association of WA Inc. It was a great result to have achieved compliance with the new Associations Incorporation Act 2015 well ahead of the 1 July 2019 deadline.

In June 2017 the Board welcomed our newest member, Susan Theseira. Susan is a Youth Educator with YACWA's YEP Project, a program that works to address sexual health and blood-borne virus issues affecting young people in WA. She also works at the Alcohol & Drug Foundation as a Community Development Officer. Susan is excited to be empowered to use her voice in a space that needs more young people talking and learning about sexual health.

Finally, the Board has introduced Appreciation of Service Awards to be awarded at the 2017 AGM for the first time. We acknowledge the important contributions made by our staff and wanted to recognise significant service milestones in a formal way.

At SHQ we have a vision of **Sexual health and wellbeing for all Western Australians** and I would like to thank the Board, the CEO and Executive Team and all staff at SHQ for the contributions each and every person makes. I look forward to the year ahead as we continue to build on the excellent work done to date.



Deborah Smith
Chairperson

CEO'S REPORT



Julian Henderson
CEO

It was another successful and productive year for SHQ, as we continued our strong focus on providing high quality services to the general community and workforce, whilst undergoing significant changes to further improve our services.

High quality, safe client care is a key priority for SHQ. In the second half of 2016, SHQ commenced a monumental project to prepare for accreditation against the National Safety and Quality Health Service (NSQHS) Standards by 2018. We undertook a gap analysis with the help of an external agency, which identified improvements required in areas including clinical care, incident reporting, infection control, staff training, and consumer engagement. A Quality and Risk Committee was convened, which has made great strides in developing and implementing the governance frameworks, systems and policies

needed for us to meet the national standards. The next stages will include an audit to ensure the policies and systems are being met, the completion of learning modules by staff, and the ongoing review of risks and policies. Accreditation against the standards will increase our transparency and accountability, help us to better manage and reduce our risks, increase our responsiveness to challenges, improve the measurement of outcomes, and contribute to a culture of continuous improvement. Ultimately, ongoing accreditation will help to build a stronger, safe and quality future for the organisation.

Another significant project this year was the implementation of an electronic document and records management system (EDRMS), which could not have happened without the assistance of Lotterywest. This project involved the development of a best practice

framework for managing the SHQ's diverse records, implementation of records management software, migration of records into the system, and staff training. Staff have shown great patience during this time of considerable change. Although in its early stages, the organisation is already seeing improvements in the ways we work with documents, and in time, we expect to see more benefits as a result of better records management practices.

The statewide launch of the RELATE program, an innovative school-based respectful relationships and sexuality education program, was another notable achievement this year. The first of its kind in WA, the program aims to provide teachers and students with a comprehensive, evidence-based, good practice curriculum that promotes respectful relationships and sexual health using a whole

school approach. RELATE was launched at the Australian Council for Health, Physical Education and Recreation (ACHPER) State Conference to health and physical education teachers, who are the main teachers of relationship and sexual health education in schools. This year SHQ offered RELATE professional learning workshops to support teachers in implementing the RELATE program in secondary schools. RELATE has received a very favourable response so far, a testament to the hard work and dedication of the Education team.

In the area of counselling, Danja Locke, SHQ's new Manager of Counselling, came on board this year. Danja has been working to redefine the service's scope of practice in response to more clients presenting with complex needs, involving sexual health as well as other issues such as domestic violence, substance use, sexual assault, and mental health issues. The counselling service has also negotiated a partnership with Headspace in Joondalup to deliver counselling to young people from their premises once

a week. This model has already appeared successful, and it is hoped that a similar arrangement will be implemented in the south metropolitan area.

