



Leichhardt Women's
COMMUNITY HEALTH CENTRE

Annual Report

2015-16

Certification No: 13939
Accredited by Quality Practice
Accreditation Pty Ltd



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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

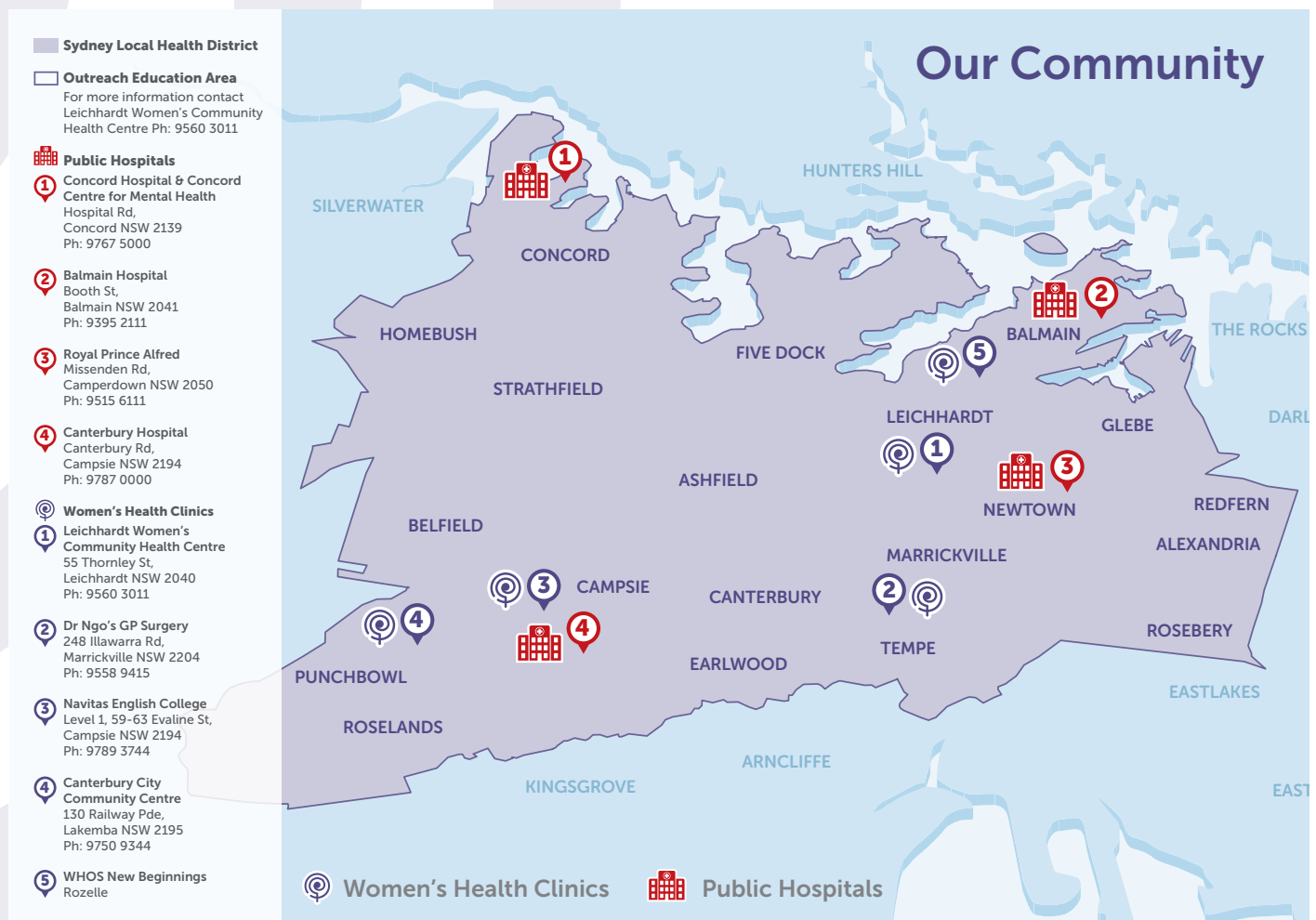
Leichhardt Women’s Community Health Centre is a multidisciplinary primary health centre with five clinic locations, health education provided across 126 square kilometres of Sydney’s inner city, inner west and south west, and a specialist state-wide counselling service.

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 2015-16, the centre provided multi-disciplinary health care on over 20,694 occasions to women, most of whom were living in local communities and experiencing financial disadvantage.



Above: Gifts of flower deliveries from local florist Sweet Pea and Honey Bee have been appreciated





The centre's safe, welcoming environment aims to encourage women to make their own informed health care decisions and feel empowered to live healthy and fulfilling lives.

The social determinants of health are the conditions in which people are born, grow, live, work and age. These circumstances are shaped by the distribution of money, power and resources at global, national and local levels. The social determinants of health are mostly responsible for health inequities – the unfair and avoidable differences in health status seen within and between countries.

World Health Organisation, 2015

Our funding

LWCHC is a non-government and not for profit women's health service run by women, for women. In 2015-16 74% of funding was provided by NSW Ministry of Health, administered by Sydney Local Health District. The centre has six funding programs, three from the NSW Health NGO Grants Program: Women's Health/Kids and Families, Drug and Alcohol and HIV; Medicare bulk-billing funds the doctors' clinics, and physiotherapy and lymphatic drainage massage clinics are fee for service and bequests support women on low income. A smaller amount of independent income received from donations and smaller grants enhance service delivery.

For more information on the organisation's structure and financial statements, see pages 18-19.

Payment details

- **Doctors:** Medicare bulkbilled.
- **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 – see the map on page 3).
- **Naturopathy** costs average \$20-\$80 per visit depending on the prescription provided.
- **Health education:** \$10 or \$5 (concession)/session.
- **Physiotherapy and massage:** fees, cancellation fee applies. Registered with private health insurance, physio clients with chronic health conditions may be eligible for Medicare.

Table 1: Summary Breakdown of Occasions of Service by the Type of Service 2015-16

SERVICE TYPE	OCCASIONS OF SERVICE
Clinics and counselling all funded programs (incl GPs)	4,445
Women's Health (WH) health education sessions	2,689
WH Public Events	335
Reception contacts	10,340
Drug & Alcohol (D&A) health education	436
HIV/Women Partners of Bisexual Men Service new enquiries	102
HIV/Women Partners of Bisexual Men Service Sydney facilitated groups	166
HIV/Women Partners of Bisexual Men Service self-facilitated groups	84
HIV/Women Partners training/talks	283
Student placements and orientation (each placement counted only once)	23
TOTAL occasions of service funded by NSW Health	18,903
INDEPENDENT INCOME	
Health Education (Art Therapy)	192
Physiotherapy and Lymphatic Drainage Massage	356
MEMORANDA OF UNDERSTANDING	
Counselling for Adult Survivors of Childhood Sexual Assault by Rape & Domestic Violence Services Australia	305
Psychologist registered with Medicare and Victims of Crime Compensation Scheme	875
Legal Advice Clinics – Gowland Legal	59
Psychiatric Clinics (commenced June 2016)	4
TOTAL OCCASIONS OF SERVICE 2015-16	20,694

Table 2: Summary Breakdown of Numbers of Women by Type of Service 2015-16

SERVICE TYPE	NUMBERS OF WOMEN
Clinics and counselling all programs	1,085
Women's Health (WH) health education sessions	1,440
WH Public Events	335
Reception contacts (not counted here)	-
Drug & Alcohol (D&A) health education	368
HIV/Women Partners of Bisexual Men Service new enquiries	102
HIV/Women Partners of Bisexual Men Service Sydney facilitated groups	20
HIV/Women Partners of Bisexual Men Service self-facilitated groups	83
HIV/Women Partners training/talks	283
Student placements and orientation sessions	23
TOTAL numbers of women funded by NSW Health	3,739
INDEPENDENT INCOME	
Health Education (Art Therapy and nutrition programs)	32
Women's Health Physiotherapy and Lymphatic Drainage Massage	125
MEMORANDA OF UNDERSTANDING	
Counselling for Adult Survivors of Childhood Sexual Assault by Rape & Domestic Violence Services Australia	
Psychologist registered with Medicare, ATAPS and Victims of Crime Compensation Scheme	112
Legal Advice Clinics – Gowland Legal	59
Psychiatric Clinics (commenced June 2016)	2
TOTAL NUMBER OF WOMEN PROVIDED WITH SERVICES 2015-16	4,069

Funded services

- **Medical clinics:** GP & 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.
- **The 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.
- Manual Lymphatic Drainage Massage Therapy.

