



ANNUAL REPORT | 1 JULY 2023–30 JUNE 2024

Listening to women and families





Acknowledgement of country

Gladstone Women's Health Centre acknowledges and respects First Nations peoples – the Bailai, Gurang, Gooreng Gooreng, Taribelang Bunda, Darumbal, Kabi Kabi and Butchulla nations – who are the Traditional Owners and custodians of the land and water on which we work, live and connect with communities we work with.

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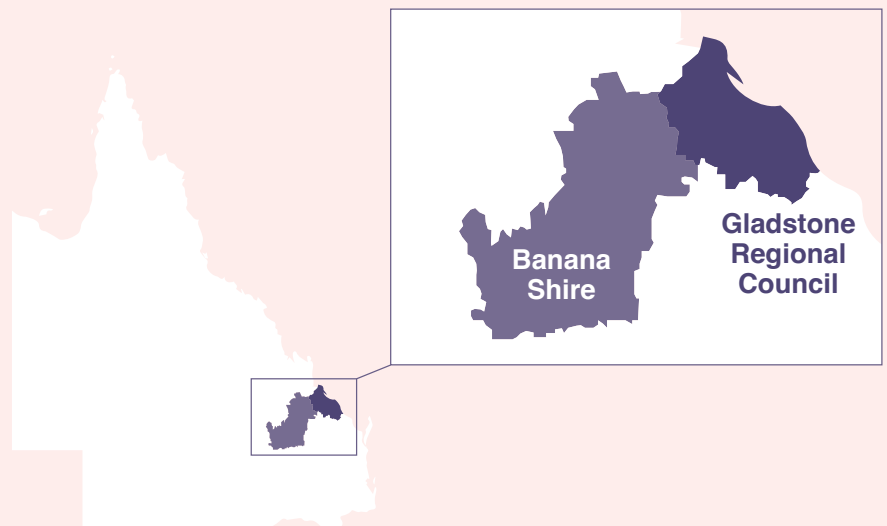
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Our region

Gladstone Women's Health Centre provides free services across the Gladstone and Banana Shire region, which has a population of over 65,000 people and encompasses Gladstone, Yarwun, Mount Larcom, Ambrose, Biloela, Moura, Thangool, Taroom, Agnes Water, Miriam Vale, Rosedale and 1770.

We have three office locations, in Gladstone CBD, Biloela and Toloola.



Listening to our communities

Chair report

The 2023–24 financial year has been a big one for Gladstone Women's Health Centre, and I truly appreciate the commitment and expertise of the Management Committee and the consultants who walked alongside us.



At the beginning of the financial year, immediately after being appointed to our roles and receiving briefings about the previous year's financial losses, staff unrest and failure of the governance part of a Human Services Quality Framework audit, the Management Committee realised it needed to immediately focus on improving financial controls and strategically invest resources to strengthen governance and operations.

In late July 2023, the previous Chief Executive Officer (CEO) resigned and left the organisation. This led to the Management Committee appointing a Transition Team, led by Michelle Dunscombe, to assist us to stabilise the organisation and prepare to recruit the next CEO. The focus of the transition was on:

- re-engaging with the Department of Justice and Attorney General's Office
- meeting with and listening to community leaders, individually and as a group
- reviewing the financial systems, policies and procedures
- supporting staff and rebuilding the internal culture of the organisation.

The Management Committee recognised that the Gladstone Women's Health Centre rules (constitution) were non-compliant with the model standards, did not support good governance practices, and did not adequately support the organisation to achieve its goals. Having received feedback from community leaders, and with legal support, new rules were developed and adopted.

In November 2023, the Management Committee was thrilled to appoint Mitra Khakbaz as Chief Executive Officer. A strategic thinker and networked person, Mitra came to Gladstone Women's Health Centre with fresh ideas, a wealth of experience, and a commitment to leading it to be the best it can be.

Our Management Committee membership grew to a team of six by 30 June 2024. Our collective expertise, and that of the Executive Team enabled us to focus on identifying and achieving our strategic priorities. I would like to acknowledge the amazing commitment of the Management Committee, which held 24 meetings and workshops in the

Gladstone Women's Health Centre exists to support local women and families – to improve their wellbeing, increase equity and safety, and to strengthen their mental and physical health.

We achieve this by providing wellbeing and health counselling, domestic family and sexual violence counselling, youth and child counselling, men's counselling and a men's behaviour change program.

2023–24 financial year as we sought to identify and address systemic issues, engage with community partners, and develop and implement strategic priorities. They have done everything they can to ensure Gladstone Women's Health Centre continues to be there for all who need and want support.

As we celebrate the end of a big year, I also want to acknowledge the Gladstone Women's Health Centre staff and their tremendous work. They support the community by living and breathing the organisation's values and bringing their expertise to the workplace to benefit our clients.

Finally, I would like to share with you a quote by Malala Yousafzai, 'I raise my voice – not so that I can shout, but so that those without a voice can be heard – we cannot all succeed, when half of us are held back.'

Kind regards,

Julie Pettett

Chairperson, Gladstone Women's Health Centre

CEO report

It is an immense privilege to step into the role of CEO with Gladstone Women's Health Centre at a time when our work is so critically supported by both national and global frameworks dedicated to ending violence and promoting wellbeing. The National Plan to End Violence against Women and Children 2022–2032 calls for united action across Australia, and Sustainable Development Goal 5 reinforces the global commitment to achieve gender equality and empower all women and girls. These guiding frameworks align closely with our mission, inspiring us to strengthen our programs, deepen our partnerships, and make safety, respect and equality accessible to everyone in our community.

