



ANNUAL REPORT 2018/2019

Hunter Region Working Women's Group



HUNTER EARLY CHILDHOOD CENTRE
Partner of Hunter Women's Centre


hunter women's centre

TABLE OF CONTENTS

About us	3
Mission	3
Vision	3
Our History	3
Services under the HRWWG Banner	3
Our People	4
Chairpersons Report	5
Service Reports	6
Hunter Early Childhood Centre (HECC)	6
Hunter Women's Centre (HWC)	8
Notes to FINANCIAL statements	10
Accounts	10
INDEPENDENT AUDITOR'S REPORT	11
Auditor's Report	11

ABOUT US

Mission

We engage, support and empower Hunter women and their families to improve their lives through gender specific health and family-safe programs, and the provision of early education and care services. Our targeted, integrated and quality services focus on:

- Reducing violence against women and their children
- Facilitating women's health, safety and wellbeing
- Providing high quality, price competitive early learning and childcare
- Undertaking charitable works to build community participation and partnerships.

Vision

Healthy women, supported families and safer communities.

Our History

Hunter Region Working Women's Group (HRWWG) is a community owned, not-for-profit, charitable organisation, operating in the Hunter Region since 1976. HRWWG governs its two business entities – Hunter Early Childhood Centre and Hunter Women's Centre.

Services under the HRWWG Banner

Hunter Early Childhood Centre

Hunter Early Childhood Centre (HECC) has been operating since 1976 and was initially established as 'Hunter Women's Child Care Service' and was established to provide much needed care for working women and for children within the community. Since then the service has evolved and changed its name to Hunter Early Childhood Centre in April 2019. HECC provides high quality early childhood education and care for children and families in the Hunter at affordable rates. HECC provides care to children aged 6 weeks to 6 years and is based on a holistic, play based learning environment, structured to support, nurture and respect each child and their family.

Hunter Early Childhood Centre is funded under the legacy funding by the NSW Department of Education and is assessed as 'Meeting the National Quality Standards' by the Australian Children's Early Childhood Quality Authority.

Hunter Women's Centre

Hunter Women's Centre (HWC) has been operating since 1975 and commenced its operations as the 'Working Women's Centre' and provides services to women who are marginalised, experiencing disadvantage or are having difficulty in accessing services elsewhere. Services include counselling both at our Mayfield centre and at our outreach centres, information and referral, therapeutic and support groups, workshops and community education.

Hunter Women's Centre is funded by NSW Health via the Hunter New England Local Health District, community grants and fundraising. The Centre is a member of Women's Health NSW, the peak body for non-government women's health services

Our People

Board of Management

Hunter Region Working Women's Group Board of Directors is made up of voluntary positions held by dynamic and professional women who are committed to the strategic governance of the organisation and its services. The board of management is responsible for the strategic direction of the organisation and its services with the aim of enhancing service provisions. Currently there is a good mix of professional women who bring a wealth of experience and knowledge to the board including; finance, law, marketing, risk management, welfare, education, business, employment and social services.

Name	Position	Date Position Appointed	Date of Board Appointment
Jennifer Parkes	Chairperson	November 2017	November 2015
Venessa Wells	Deputy Chairperson	October 2018	April 2018
Colleen Webb	Secretary	November 2017	November 2016
Annette Morrissey	Treasurer	July 2016	September 2014
Kattie Bujega	Ordinary		November 2016
Dawn Denton	Ordinary		April 2018
Helen Harvey	Ordinary	November 2017	September 2013
Karen Phillips	Ordinary	October 2018	August 2008
Nicole Waddell	Ordinary		February 2018

Staff and Contractors

Hunter Early Childhood Centre

Name	Position
Tanya Winn	Director and Nominated Supervisor (end Dec 2018)
Samantha Gilmour	Director and Nominated Supervisor / Educational Leader (app. Dec 2018)
Barbara Lombardi	Room Leader
Cath Howard	Room Leader
Emma Howard	Room Leader
AmyLea Gleeson	Educator (end February 2019)
Cassandra Rose	Educator
Julia Gajewski	Educator (end March 2019)
Jann Gill	Educator
Kenneth Fryer	Educator (end March 2019)
Kirsty Lewis	Educator
Sancha Malloy	Educator
Chante Quinlan	Trainee
Nina Treacy	Trainee
Andrew Robertson	Cleaner

