

# Annual Report

## 2016-17



**GPA**  
Accreditation Plus

Certification No: 13939  
Accredited by Quality Practice  
Accreditation Pty Ltd

## OUR VISION

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

## OUR VALUES

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

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

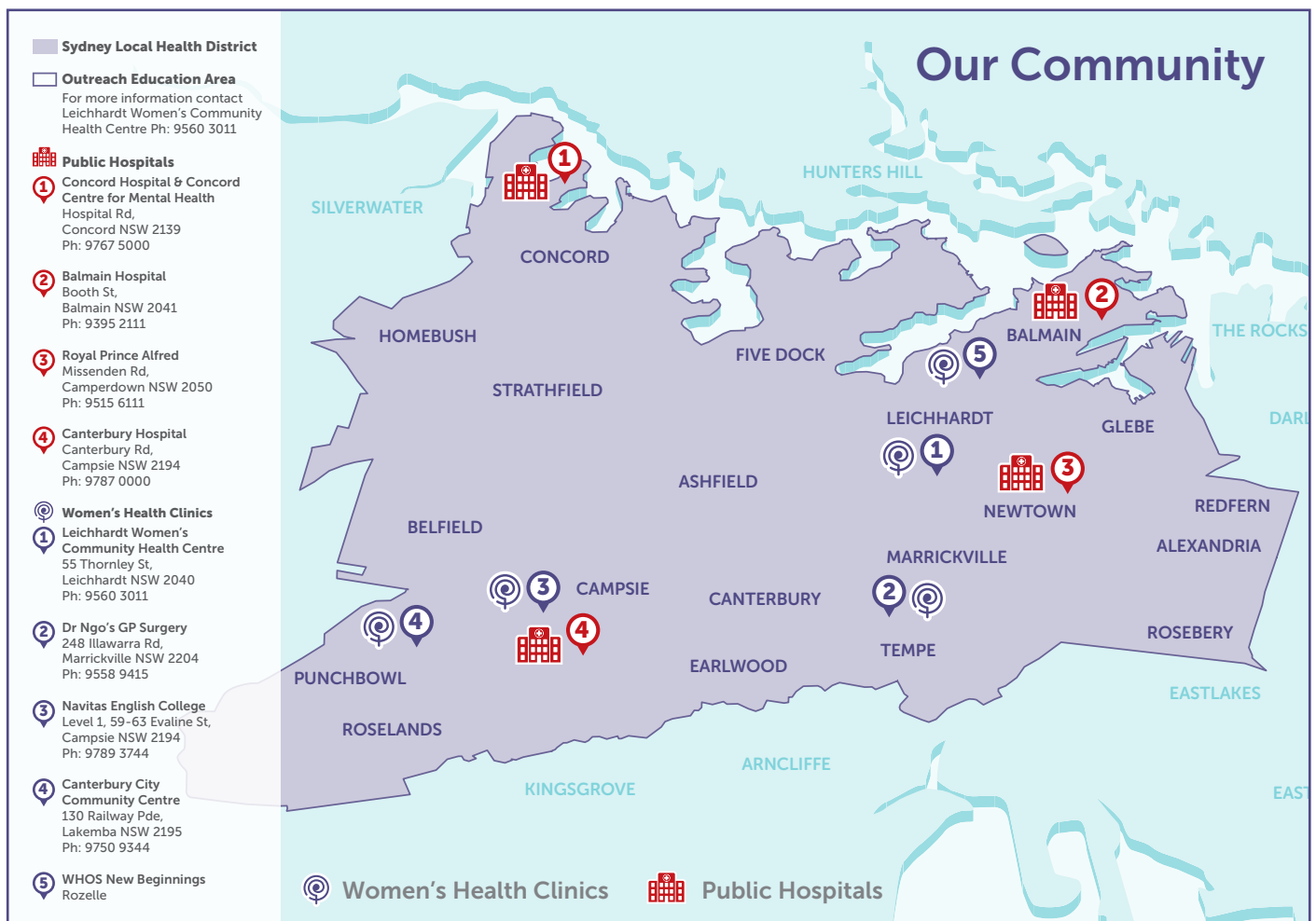
## OUR MISSION

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.

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.

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.





**During 2016-17, the centre provided multi-disciplinary health care on over 22,554 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.**

We work with women and girls to *change* their social determinants of health.

## OUR FUNDING

LWCHC is a non-government and not for profit women's health service run by women, for women. In 2016-17 81% 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 incomes. A smaller amount of independent income is received from donations and one-off grants enhance service delivery.

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

## 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 – see map opposite).
- **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.

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*

## 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.
- **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 Services 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.

'I now sleep better, have more energy, less anxiety, and my chronic issues are improving.'

Cara

**Table 1: Summary Breakdown of Occasions of Service by the Type of Service 2016-17**

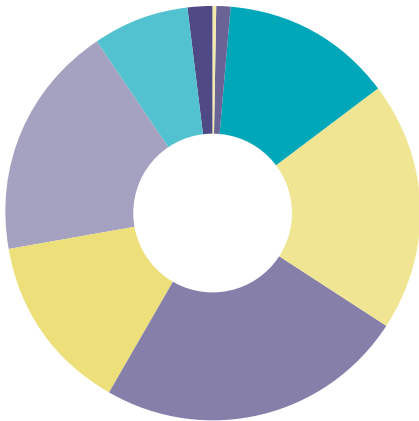
SERVICE TYPE	OCCASIONS OF SERVICE
Clinics and counselling all funded programs (incl GPs)	4772
Women's Health (WH) health education sessions	3643
WH Public Events	479
Reception contacts	11220
Drug & Alcohol (D&A) health education	139
HIV/Women Partners of Bisexual Men Service new enquiries	109
HIV/Women Partners of Bisexual Men Service Sydney facilitated groups	183
HIV/Women Partners of Bisexual Men Service self-facilitated groups	73
HIV/Women Partners training/talks	138
Student placements and orientation (each placement counted only once)	16
<b>TOTAL occasions of service funded by NSW Health</b>	<b>20,772</b>
INDEPENDENT INCOME	
Health Education (art therapy, organisational skills, cervical screening*)	269
Physiotherapy (commenced February 2017) and Lymphatic Drainage Massage (finished October 2016)	148
EGG – Empowering Girls to Grow Career Mentoring Program	277
MEMORANDA OF UNDERSTANDING	
Counselling for adult survivors of childhood sexual assault by Rape & Domestic Violence Services Australia	263
Psychologist registered with Medicare, Victims of Crime Compensation Scheme and ATAPS	747
Legal Advice Clinics – Gowland Legal	26
Psychiatric Clinics	52
<b>TOTAL OCCASIONS OF SERVICE 2016-17</b>	<b>22,554</b>

