



2018-19

Annual Report



Contents

Vision

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

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.

Values

- > Collaborative
- > Accessible
- > Safe
- > Empowering

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

About Us	4
Our Community	5
Our Services	6
Our Clients and Health Priorities	7
Performance and Quality	10
Healing from Violence	11
Working Together	13
Service Reports	14
Governance and Operation	21
Financial Statements	22

**WE WORK WITH
WOMEN AND GIRLS
TO CHANGE THEIR SOCIAL
DETERMINANTS OF HEALTH.**

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

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.

Some of our services are funded for women experiencing disadvantage, where other services such as the doctors and physiotherapy clinics are accessible to any woman.

During 2018-19, the centre provided multi-disciplinary health care to women on over 20,249 occasions. 99% of women attending clinical and counselling services presented with multiple health issues, living in the local area and experiencing financial disadvantage.

In 2018-19 80% of funding was provided by Sydney Local Health District, NSW Ministry of Health

Our funding

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.

LWCHC is a non-government, not for profit women's health service run by women, for women. In 2018-19 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 Population Health (HIV/AIDS); 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 received from donations and one-off grants enhance service delivery.

For more information on the organisation's structure and financial statements, see pages 21-22.

Payment details

- > Doctors: Medicare bulk-billed.
- > Nurse: Medicare for pathology.
- > Acupuncture, naturopathy, drug and alcohol counselling and relationships/domestic violence counselling: \$10 or \$5 per visit (these services are for women living within Sydney Local Health District – see the map on page 5).
- > Naturopathy costs average \$20-\$100 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 Community



Sydney Local Health District

Outreach Education Area
For more information contact Leichhardt Women's Community Health Centre
Ph: 9560 3011

Public Hospitals

- 1. Concord Hospital and Concord Centre for Mental Health**
Hospital Road, Concord NSW 2139
Ph: 9767 5000
- 2. Balmain Hospital**
Booth Street, Balmain NSW 2041
Ph: 9395 2111
- 3. Royal Prince Alfred**
Missenden Road, Camperdown NSW 2050
Ph: 9515 6111
- 4. Canterbury Hospital**
Canterbury Road, Campsie NSW 2194
Ph: 9787 0000

Women's Health Clinics

- 1. Leichhardt Women's Community Health Centre**
55 Thornley Street, Leichhardt NSW 2040
Ph: 9560 3011
- 2. Dr Ngo's GP Surgery**
248 Illawarra Road, Marrickville NSW 2204
Ph: 9558 9415
- 3. Canterbury City Community Centre**
130 Railway Parade, Lakemba NSW 2195
Ph: 9750 9344
- 4. WHOS New Beginnings**
Rozelle

Our Services

Funded services

- > Medical clinics: GP and women's health nurse.
- > Complementary therapies: acupuncture and naturopathy.
- > Counselling: drug and alcohol, relationships/general counselling.
- > CALD specific: nurse-run clinics in Lakemba 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 and 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 (completed March 2019).

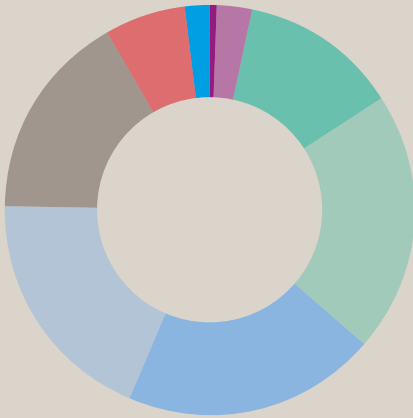
Table 1: Summary Breakdown of Occasions of Service by the Type of Service 2018-19

Service Type	Occasions of Service
Clinics and counselling all funded programs (incl GPs)	5,370
Women's Health (WH) health education sessions	2,226
WH Public Events	457
Reception contacts	10,336
Drug & Alcohol (D&A) health education	159
HIV/Women Partners of Bisexual Men Service new enquiries	103
HIV/Women Partners of Bisexual Men Service Sydney facilitated groups	66
HIV/Women Partners of Bisexual Men Service self-facilitated groups	40
Student placements and orientation (each placement counted only once)	10
Total occasions of service funded by NSW Health	18,767
Independent Income	
Health Education (art therapy, physio, Circle of Security)	281
Physiotherapy	301
EGG – Empowering Girls to Grow Career Mentoring Program	143
Memoranda of Understanding	
Counselling for adult survivors of childhood sexual assault by Rape & Domestic Violence Services Australia	285
Psychologist registered with Medicare, Victims of Crime Compensation Scheme and ATAPS	874
Legal Advice Clinics – Gowland Legal	20
Psychiatric Clinics	78
Total occasions of service 2018-19	20,749