Hunter Women's Centre

Name	Position
Kerry Perkins	Service Manager (end April 2019)
Bronwyn Crawford	Counsellor
Glenys Schultz	Counsellor
Kylie Fawcner	Counsellor
Sue Collins	Counsellor
Jeanette Petrie	Intake Worker
Helen McCauley	Administration Officer
Kathryn Saint	Service Manager (app. Sept 2019)

Contractors

Name	Position
Natalie Driver	Bookkeeper

CHAIRPERSONS REPORT

On behalf of the Board of Hunter Region Working Women's Group, I acknowledge the hard work, dedication and commitment of Board members, our Directors and Service Managers and staff during the 2018/2019 year.

HRWWG's Six Hats Childcare Service embarked on a significant process of change over this period, rebranding as Hunter Early Childhood Centre under the reinvigorated and exceptional leadership of Sam Gilmour. The service has been rewarded and recognised in its immediate, and wider community for its educational programs and as a preferred provider of quality childcare services. A highlight was the service's success in being awarded a Hunter Business Award in 2019 in its sector. Sam's team reflect the vibrant, inclusive and exceptional childcare services they provide and all HECC staff should be exceptionally proud of their achievements over a challenging year.

This year was again one of consolidation and stability for Hunter Women's Centre with the NSW Ministry of Health. Our team of highly skilled, experienced and dedicated staff worked hard to ensure our clients' experiences of coming to the Centre were positive and the service they received was of a high quality but most importantly, that the service made a beneficial impact in their lives. 2019 marked the departure of HWC's service manager Kerry Perkins, whose calm perseverance and genuine care for her staff and clients was truly unique. We have welcomed the highly capable Kathryn (Kate) Saint as our current service manager, whose deep connection and experience to women's health issues in communities and in the counselling, sector will form the basis to steer our organisation towards enhanced community connectivity and future development of our presence across Newcastle, Lake Macquarie and the Hunter.

The generosity of the broader community was apparent in the increase in donated goods and fundraising monies. HRWWG's services received the benefit of significant benevolent donations by 28 Days in Flowers, the Equal Futures Project and Newcastle Permanent Building Society Charitable Foundation over the course of this year.

My sincere thanks to our 2018/2019 Board for their dedication as volunteers and for their invaluable input in guiding the organisation – Helen Harvey, Karen Phillips, Annette Morrissey, Kattie Bugeja, Colleen Webb, Dawn Denton, Venessa Wells and Nicole Waddell. We farewell this year from our Board its long-standing members Helen and Karen, with a combined and almost 20 years' of experience at HRWWG left as a lasting legacy. I am personally grateful for their energy and commitment to the Board and the organisation. They both will be greatly missed.

But most importantly, thank you to the staff for going above and beyond to support and empower Hunter women and their families.

I look forward to seeing HRWWG's progress over the next year.

Jennifer Parkes

SERVICE REPORTS

Hunter Early Childhood Centre (HECC)

The past year has seen a lot of growth and change for Hunter Early Childhood Centre. With increasing competition and the need for updates, the appointment of new service leadership gave the centre a new direction and focus. HECC continues to strive for excellence and provide more options for families in the Newcastle and Hunter area. HECC maintains an overall rating of 'Meeting the National Quality Standards' across all seven quality areas set out by the Australian Education and Care Quality Authority (ACECQA).

