



Leichhardt Women's COMMUNITY HEALTH CENTRE

Annual Report

2017-18

Our vision

Every woman has the right to affordable and effective health care.

Our mission

Leichhardt Women's Community Health Centre is a leader and innovator in the delivery of evidence informed health services. We partner with other organisations to meet the needs of women who are at risk of poorer health or do not access the mainstream health system.

Our values

- » Collaborative
- » Accessible
- » Safe
- » Empowering

Underpinned by NSW Health's CORE values: Collaboration, Openness, Respect, Empowerment

About Us

Leichhardt Women's Community Health Centre is a multidisciplinary primary health centre with four clinic locations, health education provided across 126 square kilometres of Sydney's inner city, inner west and south west, and a specialist state-wide counselling service.

Our focus is the provision of trauma-informed, affordable services that are sensitive to the needs of women with complex health issues or recovering from violence and abuse.

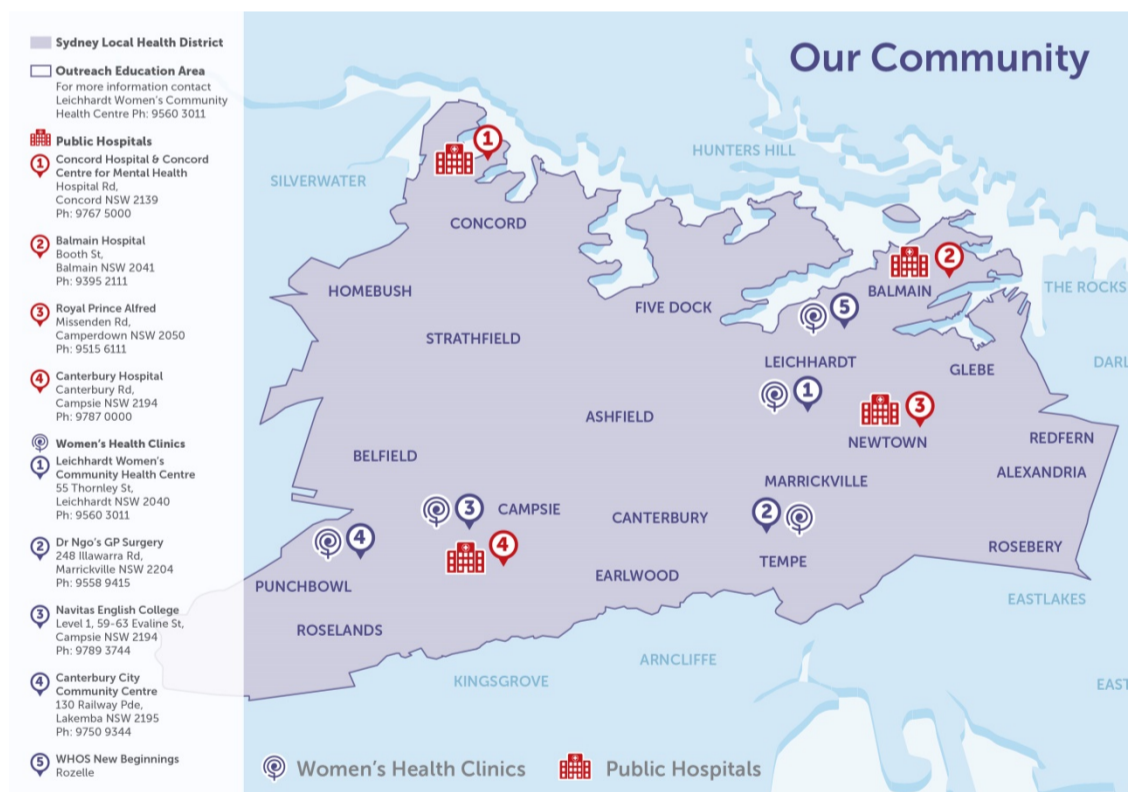
During 2017-18, the centre provided multi-disciplinary health care on over 22,694 occasions to women, most of whom were living in local communities and experiencing financial disadvantage. 99% of women attending clinical and counselling services presented with multiple health issues.

Our funding

LWCHC is a non-government and not for profit women's health service run by women, for women. In 2017-18 80% of funding was provided by Sydney Local Health District, NSW Ministry of Health. The centre has six funding programs, three from the NSW Health NGO Grants Program: Women's Health/Kids and Families, Drug and Alcohol and AIDS Infectious Diseases and Sexual Health; Medicare bulk-billing funds the doctors' clinics, physiotherapy is fee for service and bequests assist access for women on low income. A smaller amount of independent income received from donations and one-off grants enhance service delivery.