Table 2: Summary Breakdown of Numbers of Women by Type of Service 2018-19

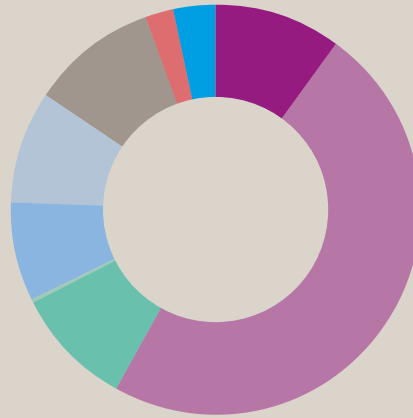
Service Type	Women
Clinics and counselling all programs	1,166
Women's Health (WH) health education sessions	817
WH Public Events	457
Reception contacts (not counted here)	-
Drug & Alcohol (D&A) health education	96
HIV/Women Partners of Bisexual Men Service new enquiries	103
HIV/Women Partners of Bisexual Men Service Sydney facilitated groups	17
HIV/Women Partners of Bisexual Men Service self-facilitated groups	32
Student placements and orientation sessions	10
Total numbers of women funded by NSW Health	2,698
Independent Income	
Health Education (art therapy, physio, Circle of Security)	85
Women's Health Physiotherapy and Lymphatic Drainage Massage	71
EGG – Empowering Girls to Grow Career Mentoring Program	6
Memoranda of Understanding	
Counselling for Adult Survivors of Childhood Sexual Assault by Rape & Domestic Violence Services Australia	21
Psychologist registered with Medicare, ATAPS and Victims of Crime Compensation Scheme	N/A
Legal Advice Clinics – Gowland Legal	20
Psychiatric Clinics	31
Total number of women provided with services 2018-19	2,932

Our Clients and Health Priorities



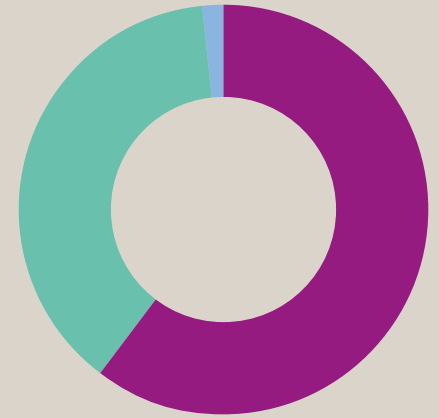
Graph 1: Clients Age 2018-19

Not recorded	1%
Less than 20yrs	3%
20-29yrs	13%
30-39yrs	21%
40-49yrs	20%
50-59yrs	19%
60-69yrs	15%
70-79yrs	6%
80+yrs	2%



Graph 2: Clients Financial Status 2018-19

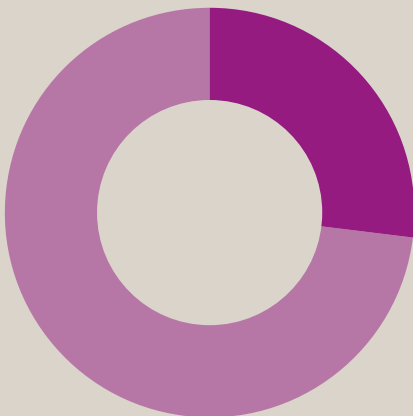
Student	10%
Pension/benefit	48%
No personal income	9%
Employed, type not specified	1%
Casual	8%
Part time	9%
Full time	10%
Other income	2%
Not recorded	3%



Graph 3: Client Ethnicity 2018-19

Australia and other English speaking countries	60%
Culturally and Linguistically Diverse	38%
Not recorded	2%