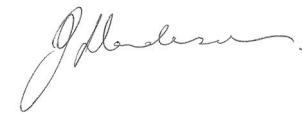
Magenta, a program providing health services and support for sex workers, moved into the former Quarry Health Centre building at 170 Aberdeen Street, following the integration of services for young people (previously offered from Quarry), into our main Roe Street office. A redesign of our clinic reception and waiting area at Roe Street, informed by research with young people, aimed to make the space as youth-friendly as possible. Now more welcoming and comfortable, the clinic offers two waiting areas for additional privacy, mobile charging stations, free wi-fi, discreetly placed leaflets on sexual health, colourful artwork from a local artist, and way-finding signage to ensure clients can move smoothly through the clinic.

SHQ has strengthened its participation in research this year, with one notable example being our involvement in the Impact

Study for the National Human Papilloma Virus (HPV) Monitoring Program. The study aims to measure what types of HPV are present in Australian men and women, now that the HPV vaccine has been introduced. Over the next three years, the study is aiming to recruit 4,300 men and women nationally. This year, SHQ also supported medical students from WA universities to conduct audits of SHQ clinical activities. The organisation is pleased to continue its participation in research projects to expand local and national sexual and reproductive health knowledge, and strengthen its relationships with other health agencies and research institutions.

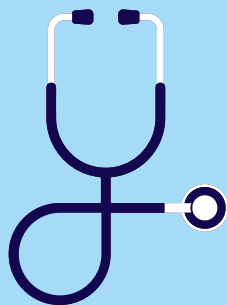
The achievements within this Annual Report would not be possible without the support of the organisations named in the Acknowledgements section. I would also like to acknowledge the hard work of our dedicated and passionate staff, Board, and volunteers who continue to strive for the best in improving the sexual health of people in WA.

Finally, on behalf of SHQ, I would like to express our sincerest gratitude to Nanette Garvin, our longest serving staff member who retired from her permanent position this year after 42 years of service with the organisation. Nanette has played an important part in the organisation and the impact she has had on staff over the years cannot be overstated. We thank Nanette for her commitment and wish her all the very best.



Julian Henderson
CEO

2017 at a glance



Clinic 7,886 attendances
Counselling 763 attendances



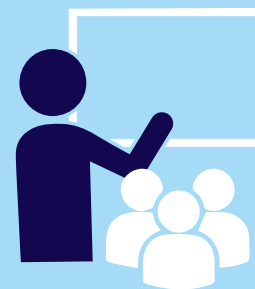
**Sex worker
information & education**
5,105 interactions



Drop-in service
1,413 attendances



Helpline
4,400 contacts



Community education
1,629 participants



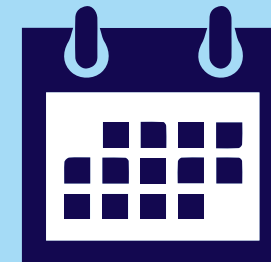
Professional training
2,316 participants



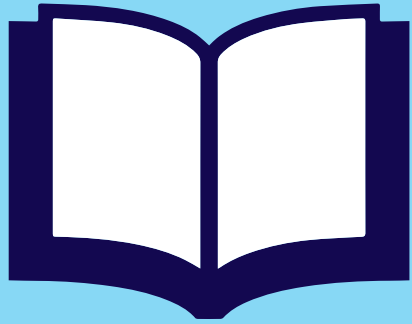
**One to one
disability sessions**
398 clients



Website
74,756 visits



**Health promotion
events** 2,691 contacts



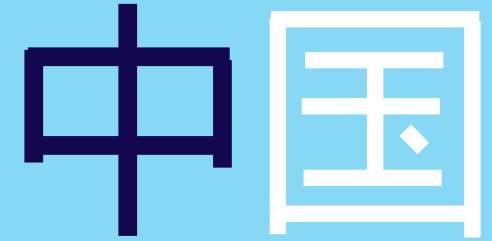
RELATE professional learning workshops – training to support teachers in implementing the Respectful Relationship Education program for secondary schools



Commenced accreditation process, including introduction of consumer engagement procedures and consumer approved logo



PIP developed an online training programme to recognise and respond to family and domestic violence, in response to increasing demand from the disability workforce for support in this area



Workers Information Pack (for sex workers) translated into Chinese and Thai



Aimed at educators of Respectful Relationships Education, a new format of our 'Education Insights' e-newsletter saw subscriptions double



Completed refurbishment of the SHQ Clinic, including new furniture, way-finding signage, charging stations, and artwork



Increased focus on building capacity of, and offering outreach to, youth workers/sector to address sexual health issues through established youth educator role



Major review of Mooditj program and printing of new edition of the manual



New Initiatives

SHQ⁺ in the community

SHQ staff attended 16 health promotion events throughout the year and interacted with over 2,600 people from our target audiences.