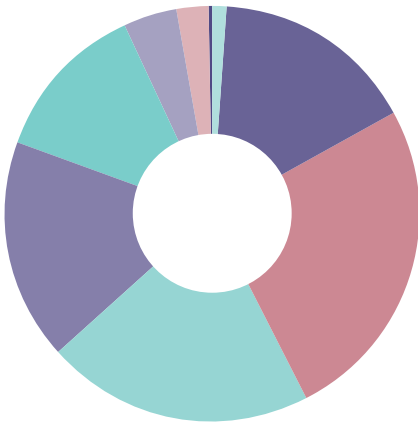
In-house partnerships

- Psychology registered with Medicare and Victims of Crime Compensation Scheme.
- 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 service 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.

'I feel like this centre is so broad, it's beyond its time, beyond the years, beyond the decades. It's very advanced.'

Elsa

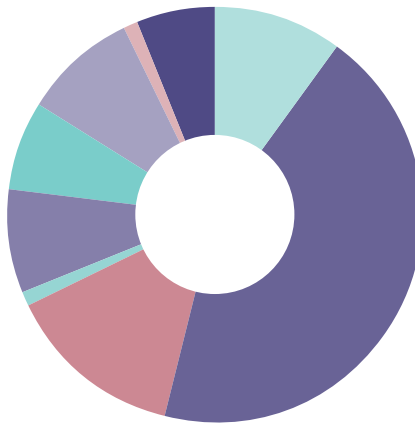
Our clients



Graph 1: Clients Age 2015-16

LEGEND ↻

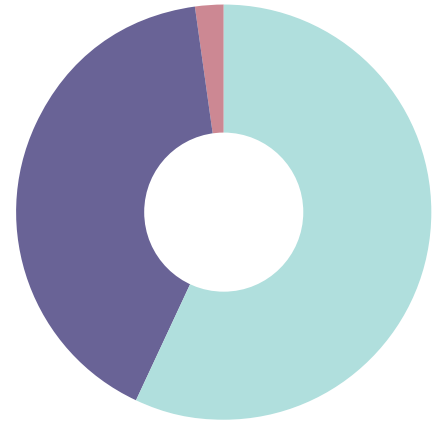
<20yrs	1.2%
20-29yrs	16.0%
30-39yrs	25.3%
40-49yrs	21.0%
50-59yrs	17.0%
60-69yrs	12.6%
70-79yrs	4.3%
80+yrs	2.3%
Not recorded	0.2%



Graph 2: Clients Financial Status 2015-16

LEGEND ↻

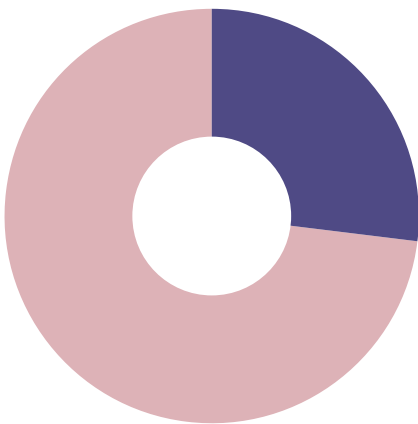
Student	10%
Pension/benefit	44%
No personal income	14%
Employed, type not specified	1%
Casual	8%
Part time	7%
Full time	9%
Other income	1%
Not recorded	6%



Graph 3: Client Ethnicity 2015-16
6% of women born in Australia identified as Aboriginal or Torres Strait Islander

LEGEND ↻

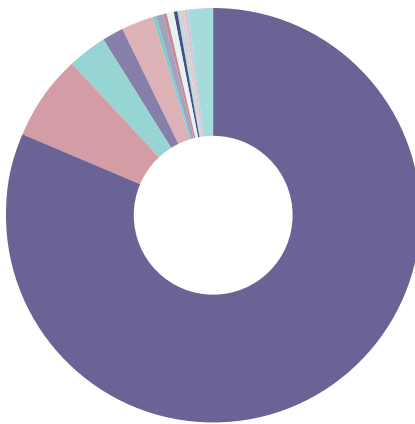
Australia and other English speaking countries	57%
Culturally and Linguistically Diverse	41%
Not recorded	2%



Graph 4: Clients Ability 2015-16

LEGEND ↻

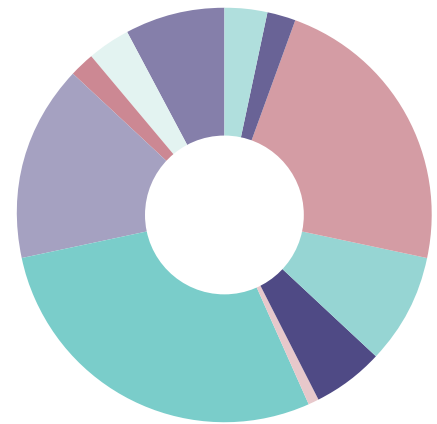
Disability	27%
No Disability	73%



Graph 5: Location by LHD 2015-16

LEGEND ↻

Sydney	83.2%
South Eastern Sydney	6.7%
Northern Sydney	3.0%
Western Sydney	1.6%
South Western Sydney	2.4%
Nepean Blue Mountains	0.3%
Illawarra Shoalhaven	0.2%
Central Coast	0.2%
Hunter New England	0.2%
Mid North Coast	0.2%
Northern NSW	0.1%
Southern NSW	0.1%
Western NSW	0.1%
Not recorded	1.7%



Graph 6: Presenting Health Issues 2015-16
(All Clinics and Counselling)
Total Presenting Issues: 30,256

LEGEND ↻

Addiction	3.5%
Breast Health	2.3%
Emotional/Mental Health	22.7%
Gynae/Urogenital	8.6%
Legal/Financial issues	5.5%
Other	0.8%
Physical/Medical	28.3%
Relationships	15.3%
Reproductive	1.9%
Social/Cultural	3.4%
Violence	7.6%



Meredith Schofield Photography

Clockwise from top: The crowd at International Women’s Day celebrations held with Leichhardt Council; Sydney Local Health District NGO Manager Lyn Bearlin and LWCHC Board member Judy Tonkin; former Leichhardt Council Mayor Darcy Byrne, Member for Balmain Jamie Parker MP and Sydney Secondary School students; LWCHC’s first GP Dr Stefania Siedlecky AM (1921-2016) and Kathryn Couttoupes.

Presenting health issues

Leichhardt Women’s Community Health Centre uses the Women’s Health NSW statistical data base which captures **151** presenting issues in clinical and counselling services. The data base recorded a total of **30,256** presenting issues and **4,445** client contacts for 2015-16.

Getting the basics right – the social determinants of health

To effect transformative and lasting improvement in health status, first some of the most basic foundations need to be addressed. Many of our clients come from complex, traumatic backgrounds that require attention before genuine health and wellbeing can be achieved.

Table 3: Services provided for women with complex social issues 2015-16

OCCASIONS OF SERVICE	2015-16	2014-15	2013-14	2012-13	2011-12
Housing issues	305	289	341	293	299
Homelessness	105	94	106	91	81
Financial problems	617	450	406	428	434
Employment issues	290	315	333	319	344
Nutrition	578	580	575	757	818
Social isolation/loneliness	556	499	445	570	509
Suicidal ideation	72	30	61	60	84

‘I have a disability and, because of that I can feel victimised and a bit negative. I love the women’s centre... The staff just have more time for you....’
Elizabeth

NSW Health Priorities

We design, deliver and monitor services to ensure our work aligns with government objectives and fulfills our mission to provide effective, affordable health care which improves women's lives.