A key part of our strength lies in the dedication of our Management Committee, whose commitment to good governance keeps us accountable and focused on strategic priorities. I am also fortunate to work alongside an incredible team of staff who embody person-centred values and embrace a 'no wrong door' approach, ensuring that women and their families can access the support they need. This commitment to compassionate, accessible service empowers our team to meet the unique needs of each person we serve.

Additionally, the support of our community is fundamental to our work. Through a whole-of-community approach, we draw on the collective strength of individuals, partner organisations, and local leaders, creating a united front against violence and building a foundation for lasting change. Together, we are working to create a future where the cycles of violence are broken, where children grow up seeing respect and safety as the norm, and where women and families feel supported, valued and empowered.

What we do today is about creating a better future for the next generation, where safety, respect and equality are not privileges, but the standards we all uphold.

This report is a summary of our work during 2023–2024 and I am grateful for the support, encouragement and endorsement of the Management Committee, staff and our committed collaborators including government, community groups and businesses.

Thank you for walking with us on this journey. I look forward to building a safer, more inclusive future together.

Mitra Khakbaz

Chief Executive Officer, Gladstone Women's Health Centre



Activity highlights 1 July 2023–30 June 2024

A new
CEO was
appointed

New rules
were adopted
for the
organisation

We
re-engaged
with the
community



Strategic
priorities for
2024–2025 were
developed with
community
input

11
counsellors
and response
practitioners
across the
region



People
accessed our
services
2,550
times*

We reviewed
the integrity of
data collection
and reporting
processes

Over
100
community,
collaboration
and advocacy
activities*

*Activities between
1 January–30 June 2024.

Why our impact matters

Gladstone Women's Health Centre has been listening and responding to the wellbeing of women, their children and families in our local region since 1992. Improving gender equality is a key part of our work, because gender inequality can lead to exclusion, poor health outcomes, gender-based poverty, domestic vulnerability, and domestic and family violence.

Family, domestic and sexual violence has a major impact on the health and wellbeing of the whole community. It affects people of all ages and from all backgrounds, but mainly women and children.

Globally, 1 in 3 women experience violence or sexual violence at least once in their life (UN Women Data Hub). In Australia, over 1 in 4 women have experienced partner violence since the age of 15 (ABS, 2023) and this widespread, whole-of-community issue exists in our local communities.

We know we need to continue to evolve and respond to the changing needs of community and in 2023 we underwent significant change. New rules were adopted for the organisation, a new CEO was appointed, and a new strategic plan was developed in consultation with stakeholders from across the Gladstone and Banana Shire region.

We ended the financial year with strong foundations, an energised team and a commitment to managing for better impact. We are proud of what we have achieved in the last year.



Focusing on the fundamentals

Over the past 12 months Gladstone Women's Health Centre underwent significant change. We spent time focusing on organisational stability, good governance and listening to community – creating strong foundations to grow our impact.

During 2023, and with support from our funders and stakeholders including the Office for Women and Violence Prevention, Department of Justice and Attorney-General, Queensland Government, we conducted a high-level assessment to support the organisation and meet our operational and compliance requirements.

Drawing on the results of our Human Services Quality Framework audit and insights gained from independent governance reviews and consultation with key community stakeholders, we undertook several initiatives to strengthen our organisational governance and operations. These included:

- Reviewing and updating the Management Committee rules.
- Holding regular Management Committee meetings, with 21 Management Committee/Special Management Committee meetings held during the financial year, as well as three workshops on strategic priorities, constitutional review and governance framework.
- Stakeholder mapping and increasing stakeholder engagement to listen to community concerns, aspirations and shared goals, including the people we work with, the communities we serve and other service providers and contractors.

July 2023: New Management Committee began engaging with key stakeholders

August 2023: The Management Committee appointed a Transition Team to engage stakeholders and prepare the organisation for the recruitment of a new CEO

August 2023: Meeting with community stakeholders to hear their concerns and observations

October 2023: Workshop with community stakeholders to identify strategic priorities

8 December 2023: Special General Meeting to launch the strategic priorities for 2024–2025

November 2023: Mitra Khakbaz commenced as CEO

- Engaging an external consultant to facilitate stakeholder engagement to identify strategic priorities for 2024–2025.
- Introducing a Council of Women, Nominations Committee, Finance, Audit and Risk subcommittee, and beginning work to establish a Monitoring and Evaluation subcommittee.
- Undertaking a significant range of operational reviews and audits including:
 - Financial processes review
 - Internal financial audit
 - Policy and procedure review
 - Reporting processes review
 - Financial reporting and budgeting review
 - Funding compliance
 - Work Health and Safety audit and review
 - Information technology review
 - Program delivery review
 - Human Resources compliance audit and update
 - Skills and Award audit and action.
- Developing and improving internal processes including intake, diary management and referral processes, and establishing a Delegation of Authority Framework.
- Defining staff roles and responsibilities as well as goal setting, training and support for our team. We also reviewed supervision and Employee Assistance Program arrangements.



Women's Health Expo 7 October 2023

As part of our commitment to engage with the community, on 7 October 2023 we hosted the first Women's Health Expo in the region in collaboration with ARTmatters, Communities for Children, Strong Communities and Gladstone Neighbourhood Centre.