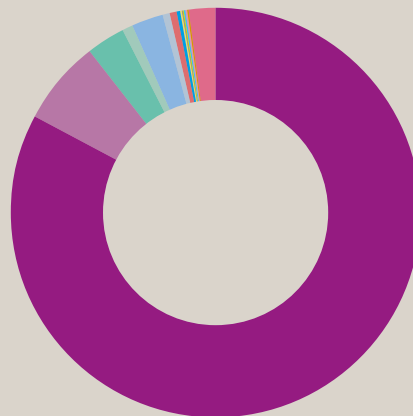
4.5% of all clients identified as Aboriginal or Torres Strait Islander.



Graph 4: Clients Ability 2018-19

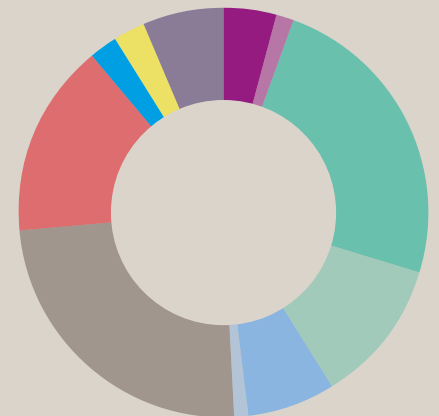
Disability	27%
No Disability	73%

Clients attending all clinics (not including Health Education)



Graph 5: Location by LHD 2018-19

Sydney	82%
South Eastern Sydney	7%
Northern Sydney	3%
Western Sydney	1%
South Western Sydney	2%
Nepean Blue Mountains	1%
Illawarra Shoalhaven	1%
Central Coast	< 1%
Hunter New England	< 1%
Mid North Coast	< 1%
Northern NSW	< 1%
Southern NSW	< 1%
Western NSW	< 1%
Murrumbidgee	< 1%
Canberra/ACT	< 1%
Not recorded	2%



Graph 6: Presenting Health Issues 2018-19 – (All Clinics and Counselling)

Total Presenting Issues: 34,831

Addiction	4%
Breast Health	2%
Emotional/Mental Health	24%
Gynae/Urogenital	12%
Legal/Financial issues	7%
Other	1%
Physical/Medical	24%
Relationships	15%
Reproductive	2%
Social/Cultural	3%
Violence	6%

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 2018-19 a total of 34,831 presenting issues and 5,370 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 collaboratively, accessing skills and knowledge across modalities to reestablish solid foundations for health and wellbeing.

Health Priorities

Strategies we use to meet the NSW Government's NSW Health Framework for Women's Health 2013.

Table 4: LWCHC delivered services addressing the following women's health priorities in 2018-19

Health Issue	Our Actions
Supporting healthy lifestyles	<ul style="list-style-type: none"> Integrated service delivery is underpinned by the social model of health, and a preventative and early intervention focus, even when addressing chronic health problems 498 instances of nutrition/digestion and 281 instances of weight management as a presenting issue in clinics 208 occasions of tobacco/quit smoking in clinics and counselling 1,487 instances of substance dependency as a presenting issue 401 instances of alcohol as a presenting issue, 134 instances of cannabis, 114 occasions of amphetamines and 159 occasions of poly-drug use and opiates Psycho-social programs targeted healthy lifestyle skills-building including Yoga for Home, Moving to Heal, Nia Dance Movement and Mind the Gut.
Promoting good mental health and providing early intervention and specialised treatment	<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 psychiatric clinics 8,404 occasions of service on anxiety, depression, stress, post-natal depression and other related issues as presenting issues 116 occasions for disordered eating as a presenting issue 843 social and cultural issues addressed including social isolation, migration and cultural concerns Health education and therapeutic courses included Yoga for Stress Relief, Manage Your Moods, Getting to Grips with Distress and Art Therapy.
Providing reproductive and sexual health prevention, screening, treatment and education and providing women with options for managing fertility	<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 310 Cervical Screening Tests conducted and education on cervical screening occurred on 980 occasions 477 breast health occasions of service Gynaecological issues were dealt with on 4,021 occasions Sexually transmitted infections were raised on 554 occasions and safe sex education on 199 Health education included Strengthening Your Pelvic Floor, Puberty Periods and Pregnancy and Cervical Screening.
Supporting maternal, infant and family health in target populations	<ul style="list-style-type: none"> Antenatal, contraception and fertility issues raised on 801 occasions 570 occasions of impacted health and carer issues 945 occasions of parenting as a presenting issue in clinics and counselling Delivered Self Care for Carers programs at the centre and in outreach and Circle of Security Parenting Program.
Improving responses to sexual, domestic and family violence against women	<ul style="list-style-type: none"> Partnered with Inner West Council on public awareness raising strategy Speak Out Domestic violence as a presenting issue in counselling and clinics experienced a slight increase on the previous year (1278 occasions of service in 2018-19 compared to 1248 occasions in 2017-18) 2,206 occasions of service to survivors of abuse (domestic violence, child sexual abuse, adult sexual assault and torture) Conducted Healthy Relationships for Self and Others course, developed and delivered new program Cyber Safety in Relationships and integrated information and techniques for healthy relationships across the group program.