**Table 2: Summary Breakdown of Numbers of Women by Type of Service 2016-17**

SERVICE TYPE	NUMBERS OF WOMEN
Clinics and counselling all programs	1,043
Women's Health (WH) health education sessions	1,018
WH Public Events	479
Reception contacts (not counted here)	-
Drug & Alcohol (D&A) health education	127
HIV/Women Partners of Bisexual Men Service new enquiries	109
HIV/Women Partners of Bisexual Men Service Sydney facilitated groups	29
HIV/Women Partners of Bisexual Men Service self-facilitated groups	85
HIV/Women Partners training/talks	138
Student placements and orientation sessions	16
<b>TOTAL numbers of women funded by NSW Health</b>	<b>3,044</b>
INDEPENDENT INCOME	
Health Education (art therapy, organisational skills, cervical screening*)	82
Women's Health Physiotherapy and Lymphatic Drainage Massage	54
EGG – Empowering Girls to Grow Career Mentoring Program	15
MEMORANDA OF UNDERSTANDING	
Counselling for Adult Survivors of Childhood Sexual Assault by Rape & Domestic Violence Services Australia	33
Psychologist registered with Medicare, ATAPS and Victims of Crime Compensation Scheme	173
Legal Advice Clinics – Gowland Legal	26
Psychiatric Clinics	25
<b>TOTAL NUMBER OF WOMEN PROVIDED WITH SERVICES 2016-17</b>	<b>3,452</b>

\*NSW Cancer Institute via Sydney Local Health District

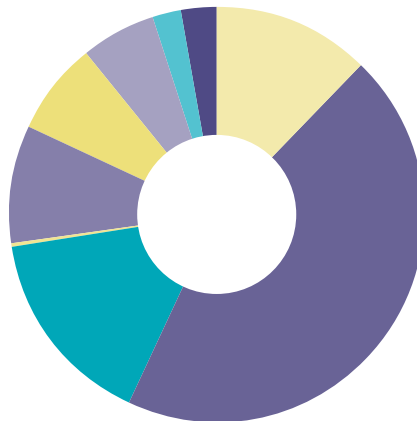
## OUR CLIENTS



Graph 1: Client Age 2016-17

LEGEND ↻

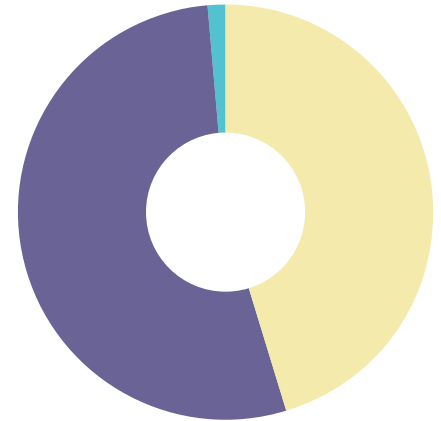
Not recorded	0.3%
<20yrs	1.3%
20-29yrs	13.3%
30-39yrs	19.4%
40-49yrs	24.2%
50-59yrs	14.0%
60-69yrs	18.3%
70-79yrs	7.6%
80+yrs	1.7%



Graph 2: Client Financial Status 2016-17

LEGEND ↻

Student	12.4%
Pension/benefit	44.6%
No personal income	15.5%
Employed, type not specified	0.3%
Casual	9.2%
Part time	7.4%
Full time	5.8%
Other income	2.2%
Not recorded	2.6%



Graph 3: Client Ethnicity 2016-17  
13% of women born in Australia identified as Aboriginal or Torres Strait Islander

LEGEND ↻

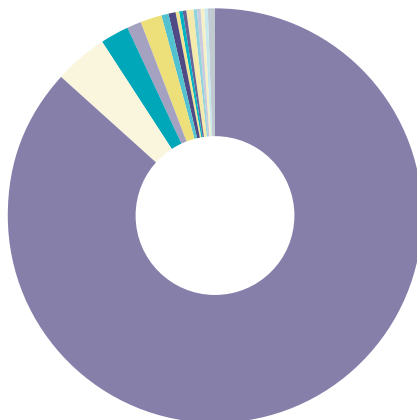
Australia and other English speaking countries	45.3%
Culturally and Linguistically Diverse	53.5%
Not recorded	1.2%



Graph 4: Client Ability 2016-17

LEGEND ↻

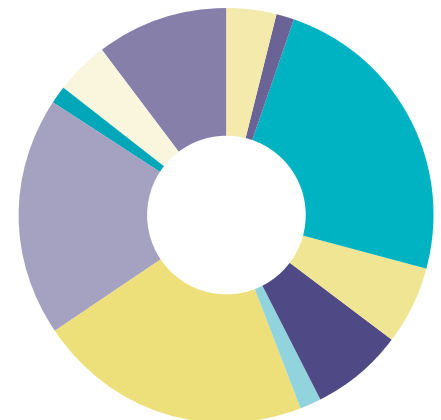
Disability	28.4%
No Disability	71.6%



Graph 5: Location by LHD 2016-17

LEGEND ↻

Sydney	86.7%
South Eastern Sydney	4.1%
Northern Sydney	2.4%
Western Sydney	1.0%
South Western Sydney	1.8%
Nepean Blue Mountains	0.5%
Illawarra Shoalhaven	0.4%
Central Coast	0.4%
Hunter New England	0.4%
Mid North Coast	0.4%
Northern NSW	0.4%
Southern NSW	0.4%
Western NSW	0.2%
Murrumbidgee	0.2%
Far West	0.1%
Not recorded	0.5%



Graph 6: Presenting Health Issues 2016-17  
(All Clinics and Counselling)  
Total Presenting Issues: 37,678

LEGEND ↻

Addiction	4.0%
Breast Health	1.4%
Emotional/Mental Health	23.9%
Gynae/Urogenital	6.1%
Legal/Financial issues	7.2%
Other	1.6%
Physical/Medical	21.6%
Relationships	18.6%
Reproductive	1.4%
Social/Cultural	4.1%
Violence	10.1%



**'You've shown me how to empower myself with positive strategies to get my life back on track. I have control of my health.'**

Ana

### 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 2016-17 a total of **38,390** presenting issues and **4,828** client contacts were recorded in the data base.

### GETTING THE BASICS RIGHT – THE SOCIAL DETERMINANTS OF HEALTH

Many of our clients have complex issues that require attention before health care or counselling can be effective. Our staff work with each other, accessing skills and knowledge across modalities, to reestablish the foundations for health and wellbeing.

**Table 3: Services provided for women with complex social issues 2016-17**

OCCASIONS OF SERVICE	2016-17	2015-16	2014-15	2013-14	2012-13
Housing issues	723	305	289	341	293
Homelessness	277	105	94	106	91
Financial problems	718	617	450	406	428
Employment issues	404	290	315	333	319
Nutrition	591	578	580	575	757
Social isolation/loneliness	890	556	499	445	570
Suicidal ideation	110	72	30	61	60

## NSW HEALTH PRIORITIES

We design, deliver and evaluate services to ensure our work aligns with government priorities, meets clients' needs and fulfills our mission to provide effective, affordable health care which improves women's lives.

