



Annual Report 2018



Acknowledgements

SHQ would like to acknowledge the following organisations for their support and financial assistance during 2017/18:

- WA Sexual Health and Blood-borne Virus Program
- National Disability Insurance Agency
- Department of Communities (Disability Services)
- Lotterywest
- Healthway
- Lifestyles

Front cover tshirt design by Jilalga Designs

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CHAIRPERSON'S REPORT



Deborah Smith
CHAIRPERSON

It is with both pleasure and gratitude that I write the Chair's annual report for SHQ. It is a wonderful opportunity to highlight some of the achievements of SHQ over the past 12 months and I am grateful for the enormous amount of work and contributions made by all staff, the Executive, CEO and the Board.

One focus area for the year was around accreditation. Our vision at SHQ is **Sexual health and wellbeing for all Western Australians** and one of our Strategic Directions is "Provide high quality sexual health services to the community". We also recognise that our priority groups experience more barriers than most when it comes to enjoying sexual health and wellbeing. As such it is even more important that we provide the best possible care to those individuals. To enable us to do this consistently

and reliably, SHQ identified the best way to achieve this would be through accreditation under the National Safety and Quality Health Service (NSQHS) Standards.

As a result, SHQ embarked upon a journey two years ago to develop and implement well-integrated clinical and corporate governance processes in conjunction with a strong consumer engagement framework. We now have a robust system of managing and monitoring client safety, incorporating a refined infection prevention and control program, which ensures high standards of quality care are delivered.

SHQ attained full accreditation under the NSQHS Standards in June 2018. All standards were met and two of them with merit. It's an outstanding achievement and it

involved the entire organisation. We can now be confident that SHQ has the best systems and processes in place to ensure clients and staff are safe. It also means that our funders and supporters can be confident our governance processes are strong and our consumer engagement is first class.

There were a few individuals who made a significant contribution to this process and I would like to thank them. Richelle Douglas for leading the accreditation journey, Elena Donaghy for ensuring the clinic would satisfy the accreditation requirements, Rebecca Smith for the excellent consumer engagement framework and Julian Henderson for facilitating the process by ensuring it stayed on the agenda throughout the two-year journey. I would also like to acknowledge that it required the

contribution of each and every staff and Board member to make this possible and I thank every person for the part they played.

Whilst accreditation has been a very large part of our achievements this year, there have been many other significant activities and achievements.

Young people are one of our priority groups and we currently receive funding from the Department of Health (DoH) Women and Newborn Health Service to provide unplanned pregnancy (UPP) counselling. This has been a challenging cohort to reach and required some different thinking. Early in the financial year, SHQ negotiated a partnership with Headspace in Joondalup to deliver counselling from there one morning per week. Headspace provides services for young people under 25, and many of their concerns are around sexuality and gender. Within a few weeks the model was proving successful and since then we have

also partnered with Headspace in Rockingham and Fremantle and negotiations have commenced with Peel Headspace.

In addition, SHQ has delivered UPP counselling overviews to Headspace staff in the centres where we provide satellite counselling services. There are two key benefits: The first is that Headspace staff have increased UPP awareness and are better equipped to respond to UPP. The second, the opportunity for increased referrals.

Late last year Healthway granted SHQ funding to extend our Mooditj program. The original Mooditj program, developed in 2002-2004, is designed for Aboriginal young people (10-14 years). SHQ runs Mooditj Leader Training ('train the trainer') to support people to deliver the program in their own communities. The Mooditj program has received great feedback due to its holistic approach. A review of the program identified the need for more topics, given the changes in society,

including relationship issues, gender, sexting, pornography, and social/emotional wellbeing.

This new Healthway grant commenced in February 2018 and runs for two years. It will allow SHQ to conduct community consultations and a literature scan to develop the new program logic. A pilot program will be run before overhauling the content and further evaluation will be undertaken. Leader training will then be developed and piloted before the new program is finalised.

We are very grateful to Healthway for the funding to ensure the program remains current and holistic and addresses the key issues facing young Aboriginal people to enable them to make positive and informed choices about their relationships and social/emotional wellbeing.

In January this year, the DoH advised that we had been awarded a three-year contract for Magenta's services which was excellent news

and the new contract commenced in July 2018. The contract also allows for 2 one-year extensions. Early reports are that both staff and clients are benefitting from the changes to operations amended as a result of the new contract. I'd like to thank Lena Van Hale for her work in establishing the new systems and processes to ensure KPIs will be achieved whilst ensuring the best outcomes for staff and clients.