There were 13 stallholders, three food vendors and a range of wellbeing activities and workshops for the community, such as yoga and Pilates sessions, crystal mat therapy, craft workshops, facepainting and balloons, a Henna artist and chill-out zones. Local musical talent was on display for attendees to enjoy. More than an estimated 200 people attended the expo.

February 2024:

Annual General Meeting where the new constitution was adopted

March 2024:

The Management Committee began focusing on developing Governance policies and processes

June 2024: Began consulting on the new Management Committee sub-committees

Our people

Management Committee

Julie Pettett, Chair

For over 24 years, Julie has been helping individuals and community groups achieve their goals. She brings passion, tenacity, deep-seated respect and appreciation for people with different skills and experiences and from the mosaic of cultures that make up our communities.



Julie uses her skills and experiences as a CEO, Chairperson, governance facilitator, visionary networker, and strategic thinker to assist communities and organisations to identify and realise their goals. Her work in governance has been informed through training with the Institute of Directors (NZ) and Australian Institute of Company Directors, and a breadth of experience with boards and community governance structures.

Tania Brown, Treasurer

Tania brings a wealth of experience and a passion for empowering women to her role. Fun-loving, constantly curious and a lifelong learner, Tania's vibrant personality is matched by her impressive professional journey and desire to give back to the community. As a Certified Practising Accountant (CPA), Tania's expertise in Financial and Management Accounting, together with her experience in reporting for global, ASX-listed companies, positions her as a key asset in her role as Treasurer. Her solution-focused approach, coupled with skills in asset management, critical thinking, risk management, stakeholder engagement, regulatory knowledge, project management and governance, make her a well-rounded and invaluable leader.



Rebecca O'Brien, Secretary

Becca is an experienced manager within accountancy professional services. Focused on management accounting she is a self-admitted 'spreadsheet nerd,' who loves data analysis. As President of her local Rotary Club, Becca actively volunteers at local events and leads initiatives that strengthen the community. Her role as a Secretary of Gladstone Women's Health Centre reflects her dedication to advancing equality for women and families in the region.



Ellie Thomas

As a Management Committee Member for Gladstone Women's Health Centre, Ellie brings a wealth of experience and unwavering commitment to the organisation. With a background as a Child Protection Leader, Family Dispute Resolution Practitioner, and Behaviour Specialist, Ellie is a passionate advocate for domestic and family violence awareness. Ellie is committed to amplifying the regional voice for women, children, young people, families and fellow practitioners. Recognising the unique challenges and opportunities faced by our communities.



Maria Cabralfernandez

Maria is a focused and driven multicultural, bi-lingual individual who brings a range of skills to her Management Committee role with Gladstone Women's Health Centre. She is experienced in Advertising, Journalism, the not-for profit sector, Education and Community Engagement. Passionate about family, faith, performing arts and sustainability, Maria is focused on making a positive change in our community and always keeping an eye on the larger picture.



Kerri Bates

Having witnessed the severe impacts of domestic and family violence on women and children, Kerri is proud to serve on the Management Committee of Gladstone Women's Health Centre. She is dedicated to supporting services that promote healthy relationships, respect and equality. She has worked in community services for over 20 years within the disability, aged care and mental health sectors and is passionate about access to vital services in the region.



Executive Team

Mitra, Chief Executive Officer

Mitra's work is grounded in values of inclusivity, equity and respect for diverse perspectives. She is deeply committed to social justice, prioritising community-led, culturally sensitive approaches that empower individuals and uplift communities.

With over 20 years in senior roles across the non-profit sector, Mitra brings extensive experience in both human services and development sectors. She specialises in addressing complex intersections of gender, non-violence, safety and security. Committed to designing and implementing impactful programs to respond to urgent needs within challenging socio-political landscapes, Mitra has a particular emphasis on fostering environments where women and girls can live free from violence and inequality. Mitra has led numerous national and international initiatives that drive sustainable, community-centred outcomes while prioritising gender equity, safety and long-term security for vulnerable populations.

Charmaine, Operations Manager

Charmaine is an advocate dedicated to supporting women's wellbeing, safety and empowerment. In her role, she promotes initiatives that address the complex challenges women face in regional communities, focusing on trauma-informed, community-centred practices that foster safer spaces and holistic health.

Working with not-for-profits across Australia, the USA and the UK has equipped Charmaine with a unique perspective on global best practices in social justice, mental health and community resilience. This insight informs her practice and highlights the individuality of regional Queensland, helping her and the team to foster initiatives that are innovative, inclusive and responsive to community needs. Charmaine's dedication to mental health and wellbeing, especially for women and families, drives her work in amplifying the voices of women in regional Queensland.



Our Executive Team: Mitra, Tara and Charmaine

Tara, Practice Manager

Tara has been with Gladstone Women's Health Centre as Practice Manager since April 2022. Her background is in specialist Domestic and Family Violence services, and she has worked extensively over several years supporting women and children experiencing violence and with people who use violence, ensuring she has a thorough understanding of the nuances associated with Domestic, Family and Sexual Violence.

Tara holds a Bachelor of Counselling and is currently completing further postgraduate study. She considers it a privilege and responsibility to shape and lead the practice across all programs at Gladstone Women's Health Centre and has led the local High-Risk Project and collaborated to lead a youth adolescent violence project. Deeply committed to the safety of all women and children, Tara wants to ensure people who use violence can access support to address their use of these behaviours to enhance family safety and wellbeing.