Through integrated service delivery, services address lifestyle related chronic disease, mental health and social wellbeing and sexual and reproductive health across women's life stages from teenagers to women in their eighties and nineties. Our services align with the NSW Health Framework for Women's Health, NSW State Plan and other relevant policies.

Table 4: LWCHC delivered services addressing the following women's health priorities in 2015-16

HEALTH ISSUE	OUR ACTIONS
<p>SUPPORTING HEALTHY LIFESTYLES</p>	<ul style="list-style-type: none"> ▪ Integrated service delivery is underpinned by a preventative health focus, even when addressing chronic health problems ▪ 9,648 instances of nutrition/digestion and 298 instances of weight management as a presenting issue in clinics ▪ 192 occasions of tobacco/quit smoking in clinics and counselling ▪ 1,069 instances of substance dependency as a presenting issue ▪ 429 instances of alcohol as a presenting issue, 123 instances of cannabis, 110 occasions of amphetamines and 67 occasions of opiates ▪ Psycho-social programs increased healthy lifestyle skills including <i>Quit Smoking, Healthy Eating on a Budget, Manage Your Moods</i> (for relapse prevention), <i>Nia Dance Therapy, Meditation, Breathing for Vitality</i> and <i>Love Your Body</i> (healthy body image)
<p>PROMOTING GOOD MENTAL HEALTH AND PROVIDING EARLY INTERVENTION AND SPECIALISED TREATMENT</p>	<ul style="list-style-type: none"> ▪ Free and low cost counselling options including relationships/generalist counsellor, drug and alcohol counsellor, Medicare registered psychologist, childhood sexual abuse counsellors and a new partnership for in-house psychiatric/counselling clinics ▪ 6,875 occasions of service on anxiety, depression, stress, post natal depression and other related issues as presenting issues ▪ 170 occasions for disordered eating as a presenting issue ▪ 1,021 social and cultural issues addressed including social isolation, migration and cultural concerns ▪ Health education and therapeutic courses included <i>Intensive Self Esteem, Understanding Your Mental Health, Feeling Good About Being Relaxed, Simple Steps to Stop Worrying</i> were delivered to English speaking and CALD women
<p>PROVIDING REPRODUCTIVE AND SEXUAL HEALTH PREVENTION, SCREENING, TREATMENT AND EDUCATION AND PROVIDING WOMEN WITH OPTIONS FOR MANAGING FERTILITY</p>	<ul style="list-style-type: none"> ▪ Integrated service delivery including innovative approaches with women's health nurse clinics in five locations supported by GP clinics and allied health practitioners ▪ New client registration forms and all practitioners ask about the most recent cervical screening, breast health and sexual health/STIs ▪ 437 pap smears conducted and education on cervical screening occurred on 723 occasions ▪ 691 breast health occasions of service ▪ Gynaecological issues were dealt with on 2,603 occasions ▪ Sexually transmitted infections were raised on 362 occasions and safe sex education on 360 ▪ Cervical Screening Project in partnership with Sydney LHD and Family Planning NSW to improve the capacity of homelessness services to promote cervical screening to their clients ▪ Health education included Campsie Breast Screen Van visit, Aboriginal Women's Health Talking Circle at Guthrie House and Pelvic Floor workshops
<p>SUPPORTING MATERNAL, INFANT AND FAMILY HEALTH IN TARGET POPULATIONS</p>	<ul style="list-style-type: none"> ▪ Antenatal, contraception and fertility issues raised on 585 occasions ▪ 358 occasions of impacted health (carers) as an issue ▪ 652 occasions of parenting as a presenting issue in clinics and counselling ▪ Developed a new program, Self Care for Carers, attended by 18 women ▪ 123 Magic parenting course and Mother Care courses to CALD women
<p>IMPROVING RESPONSES TO SEXUAL, DOMESTIC AND FAMILY VIOLENCE AGAINST WOMEN</p>	<ul style="list-style-type: none"> ▪ Partnered with Leichhardt Council (now Inner West Council) on Speak Out and experienced a 58% increase in domestic violence as a presenting issue in clinics and counselling ▪ 2,301 occasions of service to survivors of domestic violence (domestic violence, child sexual abuse, adult sexual assault and torture) ▪ Assisted women at court for AVOs and family law ▪ Conducted courses on Healthy Relationships ▪ Continued SOS Women's Services' initiatives ▪ Participated in sector capacity building strategies including auspicing the local domestic violence committee



For more information about the extent of work addressing violence against women, please see page 10.

Effectiveness and impact

We use a range of outcome measurements to evaluate the effectiveness of our health care strategies including K10, MyMop, DASS, cefp Practice Accreditation and Improvement Survey and LWCHC tailor-made feedback surveys.

- **91%** of women surveyed for the cefp Practice Accreditation and Improvement Survey reported their experiences with the centre were excellent, very good or good. This survey compares results from **343,219** patients in **2,399** Australian general practices on access and availability, information provision, privacy and confidentiality, continuity of care, communication skills and staff interpersonal skills. The centre scored above **90%** in all categories of the survey.
- **99%** of women attending clinical and counselling appointments presented with multiple health issues
- **100%** of acupuncture clients reported improvements in symptoms and **44.5%** improvement in symptoms after four treatments
- **85%** of naturopathy clients reported improvements in symptoms and **36%** improvement in symptoms after four consultations
- **96%** of drug and alcohol counselling clients reported improvement in their mental health as a result of counselling
- **90%** of women in women's health funded health education reported increased knowledge and confidence in applying it
- **96.5%** of women in drug and alcohol health education reported increased knowledge and confidence in applying it
- **96%** of Women Partners of Bisexual Men Service counselling and support group clients reported increased awareness of strategies to negotiate safe sex
- **100%** of drug and alcohol counselling clients dependent on alcohol, tobacco or other drugs had stopped, maintained abstinence, reduced or had learnt to be safer
- **482** new appointments were conducted for clinical and counselling services
- **100%** of the 23 tertiary students reported increased knowledge of the social determinants of health and confidence in using their new knowledge



Above: The Women Partners' program provides therapeutic support for women from across NSW.



Above: Member for Balmain Jamie Parker MP presenting Centre Manager Roxanne McMurray with the 2016 Balmain Woman of the Year Award, NSW Women of the Year Awards.

Quality assurance and new achievements

- Achieved re-accreditation with the GPA Accreditation plus Royal College of General Practitioners Standards for General Practice, valid until June 2019
- Implemented new outcomes evaluations processes
- Established a women's health nurse clinic at Rozelle's WHOS New Beginnings
- Developed a partnership with psychiatrist Dr Anne Noonan for in-house clinics for clients with complex needs
- Partnered with Leichhardt/Inner West Council on the major domestic violence prevention campaign 'Speak Out'
- Extended the health education program at Lakemba in partnership with 4Cs

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)
- Australian Association of Massage Therapists (AAMT)
- National Herbalists Association of Australia (NHAA)
- We are accredited with RACGP Standards for General Practice.

95% of all women accessing all services were **very or completely satisfied**

'I felt overwhelmed and stressed, and having a sexual health check after 36 years of marriage was confronting, but I got through it because of their support.'

Alma



Preventing, recovering and thriving

The centre’s work to address violence against women spans preventative strategies, strengthening referral pathways, decision-making, post crisis processing, support at court and clinical and counselling services.