Interactive activities were used to promote positive sexual health messages and engage attendees in discussions around contraception, sexually transmissible infections, safer sex and consent.





Rural Services

in Western Australia

SHQ Education and Training

- Broome
- Bunbury
- Geraldton
- Dunsborough
- Port Hedland
- South Hedland
- Whim Creek

People 1st Programme

- Albany
- Bunbury
- Busselton
- Manjimup
- Bridgetown
- Narrogin
- Merredin
- Geraldton
- Moora
- Port Hedland

Magenta Outreach

- Bunbury
- Karratha
- Port Hedland
- South Hedland





Celebrating SHQ one year on



In May 2017 we celebrated our first anniversary as SHQ! To celebrate, we reflected on how far we've come, and how we have responded to the community's needs.

What you wanted

To make the clinic waiting area feel as welcoming and comfortable as possible.

Free wi-fi in the clinic waiting area.

A charging station for phones in the clinic waiting room.

Clearer signage to make it easier to find your way around the clinic.

Information brochures on sexual health issues that you can take away.

Greater access to drop-in appointments at the clinic.

A website that is easier to find when searching for sexual health information online and easy to use / find the information you need.

What we have done

- We have upgraded the chairs in both clinic waiting areas to add more modern and comfortable seating.
- The clinic redecoration has used calming and soothing colours to create a relaxed feel.
- Colourful, but calming, artwork from a local artist has been added to the clinic space.

This is now available to clients using our services.

We now have two phone charging stations, one in each waiting area of the clinic.

We now have bright and colourful signage throughout the clinic, installed by a professional signage company.

We have improved our brochure display with a large new stand placed in a discreet and private area of the clinic waiting space.

We have increased our drop-in service to make these appointments more available.

- We have updated our website, creating a more user-friendly and visually appealing online space.
- The website is now fully mobile responsive, readable on a tablet or smartphone at any time.
- We have also improved our Search Engine Optimisation, making our website more visible for potential users.

Reconciliation at SHQ

SHQ is committed to taking action towards reconciliation, and seeking ways of working together with Aboriginal and Torres Strait Islander peoples towards a future of justice and equality for all Australians. To help us work towards our shared vision of reconciliation, SHQ participated in a range of activities built around reconciliation throughout the 2016-2017 year.

National Reconciliation Week

SHQ welcomed all staff to join in supporting National Reconciliation Week (NRW) (27 May – 3 June 2017), which celebrates and builds on the respectful relationships shared by Aboriginal and Torres Strait Islander people and other Australians.

SHQ staff participated in a number of activities over NRW:

- Talented artist Jilalga Murray ran an art workshop where staff had the opportunity to express their creative side whilst reflecting on Whadjuk

Noongar Boodjar, this land we are sharing, and the meaning of reconciliation.



- Rene Reddingius ran a Music & Yarning session for staff where he shared music by Aboriginal artists, and thoughts about the music, its meanings, and social and political significance.



- A series of short programs were screened for staff, including a program about inspiring young Indigenous people who participated in Canberra's youth parliament, and another on the Tjawa Tjawa songline, following a group of women from the Pilbara, who travelled all the way through to Kiwikurra in the Great Sandy Desert.

NAIDOC Week

NAIDOC Week is a time to celebrate Aboriginal and Torres Strait Islander history, culture and achievements and is an opportunity for us all to recognise the contributions that Aboriginal and Torres Strait Islander peoples make to our country and our society.