Team

At 30 June 2024 we had a team of 15 staff (full time equivalent) from diverse backgrounds, representing the our community. This includes 11 counsellors providing wellbeing counselling, youth counselling, men's behavioural change, and domestic family and sexual violence counselling. It is through the work of this dedicated, committed team we are able to deliver our critical services.

Our strategic priorities 2024–2025

The work that we do is complex and requires a whole-of-community response. As such, we were dedicated to listening to our stakeholders to develop strategic priorities for 2024–2025 to support us to achieve our objectives and contribute to positive outcomes for women and their families.

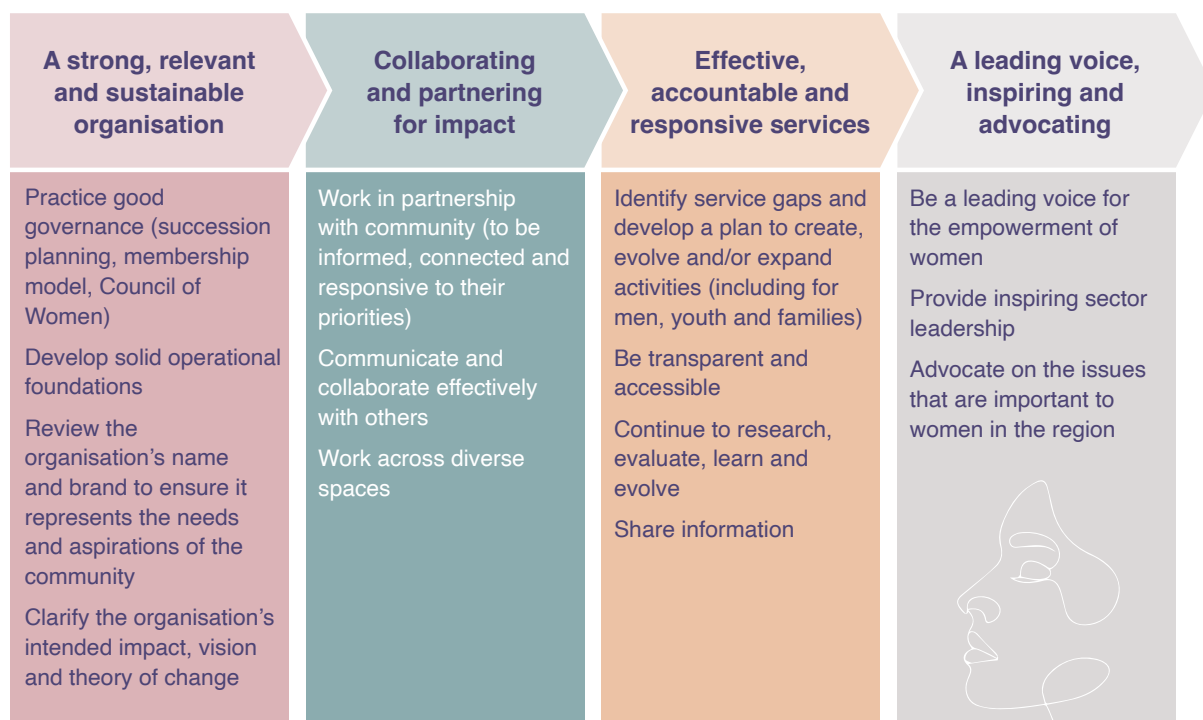
Our strategic priorities were informed by consultation with diverse stakeholder groups across the Gladstone and Banana Shire region and verified by our Management Committee. These strategic priorities are centred around four pillars:

- a strong, relevant and sustainable organisation
- collaborating and partnering for impact
- effective, accountable and responsive services
- a leading voice, inspiring and advocating.

Our strategic priorities directed our work to start our impact journey.



We hosted a special member and stakeholder meeting on 8 December 2023 to launch our strategic priorities for 2024–2025.