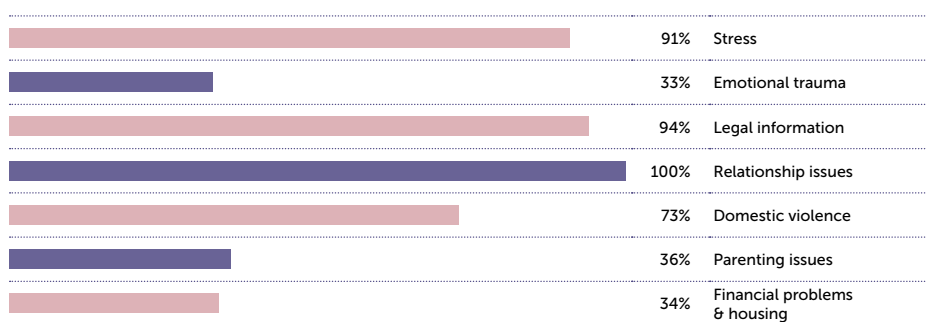
- **1,031** occasions of service for domestic violence, **662** occasions of services for childhood sexual abuse and **400** occasions of service for sexual assault as an adult in the funded clinics and counselling services
- Membership of the Sydney Local Health District Domestic Violence Committee and the auspice for Leichhardt Marrickville Domestic Violence Liaison Committee
- Staff rostered at Newtown, Balmain and Downing Centre Courts provided assistance to **26** women
- Devoted a caseworker to the Sydney Women’s Family Law Court Support Service and assisted **25** women
- Provided ‘Healthy Relationships’ courses to **49** women
- Partnered with Leichhardt Council/Inner West Council on the major domestic violence prevention campaign ‘Speak Out’
- Staff trained to deliver Love Bites education to high school students
- Ongoing partnerships which assist survivors including with Rape & Domestic Violence Services Australia, Gowland Legal and our Medicare registered psychologist Madhu Misra
- New partnership developed with Dr Anne Noonan for psychiatric/counselling clinics for existing clients recovering from trauma and with complex needs
- SOS Women’s Services continued their advocacy to improve access to women’s and girls’ specialist service responses

Table 5: Dealing with the Effects of Violence

TYPE OF VIOLENCE	OCCASIONS OF SERVICE 2015-16
Childhood Sexual Abuse	662
Sexual Assault (as an adult)	400
Violence in Childhood (not sexual)	72
Domestic Violence	1,031
Ritual/Systemic Abuse	40
Trauma/Torture	58
Other Violence (not listed)	98

NB: Sometimes individual women present in more than one category.

Graph 7: Court Support – Total Women Presenting: 51



VIOLENCE AGAINST WOMEN

2,361 occasions of service

493 women provided with care

CLINICS & COUNSELLING: for women disclosing domestic violence, childhood sexual abuse history, adult sexual assault and torture

Advocating for women’s services in NSW

SOS Women’s Services has

continued its advocacy on behalf of women and girls in NSW to strengthen and improve Government responses to domestic violence and trauma, and ensure women and girls have safe places and the support they need

Following its success over the past two years, this year SOS successfully lobbied for all refuges to have their funding extended until 2020 to allow the sector to rebuild after reforms, helped secure \$20 million in additional funding to assist with the expansion of 24 hour services across NSW, and successfully advocated for the continuation of the Women’s Family Law Court Support Service with the support of the Chief Justice. We also submitted proposals to:

- Establish Domestic Violence Prevention Clinics – a first in Australia – at every women’s health centre in NSW to complement the traditional crisis system and provide access to the large numbers of women who don’t access crisis services
- Update women’s domestic violence refuges from communal living to self-contained units starting with four pilot sites and accepting a generous offer from The Sebastian Foundation to be involved
- Create a coaching and career mentoring program for disadvantaged young women aged 16-17 who are residents of Sydney’s girls’ refuges

Our heartfelt thanks to the people and businesses who supported SOS during the year.



For more information go to:

- W www.soswomensservices.com
- F [/SOSwomensservices](https://www.facebook.com/SOSwomensservices)
- T [@soswomensservice](https://www.instagram.com/soswomensservice)

Working partnerships

Collaborating with community members and organisations is essential to our work. This year our team took part in **91 case conferences** to facilitate coordinated care for clients with complex needs.

208 partnerships and established referral pathways include new Memoranda of Understanding with Dr Anne Noonan for psychiatric/counselling clinics, being a pilot site for The Miranda Project, auspiced by Community Restorative Centre, and opening a fifth nurse-led clinic at WHOS New Beginnings. Partnerships provide flexibility in service delivery and enable us to reach some of the most marginalised women. Highly effective partnerships include our relationships with Canterbury City Community Centre, Navitas and Metro MRC, Gowland Legal, Marrickville Women’s Refuge, Rape & Domestic Violence Services Australia, Kathleen York House, Detour House, The Girls Refuge, the many local GPs and our in-house psychologist Madhu Misra.

1,810 referrals were provided to GPs, medical specialists, allied health, counsellors, Breastscreen, sexual health clinics, family support services, women’s drug and alcohol residential services, refuges, police, hospitals, financial, legal and employment services.

Our commitment to **sector capacity building** continued through our involvement in Women’s Health NSW Database Subcommittee, WHNSW Communications Committee, WHNSW Research Reference Group, NADA Women’s AOD Network, Sydney LHD Domestic Violence Committee, Leichhardt Marrickville DV Committee and Inner West Council Respectful Relationships Steering Committee.

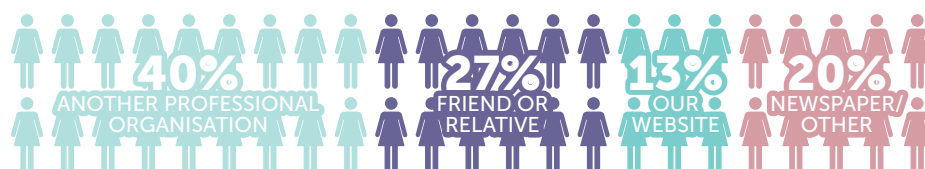
A learning environment

Seven tertiary students were accepted for placements to assist their studies in Medicine, Social Work and Naturopathy and a further 16 students in nursing and counselling were helped with projects. Placements included University of Sydney Medicine (3rd year), University of Western Sydney Medicine (4th year), University of Sydney Bachelor of Social Work (4th year), ACAP Master of Social Work and BA Health Science Naturopathy.

Staff attended **56 professional development programs** which included Principles in Practice Supporting Adult Survivors of Complex Trauma and Working Therapeutically for People with Complex Trauma (Blue Knot Foundation), Domestic Violence Safer Pathways DVSA, DV Alert Multicultural Training Program, Attachment Theory and Developments, Acceptance and Commitment Therapy, CPR and 16 courses in clinical governance and administration with Central and Eastern Sydney Primary Health Network and GPA Accreditation plus.

Engaging and communicating

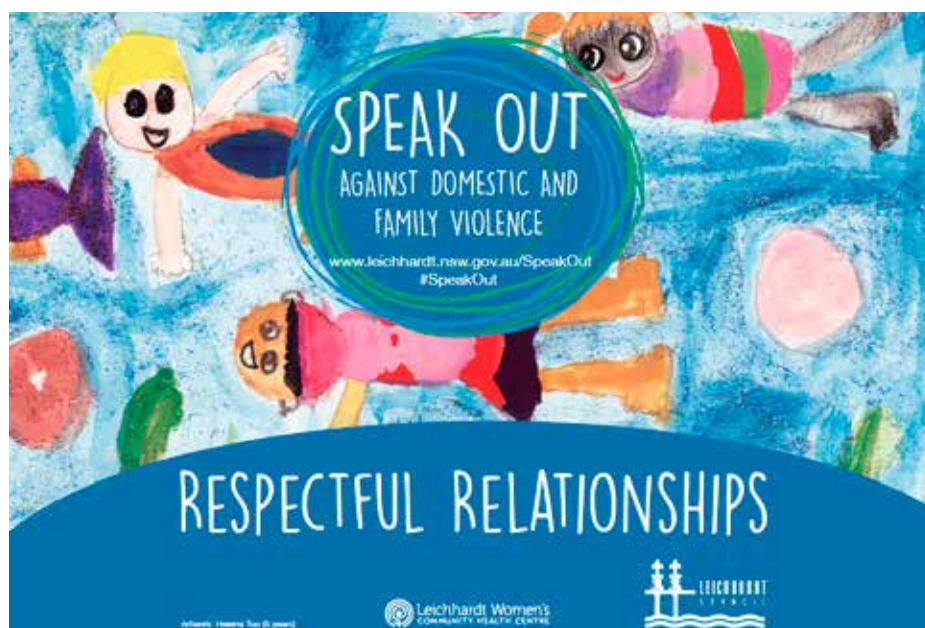
- www.lwchc.org.au
- [/lwchc](https://www.facebook.com/lwchc)
- [@lwchc](https://twitter.com/lwchc)