We aim to address lifestyle chronic disease, mental health, social wellbeing and sexual and reproductive health across women's life stages from teens to older age. Our services are informed by evidence and align with the NSW Health Framework for Women's Health, NSW State Plan and other relevant local, state and national policies.

Table 4: As an example, LWCHC delivered services addressing the following women's health priorities in 2016-17

HEALTH ISSUE	OUR ACTIONS	
SUPPORTING HEALTHY LIFESTYLES	<ul style="list-style-type: none"> <li>▪ Integrated service delivery is underpinned by the social model of health, and a preventative and early intervention focus, even when addressing chronic health problems</li> <li>▪ <b>1,034</b> instances of nutrition/digestion and <b>260</b> instances of weight management as a presenting issue in clinics</li> <li>▪ <b>236</b> occasions of tobacco/quit smoking in clinics and counselling</li> <li>▪ <b>1,491</b> instances of substance dependency as a presenting issue</li> <li>▪ <b>537</b> instances of alcohol as a presenting issue, <b>133</b> instances of cannabis, <b>136</b> occasions of amphetamines and <b>69</b> occasions of opiates</li> <li>▪ Psycho-social programs targeted healthy lifestyle skills-building including <i>Breathing for Vitality</i>, <i>Communication for Life</i>, <i>Dance Therapy for Wellbeing</i>, <i>Tai Chi for Arthritis</i> and <i>Mind the Gut</i>.</li> </ul>	
PROMOTING GOOD MENTAL HEALTH AND PROVIDING EARLY INTERVENTION AND SPECIALISED TREATMENT	<ul style="list-style-type: none"> <li>▪ Free and low cost counselling options including relationships/generalist counsellor, drug and alcohol counsellor, Medicare registered psychologist, childhood sexual abuse counsellors and psychiatric clinics</li> <li>▪ <b>8,994</b> occasions of service on anxiety, depression, stress, post-natal depression and other related issues as presenting issues</li> <li>▪ <b>252</b> occasions for disordered eating as a presenting issue</li> <li>▪ <b>1,557</b> social and cultural issues addressed including social isolation, migration and cultural concerns</li> <li>▪ Health education and therapeutic courses included <i>Finding Strength Within</i>, <i>Mental Health and Wellbeing</i>, <i>Meditation</i>, <i>Art Therapy</i> and <i>Getting to Grips with Distress</i>.</li> </ul>	
PROVIDING REPRODUCTIVE AND SEXUAL HEALTH PREVENTION, SCREENING, TREATMENT AND EDUCATION AND PROVIDING WOMEN WITH OPTIONS FOR MANAGING FERTILITY	<ul style="list-style-type: none"> <li>▪ Integrated service delivery including innovative approaches with women's health nurse clinics in five locations supported by GP clinics and allied health practitioners</li> <li>▪ A new cervical screening awareness intervention was developed for residents of homelessness services/refuges in partnership with Sydney Local Health District and Family Planning NSW, funded by NSW Cancer Institute</li> <li>▪ <b>391</b> Pap smears conducted and education on cervical screening occurred on <b>585</b> occasions</li> <li>▪ <b>523</b> breast health occasions of service</li> <li>▪ Gynaecological issues were dealt with on <b>2,289</b> occasions</li> <li>▪ Sexually transmitted infections were raised on <b>373</b> occasions and safe sex education on <b>347</b></li> <li>▪ Health education included <i>Know Your Body – Pap Smears and Pelvic Floor</i>, <i>Menopause and Sexuality</i>, Cervical Screening talks to staff and residents in women's refuges.</li> </ul>	
SUPPORTING MATERNAL, INFANT AND FAMILY HEALTH IN TARGET POPULATIONS	<ul style="list-style-type: none"> <li>▪ Antenatal, contraception and fertility issues raised on <b>538</b> occasions</li> <li>▪ <b>623</b> occasions of impacted health and carer issues</li> <li>▪ <b>976</b> occasions of parenting as a presenting issue in clinics and counselling</li> <li>▪ Delivered the new <i>Self Care for Carers</i> program to <b>18</b> women</li> </ul>	
IMPROVING RESPONSES TO SEXUAL, DOMESTIC AND FAMILY VIOLENCE AGAINST WOMEN	<ul style="list-style-type: none"> <li>▪ Partnered with Inner West Council on public awareness raising strategy <i>Speak Out</i> and experienced a further <b>56.5%</b> increase from the previous year for domestic violence as a presenting issue in clinics and counselling</li> <li>▪ <b>3,798</b> occasions of service to survivors of abuse (domestic violence, child sexual abuse, adult sexual assault and torture)</li> <li>▪ Submitted proposals to government recommending improvements, see information on SOS Women's Services on page 8</li> <li>▪ Participated in a wide range of collaborative initiatives focused on benefitting women and children experiencing and recovering from violence. For more details, see page 8-9.</li> </ul>	



**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. During the year we had meetings with Minister for Health Hon. Brad Hazzard MP to discuss our proposals to:

- Establish Domestic Violence Prevention Clinics – a first in Australia – at 17 women's health centres in NSW. The proposed clinics would provide earlier intervention and support the large numbers of women who don't access crisis services and police
- 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
- Establish new regional women's health centres with Domestic Violence Prevention Clinics in Griffith, Broken Hill and Tamworth.

*SOS Women's Services relies on donations to support its advocacy work. For information about how to help, visit our website or contact Roxanne McMurray (T: 9560 3011, [manager@lwchc.org.au](mailto:manager@lwchc.org.au)). Our heartfelt thanks to the people who supported SOS during the year.*

For more information go to:

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

## LIVING FREE FROM ABUSE

The centre adopts a multifaceted approach in addressing violence against women which includes recovery from trauma, identifying opportunities for prevention, strengthening referral pathways, and support at court. In the year, we:

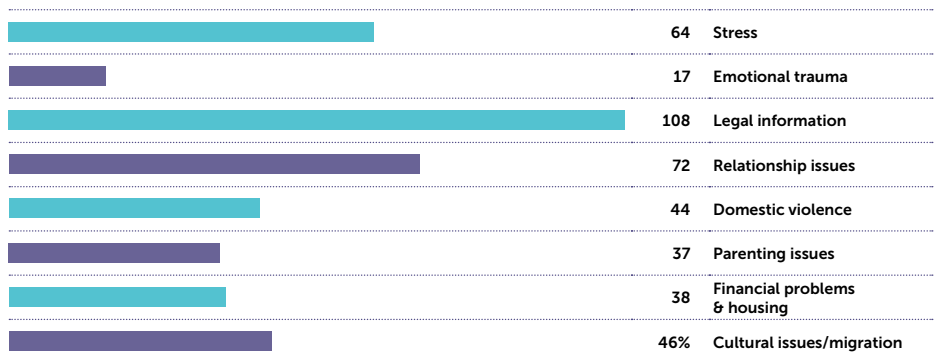
- Provided health care and counselling regarding violence on over **3,798** occasions
- Incorporated healthy relationships information into courses for **161** women
- Participated in sector capacity building initiatives including as a member of Sydney Local Health District Domestic Violence Committee and the auspice and treasurer for Leichhardt Marrickville Domestic Violence Liaison Committee
- Provided assistance to **72** women at Newtown, The Downing Centre and Sydney Family Law courts
- Continued our collaboration with Inner West Council on domestic violence prevention campaign 'Speak Out' and through membership of the Respectful Relationships Steering Committee
- Fostered ongoing partnerships benefitting survivors – Rape & Domestic Violence Services Australia, Gowland Legal, Medicare registered psychologist Madhu Misra and psychiatrist Dr Anne Noonan
- Maintained momentum with SOS Women's Services advocating for improvements to the service system for women and children.

**Table 5: Dealing with the effects of violence in clinics and counselling**

TYPE OF VIOLENCE	OCCASIONS OF SERVICE 2016-17
Childhood Sexual Abuse	988
Sexual Assault (as an adult)	533
Violence in Childhood (not sexual)	143
Domestic Violence	1614
Ritual/Systemic Abuse	161
Trauma/Torture	179
Other Violence (not listed)	170

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

**Graph 7: Court Support, Presenting Issues 2016-17 (Downing Centre, Newtown Court and Sydney Family Court) – Total Women Presenting: 72**



## VIOLENCE AGAINST WOMEN

**3,798** occasions of service | **1,149** women provided with care

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



## EGG – EMPOWERING GIRLS TO GROW – CAREER MENTORING

We are thrilled to have been awarded Impact100 Sydney's inaugural grant to improve the lives of young people experiencing disadvantage. The grant is enabling us to realise a long-held dream – to develop and run a career mentoring program for girls who are living in Sydney's girls' refuges.

The two year program will enable 40 girls aged 16 and 17 to experience a unique 10 step vocational course with one on one mentors. In the first six months 10 girls had already completed and in other early indicators success:

- All the graduates have been offered ongoing work experience with their mentors, either paid or voluntary
- Every girl has been matched with a high quality mentor in her chosen field

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- Every girl has been matched with a high quality mentor in her chosen field

In addition to the generosity of the vocational mentors, Price Waterhouse Coopers is mentoring each girl on CV development, Taronga Zoo has offered to mentor four girls a year and assist girls to access its prestigious YATZ volunteer program for teenagers, and charity Bounce is working with us to find graduates paid employment. Our very great thanks to our new partners at Impact100 Sydney.

**'I would never have met these people without it. I got offered a job and achieved everything I wanted.'**

Graduate of our new career mentoring program for girls



International Women's Day 2017. L to R: Julie McCrossin MC, Alessandra Kitinas, Jamie Parker MP, Anita Vitanova (Inner West Mums founder), Clr Lucille McKenna (Inner West Council), Roxanne McMurray, Erla Ronan (Inner West Council), Former Councillor Linda Kelly, Bronwyn Bancroft, Josie Leeson (Inner West Council).



Impact 100 Sydney is a sub-fund of Sydney Community Foundation



'The impact it's having on the girls has been wonderful. They've grown in confidence, and they're sitting around the table at dinner telling stories about their day.'

Case manager of a girl in EGG career mentoring

### STAFF PROFESSIONAL MEMBERSHIPS

- Australasian College of Health Service Management (ACHSM)
- Australian Health Practitioner Regulation Agency (AHPRA)
- Counselling and Psychotherapists Association 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.

### 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 ceip Practice Accreditation and Improvement Survey. In the past 12 months:

- **86%** of clients using validated measurements reported their health had improved as a result of services received
- **97%** of women in women's health funded counselling reported improvements
- **78%** of drug and alcohol counselling clients reported improvement in their emotional mental health
- **98%** of women in women's health funded health education reported increased knowledge and confidence in using it
- **99%** of women in drug and alcohol health education reported increased knowledge and confidence
- **100%** 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.

**97%** of all women accessing services were **very** or **completely satisfied**

### QUALITY ASSURANCE

- Developed Memoranda of Understanding with Kathleen York House and WHOS New Beginnings creating smooth pathways into counselling and health services
- Researched options for domestic and family violence screening, developed a comprehensive policy and piloted the Common Risk Assessment Framework tool to 122 clients
- Trained staff in the use of the Domestic Violence Safety Assessment Tool (DVSAT)
- Updated Governance and Management and Financial Management policies
- Resumed women's health physiotherapy clinics with a new fee-paying approach and low cost options
- Improved IT thanks to support from Inner West Council and the Federal Government Stronger Communities programs
- Embarked on a new two year career mentoring program for young women in Sydney's girls' refuges, see page 9.



## WORKING IN PARTNERSHIP

We focus on partnerships as a way to achieve the best outcomes for our clients. **212** partnerships and referral pathways were maintained including our in-house partnerships (see page 18) and the support of Impact100 Sydney has enabled us to create the new two year career mentoring program for residents of The Girls Refuge and Lillians. Other valuable partnerships include Rape and Domestic Violence Services Australia, providing trauma counselling; Canterbury City Community Centre, Navitas, Metro MRC and WHOS New Beginnings allowing us to provide nurse clinics on their premises; The Miranda Project, Kathleen York House, Detour House, and the many GPs, NGOs and private practitioners who trust us with their clients.

We provided **2,832** referrals to a wide range of services including GPs, medical specialists, hospital outpatient clinics, allied health, counsellors, Breastscreen, sexual health clinics, family support services, women's drug and alcohol residential services, refuges, police and services for financial, legal, employment and education assistance.

Our contributions towards sector capacity building continued with our involvement in Women's Health NSW Database Subcommittee, WHNSW Research Reference Group, NADA Women's AOD Network, Sydney LHD Domestic Violence Committee, Leichhardt Marrickville DV Liaison Committee, Inner West Council Respectful Relationships Steering Committee and the new Sydney Local Health District Domestic Violence Symposium.

## A LEARNING ENVIRONMENT

**16 students** were on placement during the year, ten in long term placements. Placements included University of Sydney Bachelor of Medicine (3rd year) and Masters of Nursing, University of Newcastle Bachelor of Medicine (3rd and 5th year), Australian Catholic University Bachelor of Applied Public Health (4th year), ACNT Bachelor of Health Science Nutritional Medicine and Australian College of Natural Therapies.