Strategic priorities 2024–2025

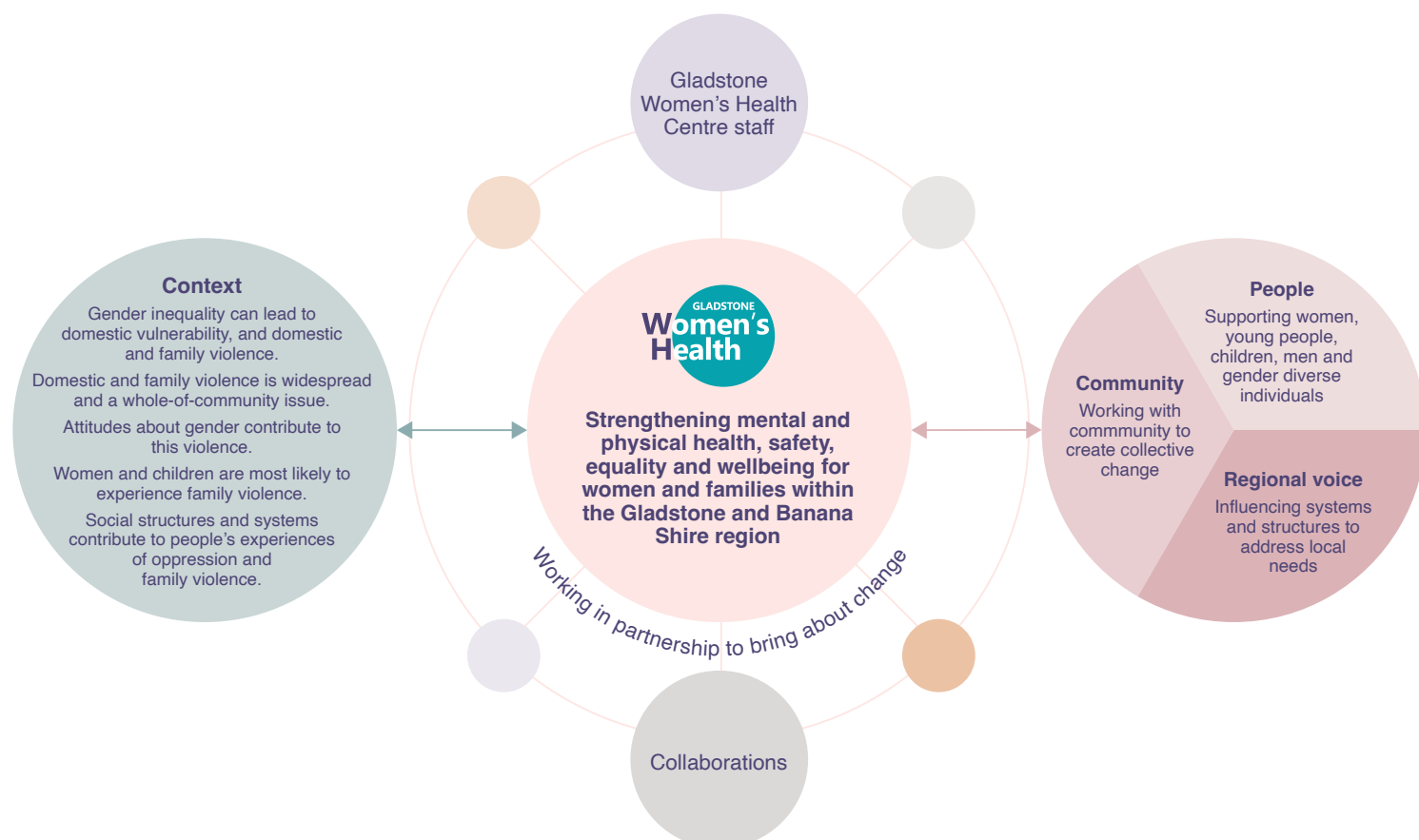
Starting our impact journey

Starting our impact journey involved gaining clarity about the needs of our local communities and how we can work to bring about positive change for women and families. To guide our work, we developed our intended theory of change which articulates our intended impact in four areas – people, community, collaborations and regional voice.

We know we must work in partnership to create change – with our clients, with communities and in collaboration with other organisations. We also have a role as a vocal advocate for the region.

Recently we developed an impact framework to measure the change we make and to learn from it so we can improve and evolve to be more effective. In future reports we will be able to share more insights about our impact including data and stories, providing increased transparency and accountability to the community.

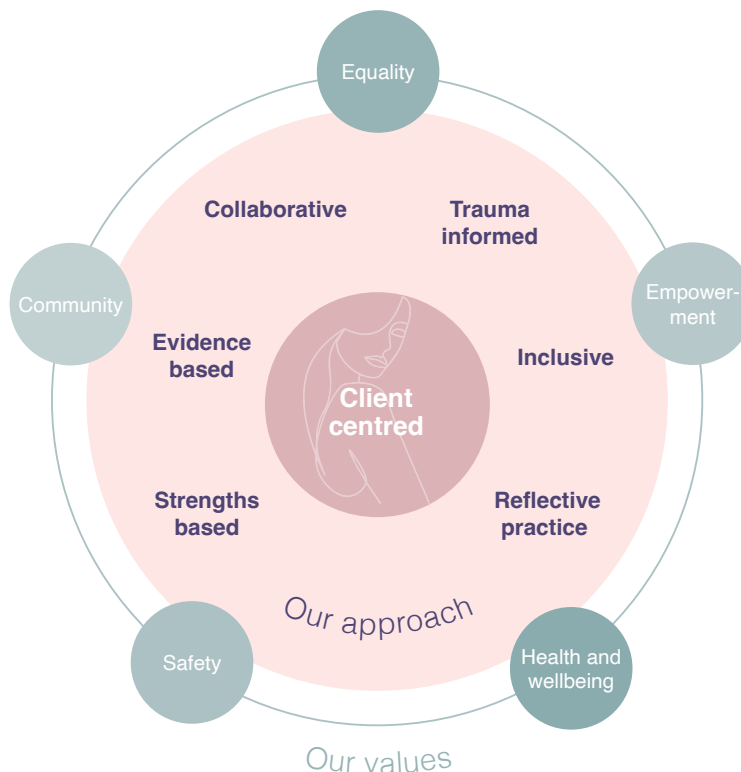
The information on the following pages provides a snapshot of our activities between 1 January–30 June 2024.



People we serve

We support and educate women, young people, children, men and gender diverse individuals to experience autonomy and self-determination, make informed decisions, and improve their health, wellbeing and family relationships. Our approach places clients at the centre of their journey.

We understand that for people seeking our services and to realise positive changes in their lives, they need to feel empowered in their journey. We will work to understand what it takes for people to actively engage with our services and to feel heard, understood and supported. It is no surprise that most of our support has been to women, young people and children. We are also committed to working with men on their behaviour change journey and walking alongside people when they face court – to help them to navigate the system and to realise the positive changes they seek in their lives.