In July, SHQ lodged our tender response for the DoH Sexual Health & Blood-borne Virus Program's contract for the provision of comprehensive sexual health services. This is currently our most significant funding, and the new service agreement would commence in January 2019. We are waiting for the outcome of the tender process.

In April this year, the Board and management team held a working breakfast to discuss the Rainbow Tick Standards. An internal LGBTIQ audit undertaken in preparation for

commencing work on the Rainbow Tick Standards found that the organisation is LGBTIQ inclusive. As a service provider and education provider in the sexual health space, we believe that achieving the Rainbow Tick helps us achieve our vision of Sexual health and well being of all Western Australians. We know it would have a positive impact on the health, wellbeing and outcomes for people who identify within the LGBTIQ community. Our next step is to develop a plan and budget to achieve the Rainbow Tick, which includes identifying an internal lead person to guide the process.

We received notification in July of funding from the Australian Government Women's Leadership and Development Program for a two-year project to identify and respond to Intimate Partner Violence (IPV) and reproductive coercion, specifically aimed at women. At present there is very limited data on IPV and reproductive coercion and as a result these issues are not widely understood. The funding will allow the development

of much needed screening tools to identify victims of IPV and/or reproductive coercion, both in WA and across Australia.

The project will initiate improvements in data collection which will inform a greater understanding by health professionals, allowing them to help and support more women. This is an area in which SHQ has already been actively advocating including making a submission to the Marie Stopes Australia White Paper on reproductive coercion earlier in the year.

As I'm sure you can appreciate it has been a busy and successful year at SHQ and I'd like to end by thanking the Board, our CEO Julian Henderson, the Executive team and all the staff of SHQ.



Deborah Smith
Chairperson

CEO'S REPORT



Julian Henderson
CEO

This year has been one of outstanding achievements from the team at SHQ. We have continued our strong focus on providing high quality sexual health services to the general community and workforce, whilst undergoing significant initiatives to further improve client outcomes and safety. Our annual report showcases a year of achievements, which were possible through the support of our Board and the expertise and dedication of our staff.

Since 2015, our staff have worked tirelessly to move the organisation towards accreditation under the National Safety and Quality Health Service (NSQHS) Standards. I am very pleased to share that we have now attained full accreditation, an achievement that has resulted in well-integrated systems for clinical and corporate governance, alongside strong consumer engagement frameworks.

As part of this strong consumer focus, SHQ now measures the consumer experience through a number of mechanisms, which includes the introduction this year of a new SMS feedback system giving clients another simple way by which they can feedback on their experience. In keeping with our commitment to providing a safe and comfortable environment for both clients and staff, SHQ also initiated physical changes to its facilities, including the addition of height adjustable beds to the clinic and Magenta. The introduction this year of an offsite back-up facility for our IT systems and critical information was part of wider efforts toward reducing risk for the organisation. I would like to acknowledge our dedicated and passionate team who worked extremely hard throughout the journey to accreditation, often going above and beyond to make this possible. Also, a very special thank you to our Medical

Director Dr Richelle Douglas, who led and motivated staff throughout this challenging process.

This year, SHQ secured funding from the WA Primary Health Alliance (WAPHA) to provide clinical training in the Kimberley region, and has been working to refine the program with WAPHA, the WA Country Health Service, Kimberley Aboriginal Medical Services, Kimberley Population Health, and other local primary care providers. The training program, which will focus on areas such as contraception, cervical screening, Pelvic Inflammatory Disease, sexual health communication skills, and STI diagnosis and management, includes clinical skills development and will help to fulfill the need for doctor and nurse training in the region.

SHQ participated in a range of research projects and conferences

over the year, contributing to the body of knowledge around sexual and reproductive health. SHQ continued its involvement in the Impact Study for the National Human Papilloma Virus (HPV) Monitoring Program, which is the largest assessment of HPV infection prevalence in Australian men and women since the vaccine was introduced. SHQ was also involved in qualitative research on risk factors for gonorrhoea in heterosexual young people in Perth, as well as research on people's experience of receiving a positive STI diagnosis. Four SHQ submissions were also accepted for presentation at the 2017 Australasian Sexual Health (ASHA) Conference, one of which won the prize for Best Poster Award. SHQ is committed to ongoing participation in research and sharing of knowledge on local and national levels with aim to improve sexual health outcomes for the community.