Graph 8: New client referrals 2015-16



Graph 9: Website traffic generated on our website between 1 July 2015 and 30 June 2016



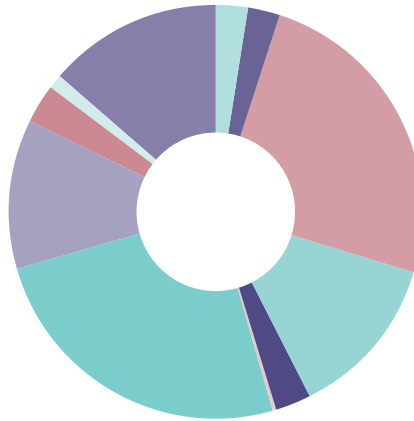
Above: We partnered with Leichhardt Council on the major domestic violence campaign ‘Speak Out’

Medical clinics

The medical clinics comprise:

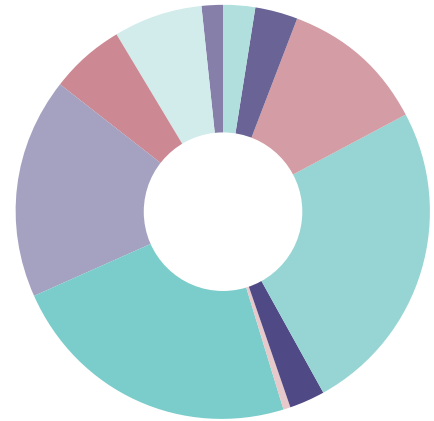
- GP clinics
- Nurse clinics

Nurse clinics are conducted in Leichhardt, Lakemba, Campsie, Marrickville and Rozelle's WHOS New Beginnings.



Graph 10: GP Clinics Presenting Issues 2015-16
– Total Presenting Issues: 4,716

LEGEND ↻	
Addiction	2.7%
Breast	2.3%
Emotional/Mental	24.7%
Gynae/Urogenital	12.9%
Legal/Financial	2.7%
Other	0.1%
Physical/Medical	25.3%
Relationships	11.5%
Reproductive	3.2%
Social/Cultural	1.1%
Violence/Abuse	13.4%



Graph 11: Nurse Clinics Presenting Issues 2015-16
– Total Presenting Issues: 5,422

LEGEND ↻	
Addiction	2.7%
Breast	3.2%
Emotional/Mental	11.6%
Gynae/Urogenital	24.7%
Legal/Financial	2.7%
Other	0.5%
Physical/Medical	23.2%
Relationships	17.1%
Reproductive	5.9%
Social/Cultural	6.9%
Violence/Abuse	1.6%

GP CLINICS

1,244

appointments conducted

686

women provided with care

NURSE CLINICS

418

appointments conducted

407

women provided with care

Counselling

Counselling services at LWCHC comprise:

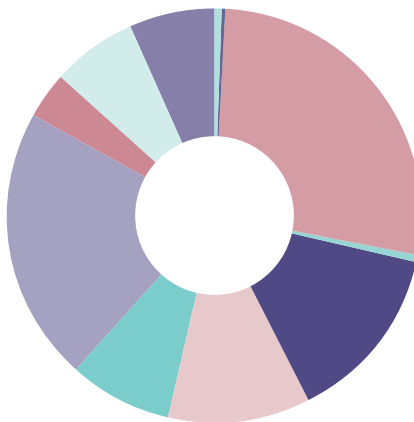
- Relationships/General counsellor and Vietnamese health educator (Women's Health Program)
- Drug and Alcohol counselling (Drug and Alcohol Program)
- Counselling for women whose male partners are same sex attracted (HIV Program)
- Counselling by Memorandum of Understanding with psychologist Madhu Misra and Rape and Domestic Violence Services Australia
- Psychiatric clinics in partnership with Dr Anne Noonan

Counselling for Drug and Alcohol services and the Women Partners of Bisexual Men is reported separately on pages 14 and 16.

COUNSELLING

348

conducted by counsellors funded from the Women's Health Program



Graph 12: General Counselling Presenting Issues 2015-16
– Total presenting issues: 1,608

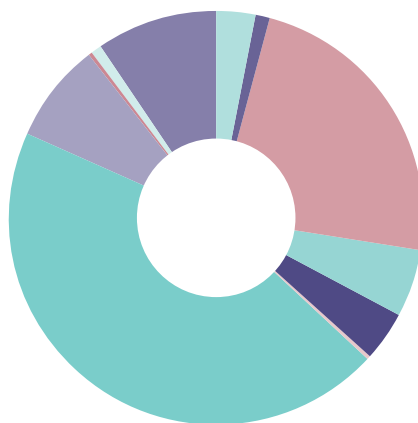
LEGEND ↻	
Addiction	0.7%
Breast	0.2%
Emotional/Mental	27.2%
Gynae/Urogenital	0.7%
Legal/Financial	13.9%
Other	11.1%
Physical/Medical	8.0%
Relationships	21.5%
Reproductive	3.5%
Social/Cultural	6.8%
Violence/Abuse	6.5%



Complementary therapy clinics

The complementary therapy clinics comprise:

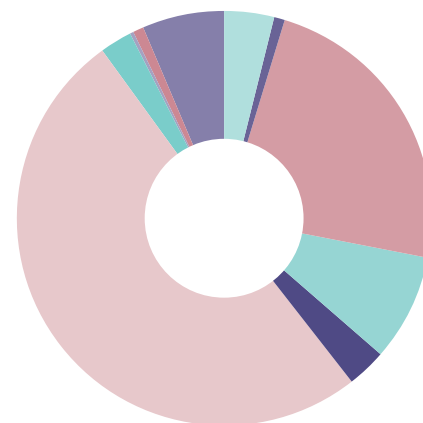
- Acupuncture clinics
- Naturopathy clinics



Graph 13: Acupuncture Presenting Health Issues 2015-16 – Total Presenting Issues: 3,914

LEGEND ↻

Addiction	3.09%
Breast	1.20%
Emotional/Mental	23.35%
Gynae/Urogenital	5.39%
Legal/Financial	3.81%
Other	0.03%
Physical/Medical	44.89%
Relationships	7.87%
Reproductive	0.31%
Social/Cultural	0.77%
Violence/Abuse	9.30%



Graph 14: Naturopathy Presenting Health Issues 2015-16 – Total presenting issues: 3,878

LEGEND ↻

Addiction	3.9%
Breast	1.0%
Emotional/Mental	23.4%
Gynae/Urogenital	8.2%
Legal/Financial	3.0%
Physical/Medical	50.5%
Relationships	2.5%
Reproductive	0.4%
Social/Cultural	0.8%
Violence/Abuse	6.3%

ACUPUNCTURE CLINICS

547

appointments conducted

111

women provided with care

NATUROPATHY CLINICS

349

appointments conducted

161

women provided with care

Health education

Health education programs are designed to increase women’s skills and knowledge to be more involved in their own health care. Health education utilises a range of evidence based strategies including Cognitive Behavioural Therapy, Mindfulness, Dialectical Behavioural Therapy, facilitated peer support and exercise.

This year **2,122** women attended **105** programs on sexual health and wellbeing, stress management, domestic violence and healthy relationships, communication skills, healthy body image, nutrition, harm minimisation and parenting. Programs were delivered by health educators, registered nurses, physiotherapist, drug and alcohol worker and the naturopath. In addition, **101** women attended therapeutic support groups conducted by the Women Partners of Bisexual Men Service.

Programs included: *Improving Your Pelvic Floor, Healthy Relationships, Nia Dance Therapy, Art Therapy for Wellness, Stand Up Straight Posture Workshop, Physical Activity and Mental Health, Quit Smoking, Mindfulness – Letting Go of Worries, Breathing for Vitality, Meditation, Manage Your Moods, 123 Magic and Self Care for Carers.*

HEALTH EDUCATION

2,484

occasions of service

2,122

women attended health education programs

‘I really don’t know what would have happened (if I hadn’t come here) because I was in a really bad way. I couldn’t get any help that I needed anywhere else.’