Counselling and support for women, young people and children

1,820

women, young people and children provided with counselling and support



4,725

hours of counselling and support provided

Women's Health Clinic outreach

We are grateful for the support provided by Queensland Health to make Women's Health Clinics accessible to our communities by offering outreach clinics from our premises. This service is fully booked and well-attended. Annually we support 120 women to access a women's health assessment.

'This is the first time in my life that I have ever felt safe.'

It was my birthday three days ago and I have the best present I could have hoped for, mine and my children's safety and freedom.

I have a long history of trauma and being let down by the systems. I had no trust and had my walls high but I was desperate and [Gladstone] Women's Health and Child Safety have all come through for me and my children this time and I still can't believe it.

For the first time in years, I have done some art. He never let me do my art.

We will be forever grateful. We are going to be okay. Thank you.'

Service user



Men's behaviour change



Court services



Case study

Tara, Practice Manager, Gladstone Women's Health Centre

Gladstone Women's Health Centre operates through a person-centred, trauma-informed lens and strengths-based approach. Our work emphasises principles of safety, trust, choice, collaboration and empowerment. We provide culturally sensitive supports and programs by having diversity in our team, such as Indigenous staff, and building external connections with culturally and linguistically diverse organisations.

Practice Manager Tara says, 'The client is leading the journey all the way. We collaborate with the person at the heart of our work to understand their needs and empower them with support and knowledge to make informed decisions based on their situation. They identify the priorities and actions.'

In many instances, they may not have had the experience of empowerment. Tara shares, 'They may say, "Tell me what to do." We say, "We're not here to tell you what to do, we're here to walk with you – here are your options."'

This also links to the Centre's strengths-based approach. 'Each client is the expert in their own life, with different capabilities, networks and supports. We use this approach, for example, when creating an individual safety plan.'

Tara says there is no typical client or journey. 'Clients may only engage in a crisis. Others have counselling with us. We do advocacy support

with external agencies, for example, police and health providers. Clients may need practical things like court support, or emergency relief and we can provide food or fuel vouchers. Or we may refer them on to other support services. Clients may also attend workshops to increase social connection, and to build skills, resources and support networks.'

'In crisis domestic violence situations, we can give access to immediate, safe accommodation. We often hear from clients that it's the first time they've slept a full night feeling safe in a long time. That is incredibly powerful.'

Much of the Centre's work is psychoeducation (providing information along with support). Tara says, 'We provide physical resources to take away if it's safe, so clients have time to read, consider and reflect. Increasing their knowledge and understanding is key to empowerment and making informed decisions. For example, understanding that not all domestic violence is physical.'

Whatever the support provided by Gladstone Women's Health Centre, Tara says, 'Always, the client is as the centre and leading the interactions'.



Collaborations

We work effectively with others to bring about change. This includes sharing knowledge and learning from each other within the sector and developing innovative service system response initiatives to improve community outcomes.

We understand the work we do is complex, and we cannot do it on our own. That is why we have worked hard to broaden and deepen our partnerships and collaborations – seeking feedback, learning and promoting our services so we can reach more people across our region.

Over the past six months we have actively participated in sector conversations and initiatives and contributed hundreds of hours to improving system responses.



727

hours (28 per week)
contributed to local
service system
responses, sector
networking and
knowledge
sharing



Attended 13 meetings as a member of the **Gladstone High Risk Project** with Queensland Police Service, Queensland Corrective Services and the Department of Children, Youth Justice and Multicultural Affairs.

Participant in **Local Level Alliance** with Communities for Children; Nhulundu Health Service; Act for Kids; Gladstone Community and Neighbourhood Centre; Family and Child Connect; Gladstone Child Safety Service Centre; Philip Street Communities and Families Precinct; Uniting Care Family and Child Connect; and Department of Communities, Child Safety & Disability Services.

As a member of the **Coordinated Community Response to Domestic and Family Violence Committee (CCRDFVC)** Gladstone we participated and collaborated in meetings, events and activities.

Case study

Sergeant Dominic Richardson, Police Officer and Youth Club Program Manager, PCYC Gladstone

Dom's role at the PCYC Gladstone is 'working with youth and the community to build a safer and healthier community through youth development'. Aligned with his role as a police officer, the program and activities Dom facilitates have a crime prevention focus. Helping to avoid young people becoming victims of crime or entering the youth justice system, as well as working with young people who may be in the system.

PCYC Gladstone offer a range of youth and community programs, including two that intersect with Gladstone Women's Health Centre work in domestic and family violence – the Deep Blue Line and RUBY (Rise Up Be Yourself) programs.

Gladstone Women's Health Centre delivered sessions on domestic and family violence for the Deep Blue Line program. This police officer-led, small-group mentoring program aims to enhance young people's sense of self, provide positive life experiences and exposure to healthy role models. In Dom's words, 'The program involves groups of high school-aged young men learning about what it takes to be a good man, about healthy relationships and appropriate behaviours.'

Dom says there is 'enormous value' in the sessions Gladstone Women's Health Centre has run. 'We want to see young men as part of the solution – and these sessions may be the first time they are getting a woman's voice on the issue of domestic and family violence.'

Dom reflects, 'The conversations after the sessions between the young men showed a thoughtfulness and maturity that wasn't there before. Like the different language they chose to use within their peer group.'