Payment details

- Doctors: Medicare bulk-billed
- Nurse: Medicare for pathology
- Acupuncture, naturopathy, drug and alcohol counselling and relationship counselling: \$10 or \$5 per visit (these services are for women living within Sydney Local Health District)
- Naturopathy costs average \$20-\$80 per visit depending on the prescription
- Health education: \$10 or \$5 (concession)/session
- Physiotherapy: fees, cancellation fee applies. Registered with private health insurance; clients with chronic health conditions may be eligible for Medicare.



Our services

Funded services

- Medical clinics: GP (Medicare bulkbilling) & women's health nurse
- Complementary therapies: acupuncture & naturopathy
- Counselling: drug and alcohol, relationships/general counselling
- CALD specific: nurse-run clinics in Lakemba, Campsie and Marrickville and health talks to migrant groups, interpreters arranged; counselling and groups for Vietnamese women
- Health education: psycho-social and therapeutic programs to develop knowledge and skills
- NSW Women Partners of Bisexual Men Service: the state-wide service providing counselling and support groups for women partners of same sex attracted men

Fee paying

- Women's Health Physiotherapy

In-house partnerships

- Psychology registered with Medicare, Victims of Crime Compensation Scheme and ATAPS
- Counselling for adult survivors of childhood sexual assault in partnership with Rape & Domestic Violence Services Australia
- Psychiatric clinics registered with Medicare
- Legal Advice clinics with Gowland Legal
- Drop-in case management support for Aboriginal women and children in partnership with Marrickville Women's Refuge
- The Miranda Project: a diversionary option and structured support program for women at risk of offending and incarceration

Presenting health issues

Leichhardt Women's Community Health Centre uses the Women's Health NSW statistical data base which captures 157 presenting issues in clinical and counselling services. In 2017-18 a total of 37,814 presenting issues and 5308 client contacts were recorded in the data base.

Occasions of Service 2017-18	
Clinics and counselling - all funded programs	5308
Women's Health health education sessions	3438
Women's Health public events	425
Reception contacts	10388
D&A health education	161
HIV/WPBM new enquiries	104
HIV/WPBM Sydney facilitated support groups	99
HIV/WPBM self-facilitated support groups	56
HIV/WPBM training/talks	214
Student placements	10
TOTAL OOS funded by NSW Health	20203
Independent income	
Health education (Art therapy, Meditation, Physio, Legal)	346
Physiotherapy	214
EGG – Encouraging Girls to Grow Career Mentoring	748
MOU	
RCC counselling	315
Psychologist registered with Medicare etc	749
Legal advice clinics - Gowland Legal	34
Psychiatric clinics	85
TOTAL OOS	22694

Numbers of women 2017-18	
Clinics and counselling - all funded programs (incl. GPs)	948
Women's Health health education sessions	1892
WH public events	425
Reception contacts	0
D&A health education	128
HIV/WPBM new enquiries	104
HIV/WPBM Sydney facilitated support groups	21
HIV/WPBM self-facilitated support groups	58
HIV/WPBM training/talks	214
Student placements	10
TOTAL women funded by NSW Health	3800
Independent income	
Health education (Art therapy, Meditation, Physio, Legal)	90
Physiotherapy	55
EGG – Encouraging Girls to Grow Career Mentoring	25
MOU	
RCC counselling	Not available
Psychologist registered with Medicare etc	Not available
Legal advice clinics - Gowland Legal	33
Psychiatric clinics	
TOTAL Numbers of women	4003

Our General Practitioners and Women's Health Nurse Clinic

953 appointments were conducted by the general practitioners, with the main health issues being physical/medical issues, emotional/mental health and reproductive/gynaecological/urogenital issues. Many of their clients were recovering from trauma or had reasons for seeking a women's health GP and a women's health centre. The GPs are integral to the multidisciplinary team which sees the doctors collaborate with the nurse, allied health, psychiatry and counsellors for the benefit of women with complex needs.

Women's Health funded services

1158 appointments were conducted for Women's Health clinical services (1061 at LWCHC and 97 in nurse and counselling outreach clinics). 2097 women attended Women's Health funded health education which is designed to boost preventative strategies and reflect the needs of women in clinical services. 181 new clients attended clinical services provided by WH funded services (counselling, acupuncture, naturopathy and nursing) and 245 new clients attended doctors' appointments. 685 referrals were provided to other services by staff funded by the Women's Health program and 848 referrals were provided by the doctors.