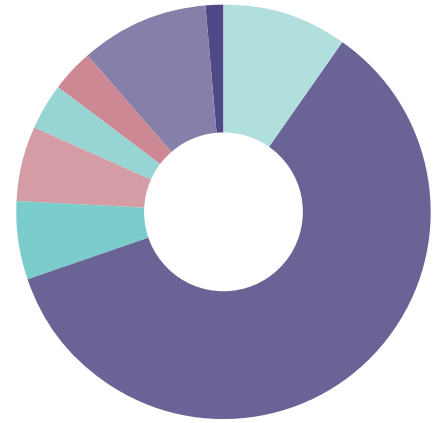
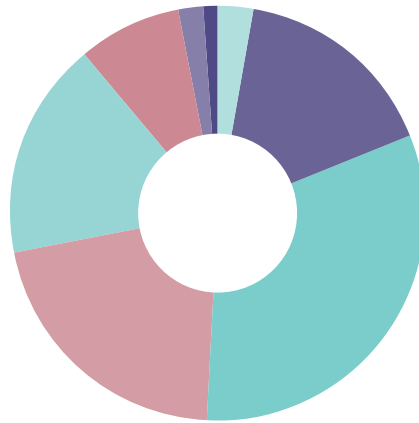
Amie



Drug and alcohol services

The funded Drug and Alcohol services provide specific counselling and health education in living without substances and relapse prevention as well as resource the other LWCHC practitioners on substance dependency issues.

84% women reported **increased awareness** of **harm reduction** principles



DRUG & ALCOHOL COUNSELLING

322 appointments conducted

85 women received counselling

DRUG & ALCOHOL HEALTH EDUCATION

368 occasions of service

161 women provided with education

Graph 15: Client Age Drug & Alcohol Funded Counselling and Health Education 2015-16

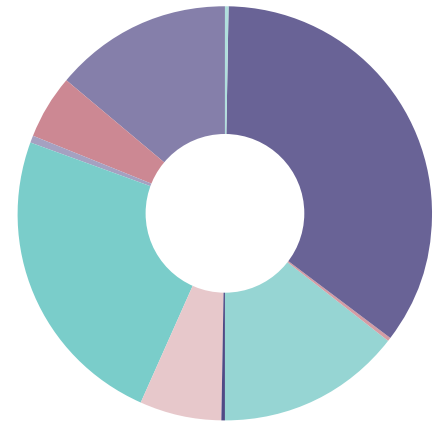
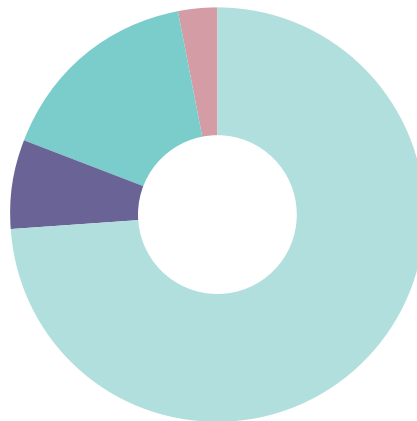
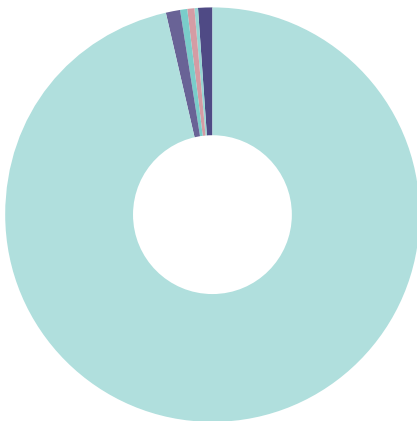
LEGEND ↻

<19 yrs	3%
20-29 yrs	16%
30-39 yrs	32%
40-49 yrs	21%
50-59 yrs	17%
60-69 yrs	8%
70-79 yrs	2%
80+ yrs	1%

Graph 16: Client Financial Status Drug & Alcohol Funded Counselling and Health Education 2015-16

LEGEND ↻

Student	10.0%
Pension/benefit	60.0%
Casual	5.9%
Part time	5.9%
Full time	3.5%
No personal income	3.5%
Student	10.0%
Not recorded	1.2%



Graph 17: Client Location by Local Health District Drug & Alcohol Funded Counselling and Health Education 2015-16

LEGEND ↻

Sydney	96.70%
South Eastern Sydney	0.88%
Northern Sydney	0.66%
Western Sydney	0.66%
Central Coast	0.22%
Not recorded	0.88%

Graph 18: Client Ethnicity Drug & Alcohol Funded Counselling and Health Education 2015-16

LEGEND ↻

Australia and other English speaking countries	74%
Australian Aboriginal	7%
Culturally and linguistically diverse	16%
Not recorded	3%

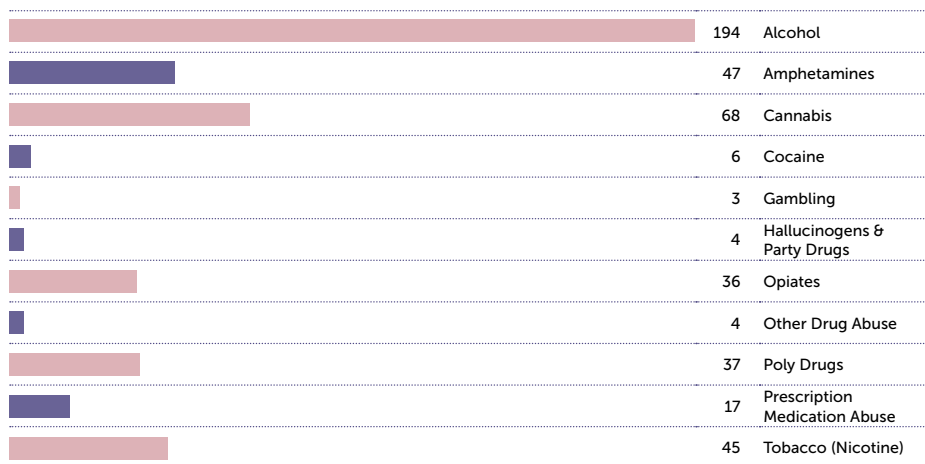
Graph 19: Presenting Health Issues Drug & Alcohol Funded Counselling 2015-16 (All clients attended for assistance with substance dependency issues) - Total Presenting Issues: 3,311

LEGEND ↻

Breast	0.2%
Emotional/Mental Health	35.1%
Gynaecological/Urogenital	0.4%
Legal/Financial	14.2%
Other	0.3%
Physical/Medical	6.3%
Relationships	24.1%
Reproductive	0.5%
Social/Cultural	5.1%
Violence/Abuse	13.8%

NB: D&A issues totalled 461

Graph 20: Drug & Alcohol Addictions Categories for D&A Counselling 2015-16



Other LWCHC practitioners provided **235** occasions of service for alcohol addiction, **147** occasions for tobacco issues/cessation and **226** occasions for amphetamines, opiates and other substance depending issues.

'For me, access to these services, at a price I could afford at that time, was critical. I think I could go as far as to say that I was able to stay in the rehab because of the Centre.'

Sophie

WOMEN'S HEALTH PHYSIOTHERAPY

68
appointments conducted

36
women provided with care

HEALTH ISSUES: Urinary and faecal incontinence, sexual and other pain alleviation/management, musculoskeletal, core strengthening.

LYMPHATIC DRAINAGE MASSAGE

242
appointments conducted

63
women provided with care

HEALTH ISSUES: Cancer treatment/symptoms, depression, chronic pain, stress, anxiety and injury.

ART THERAPY FOR WELLBEING

192
occassions of service

32
women participated

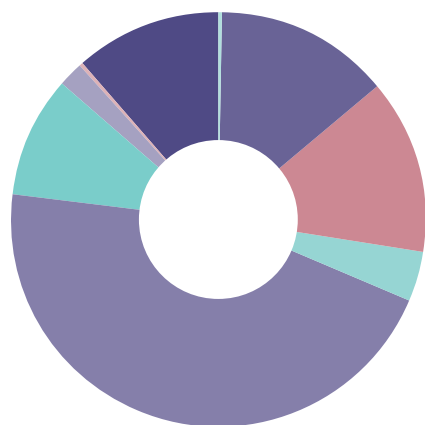
Allied health care

Bequests and donations have subsidised access to the physiotherapy and lymphatic drainage massage clinics for women on low incomes. We sincerely appreciate the generosity of The Lisa Macdonald Fund donors in supporting these services.