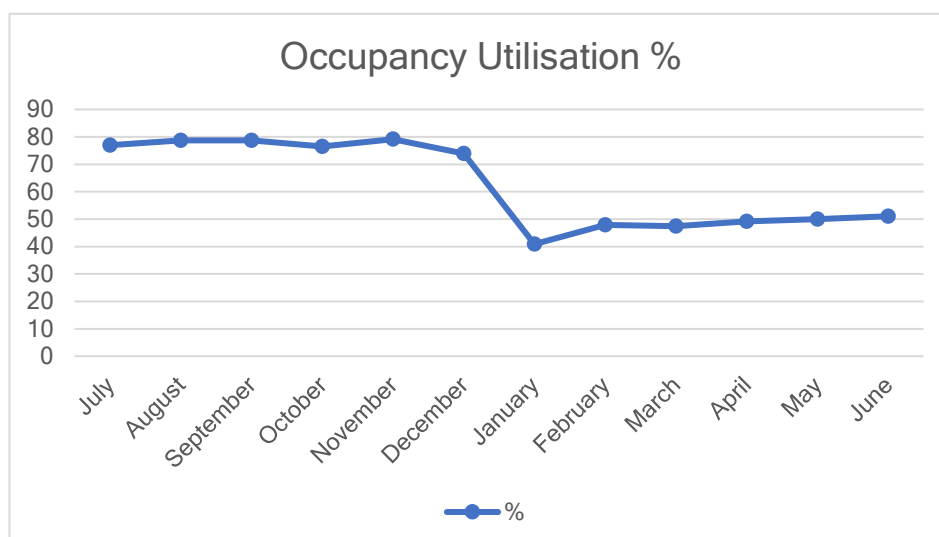
Strategic Changes

In order to remain viable, HECC underwent a number of strategic changes this year.

- Cosmetic changes to the décor and resources within the centre, this provided a new atmosphere for children and families.
- Introduction of longer operational hours and weeks across the school year - HECC now operates 7am to 6pm, 50 weeks per calendar year.
- Rebranding of HECC from 'Six Hats Early Childhood Service' to Hunter Early Childhood Centre, including marketing and promotion.
- Introduction of prepared meals – HECC contracts Kids Gourmet Foods to deliver freshly made, nutritional and budget friendly meals to the centre. The staff heat and serve to children throughout the day.
- Educators moved to a more balanced roster of 4 days per week with a rostered day off.
- Introduction of flexible childcare options – Families are able to enrol their children on a flexible basis, either one off or fortnightly bookings are offered with a set number of enrolments set aside for this purpose.
- Review of programming, children directed programming introduced.
- Transfer of programming software to OWNA.
- Introduction of flexible session times – HECC now allows families to enrol on either a 9, 10 or 11 hour day session. Parents now get more out of their Child Care Subsidy and reduce their out of pocket expenses.
- Introduction of a parent room for families to use.

Enrolments

In December 2018 HECC saw a significant loss in enrolments with a large number of children leaving the centre. This jeopardised the overall sustainability of HECC. The board of management along with the entire team at HECC worked extremely hard to improve service provisions and operations of HECC which is seeing positive results into the 19/20 fy.



Partnerships

HECC values its community partners as they assist us to provide a quality service both at the centre and within the wider community.

- Mayfield Aged Care – Inventor's children frequently visit the residents for fortnightly playgroup and continues to provide positive outcomes and wellbeing for children and the residents.
- Woolworths Mayfield – Involvement in the fresh food program for early childhood centres, inviting our Inventor's children to tour the fresh food and meat areas.
- Pacific Smiles Dentist – Conducting regular dental check ups for 4 year olds within our service each year.
- Hunter New England Health –
- Woolworths Landcare Grant – providing funds for expansion of the Sustainability Program and Garden to Shelf Initiative.
- TAFE NSW – assisting with the positive mentorship of HECC's trainee

In addition to the above community partners, families of HECC have played a vital role in the improvement of the service provisions. Two quarterly surveys have been distributed and have provided in depth and valuable feedback that prompted change and improvement throughout the service. It is through the ongoing support of each family at HECC, the centre is so authentic and responsive.

Parent Survey Results

Quarter 1

- 65% of families requested introduction of food
- 75% of families were happy for a fee increase to cover food
- More child centred programming and increased frequency of programming.