Staff attended **29 professional development programs** which included E-Health, Social Media and Privacy and Dealing with Difficult Patients (Central and Eastern Sydney Primary Health Network), Women's Health Update (Health Ed), Good Governance (Moore Stephens), Domestic Violence in AOD Settings (NADA), Safety Action Meetings Training (Sydney WDVCS), Effective Case Work and Case Management (ACWA/CCWT), Family Assessment (Karitane) and Violence Against Women in Refugee Communities (ECAV).

## OUR GREAT THANKS

We extend our thanks to everyone who supported our work. Our particular thanks to: Central Sydney GP Network, Inner West Council, the public who attended Carols on Norton, UTS Law Society, Impact100 Sydney, Herrman Golan Children's Foundation, Pinnacle Property Projects, Spinifex Trust, Concord Rotary Club, Taronga Zoo, PWC, Bounce, our wonderful EGG mentors, Metro MRC/WestConnex, Anthony Albanese MP and the Stronger Communities grant, Stitched with Kindness, the Breakfast Point knitters, BioMedica, Floridis, Integria, FIT Bioceuticals, Think Wellbeing Centre, Australasian College of Natural Therapies, Interclinical Laboratories, OzHarvest, donors to the Lisa Macdonald Learning Fund, Gowland Legal, donors to SOS Women's Services, Sweet Pea and Honey Bee, Campsie Centre, all of our partner organisations and referral pathways, 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.*

## COMMUNICATING WITH COMMUNITIES

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



Graph 8: New client referrals 2016-17



Graph 9: Website traffic generated on our website between 1 July 2016 and 30 June 2017

## MEDICAL CLINICS

The medical clinics comprise:

- GP clinics
- Nurse clinics

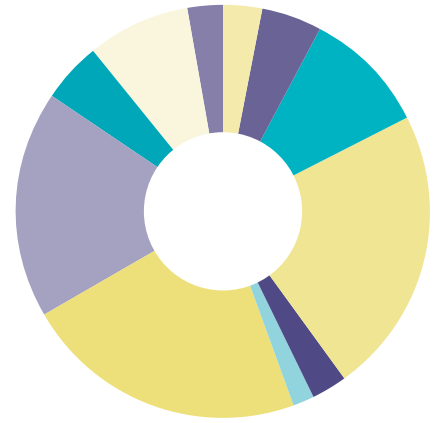
Nurse clinics are conducted in Leichhardt, Lakemba, Campsie, Marrickville and Rozelle's WHOS New Beginnings.



Graph 10: GP Clinics Presenting Issues 2016-17 – Total Presenting Issues: 4,475

LEGEND ↻

Addiction	3.0%
Breast	2.4%
Emotional/Mental	23.8%
Gynae/Urogenital	10.6%
Legal/Financial	2.5%
Other	0.6%
Physical/Medical	25.4%
Relationships	12.1%
Reproductive	3.9%
Social/Cultural	1.6%
Violence/Abuse	14.1%



Graph 11: Nurse Clinics Presenting Issues 2016-17 – Total Presenting Issues: 5,248

LEGEND ↻

Addiction	3.1%
Breast	4.8%
Emotional/Mental	9.8%
Gynae/Urogenital	22.5%
Legal/Financial	2.6%
Other	1.9%
Physical/Medical	22.0%
Relationships	17.8%
Reproductive	4.8%
Social/Cultural	8.1%
Violence/Abuse	2.6%

### GP CLINICS

**879**  
appointments  
conducted

**506**  
women provided  
with care

### NURSE CLINICS

**368**  
appointments  
conducted

**404**  
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 16-17.*

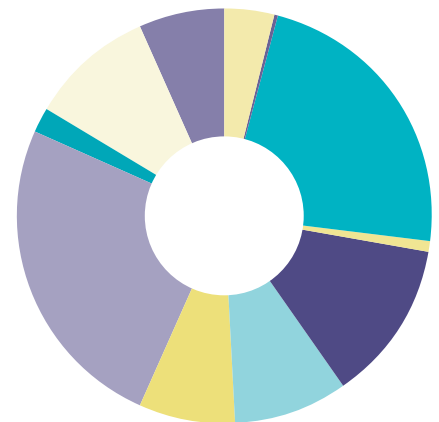
### COUNSELLING

**401** conducted by counsellors  
sessions funded from the Women's  
Health Program

### PSYCHIATRIST CLINICS

**18** sessions conducted

HEALTH ISSUES: Medication assessment, referral and collaboration with the centre's GPs for holistic care.



Graph 12: General Counselling Presenting Issues 2016-17 – Total presenting issues: 2,358

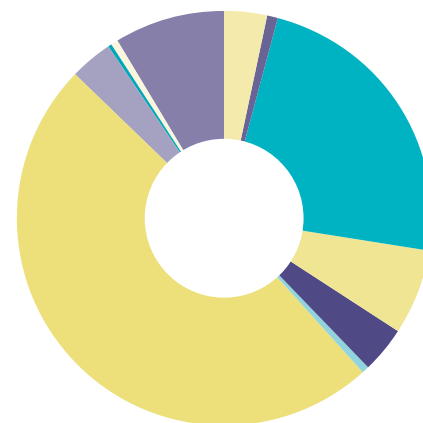
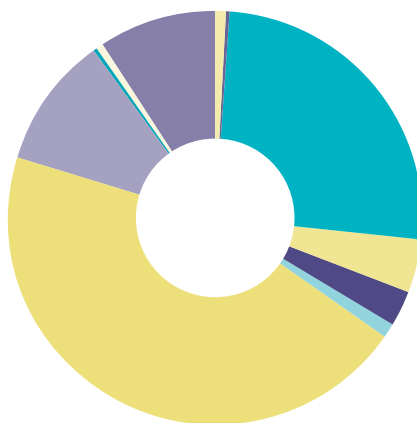
LEGEND ↻

Addiction	3.9%
Breast	0.3%
Emotional/Mental	23.0%
Gynae/Urogenital	0.6%
Legal/Financial	12.5%
Other	9.0%
Physical/Medical	7.4%
Relationships	25.0%
Reproductive	2.1%
Social/Cultural	9.8%
Violence/Abuse	6.4%

## COMPLEMENTARY THERAPY CLINICS

The complementary therapy clinics comprise:

- Acupuncture clinics
- Naturopathy clinics



Graph 13: Acupuncture Presenting Health Issues 2016-17 – Total Presenting Issues: 4,969

Graph 14: Naturopathy Presenting Health Issues 2016-17 – Total presenting issues: 4,490

### ACUPUNCTURE CLINICS

**553**

appointments conducted

**98**

women provided with care

### NATUROPATHY CLINICS

**372**

appointments conducted

**162**

women provided with care

#### LEGEND

Addiction	0.9%
Breast	0.4%
Emotional/Mental	25.5%
Gynae/Urogenital	4.2%
Legal/Financial	2.8%
Other	1.0%
Physical/Medical	45.1%
Relationships	10.3%
Reproductive	0.1%
Social/Cultural	0.6%
Violence/Abuse	9.1%

#### LEGEND

Addiction	3.5%
Breast	0.73%
Emotional/Mental	23.54%
Gynae/Urogenital	6.61%
Legal/Financial	3.61%
Other	0.54%
Physical/Medical	48.8%
Relationships	3.32%
Reproductive	0.31%
Social/Cultural	0.6%
Violence/Abuse	8.44%

## 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, **114** women attended therapeutic/support groups conducted by the Women Partners of Bisexual Men Service.