94% of women being treated by the physio and massage therapist were on disability benefits, students or not currently employed. Fees are benchmarked against other services and subsidised.

Women's Health Physiotherapy (clinic suspended September 2015)

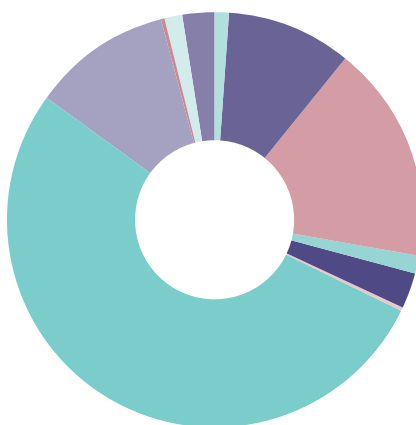
Art Therapy for Wellbeing is conducted thanks to donations from The Lisa Macdonald Learning Fund.



Graph 21: Physiotherapy Clinics Presenting Issues 2015-16 – Total Presenting Issues: 348

LEGEND ↺

Addiction	0.3%
Emotional/Mental	13.8%
Gynae/Urogenital	13.5%
Legal/Financial	4.0%
Physical/Medical	45.4%
Relationships	9.5%
Reproductive	2.0%
Social/Cultural	0.3%
Violence/Abuse	11.2%



Graph 22: Lymphatic Drainage Massage Clinics Presenting Issues 2015-16 – Total Presenting Issues: 3,228

LEGEND ↺

Addiction	1.3%
Breast	9.7%
Emotional/Mental	16.8%
Gynae/Urogenital	1.6%
Legal/Financial	2.7%
Other	0.3%
Physical/Medical	52.6%
Relationships	11.1%
Reproductive	0.2%
Social/Cultural	1.4%
Violence/Abuse	2.3%



152 referrals provided to sexual health clinics, GPs, counsellors, domestic violence, legal and family support services

95% of women reported **increased self-esteem** and ability in **decision making**

96% of women reported **increased awareness** of strategies to negotiate **safe sex**

Women Partners of Bisexual Men Service

The aim of the Women Partners of Bisexual Men Service is to improve the sexual and emotional health of women in NSW whose male partners are same sex attracted.

92% of women were in heterosexual marriages spanning 8 to 52 years. Many have children from babies and toddlers, primary school to HSC to adult children with children of their own.

ONLINE PRESENCE

Our website has continued to be a source of communication about the service and social networking tools engage with the community.

- www.womenpartners.org.au
- [/womenpartners](https://www.facebook.com/womenpartners)
- [@WomenPartnersBi](https://twitter.com/WomenPartnersBi)

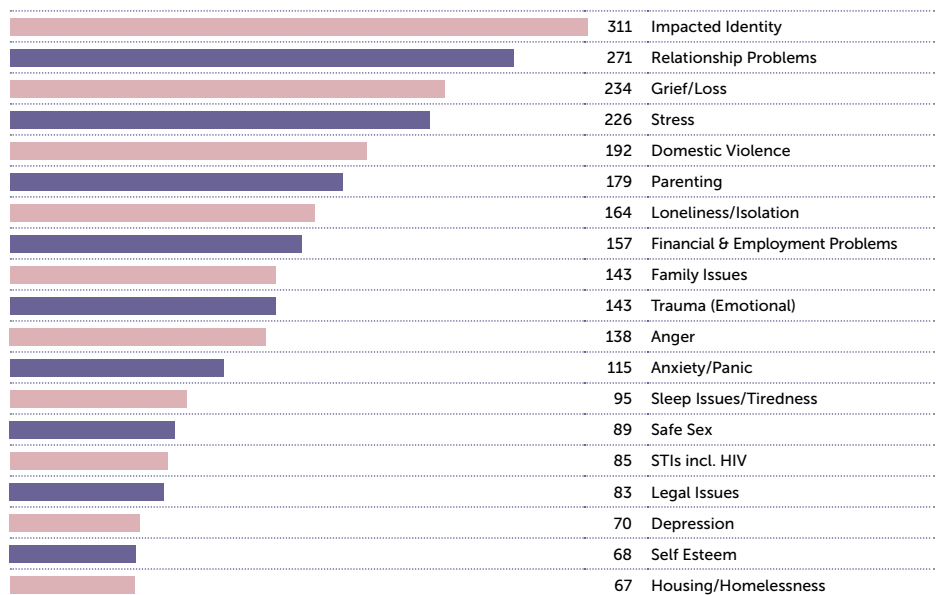
Graph 23: Website traffic generated on www.womenpartners.org.au between 1 July 2015 and 30 June 2016

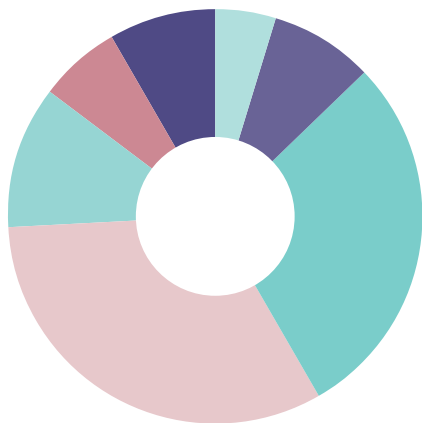


Table 6: WPBM Services provided at Leichhardt Women's Community Health Centre 2015-16

ACTIVITIES	2015-16	2014-15	2013-14	2012-13	2011-12
Total counselling sessions	322 sessions	294	260	260	222
Total groups and workshops	103 women	95	91	83	86
New enquiries	102 women, male partners, service providers and family members	101	102	106	93
Promotional material distributed	2,218 services and individuals	2,032	1,076	2,142	600
Training conducted to health and other services	283 people	132	44	38	68

Graph 24: Highest Presenting Issues 2015-16 (All Counselling Sessions) – Total Presenting Issues: 3,169

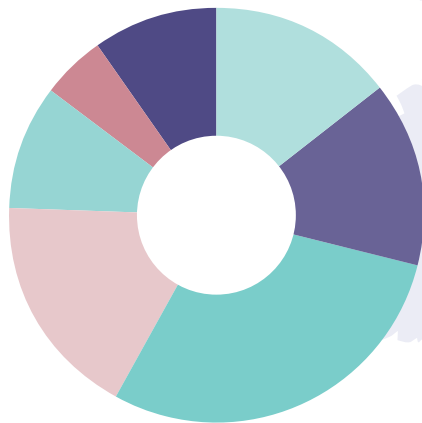




Graph 25: Client Ages 2015-16 (Face-to-face/Skype counselling and Sydney support groups)

LEGEND ↺

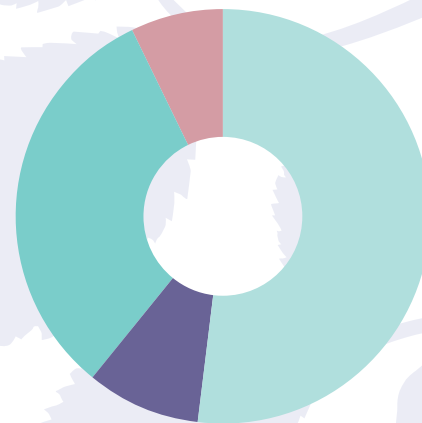
20-29 years	4.8%
30-39 years	8.1%
40-49 years	29.0%
50-59 years	32.3%
60-69 years	11.3%
70-79 years	6.4%
Not recorded	8.1%



Graph 26: Client Financial Situation 2015-16 (Face-to-face/Skype counselling and Sydney support groups)