Quarter 2

- 95% of families appreciate the parent room facilities
- 100% of families find the provided meals positive
- 100% of families appreciate the 7am opening time
- 100% of families find the centre cosmetic changes positive
- 62.5% of families find OWNA easy to use
- 83.33% of families rate the communication high or very high quality

“100% of families would recommend Hunter Early Childhood Centre to their friends and family.”

Financial

HECC is funded through the Legacy Funding Program supplied by the Department of Education. The funding received through this program is minimal and is currently being reviewed to determine its effectiveness. Hunter Early Childhood Centre's revenue is made up of the following;

Funding Source	% of total HRWWG Income	2018/19 Income Amount
Legacy Funding (ECEC)	3.42%	\$45,380
Childcare Fees	48.57%	\$644,920
Admin Fees	0.01%	\$240
Fundraising	0.36%	\$4833

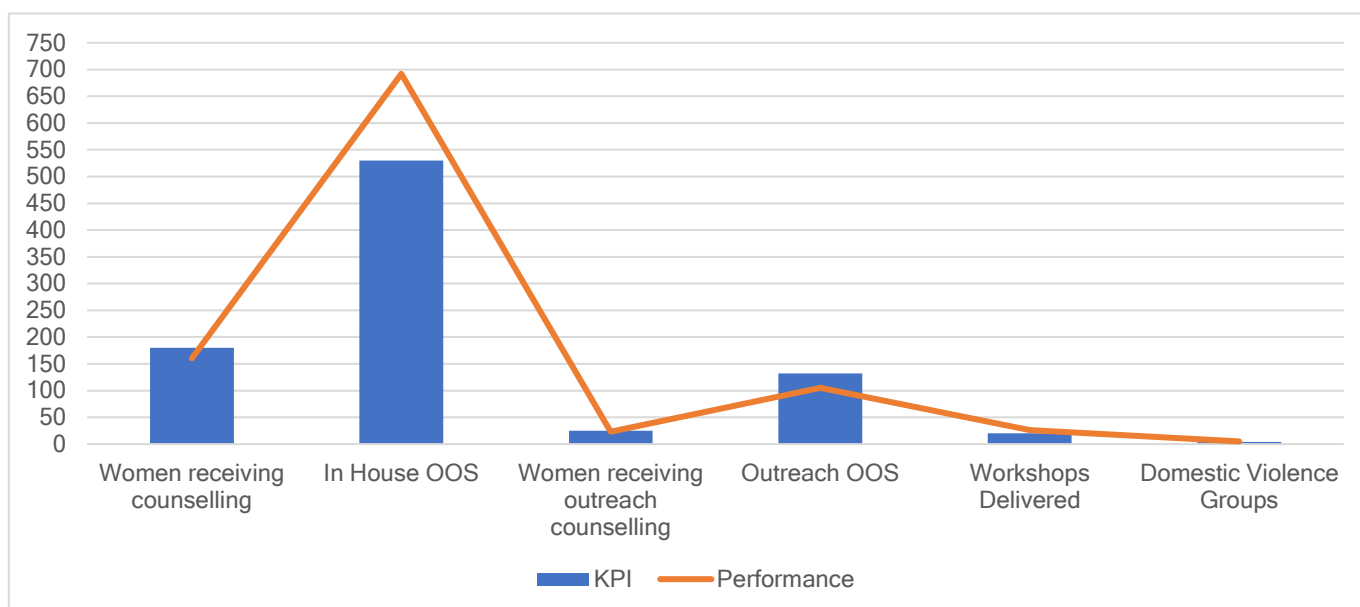
Hunter Women's Centre (HWC)

Since its inception, Hunter Women's Centre (HWC) has had a focus on providing services to women in the Hunter who are marginalised and isolated within their community. The centre aims to improve the overall health and wellbeing of women by providing services in a gender specific, trauma informed safe space.