Table 3: Services provided for women with complex social issues 2018-19

Occasions of service	2018-19	2017-18	2016-17	2015-16	2014-15
Housing issues	506	1091	723	305	289
Homelessness	218	759	277	105	94
Financial problems	510	922	718	617	450
Employment issues	370	377	404	290	315
Nutrition	498	474	591	578	580
Social isolation/loneliness	622	915	890	556	499
Suicidal ideation	94	116	110	72	30



B screened

Phát hiện ung thư vú từ sớm là vô cùng quan trọng

Đảm bảo phụ nữ từ 50 đến 74 tuổi

13 20 50

20 phút mỗi 2 năm là the most healthy way to

About Healthy and UNhealthy

Support for women partners of same sex

Legal Advice for Women at Leichhardt Women's

Support for Women and Domestic Violence

Physiotherapy for Women at Leichhardt Women's Community Health Centre

Leichhardt Women's Community Health Centre provides health care and advice to deal with personal and sensitive issues. A women's health physiotherapist has joined our team. Turn over for more information and contact the Centre at an appointment. Our services are confidential and affordable/low cost. Costs are transparent and agreed prior to charges being incurred.

Leichhardt Women's Community Health Centre
55 Thornley Street Leichhardt NSW 2040
Appointments 9560 3071
www.lwchc.org.au

Illustration of women and children in a community setting.

You may be eligible to take if you:

- have a Commonwealth Health Care or Pensioner Concession Card
- are at least 65 years old
- have been regular smokers from each January to your present (including casual, part-time, full-time or seasonal work, and
- have a child at school or attend secondary education program

To find out more:

call or visit our website on page A6 305
email eeesupport@hsj.org.au
visit www.hsj.org.au/Smoker-Plan

Ms Agneta Thelke
Supporter Coordinator
0426 384 682 / 8334 9443
Agneta.Thelke@hsjcareers.org.au

1800RESPECT

NATIONAL SEXUAL ASSAULT & FAMILY VIOLENCE EXPLORATION CENTRE

24/7 call 1800 732 732

IWWS Inc. Member Discount

Current financial members of IWWS Inc. are entitled to 10% discount on full priced items - at the following retailers:

Dubouché Hill Gourmet Meats 48/1 Macquarie Rd, Dubouché Hill Ph: 9559 2745	Summer Lane Kids Store 51/3 Macquarie Rd, Dubouché Hill Ph: 955 18 3400
Vera's Pharmacy 40/2 Macquarie Hill, Dubouché Hill Ph: 9559 2745	Dubouché Hill Post Office 48/1 Macquarie Rd, Dubouché Hill Ph: 955 18 3400
Woolworths Supermarkets 48/1 Macquarie Rd, Dubouché Hill Ph: 955 18 3400	Forney's Hardware 81/1 Macquarie Rd, Dubouché Hill Ph: 955 18 3400

DON'T GIVE UP GIVING UP

Performance and 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:

- > 79% of clients using validated measurements reported their health had improved as a result of services received
- > 50% of women in women's health funded counselling reported improvements
- > 86% of drug and alcohol counselling clients reported improvement in their mental health
- > 100% of women in women's health funded health education reported increased knowledge and confidence
- > 100% of women in complementary therapies reported improved health
- > 97% of Women Partners of Bisexual Men Service counselling and support group clients reported increased awareness of strategies to negotiate safe sex
- > 100% of the 10 tertiary students gained a high level of knowledge about the social model of health

Quality assurance and improvements

- > Achieved our re-accreditation with Royal College of General Practitioners Standards for General Practice
- > Reviewed doctors' appointment system for financial sustainability and accessibility for low income clients
- > Improved physical access for people with disability
- > Developed a Memoranda of Understanding with Inner West Council regarding the Speak Out and Respectful Relationships project
- > Maintained Memoranda of Understanding with WHOS New Beginnings, Dr Quan Ngo and 4Cs creating access to health care for women in specialist and community services
- > Updated Governance Risk Management procedures

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.



99% of women said the centre was excellent, very good or good.



Healing from Violence

Living free from violence

The centre's commitment to reducing the effects and prevalence of violence includes preventative strategies, strengthening referral pathways, and supporting women's recovery through clinical care and support at court. In the year, we:

- > Provided health care and counselling regarding effects of violence on over 2,206 occasions
- > Incorporated healthy relationships information into courses for 275 women
- > Continued to support capacity building initiatives including as a member of Sydney Local Health District Domestic Violence Committee and the auspice for Inner West Domestic Violence Liaison Committee
- > Provided assistance to 67 women at The Downing Centre and Sydney Family Law courts
- > Continued our collaboration with Inner West Council on domestic violence prevention campaign 'Speak Out' and the Respectful Relationships project
- > Fostered ongoing partnerships to assist survivors - Rape and Domestic Violence Services Australia, Gowland Legal, Medicare registered psychologist Madhu Misra and psychiatrist Dr Anne Noonan.

Empowering Girls to Grow – Career Mentoring

A total of 52 girls aged 13 – 17 years have engaged in the program with 17 full completions, exceeding our aim to have 20 girls engaged per year. To make the most of the opportunities the program provides, partnerships have developed to include youth centres and schools for students at risk of suspension.

Of the girls who have completed the program:

- > 53% have found employment as the result of the program
- > 83% have remained in school or TAFE, citing the program as the reason and
- > All the girls have been offered ongoing mentoring with their mentor



Violence against women

2,206
occasions of service

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



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

Type of Violence	Occasions of Service 2018-19
Childhood Sexual Abuse	601
Sexual Assault (as an adult)	224
Violence in Childhood (not sexual)	27
Domestic Violence	1273
Trauma/Torture and Ritual Abuse	34
Other Violence	66

NB: Sometimes individual women present in more than one category

'I've had to mature really quickly and think ahead but it's a big lesson and the mentoring has shaped me into a different person. The experience has opened a lot of doors for me.'

Nicole



Working Together

Working in partnership

We foster partnerships as a way to achieve the best outcomes for our clients. Over 104 partnerships and referral pathways were maintained. We provided 2,123 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.

The highest number of referrals were received from local doctors, counsellors, domestic violence services, drug and alcohol rehabs, tertiary education and welfare organisations. Other valuable partnerships include Rape and Domestic Violence Services Australia, providing trauma counselling; Canterbury City Community Centre and WHOS New Beginnings allowing us to provide nurse clinics and health education on their premises.

A learning environment

10 students were on placement during the year including University of Sydney Bachelor of Medicine (2nd year and 3rd year), Masters of Social Work and Masters of Nursing; and Bachelor of Health Science, Australian College of Natural Therapies.

Staff attended 28 professional development programs which included Working Therapeutically with Complex Trauma (Blue Knot Foundation), Hand Hygiene Certificate (Hand Hygiene Australia), Provide CPR, Basic Emergency Life Support and First Aid (CBD College), What is Narrative Practice (Psychwire), Contemporary Gynaecology for GPs (Agora Health Education) and Older Persons Mental Health (Wesley Training Business).