SHQ significantly boosted its social media presence this year, thanks to the development and implementation of social media strategy, and increased staff training. This work included using various social media channels to increase brand awareness and promotion of services, as well as monitor and respond to the social media sexual health landscape.

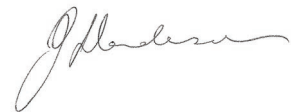
Staff have been trained across new platforms, and updated on reporting tools to measure social media engagement rate and the reach of activity.

SHQ continued active representation on a number of sexual and reproductive health committees and special interest groups. These included the Family Planning Alliance of Australia (FPAA), through which SHQ is engaged in the development of national policies and advocacy strategies around sexual and reproductive health issues in Australia. SHQ's Medical Director also continued as a member of the RANZCOG and RACGP special interest groups in sexual and reproductive health, which involved collaboration with these organisations to improve professional training and access to services.

SHQ further strengthened its advocacy this year for policies, legislation and practices that improve people's sexual and reproductive health. This included a submission to the Queensland Law Reform Commission regarding their review of termination of pregnancy laws in Queensland, a submission to Marie Stopes Australia to inform the development of a white paper around

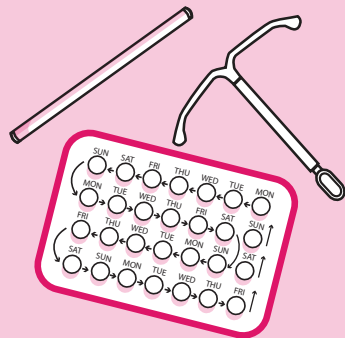
reproductive coercion, and input into various national and State health strategies. As the leading provider of sexual health services in WA, SHQ is committed to advocating for change to enhance the sexual health, wellbeing and rights of Australians, and will continue to use our influence to champion improved access to services, particularly for those in our priority groups.

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 our staff, Board, and volunteers for their continued hard work and commitment towards improving the sexual health and wellbeing of people in WA.



Julian Henderson
CEO

2018 *at a glance*



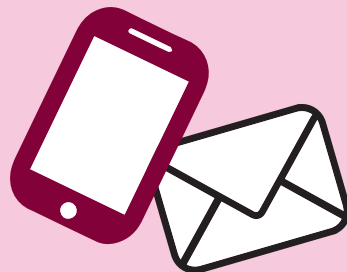
Clinic 7,627 attendances
Counselling 827 attendances



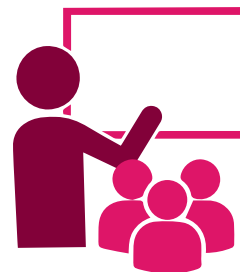
**Sex worker
information & education**
7,677 interactions



Drop-in service
1,308 attendances



Helpline
3,960 contacts



Community education
1,268 participants



Professional training
1,085 participants



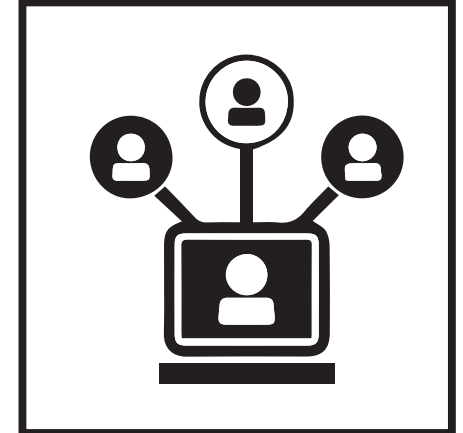
**One to one
disability sessions**
409 clients



Website
76,016 visits



**Health promotion
events** 2,419 contacts



- ➔ Funding from the Australian Government (Women and Leadership Development Program) to run a two-year project around developing and responding to intimate partner violence
- ➔ New three-year contract for Magenta, to provide expanded services for sex workers
- ➔ Funding to work with WAPHA / WACHS / KAMS to provide clinical training in the Kimberley
- ➔ Funding from Healthway for a new two-year Mooditj extension program – Mooditj Relationships
- ➔ Purchase of six height adjustable beds for Northbridge Clinic and Magenta, ensuring safety and comfort for staff and clients