### HEALTH EDUCATION

**4,426**

occasions of service

**1,458**

women attended health education programs



## 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.

**78%** of counselling clients reported **improvement in psychological wellbeing**

### DRUG & ALCOHOL COUNSELLING

**461**  
appointments conducted

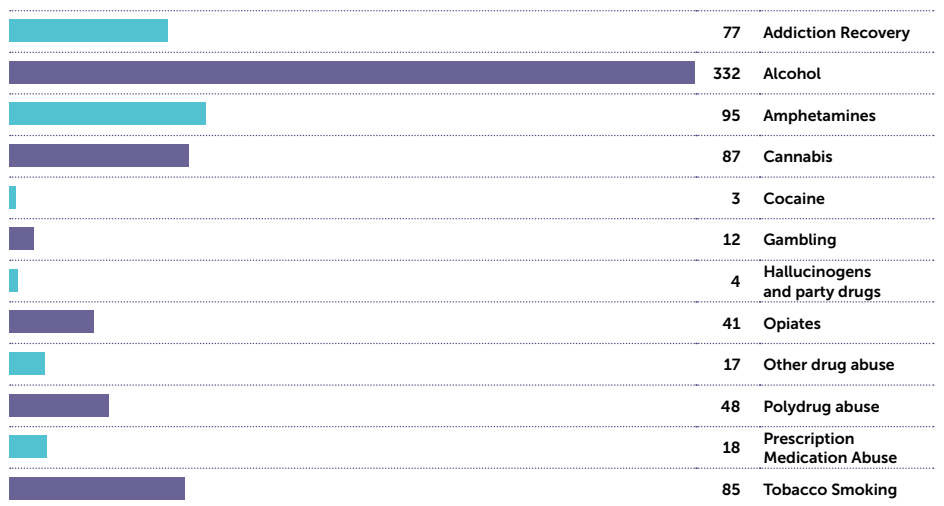
**140**  
women received counselling

### DRUG & ALCOHOL HEALTH EDUCATION

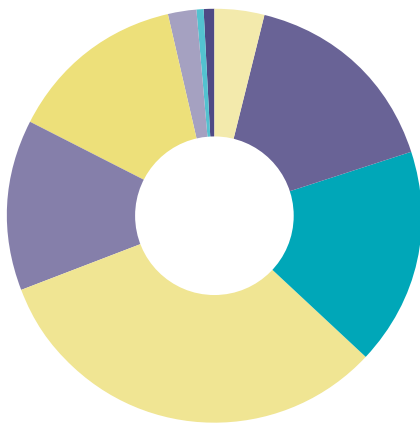
**139**  
occasions of service

**127**  
women provided with education

Graph 15: Drug & Alcohol Addictions Categories for D&A Counselling 2016-17



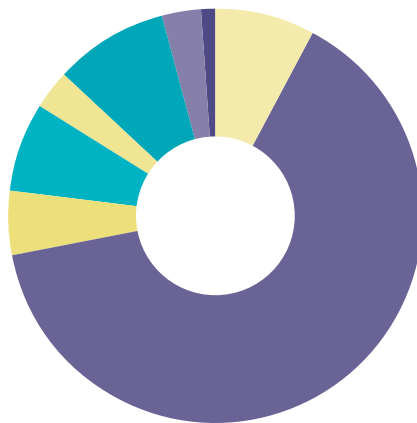
Other practitioners provided **205** occasions of service for alcohol addiction, **151** occasions for tobacco issues/cessation and **320** occasions for amphetamines, opiates and other substance dependency issues.



Graph 16: Client Age Drug & Alcohol Funded Counselling and Health Education 2016-17

LEGEND ↻

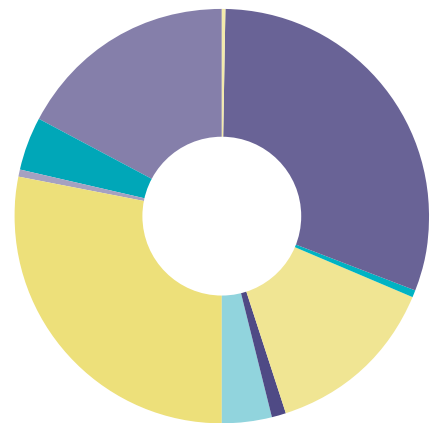
Age Group	Percentage
<19 yrs	4.0%
20-29 yrs	16.1%
30-39 yrs	16.9%
40-49 yrs	32.3%
50-59 yrs	13.3%
60-69 yrs	13.7%
70-79 yrs	2.4%
Over 80 yrs	0.4%
Unrecorded	0.8%



Graph 17: Client Financial Status Drug & Alcohol Funded Counselling and Health Education 2016-17

LEGEND ↻

Financial Status	Percentage
Student	8%
Pension/benefit	64%
Casual	5%
Part time	7%
Full time	3%
No personal income	9%
Other income	3%
Not recorded	1%



Graph 18: Presenting Health Issues Drug & Alcohol Funded Counselling 2016-17 (All clients were in recovery) - Total Presenting Issues: 5,914

LEGEND ↻

Health Issue	Percentage
Breast	0.1%
Emotional/Mental	31.1%
Gynae/Urogenital	0.3%
Legal/Financial	13.5%
Other	1.2%
Physical/Medical	3.7%
Relationships	28.5%
Reproductive	0.3%
Social/Cultural	4.1%
Violence/Abuse	17.2%

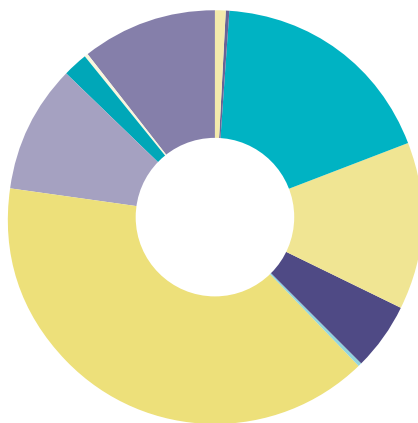
All clients attended for assistance with substance dependency issues. **NB: D&A issues totalled 461**

## ALLIED HEALTH CARE

Bequests have enabled physiotherapy and massage clinics to be established and have created access 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.