Mr Clayton Lewis, a Yamatji man with cultural ties to the Mid-West, Murchison/Gascoyne and Western Desert regions of WA, ran a yarning style session with staff during NAIDOC Week. In this insightful session Mr Lewis talked with staff about his Aboriginal heritage, his work in the Indigenous sector facilitating inclusion and participation of our First Nations peoples, and his work in Aboriginal heritage protection.

SHQ also hosted a stall at Ashfield Reserve in Bassendean, where staff ran activities, promoted SHQ services, and shared information and resources.

Artwork by Jilalga Murray

SHQ commissioned artist Jilalga Murray to create a contemporary Aboriginal artwork to welcome clients and visitors to the service. The striking painting, entitled *Below the Surface*, is displayed in the foyer of the Roe Street building.

Jilalga's artwork was also featured on new SHQ resources including the 'Our Services' brochure, a pull-up banner, and condom packs.

Translation of National Apology

This year Magenta produced a Chinese translation of the National Apology to the Stolen Generations, now displayed in their waiting room. It is hoped the translation will facilitate greater understanding of the document and its history amongst Chinese speaking clients, who make up a significant number of Magenta's clients.





What our clients **say about us**

The staff were wonderful.

They were very thorough, gentle and very professional. Put me at ease about a procedure I wasn't looking forward to, explained everything carefully and reassured me, gave me all options.

"I HAVE AN AMAZING COUNSELLOR. I DON'T KNOW WHERE I'D BE WITHOUT HER SUPPORT. THE SERVICE OFFERED IS SO VALUABLE."

"My nurse was amazing! She was so kind and had a calm manner, which helped my nerves! She was very knowledgeable and asked whether I had any questions throughout the consult.**"**

"The doctor and trainee were excellent at checking in during my procedure, and having a nurse at my side was very comforting and appreciated."

"PLEASE THANK THE ORGANISERS OF THE VERY BRILLIANT 'BARE ESSENTIALS' PD – IT WAS ONE OF THE MOST PROFESSIONAL AND INSPIRATIONAL COURSES I HAVE EVER ATTENDED."

"Just want to say thanks to you and the team for the training last week. I was really impressed at how well you guys facilitate, you did a professional job, and made it really enjoyable and interesting."

"THANK YOU SO MUCH FOR A FABULOUS SEXUAL HEALTH FORUM. AS I SAID IN MY TALK, I FIND PARTICIPATION IN THE FORUM EXTREMELY VALUABLE. IT IS FRIENDLY, SAFE AND EXTREMELY COLLABORATIVE. I HAVE BUILT STRONG RELATIONSHIPS THROUGH ATTENDING WHICH HAVE CONTRIBUTED DIRECTLY TO MY RESEARCH. I SINCERELY HOPE THE FORUM WILL CONTINUE."

"I've been thinking about you guys recently and the training we did with you, it was so good, relevant and educational, and certainly sparked a new attention to inter-sex and gender inequalities in my daily work. It is widely needed in our society. I wanted to thank you for your openness and passion for sexual health, and your experience shared, very professional.**"**



Appreciation of Service Awards

In the second half of 2016 the Board established the Appreciation of Service Awards. This is to recognise staff commitment and service to the organisation and is designed to celebrate significant service milestones in a formal way.

The inaugural award was presented at the 2016 AGM to Nannette Garvin who has provided 42 years of service, commitment and loyalty to the organisation. Her hard work and support of colleagues meaningfully contributed to the quality of service at SHQ and her impact on the organisation has been significant.

Gwen Leavesley Award

The Gwen Leavesley Award recognises the outstanding contribution and commitment of a person to family planning in Western Australia.

This year's award was presented to Kay Morton, who recognised the need for and benefit of having SHQ's nursing certificates accredited, and successfully applied to the Australian College of Nursing for endorsement. This allows nurses to receive CPD points, making the training more valuable and attractive, and in line with an offering by a peak body.