- ➔ Development and implementation of a new consumer engagement framework, including convening two new online consumer reference groups
- ➔ Commenced SMS feedback system for Northbridge Clinic
- ➔ Conducted self-audit of organisation against Rainbow Tick Standards, which found SHQ's culture is one of inclusivity
- ➔ Further enhanced our automated backup system as well as increased our data storage capacity, ensuring backups remain secure across multiple locations, whilst utilising storage efficiently
- ➔ SHQ counselling services are now offered at Headspace in Fremantle and Joondalup, with plans to commence at Osborne Park, and a weekly counselling clinic is run at ISHAR Multicultural Women's Health Service

- ➔ New two-day unintended pregnancy counselling training course developed and delivered
- ➔ Commenced project to research online training needs of key stakeholders across State to inform training strategy
- ➔ Four submissions accepted for presentation at 2017 Australasian Sexual Health Conference, with one winning Best Poster Award
- ➔ Continued participation in clinical research around HPV, gonorrhoea, and experiences receiving positive STI diagnoses, plus 10 audits with NDU students
- ➔ New staff appreciation of service awards for staff serving 10, 15 and 20 years of service

- ➔ Volunteer program reviewed, with new policies developed to ensure volunteers are consistently acknowledged and rewarded across the organisation. Magenta volunteer program broadened, with capacity extended to maintain five volunteers simultaneously
- ➔ Delivery of direct disability services through the People 1st Programme (PIP) from two locations in Mandurah, and one in Joondalup, at the request of service providers
- ➔ Commenced transfer of State-funded PIP NDIS clients to Federal NDIS
- ➔ Grant awarded to work with social media mentoring company to develop and implement a new social media strategy, with staff trained across new platforms and reporting tools to measure engagement rate and reach of activity

SHQ in the community



SHQ staff attended 17 health promotion events throughout the year and actively engaged with over 2,000 people from our target audiences. Interactive activities were used to promote positive sexual health messages and engage attendees in discussions around contraception, STIs, consent, respectful relationships, puberty and more.

In September 2017, staff united to show their support for marriage equality, by walking to the post office together to mail their 'YES' votes. We celebrated again in November when same-sex marriage was legalised. Throughout the year staff supported other important awareness raising days such as International Day Against Homophobia, Biphobia, Intersexism and Transphobia (IDAHOBIT).

In January 2018, we were delighted to welcome Minister for Health, the Honourable Roger Cook MLA, to present us with a Healthway grant to allow us to expand our Mooditj program.