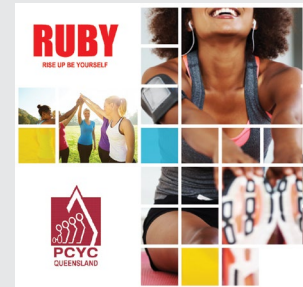
Gladstone Women's Health Centre also support the RUBY (Rise Up Be Yourself) program – a free physical fitness program for women who are, have been, or are likely to be experiencing domestic

and family violence – by referring women into the program.

The program is also a referral pathway back to Gladstone Women's Health Centre.

Outside of these two key programs, there is general ongoing collaboration, conversations and support between the organisations. Such as identifying collaborative funding opportunities where their strategic objectives overlap, and invitations to workshops and networking events.

Dom says it's 'refreshing to have a working relationship that is collaborative, not competitive ... Gladstone Women's Health Centre are supportive of our open days and community events. They are happy to be involved. We have a really positive working relationship, particularly with Mitra.'



Community

We work with community to create collective change. We are committed to addressing the pervasive issues of domestic and sexual violence within our communities. Working across community spaces and through awareness raising, education and support, we strive to empower individuals and foster a culture of dialogue that promotes healing, understanding and prevention.

During this reporting period our work in the community has focused on:

- **Raising awareness:** Increasing community awareness about the impact of domestic and sexual violence on individuals and families.
- **Facilitating dialogue:** Creating safe spaces for open conversations that challenge stigma and promote understanding.
- **Encouraging community engagement:** Mobilising community members to participate in prevention efforts and support for change.

We hosted workshops, public events and forums. These included local initiatives and support for state and national campaigns. Between January and June, we held almost three events per week (63 activities).

Over the past six months we have actively participated in sector conversations and initiatives and contributed hundreds of hours to improving system responses.



We have also acknowledged and celebrated the following special events:

- **International Women's Day**, 8 March with 110 attendees from diverse community organisations, businesses, community members and high school students
- **Domestic and Family Violence Prevention Month** in May: social media campaign and community stalls; Domestic Violence Remembrance Day ceremony to remember those who have lost their life to domestic and family violence attended by over 100 people; the Darkness to Daylight Domestic Violence Walk attended by 50 people; Domestic Violence Rugby Round; and Domestic and Family Violence Prevention Council breakfast attended by 85 people.
- **Anglo American Wellbeing Expo** Moura
- **WOW Festival** in Biloela
- **Welcome morning tea** in Tannum Sands
- **NAIDOC week**
- **Dorrie Day**
- **Red Nose Day**
- **Port to Park**



11

awareness stalls at locations including Homeless Connect, Gladstone Centre Plaza and sporting clubs

First Nations playgroup events



Donations

Financial donations in 2023–2024 saw a remarkable increase of 69% over the previous year, bolstered by many generous in-kind donations as well.

We would like to extend our heartfelt thanks to the community members, local industries and businesses that have come together to support our community through tough times. The gratitude and relief that your contributions provide are visible every day, showing our fellow community members that they matter and their community cares. Thank you for your generosity and for making a meaningful difference in the lives of those we serve.



- Coordinated Community Response to Domestic and Family Violence, who not only support our events, but have led campaigns for donations of toiletries which they have generously shared to support those impacted by domestic and family violence
- Locations Estate Agents
- Tannum Seagulls
- Fitstop Gladstone
- ARTmatters
- Gladstone Charities Fund (Gladstone Power Station)
- Organisers of the Yachtsman's Long Lunch
- Gladstone Netball Association
- Valleys Diehards Rugby League
- All of our supporters for DV Prevention Month and throughout the year

Case study

Domestic and Family Violence Prevention Month

Each May, Queensland marks Domestic and Family Violence (DFV) Prevention Month. Gladstone Women's Health Centre supported this annual initiative by hosting several community engagement activities to raise awareness of domestic and family violence and coercive control. The public campaign included placing signage out in the community, hosting stalls in main public locations and hosting a public forum to highlight the support services available. The collective effort of the community coming together during this month sent a clear message that violence in our communities will not be tolerated.

Key initiatives included:

- A social media campaign and public awareness raising.
- A weekly interactive stall in Gladstone Centre Plaza throughout the month.
- An interactive stall at the Gladstone Netball Association – the outcome of everyone getting involved was incredible with all staff and netballers wearing purple on the day to show support and stand against violence.
- An interactive stall at Gladstone Valley's Diehards Rugby League ground and a generous donation from Struddy's to provide personalised domestic violence prevention jerseys for the A Grade players to wear on the day.
- Hosting the Premier's DFV Prevention Council public forum with over 80 community representative participants.



Regional voice

Social structures and systems contribute to people's experiences of oppression and family violence. Through our advocacy work we aim to influence systems and structures to address local needs.

We seek to be an influential voice for our region by actively engaging in government consultations, contributing to policy submissions, campaigning for our local region, sharing knowledge and seeking other opportunities that contribute to broader systemic change.



Key activities

- We were an active member of the **Queensland Domestic Violence Services Network** advocating for change, identifying needs across the state and sharing knowledge.
- We were also an active member of **Women Health Services Alliance** and the **Queensland Sexual Assault Network**.
- We attended a shared decision-making workshop to contribute to policy, practice and culture change within government to enable place-based, community led collective impact together with Communities for Children, Foundations Care, Anglicare, Gladstone Region Together, UnitingCare and Autism Queensland. Collectively we developed a **Social Service Sector Continuous Improvement Plan** focused on how to create culture shift, develop funding-ready projects, and achieve cross-sector participation leading to better outcomes.
- We hosted consultation sessions for **Economic Justice Australia** in Gladstone, Biloela and Rockhampton, engaging community organisation representatives and capturing the voice of service users on the barriers to accessing social security.
- We also affected change through various stakeholder meetings, contributing to advocacy papers, and sharing our knowledge



Treasurer report

The purpose of this report is to inform Gladstone Women's Health Centre members of the 2023–2024 financial results and audit findings.