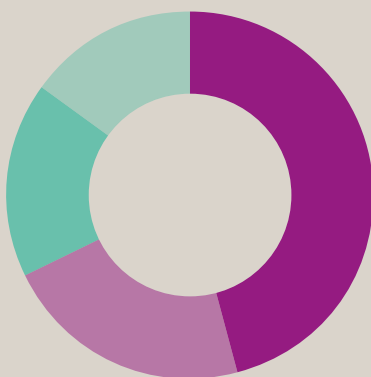
Communicating with communities

Web: www.lwchc.org.au
 Facebook: [/lwchc](https://www.facebook.com/lwchc)
 Twitter: [@lwchc](https://twitter.com/lwchc)
 See Graphs 7 & 8.

Big thank yous

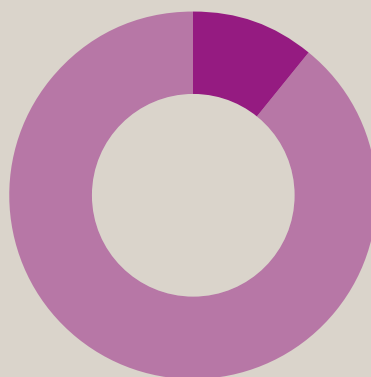
We extend our thanks to everyone who supported our work. Our special appreciation goes to the donors of the Lisa Macdonald Learning Fund, Inner West Council, Impact100 Sydney, Blackmores, BioMedica, Integria, FIT Bioceuticals, Think Wellbeing Centre, Australasian College of Natural Therapies, Vital.ly, Bod Australia, Osborne Health Supplies, OzHarvest, Gowland Legal, the Breakfast Point Knitters, 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 are used to directly help women and children escaping domestic violence and to relieve poverty. For details about how to donate, visit www.lwchc.org.au/supportus or email manager@lwchc.org.au.



Graph 7: New client referrals 2018-19

Another professional organisation	46%
Friend or relative	22%
Our website	17%
Other website/other source	15%



Graph 8: Website traffic generated on our website between 1 July 2018 and 30 June 2019

22,294 Visits, 44,572 Page views	
Returning visitors	11%
New visitors	89%

“The centre was the first place that treated me holistically and considered my whole context. I felt accepted and cared for plus alternative options have helped.”

Ana

Service Reports

Medical clinics

The medical clinics comprise:

- > GP clinics
- > Nurse clinics



Nurse clinics

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

See Graphs 9 & 10.



Counselling

Counselling services at LWCHC comprise:

- > General issues/Domestic Violence 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 (Population Health/HIV)
- > Counselling by Memorandum of Understanding with psychologist Madhu Misra and Rape and Domestic Violence Services Australia
- > Psychiatric clinics in partnership with Dr Anne Noonan

See Graph 11.

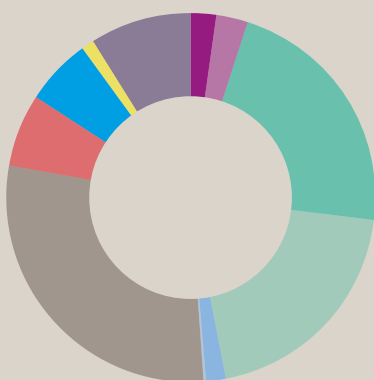
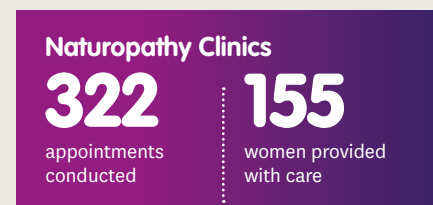
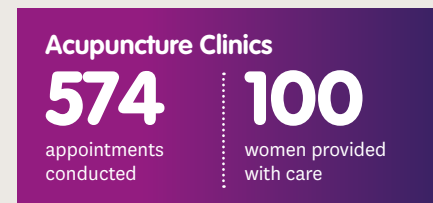


Complementary therapy clinics

The complementary therapy clinics comprise:

- > Acupuncture clinics
- > Naturopathy clinics

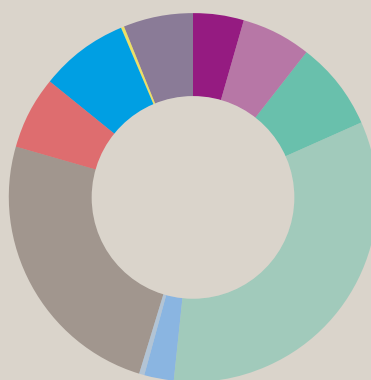
See Graphs 12 & 13.