Rural Services

in Western Australia

SHQ Education and Training

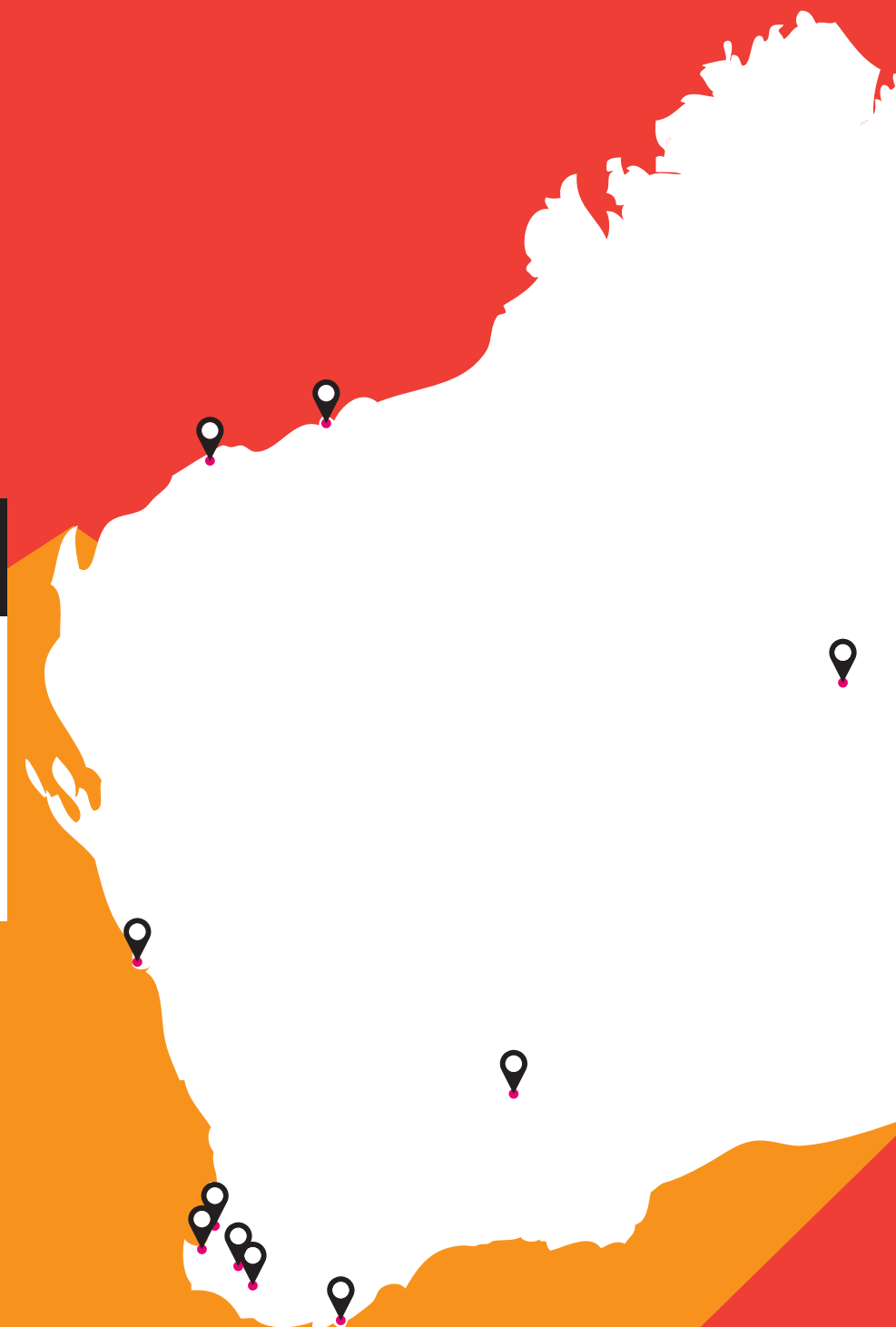
- ✓ Warakurna
- ✓ Bunbury
- ✓ Karratha

People 1st Programme

- ✓ Albany
- ✓ Bunbury
- ✓ Busselton
- ✓ Manjimup
- ✓ Bridgetown
- ✓ Karratha

Magenta Outreach

- ✓ Geraldton
- ✓ Karratha
- ✓ Port Hedland
- ✓ Kalgoorlie
- ✓ Bunbury



Reconciliation at SHQ



Our vision for reconciliation: A future of justice and equality in Australia where Aboriginal and Torres Strait Islander peoples enjoy sexual health and wellbeing

SHQ is committed to taking action towards reconciliation, with staff participating in a range of activities built around reconciliation throughout the year.

SHQ's Reconciliation Working Group also spent time redeveloping the organisation's Reconciliation Action Plan, in preparation for endorsement by Reconciliation Australia.

National Sorry Day (26 May)

National Sorry Day is a day to honour the Indigenous peoples of this land, the oldest continuing culture in human history.

Staff made a 'Stolen Generation Commemorative Flower: for the mothers and children of the stolen generation'. The five petal "Native Cotton, Desert Rose or Native Hibiscus" as we know it, was chosen to symbolise the scattering of the stolen generations and their resilience to the racist and divisive policies of Australia's past. The flower has been adopted by the National Sorry Day Committee because it is a survivor, and is found widely across Australia.



National Reconciliation Week (27 May - 3 June)

National Reconciliation Week (NRW) celebrates and builds on the respectful relationships shared by Aboriginal and Torres Strait Islander people and other Australians.

Professor Peter Klinken joined us in opening our National Reconciliation Week activity. With the theme of 'Don't Keep History A Mystery', staff shared photos of places in their local area that hold special significance to the Noongar people.

An SHQ NRW street banner hung in the Murray Street Mall as part of a project by the City of Perth.

NAIDOC Week (8-15 July)

NAIDOC is a time to celebrate the history, culture and achievements of Aboriginal and Torres Strait Islander peoples. This year's theme was "Because of her, we can!", celebrating the role of Aboriginal and Torres Strait Islander women in the family, in culture, in politics and in leadership.

Jilalga Murray, Indigenous artist and graphic designer, created a t-shirt design for front-line staff to wear around this year's theme (as featured on our Annual Report cover). It featured symbols that show Aboriginal and Torres Strait Islander women being at the core of our family units and our communities.

Staff shared stories about inspiring Indigenous women over lunch, and put together a booklet for clients to view in the clinic waiting rooms.

SHQ also hosted a community stall at a NAIDOC event in Ashfield, where staff ran activities and promoted SHQ services.