Unfortunately, the financial results ended in a \$20K loss, however, there was an increase in cash of \$146K and an unqualified audit opinion. This is a great result and a good demonstration of the Management Committee and staff working tirelessly during the year to achieve this result. It is acknowledged there are more improvements to be made.

Financial results

Profit or loss

For the year ended 30 June 2024.

	2024	2023
	\$	\$
Financial income	2,917	1,009
Other income	2,258,451	2,054,236
Employee benefits expense	(1,413,651)	(1,447,471)
Depreciation and amortisation expense	(109,236)	(116,776)
Client support service expenses	(138,047)	(229,005)
Other expenses	(591,103)	(497,994)
Finance expenses	(29,525)	(31,019)
Profit before income tax	(20,194)	(267,020)
Income tax expense	0	0
Profit from continuing operations	(20,194)	(267,020)
Profit for the year	(20,194)	(267,020)
Other comprehensive income, net of income tax	0	0
Total comprehensive income for the year	(20,194)	(267,020)

Key observations:

- Income increased from prior year \$200K due to further funding secured.
- Whilst there has been a decrease in expenditure for Client support service expenses of \$91K, there has been an offset with an increase in Other expenses of \$93K.
- The small loss of \$20K whilst not preferred, is manageable from a going concern and cash perspective.

Balance sheet

As at 30 June 2024.

	2024	2023
	\$	\$
ASSETS		
CURRENT ASSETS		
Cash and cash equivalents	924,964	778,495
Trade and other receivables	7,600	7,600
Other assets	27,517	60,358
Total current assets	960,081	846,453
NON-CURRENT ASSETS		
Property, plant and equipment	23,607	31,328
Intangible assets	11,614	24,407
Right-of-use assets	498,022	583,386
Total non-current assets	533,243	639,121
Total assets	1,493,324	1,485,574
LIABILITIES		
CURRENT LIABILITIES		
Trade and other payables	137,151	111,224
Lease liabilities	73,086	69,635
Employee benefits	63,491	42,426
Other financial liabilities	123,493	72,906
Total current liabilities	397,221	296,191
NON-CURRENT LIABILITIES		
Lease liabilities	479,197	552,283
Employee benefits	0	0
Total non-current liabilities	479,197	552,283
Total liabilities	876,418	848,474
Net assets	616,906	637,100
EQUITY		
Retained earnings	616,906	637,100
Total equity	616,906	637,100

Key observations:

- Cash and cash equivalents increased \$146K.
- The retained earnings reduced due to small loss.
- Employee benefits increased. Indicating lower staff turnover.
- Current ratio: 2.41 (Current assets/Current liabilities) should be higher than 1 to indicate ability to pay debts within 1 year.

Statement of changes in equity

For the year ended 30 June 2024.

2024	Retained earnings
	\$
Balance at 1 July 2023	637,100
Profit/(loss) for the year	(20,194)
Balance at 30 June 2024	616,906

2023	Retained earnings
	\$
Balance at 1 July 2022	904,120
Profit/(loss) for the year	(267,020)
Balance at 30 June 2023	637,100

Statement of cash flows

For the year ended 30 June 2024

	2024	2023
	\$	\$
CASH FLOWS FROM OPERATING ACTIVITIES		
Receipts from customers	2,309,038	2,237,034
Payments to suppliers and employees	(2,162,128)	(2,486,805)
Interest received	2,917	1,009
Net cash provided by/(used in) operating activities	149,827	(248,762)
CASH FLOWS FROM INVESTING ACTIVITIES		
Purchase of property, plant and equipment	(3,358)	(24,632)
Sale of intangibles	0	20,000
Net cash provided by/(used in) operating activities	(3,358)	(4,632)
CASH FLOWS FROM INVESTING ACTIVITIES		
Net increase/(decrease) in cash and cash equivalents held	146,469	(253,394)
Cash and cash equivalents at beginning of year	778,495	1,031,889
Cash and cash equivalents at end of financial year	924,964	778,495

Key observations:

- Great, positive turnaround from the prior year with a positive cash flow position.

Accounting and audit services

Accounting services

The Board appointed GTC Financial in 2023 to support payroll, accounting, legislative requirements such as superannuation, Pay As You Go Tax and Business Activity Statements. GTC Financial are local to Gladstone, CPA qualified accountants and experienced in the Not-for-Profit sector. During 2024 a number of these items have been brought inhouse thus building skills and capability internally and reducing accounting fees.

Audit services

Ulton Services Pty Ltd was appointed to undertake the 2023–2024 audit as they are local, highly regarded, and have no known conflicts of interest. They conducted the 2022–2023 audit. They have also thoroughly reviewed our governance practices and provided recommendations for us to make improvements.

Legal services

Nicole Shenfield, Director of Paxton-Hall Lawyers from Brisbane, provided legal services, including in the development of the new Gladstone Women's Health Centre rules and contracts. The legal advice and services have enabled Gladstone Women's Health Centre to move forward with confidence.

Prepared by:

Tania Brown CPA

Treasurer, June 2023 to August 2024

Gladstone Women's Health Inc.

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