**97%** of women attending art therapy were on disability benefits, students or not currently employed.



Graph 19: Physiotherapy Clinics Presenting Issues 2016-17 – Total Presenting Issues: 611

LEGEND ↻	
Addiction	1.0%
Breast	0.2%
Emotional/Mental	18.0%
Gynae/Urogenital	13.2%
Legal/Financial	5.1%
Other	0.2%
Physical/Medical	39.8%
Relationships	9.9%
Reproductive	2.1%
Social/Cultural	0.2%
Violence/Abuse	10.3%

## WOMEN'S HEALTH PHYSIOTHERAPY

**62**  
appointments  
conducted

**24**  
women provided  
with care

HEALTH ISSUES: Urinary and faecal incontinence, sexual and other pain alleviation/management, musculoskeletal, core strengthening. Physio clinics recommenced in February 2017.

## LYMPHATIC DRAINAGE MASSAGE

**69**  
appointments  
conducted

**30**  
women provided  
with care

HEALTH ISSUES: Cancer treatment/symptoms, depression, chronic pain, stress, anxiety and injury. Massage clinics concluded in November 2016.

## ART THERAPY FOR WELLBEING

**210**  
occasions  
of service

**35**  
women  
participated



'I've been unemployed for years, with the support here – skilled, affordable and kind – I've been able to move onto work. I am more socially comfortable and feel more secure about my health.'

Linh



**361 referrals** provided to sexual health clinics, GPs, regional counsellors and services for domestic violence, legal advice and family support.

**94%** of women reported **increased self-esteem** and ability in **decision making**

**98%** of women reported **increased awareness** of strategies to negotiate **safe sex**

### WOMEN PARTNERS OF BISEXUAL MEN SERVICE

The Women Partners of Bisexual Men Service provides counselling, support and information to improve the sexual and emotional health of women in NSW whose male partners are same sex attracted. It is the only funded service of its kind.

**96%** of women were in heterosexual marriages spanning 8 to 52 years. **58%** were living in regional areas. Many have preschool or school aged children. There were **185** occasions of service in counselling regarding

domestic and family violence, most often described as emotional and/or financial control, social isolation and threats to pets.

#### ONLINE PRESENCE

Our website and social media platforms continued to be well utilised and a source of information about the service.

[www.womenpartners.org.au](http://www.womenpartners.org.au)

[/womenpartners](https://www.facebook.com/womenpartners)

[@WomenPartnersBi](https://www.instagram.com/WomenPartnersBi)

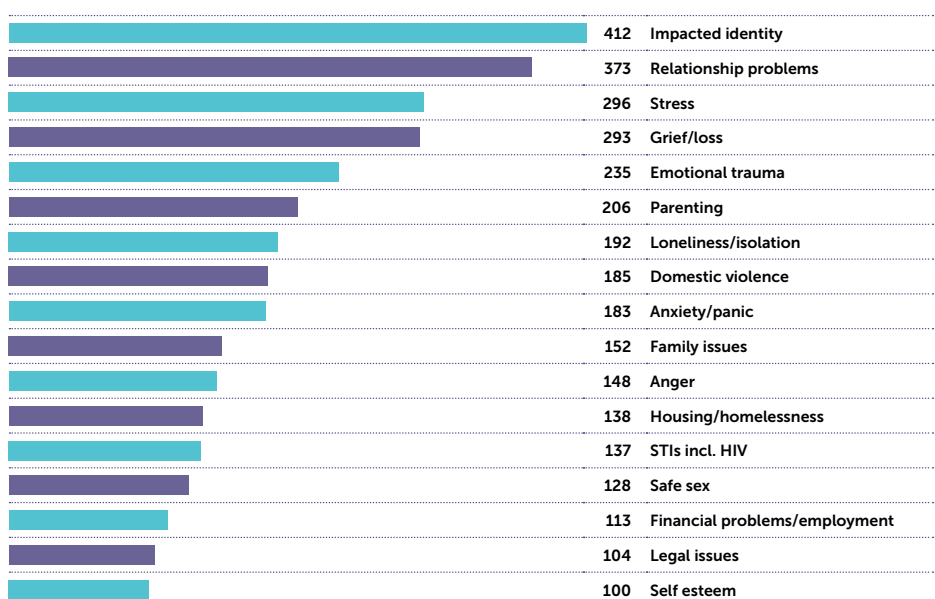
Graph 20: Website traffic generated on [www.womenpartners.org.au](http://www.womenpartners.org.au) between 1 July 2016 and 30 June 2017



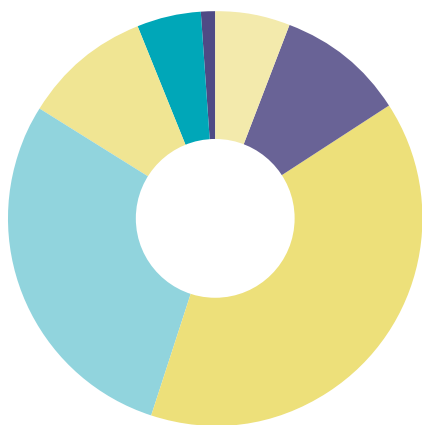
Table 6: WPBM Services 2016-17

ACTIVITIES	2016-17	2015-16	2014-15	2013-14	2012-13
Total counselling sessions	470 sessions	322	294	260	260
Total groups and workshops	114 women	103	95	91	83
New enquiries	109 women, male partners, services and family members	102	101	102	106
Promotional material distributed	2,453 services and individuals	2,218	2,032	1,076	2,142
Training conducted to health and other services	138 people	283	132	44	38

Graph 21: Highest Presenting Issues 2016-17 (All Counselling Sessions) – Total Presenting Issues: 4,101



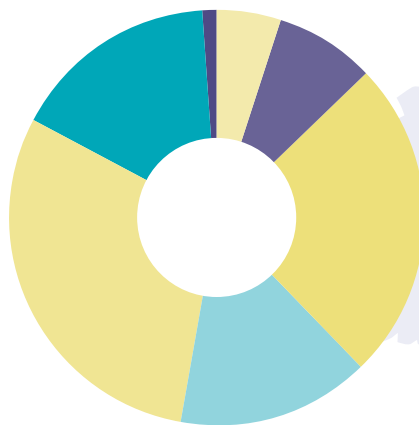




**Graph 22: Client Ages 2016-17 (Face-to-face/Skype counselling and Sydney support groups)**

**LEGEND** ↻

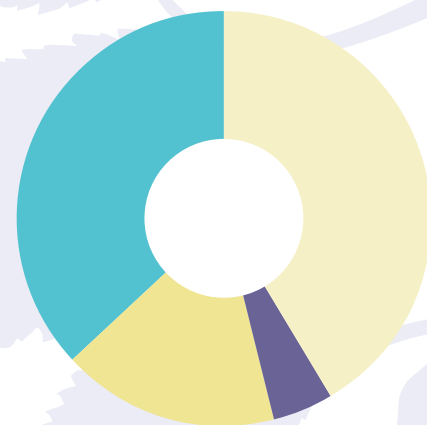
20-29 years	6%
30-39 years	10%
40-49 years	39%
50-59 years	29%
60-69 years	10%
70-79 years	5%
80+	1%