SHQ attained full accreditation under the National Safety and Quality Health Service Standards in June 2018, following nearly two years of preparation.

This achievement has seen the organisation develop and implement well-integrated clinical and corporate governance processes, alongside strong consumer engagement frameworks.

A robust system of managing and monitoring client safety, incorporating a refined infection prevention and control program, ensures high standards of quality care are delivered.

As a result of the accreditation process, SHQ has a culture of open disclosure and two-way communication. Regular audits are conducted across the organisation, and the results shared with staff and clients. There is a strong focus on client satisfaction and safety, and making continual improvements to achieve high results in these areas.

SHQ is extremely pleased to be known as an organisation with a strong commitment to consumer rights, and one who engages consumers in every step of service delivery, and places them at the heart of all decision-making. Our strong governance processes mean we will continue to achieve high quality results into the future.

NSQHS Accreditation

SHQ STAFF *Awards*

In 2016 the SHQ Board established Appreciation of Service Awards to recognise staff commitment and service to the organisation.

The following staff were presented with awards at the 2017 AGM:

10 years

Sonya Arcidiacono
Gaynor Evans
Andrew Goldswain
Carol Millar
Dr Sarah Smith
Lauren Tann
Leanne Lange
Kylie Sutton
Dr Elizabeth Christie

15 years

Collette Barbour
Kirsty Felton
Rebecca Smith
Francis Townsend
Robyn Wansbrough
Dr Alison Creagh