Graph 9: GP Clinics Presenting Issues 2018-19

Total Presenting Issues: 4,823

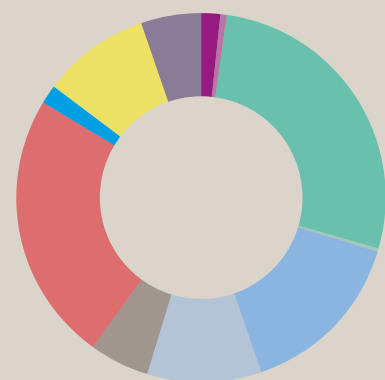
Addiction	3%
Breast	2%
Emotional/Mental	22%
Gynae/Urogenital	20%
Legal/Financial	2%
Other	1%
Physical/Medical	29%
Relationships	6%
Reproductive	5%
Social/Cultural	1%
Violence/Abuse	9%



Graph 10: Nurse Clinics Presenting Issues 2018-19

Total Presenting Issues: 4,086

Addiction	5%
Breast	6%
Emotional/Mental	8%
Gynae/Urogenital	32%
Legal/Financial	3%
Other	< 1%
Physical/Medical	24%
Relationships	7%
Reproductive	8%
Social/Cultural	1%
Violence/Abuse	6%



Graph 11: General Counselling Presenting Issues 2018-19

Total presenting issues: 2,385

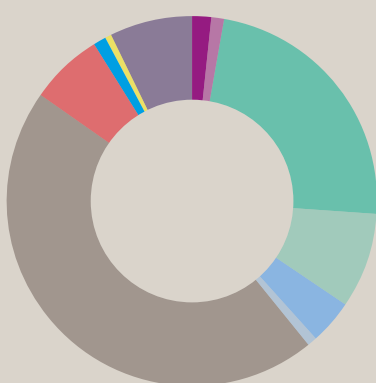
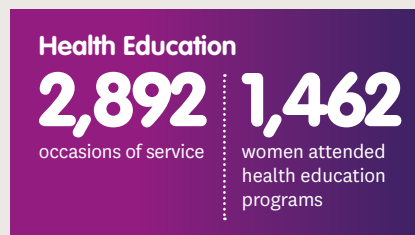
Addiction	2%
Breast	1%
Emotional/Mental	27%
Gynae/Urogenital	< 1%
Legal/Financial	15%
Other	10%
Physical/Medical	5%
Relationships	24%
Reproductive	2%
Social/Cultural	9%
Violence/Abuse	5%

Health education

Education programs are designed to assist women develop skills and 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 1,462 women attended 110 programs on sexual health and wellbeing, stress management, communication skills, healthy body image, nutrition and harm minimization. Programs were delivered by health educators, the registered nurse, physiotherapist, drug and alcohol worker and naturopath.

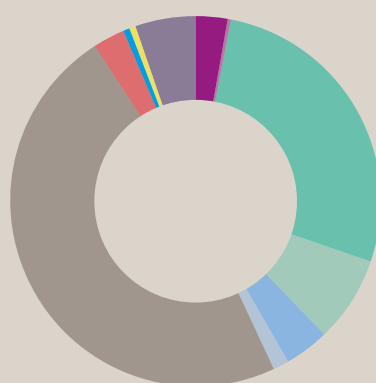
Programs included: Getting to Grips with Distress, Nia Dance Therapy, Art Therapy for Wellbeing, Vietnamese women Wellbeing Health Series, Mind the Gut, Better Bladders, Sexual Health and the Condom Credit Card, Manage Your Moods and Self Care for Carers. In addition, 102 women attended therapeutic/support groups conducted by the Women Partners of Bisexual Men Service.