Drug and Alcohol funded services

233 women attended counselling and health education services on 841 occasions of services. 70% of total clients attending D&A funded services were on pension/benefit and 10% of women were full time employed. The highest age group were women engaged in D&A services were aged 30-39 years at 25%, followed by women aged 40-49 years (22%), 20-29 years (19%), 50-59 years (16%), 60-69 years (14%). 142 referrals were provided to other health workers and agencies. 6325 presenting issues were recorded for women attending the D&A counselling services, reflecting the multidisciplinary nature of the service.

Women Partners of Bisexual Men Service

163 women received counselling on 497 occasions of service and groups on 155 occasions of service. It had 104 new enquiries and provided 375 referrals, the highest being to counsellors, GPs, sexual health, legal and education/employment services. 51% of women accessing the service in the year were from rural and regional areas ranging from Illawarra/Shoalhaven, Hunter/New England, Mid North Coast and Western NSW.

Health education

Education programs are designed to enhance women's skills and build knowledge. Our health education is based on adult education principles and utilises evidence based strategies including CBT, Mindfulness, DBT, facilitated peer support and movement.

This year 1,458 women attended 88 programs on sexual health and wellbeing, stress management, communication skills, healthy body image, nutrition and harm minimization. Programs were delivered by health educators, registered nurses, physiotherapist, drug and alcohol worker and the naturopath.

Programs included: Getting to Grips with Distress, Breathing for Vitality, Meditation, Nia Dance Therapy, Art Therapy for Wellbeing, Mental Health and Wellbeing for Vietnamese women, Mind the Gut, Quit Smoking, Manage Your Moods and Self Care for Carers. In addition, 101 women attended therapeutic/support groups conducted by the Women Partners of Bisexual Men Service.

Women's health Physiotherapy

55 women received treatment in the physiotherapy clinic. The physio treated mainly urinary and faecal incontinence, sexual and other pain alleviation/management, musculoskeletal issues and assisted with core strengthening. The Lisa Macdonald Fund has assisted the establishment of physiotherapy clinics, ensuring subsidized access to women on low incomes. Last year only 7% of women were in full time employment. We sincerely appreciate the generosity of The Lisa Macdonald Fund donors in supporting these services.

Psychiatrist clinics

Women attended 26 appointments with the psychiatrist for medication assessment, referral and care in collaboration with the centre's GPs.

Performance & Quality

Reviewing our impact

Several measurements help assess the effectiveness of our service delivery including the K10, MyMop, DASS, tailor-made feedback surveys and once every three years the cefp Practice Accreditation and Improvement Survey. In the past 12 months:

- 84% of clients using validated measurements reported their health had improved as a result of services received
- 98% of women in women's health funded health education reported increased knowledge and confidence in using it
- 100% of women in drug and alcohol health education reported increased knowledge and confidence
- 95% of Women Partners of Bisexual Men Service counselling and support group clients reported increased awareness of strategies to negotiate safe sex
- 100% of the 16 tertiary students gained a high level of knowledge about the social model of health

Staff professional memberships

- Australasian College of Health Service Management (ACHSM)
- Australian Health Practitioner Regulation Agency (AHPRA)
- Counselling and Psychotherapists Assoc. of NSW (CAPA)
- Australian Counselling Association (ACA)
- National Herbalists Association of Australia (NHAA)
- We are accredited with GPA Accreditation plus for the RACGP Standards for General Practice.

Staff attended 38 training courses on 41 occasions. Courses attended included Menopause - Exploring the Evidence (Australian Menopause Association), Safety Planning and Suicide Prevention Pathways (Central and Eastern Sydney Primary Health Network), Smoking Cessation (NADA), Financial Risk Procedures and Controls (Moore Stephens), SQL related to Best Practice (University of Sydney Continuing Education), Motivational Interviewing (Kathleen York House and Elder Abuse Identification and Response in CALD (STARS).

Two awards were received during the year:

- The centre received the Gold Gowland Award for Acts of Resistance. The Gowland Awards were initiated in 2016 by legal firm Gowland Legal, and aim to raise awareness about frontline services improving the lives of women experiencing domestic and family violence.
- The manager Roxanne McMurray was made a Member (AM) of the Order of Australia for 'significant service to community health as a leader and advocate of support programs and crisis centres for women'.

99% of all women accessing services were very or completely satisfied.



Governance & Management

Leichhardt Women's Community Health Centre is an incorporated association with public benevolent institution status. It is managed by a skills based committee of women elected from the community and the manager, Roxanne McMurray AM. Board members' backgrounds are in law, government, NGO management, strategic planning and finance.

Board of management

Sarah Henry, Chairperson; Lesley Garton, Vice Chairperson; Lyn Lormer, Secretary
Melissa Phillips, Treasurer; Judy Tonkin, Member; Roxanne McMurray, Manager

Staff

Staff comprise general practitioners, women's health nurse, acupuncturist, naturopath, physiotherapist, counsellors (generalist/domestic violence, drug and alcohol and for women partners of same sex attracted men, health educators (generalist and Vietnamese), administrative assistant, business administrator and manager.