LEGEND ↺

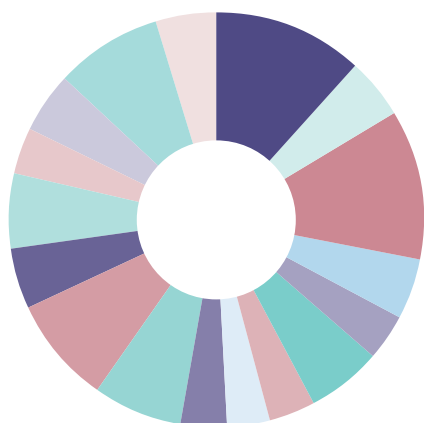
Pension	14.52%
Casual	14.52%
Part Time	29.03%
Full Time	17.73%
No Personal Income	9.68%
Student	4.84%
Not Recorded	9.68%



Graph 27: Client Country of Birth 2015-16 (Face-to-face/Skype counselling and Sydney support groups)

LEGEND ↺

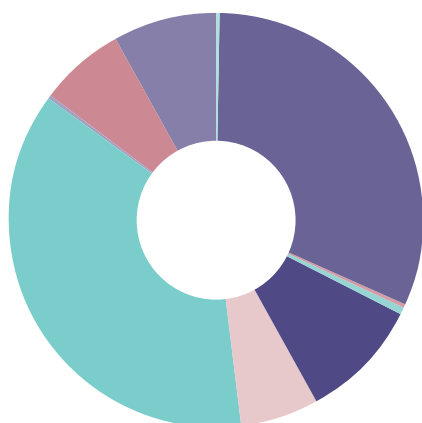
Australia	52%
Other English speaking countries	9%
CALD	32%
Not recorded	7%



Graph 28: Client Local Health District 2015-16 (Face-to-face/Skype counselling and Sydney support groups)

LEGEND ↺

Sydney	11.76%
South Eastern Sydney	4.71%
Northern Sydney	11.76%
South Western Sydney	4.71%
Western Sydney	3.53%
Central Coast	5.88%
Mid North Coast	3.53%
Southern NSW	3.53%
Hunter New England	3.53%
Illawarra Shoalhaven	7.05%
Nepean Blue Mountains	8.24%
Northern NSW	4.71%
Western NSW	5.88%
Far West NSW	3.53%
Murrumbidgee	4.71%
Not recorded	8.24%
Other states	4.71%



Graph 29: Presenting Issues 2015-16 (Summary of all categories) – Total Presenting Issues: 3,191

LEGEND ↺

Addiction	0.22%
Emotional/mental health	32.00%
Gynae/urogenital	0.06%
Other	0.12%
Legal/financial issues	9.62%
Physical/medical	6.08%
Relationships	37.17%
Reproductive	0.03%
Social/cultural	6.61%
Violence	8.09%

'It's helped me enormously to be able to talk about a situation with other people who, whilst their story might be a bit different, are going through something similar.'

Kate



Operation

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. Board members are experienced in human resources, risk management, social work, adult education, government, communications, law and finance.

This year the focus of the Board has been on developing a new Governance and Management policy and implementing the new Strategic Plan.

Board of management

- Lyn Lormer** *PRESIDENT*
- Lesley Garton** *VICE PRESIDENT & TREASURER*
- Muriel Buckeridge** *SECRETARY*
- Judy Tonkin** *MEMBER*
- Sarah Henry** *MEMBER*
- Melissa Phillips** *MEMBER (APRIL 2016)*
- Roxanne McMurray** *MANAGER*
- Lindsay Keremidschieff** *STAFF REPRESENTATIVE*

Staff

Staff comprise women’s health nurses, general practitioners, acupuncturist, naturopath, physiotherapist, lymphatic drainage massage therapist, health educators (generalist and Vietnamese), generalist counsellor, Women Partners of Bisexual Men counsellor, drug and alcohol worker, administrative assistant, cleaner, business administrator and manager.

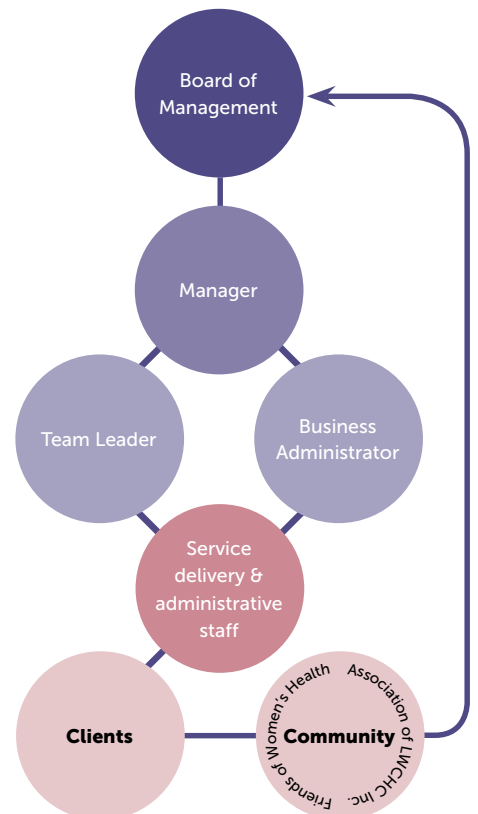
Partnerships

Partnerships include an in-house psychologist registered with Medicare and Victims of Crime Compensation Scheme, two Adult Survivors of Childhood Sexual Assault counsellors employed by Rape & Domestic Violence Services Australia, psychiatrist Dr Anne Noonan and Gowland Legal.

Friends of Women’s Health

In March 2016, we launched ‘Friends of Women’s Health’ to enable women, men and organisations in the community to be connected with and support the Centre’s work without having to become full members of the Association.

Organisational structure



Financial 2015-16

INCOME	\$	NOTE
GRANTS SYDNEY LOCAL HEALTH DISTRICT		
Women's Health / Kids and Families	715,818	Note 1
Drug and Alcohol	89,324	Note 1
HIV Women Partners of Bisexual Men Service	119,156	Note 1
Cervical Screening Project/NSW Cancer Institute	18,600	
OTHER INCOME/GRANTS		
Bank interest received	12,670	
Donations – general	11,546	
SOS Women's Services Fund donations	21,220	
Lisa Macdonald Learning Fund donations	25,000	
Medicare and fee for service income	98,593	
Groups income and sales from activities	19,549	
Administration fees and rent	22,075	
Release of donated funds previous year	71,177	
Release of previous provisions previous year	44,783	
TOTAL INCOME	1,275,034	
EXPENDITURE		
Salaries, wages and superannuation	879,320	
Other staff on costs	28,554	
Equipment (less than \$1000), maintenance and depreciation	17,724	
Equipment over \$1000	-	Note 2
Provisions for future costs other than statutory leave provisions	28,573	
General operating expenses	201,736	
TOTAL EXPENDITURE	1,155,907	
Less transfer of specific purpose funds and grants in advance to the balance sheet:		
Lisa Macdonald Learning Fund	83,839	
Julie Velthuys Fund	175	
Fresh Food Fund	1,853	
SOS Women's Services Fund	20,751	
Grants in advance - CSP	11,968	
Surplus for the year	541	
Retained earnings brought forward	71,111	
Retained earnings carried forward	71,652	

Note 1: Includes 2014-15 surplus Health Grant carried forward

Note 2: Equipment and furniture purchases greater than \$1,000 not included in total expenditure (transferred to the balance sheet)

For a full set of accounts, email manager@lwchc.org.au

'There's that feeling that if I've missed something they'll tell me about it, whereas in other places I feel like the onus is on me to bring up the things to be discussed by the doctor... If it weren't for the centre, I might have cervical cancer still.'

Dimity



Leichhardt Women's COMMUNITY HEALTH CENTRE

55 Thornley St, Leichhardt NSW 2040

PO Box 240, Leichhardt NSW 2040

Phone: 02 9560 3011 | Fax: 02 9569 5098

Email: info@lwchc.org.au

www.lwchc.org.au | [f /lwchc](https://www.facebook.com/lwchc) | [@lwchc](https://www.instagram.com/lwchc)

LWCHC is a Public Benevolent Institution.
Donations of \$2 and above are tax deductible.

Funded by NSW Health via Sydney Local Health District

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Certification No: 13939
Accredited by Quality Practice
Accreditation Pty Ltd