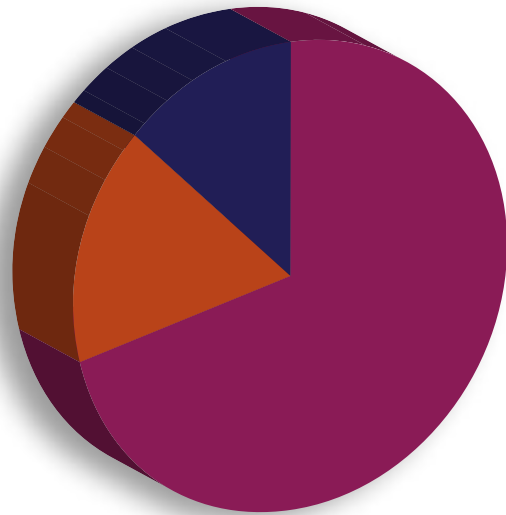


Appreciation of Service Award - Nannette Garvin



The Gwen Leavesley Award - Kay Morton

Our Organisation



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Total number of staff
as at 30 June 2017

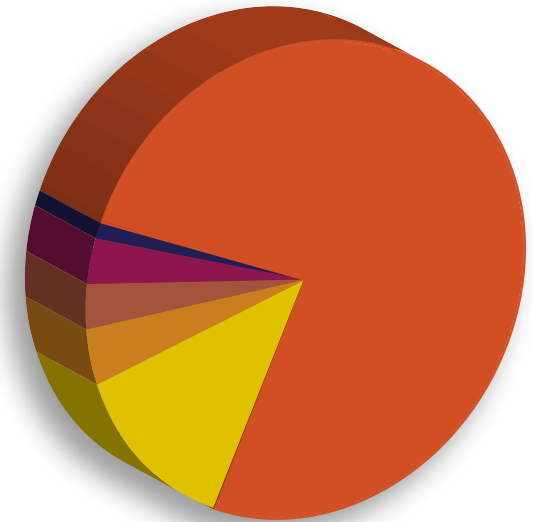
- Part-time staff 62
- Casual staff 14
- Full-time staff 11

Financial Overview



Revenue

- State funding 72%
- Federal and other funding 16%
- Client co-payment 9%
- Self generated 3%



Payments

- Staffing 81%
- Infrastructure 11%
- Client costs 2%
- Insurance, Legal, Audit 2%
- Travel 2%
- Print and Communications 1%

The SHQ Board



Deborah Smith Chairperson

Deborah is an Australian Chartered Accountant with over 19 years' experience gained at blue chip, listed companies and smaller organisations, including seven years of international experience in London and six years' West African experience.

Deborah has been a Non-Executive Director for over six years and completed the Australian Institute of Company Directors (AICD) Course with an Order of Merit in September 2016. Her strong financial acumen and excellent understanding of good corporate governance are two of the key attributes she brings to her directorship roles.

Rick Brooks Vice Chairperson

For 25 years, Rick has lead change within the Resources, Energy and Telecommunication sectors for operating companies and projects.

He has successfully delivered organisational effectiveness through significant cultural, organisational, process and technological change. A consultant for 16 years, Rick specialises in leading, coaching and mentoring people to enable the development and implementation of effective strategies, structures and systems, ensure active participation of all employees, suppliers and contractors in achieving organisational goals.

Rick is currently Director of Virtual Business Links, a management consultancy focusing on organisational effectiveness delivering transformation through collaboration. He is co-founder and Chairman of the Disruptive Solutions, an accelerator of innovation, enabling makers and builders to change the way the world thinks, behaves and learns. Rick completed the AICD Course in 2014.

Polly Klante

Polly has 20 years' experience as a finance professional having previously worked in management roles in the UK, Tokyo and Sydney. She has been responsible for the financial management of various complex accounting

situations and entities and has worked for several large corporate entities, as well as currently being the Chief Financial Officer for a not for profit organisation in the human services area.

Polly will provide financial governance expertise as well as her knowledge and experience in risk, strategy, compliance and organisational governance. In other roles, Polly is keen on developing others through mentoring relationships. She holds a Bachelor of Science with Honours in mathematics, is a qualified Chartered Accountant and is a graduate and member of the AICD.