**Graph 23: Client Financial Situation 2016-17 (Face-to-face/Skype counselling and Sydney support groups)**

**LEGEND** ↻

Student	5%
Pension/benefit	8%
No personal income	25%
Casual	15%
Part time	30%
Full time	16%
Other income	1%



**Graph 24: Client Country of Birth 2016-17 (Face-to-face/Skype counselling and Sydney support groups) – 4.7% of women born in Australia identified as Aboriginal or Torres Strait Islander**

**LEGEND** ↻

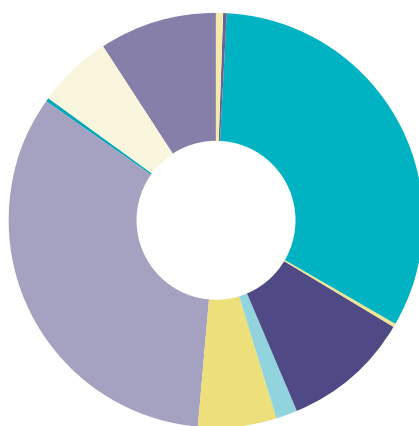
Australia	41.5%
Aboriginal	4.7%
Other English speaking countries	17.0%
Culturally and Linguistically Diverse	36.8%



**Graph 25: Client Local Health District 2016-17 (Face-to-face/Skype counselling and Sydney support groups)**

**LEGEND** ↻

Sydney	11%
South Eastern Sydney	8%
Northern Sydney	12%
South Western Sydney	9%
Western Sydney	3%
Central Coast	6%
Mid North Coast	7%
Southern NSW	3%
Hunter New England	6%
Illawarra Shoalhaven	8%
Nepean Blue Mountains	8%
Northern NSW	8%
Western NSW	5%
Far West NSW	2%
Murrumbidgee	3%
Other states	4%



**Graph 26: Presenting Issues 2016-17 (Summary of all categories) – Total Presenting Issues: 4,101**

**LEGEND** ↻

Addiction	0.32%
Breast	0.02%
Emotional/mental health	33.09%
Gynae/urogenital	0.17%
Legal/financial issues	10.00%
Other	1.48%
Physical/medical	6.22%
Relationships	33.82%
Reproductive	0.10%
Social/cultural	5.78%
Violence	9.00%

**'I'm finally feeling ok rather than hopeless and suicidal. It means everything. It is so refreshing to have moments of feeling good!'**

Linda

'This centre's been a saving grace for me, a safe place I can come to, the health care is amazing, there's always kind women to talk to and many things to do here. I love it.'

Mai

## 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 implementing a new Financial Management policy, transitioning to a new audit process under Moore Stephens and advancing the Strategic Plan.

## BOARD OF MANAGEMENT

- Sarah Henry *CHAIRPERSON*
- Lesley Garton *VICE CHAIRPERSON*
- Muriel Buckeridge *SECRETARY*
- Melissa Phillips *TREASURER*
- Lyn Lormer *MEMBER*
- 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), health educators (generalist and Vietnamese), Women Partners of Bisexual Men counsellor, administrative assistant, business administrator and manager.

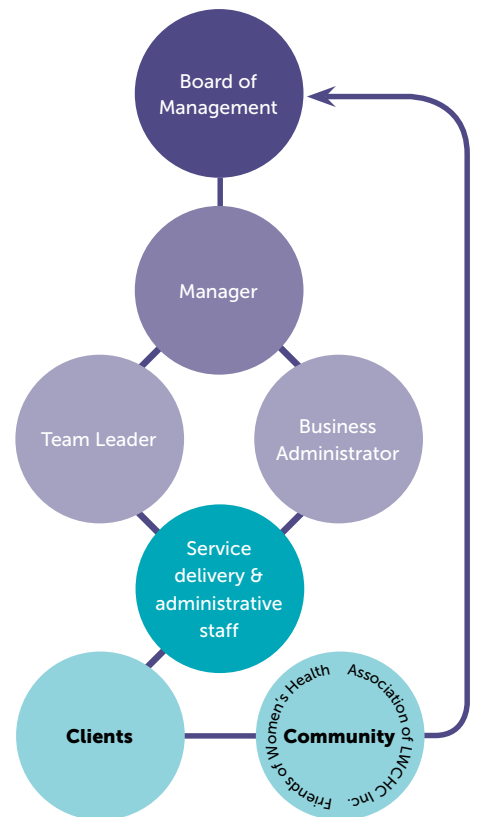
## ADDITIONAL SERVICES THROUGH PARTNERSHIPS

Services are enhanced through partnerships with an in-house psychologist registered with Medicare, Victims Services 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.

## FRIENDS OF WOMEN'S HEALTH

Launched in 2016, 'Friends of Women's Health' allows 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. For more details, email [manager@lwchc.org.au](mailto:manager@lwchc.org.au).

## ORGANISATIONAL STRUCTURE



**FINANCIAL 2016-17**

<b>INCOME</b>		<b>\$</b>
Grants received		983,291
Services income		110,597
Interest income		11,190
Other income		70,975
<b>TOTAL INCOME</b>		<b>1,176,053</b>
<b>EXPENDITURE</b>		
Employee benefits expense		906,758
Depreciation and amortization expense		11,333
Rent		31,518
Health promotion and resource development		3,072
Medical/clinical supplies		11,495
IT costs		30,491
Equipment less than \$1000		7,622
Insurance		17,025
Repair and maintenance		8,045
Administrative expenses		131,291
Sundry expenses		518
<b>TOTAL EXPENDITURE</b>		<b>1,159,168</b>
<b>Profit for the year</b>		<b>16,885</b>
<b>Total comprehensive income for the year</b>		<b>16,885</b>
<b>Retained Earnings</b>		<b>95,221</b>
<b>Reserves</b>		<b>123,085</b>
<b>TOTAL EQUITY</b>		<b>218,306</b>

Auditors: Moore Stephens

For a full set of accounts, email [manager@lwchc.org.au](mailto:manager@lwchc.org.au) or visit [www.acnc.gov.au](http://www.acnc.gov.au)



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

Main funding from NSW Health via Sydney Local Health District

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Accreditation Pty Ltd



Impact 100 Sydney is a sub-fund of Sydney Community Foundation