Additional services through partnerships

Services are enhanced through partnerships with an in-house psychologist registered with Medicare, Victims of Crime Compensation Scheme and ATAPS, two Adult Survivors of Childhood Sexual Assault counsellors employed by Rape & Domestic Violence Services Australia, psychiatrist Dr Anne Noonan, case management support for Aboriginal women experiencing domestic violence through Marrickville Women's Refuge and legal information from Gowland Legal.

Out very great thanks

We extend our thanks to everyone who supported our work. Our particular thanks to Inner West Council, Impact100 Sydney, Taronga Zoo, PWC, Bounce, the Breakfast Point knitters, BioMedica, Flordis, Integria, FIT Bioceuticals, Australasian College of Natural Therapies, Interclinical Laboratories, OzHarvest, donors to the Lisa Macdonald Learning Fund, Gowland Legal, donors to SOS Women's Services, our principle funders Sydney Local Health District, NSW Health and The Women's Health and Resources Foundation.

Donations enable initiatives which are changing women's and children's lives for the better – one life at a time.

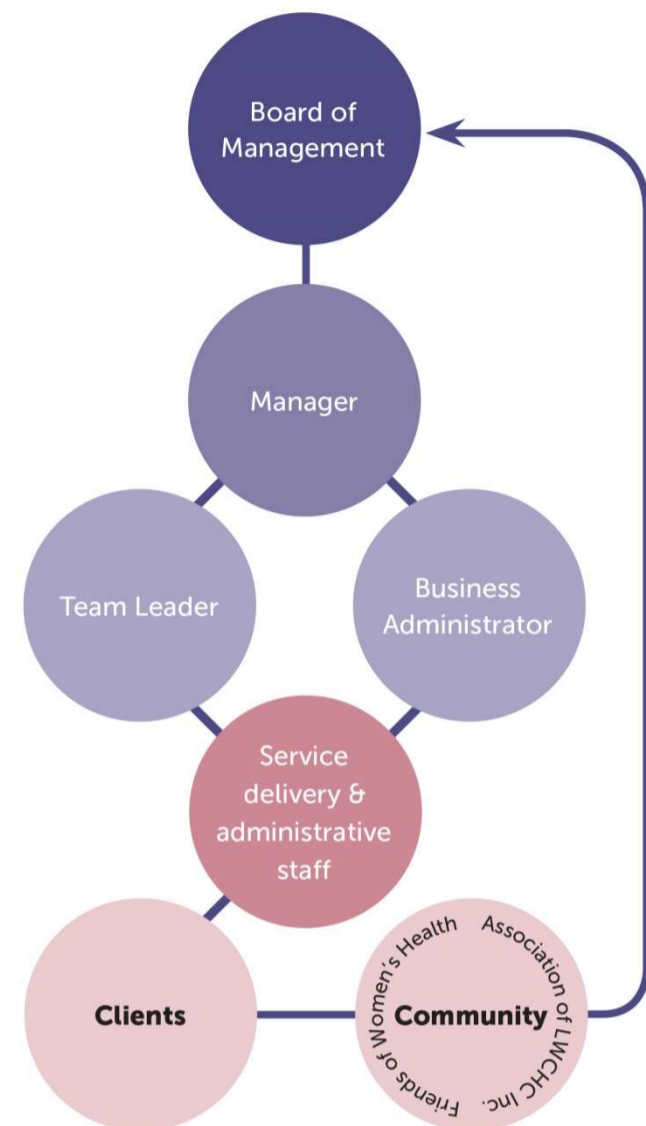
Financial 2017-18

INCOME	\$
Grants received	990,015
Services income	136,322
Interest income	10,322
Other income	77,779
Total Income	1,212,438
EXPENDITURE	
Employee benefits expense	870,432
Depreciation and amortization expense	12,497
Rent	31,518
Health promotion and resource development	12,377
Medical/clinical supplies	11,495
IT costs	61,045
Equipment less than \$1000	6,171
Insurance	18,763
Repair and maintenance	4,676
Administrative expenses	141,147
Total Expenditure	1,170,121
Profit for the year	42,317
Total comprehensive income for the year	42,317
Retained Earnings	137,538
Reserves	123,085
Total Equity	260,623

Auditors: Moore Stephens

For a full set of accounts, email manager@lwchc.org.au or visit www.acnc.gov.au

Organisational structure



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 Leichhardt Women's
COMMUNITY HEALTH CENTRE

Funded by Sydney Local Health District