Miriam Angus

Miriam is a UWA law graduate with over 30 years' experience in a broad range of government, private and community sector roles and settings. Miriam's legal work is principally in the employment area - workers compensation, personal injury, industrial relations and discrimination law. She served as State Administrative Tribunal member and on the WorkcoverWA Board. Miriam has a strong policy development background emanating

from her public sector experience in Federal and State Government Departments and Government ministers' offices, UnionsWA, health unions and in her consultancy business. Her consultancy work in the public and community sectors focussed on specific projects with governance, strategy, evaluation, policy, research and business planning themes. Miriam currently works as a Senior Industrial Relations Consultant for the Child and Adolescent Health Service.

Veronica Walshe

Veronica has vast “on the ground” experience delivering clinical services in the areas of sexual health and women’s health. Veronica is currently a Specialist Clinical Trainer at the Aboriginal Health Council of WA (AHCWA) where she provides clinical education and training to health professionals and works to build the knowledge and skills of people working in the community. Veronica’s passion lies in sexual health and at AHCWA she is involved in the development and implementation of strategies that help to decrease STIs and BBVs in Aboriginal people in WA, which includes delivery of sexual health training for Aboriginal Health Workers and others working with Aboriginal people. Veronica is also a Practice Nurse at Mundaring Medical Centre where she specialises in women’s health and provides cervical screening, breast awareness and contraceptive advice and education.

Dr Paul J. Maginn

Paul is Programme Co-ordinator of the Masters in Urban & Regional Planning programme at UWA where he has been based since 2007. He began his academic career in the UK, completing his PhD at London South Bank University and has also worked at the University of Bristol; University of Westminster; and Lemos and Crane, a London-based social research consultancy. Since moving to Australia Paul has held positions at ECU (post-doctoral researcher) and the University of South Australia (Lecturer). His primary research expertise/interests lie in geographies and regulation of the sex industry; strategic planning and planning reform in Australia; Australian suburbia; and gender and cultural representation in local government. Paul is co-editor/contributor of the edited collection *(Sub) Urban Sexscapes: Geographies and Regulation of the Sex Industry* which won the 2016 Planning Institute of Australia Award for Excellence in Cutting Edge Research, a contributor to the volume *Male Sex Work and Society*. He is currently working on another edited volume, *Navigating Sex Work in the 21st Century: Gender, Justice and Policy*.

Susan Theseira

Susan is a young person and Peer Educator with a strong interest in sexual health. In 2015, she graduated from Curtin University with a double-degree in health promotion and nutrition. During her studies, she began volunteering with the WA AIDS Council and gained experience in sexual health and harm reduction. For almost a year now, Susan has been working as a Youth Educator with YACWA's YEP Project; a program that

works to address sexual health and blood-borne virus issues affecting young people in WA. She also works at the Alcohol & Drug Foundation as a Community Development Officer. Susan is excited, as a young person, to be empowered to use her voice in a space that needs more young people talking and learning about sexual health. She is thrilled at the prospect of working with SHQ and the Board, as she continues to work in and explore the sexual health sector.

Collette Barbour (Staff Representative)

Since 2000, Collette has worked with SHQ as a Community Educator, Work Health & Safety Officer and in her primary role as an Accountant. She has enjoyed the opportunity of being the Capital Works Project Officer, liaising with architects, engineers, tradespeople and staff to realise a much-needed building upgrade. During her time at SHQ she continued study to become a Counsellor and accredited Gestalt Therapist. Collette is committed in her work at SHQ to provide an efficient, effective and sustainable sexual and reproductive health service for all Western Australians.



SHQ

Sexual Health Quarters

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shq.org.au

SHQ (Sexual Health Quarters) acknowledges Aboriginal and Torres Strait Islander peoples as the Traditional Owners of country throughout Australia.

SHQ cover artwork by Jilalga Designs

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