20 years

Dr Angela Cooney
Jean McGibbon

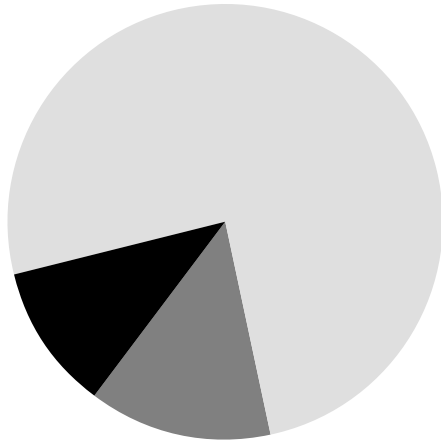


Appreciation of Service Award - 10 Years



Appreciation of Service Award - 15+ Years

Our Organisation

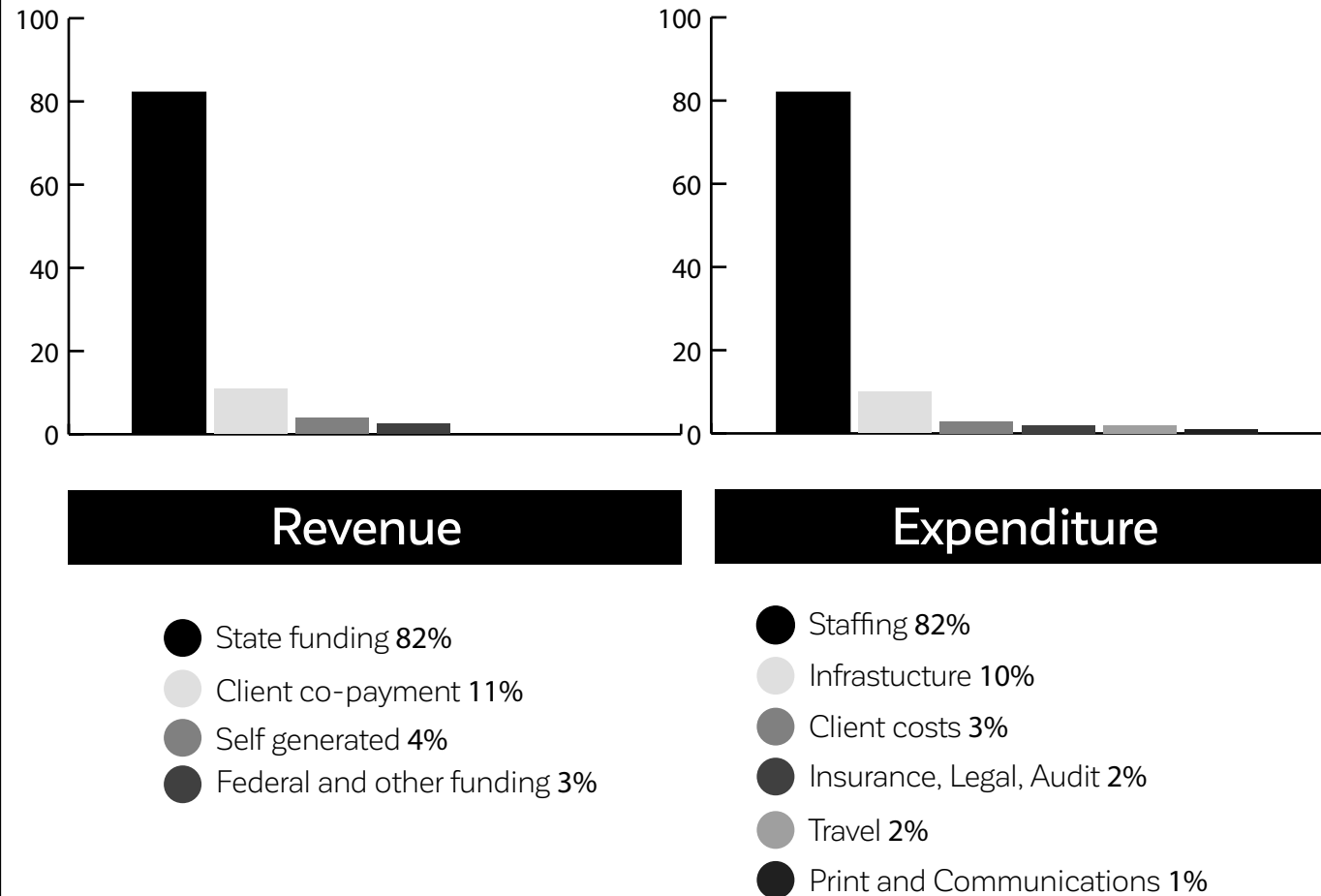


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Total number of staff
as at 30 June 2018

- Part-time staff 62
- Casual staff 11
- Full-time staff 9

Financial Overview



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 worked across a variety of industries and has an excellent understanding of financial accounting, budgeting, reporting and cash flow management.

Deborah has been a Non-Executive Director for over seven years and is a member of Australian Institute of Company Directors (AICD). In 2016 Deborah graduated from the AICD Company Directors Course with an Order of Merit.

Deborah's strong financial acumen and excellent understanding of strategy and good corporate governance are three 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 Vice Chairperson

Polly has over 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.

Paul Maginn

Paul is Programme Co-ordinator of the Masters in Urban & Regional Planning programme at UWA where he has been based since 2007.

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; geographies and sociologies of porn consumption, metropolitan planning in Australia; gender and cultural representation in local government and Australian suburbia.

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.

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.

Susan Theseira

Susan is a young, emerging health promotion professional who is passionate about sexual health, social justice and human rights. In 2016, she graduated from Curtin University with a double-degree in Health Promotion and Nutrition.

Susan is proud to work at the Youth Affairs Council of WA (YACWA) as a YEP Crew Peer Educator with the YEP Project; a peer-led program that works to address sexual health and blood-borne virus issues affecting young people aged 12-25 in WA. Over the last two years in this role, Susan has led many projects, including the production of activities, resources, training workshops and social media campaigns. In collaboration with SHQ, Susan starred in and produced an online video entitled “How to get an STI test at SHQ” which was released for Sexual Health Week in 2018.

Susan joined the SHQ Board in 2017, with this being her first appointment as a board member. During this time, she was awarded a scholarship to undertake the Diploma of Business for Board Governance

with the Institute of Community Directors Australia (ICDA) and has been working towards completing this qualification. Susan sees this as a fantastic opportunity to set a strong foundation for her governance practices at SHQ and beyond.

Katrina Duncan (Staff Representative)

Katrina has worked with SHQ since 2014 as part of the Information and Education Services unit. She has a Graduate Diploma in Information and Library Studies, and has also undertaken professional development in records management and project management since joining SHQ.

She is currently the Library and Information Coordinator, a role that oversees the running of the SHQ Library and Resource Centre, as well as administering the organisation’s Electronic Document and Records Management System (EDRMS). Katrina also provides support for the education team, and contributed to organising the 2017 WA Aboriginal Sexual Health Forum.

Katrina is passionate about the essential services that are provided by SHQ, and proud to represent the wonderful staff who work for the organisation.



SHQ

Sexual Health Quarters

70 Roe Street, Northbridge WA 6003 | 9227 6177 | info@shq.org.au

shq.org.au

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

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