The past year has seen a dramatic increase to demand for women who require assistance, often this has meant a larger wait time and operational waitlist. This demand is forecast to remain at a high level with the possibility of increasing further due to a range of factors including a larger media focus on childhood trauma. HWC has moved into the final year of the current three-year funding cycle, this has prompted a focus on strategic development and update of service provisions. HWC maintains its ASES accreditation and continues to strive to exceed key performance indicators identified via the current funding stream.

Performance against KPI's

In the 18/19fy HWC met or exceeded a total of 80% of the KPI's set by Hunter New England Health;



*OOS – Occasions of service

The past year has seen a significant increase to demand of highly complex issues. This rise in client demand has seen less turnover of clients being exited from counselling and services offered.

Outreach provided at both Woodberry and Raymond Terrace has seen fluctuating attendance rates with a high non-attendance rate, also affecting KPI performance.

Partnerships

Hunter Women's Centre is appreciative to all community partners that have supported the centre over the past year. It is through these partners that HWC is able to continue the work that is vital within the community.

- Newcastle Permanent Charitable Foundations – Funding for Discoveries Group, supporting women who have experienced childhood sexual assault.
- Community Builders Partnership – Upgrade to the centre's group room and toilet facilities
- Lisa Hyde-Mills – Facilitation of group Art Therapy workshops.

- Savitri Naidoo – Chakras Dance
- Tina Chen – Tai Chi
- Women of Courage – AA Meetings
- HNE Health Sexual Assault Service – Facilitation support of the Discoveries Group
- The Place Charlestown – Outreach workshops
- Port Stephens Family and Neighbour Services – Outreach counselling
- Community Activities Lake Macquarie (CALM) – Outreach workshops
- Harpers Legal – Family Law Information Session

Client Feedback

HWC gathers feedback from clients via feedback forms provided and uses this data to review current practice and ensure the service operations meet client needs and demands.

- 70% of women report an improved quality of life since using the centre.
- 85% of women report HWC as a high quality service.
- 92% of women felt comfortable with their counsellor.
- 89% of women were able to locate and access HWC with ease.
- 89% of women felt rooms at HWC were suitable and comfortable.

“92% of women felt respected by their counsellor at Hunter Women’s Centre.”

Financial

Hunter Women’s Centre is funded through the Non-Government Organisation program of Health New South Wales, Hunter New England Local Health District. Funding entered its third year of its three year term in the 18/19fy. The funding is provided for service delivery in accordance with the programs KPIs. Hunter Women’s Centre’s revenue is made up of;

Funding Source	% of total HRWWG Income	2018/19 Income Amount
NGO Grant (HNEH)	36.39%	\$483,101
Donations	1.43%	\$18,963

NOTES TO FINANCIAL STATEMENTS

Accounts

Donations

Hunter region Working Women's Group was lucky to have received two donations from the Equal Futures Project during the 2019 Financial year. The first was received in October 2018 for \$17,000 which was raised from the International Women's Day Breakfast in 2018. The second amount of \$27,500 received in June 2019 will see an increase to counselling services offered in the 2020 financial year.

Grant Carry Over

The Hunter Women's Centre had unexpended grant funds of \$19,087 to be carried forward into the 2020 financial year. This surplus was caused by a significant drop in wages of \$26,061. This was due to the loss of the HWC Service Manager, Accountant and the retirement of a Health Promotion/Counsellor with the Accountant being replaced by external bookkeeping services in the 2019 financial year.

“These additional funds will be targeted at increasing counselling and workshop services to the community.”

The Six Hats Early Childhood Service suffered a loss of \$100,128 which resulted from the drop of \$149,966 in Childcare fees. This can be partially explained from the transition to school children at the beginning of 2019. With the saving mainly being found in the reduction of wages, which were down \$58,136 for the year. A substantial effort to provide additional projects as well as the introduction of parent facilities and fully catered meals at the service has seen occupancy rates increase by the end of 2019.

Debts

The loan to the Department of Education and Training for the Six Hats Early Childhood Service was paid out in December 2018.

INDEPENDENT AUDITOR'S REPORT

Auditor's Report

Attached Report