Graph 12: Acupuncture Presenting Health Issues 2018-19

Total Presenting Issues: 4,404

Addiction	2%
Breast	1%
Emotional/Mental	23%
Gynae/Urogenital	8%
Legal/Financial	4%
Other	1%
Physical/Medical	45%
Relationships	7%
Reproductive	1%
Social/Cultural	1%
Violence/Abuse	7%



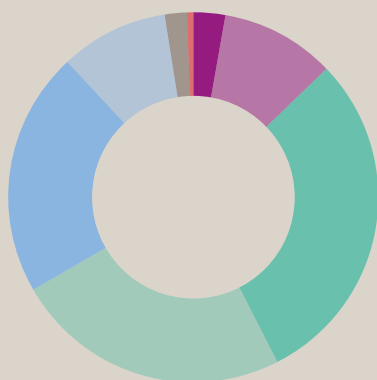
Graph 13: Naturopathy Presenting Health Issues 2018-19

Total presenting issues: 4,728

Addiction	3%
Breast	< 1%
Emotional/Mental	27%
Gynae/Urogenital	8%
Legal/Financial	4%
Other	1%
Physical/Medical	47%
Relationships	3%
Reproductive	1%
Social/Cultural	1%
Violence/Abuse	5%

“Thanks to the centre’s staff I’m able to understand a little more of how my life has been, rather than wondering what is the matter and feeling stuck. The staff are skilled at what they do, I’m feeling liberated and in charge, probably for the first time.”

Thiery



Graph 14: Client Age Drug & Alcohol Funded Counselling and Health Education 2018-19

19 yrs and under	3%
20-29 yrs	10%
30-39 yrs	31%
40-49 yrs	24%
50-59 yrs	21%
60-69 yrs	9%
70-79 yrs	2%
Over 80 yrs	< 1%

Drug and alcohol services

The funded Drug and Alcohol services provide specific counselling and health education in relapse prevention and living free of substances, as well as resource the other LWCHC practitioners on substance dependency issues.



Drug and alcohol health education

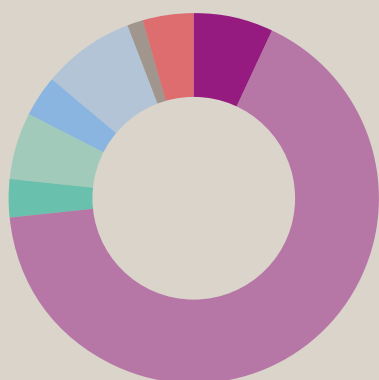
159 occasions of service
 96 women provided with education

See Graphs 14, 15, 16, 17, 18 & 19.

87% of counselling clients reported improvement in psychological wellbeing

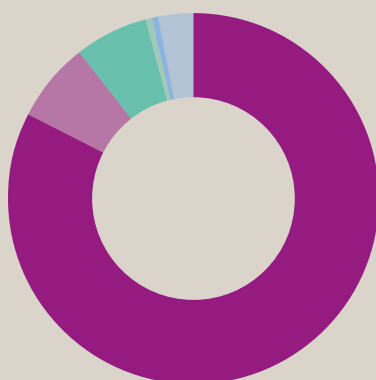
“Thanks to the centre’s staff I’m able to understand a little more of how my life has been, rather than wondering what is the matter and feeling stuck. The staff are skilled at what they do, I’m feeling liberated and in charge, probably for the first time.”

Meghan



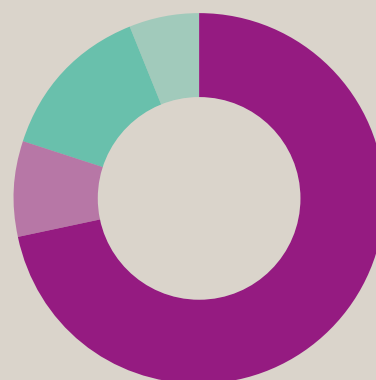
Graph 15: Client Financial Status Drug & Alcohol Funded Counselling and Health Education 2018-19

Student	7%
Pension/benefit	67%
Casual	3%
Part time	6%
Full time	4%
No personal income	8%
Other income	1%
Not recorded	4%



Graph 16: Client Location by Local Health District Drug & Alcohol Funded Counselling and Health Education 2018-19

Sydney	84%
South Eastern Sydney	7%
Northern Sydney	6%
South West Sydney	< 1%
Nepean/Blue Mountains	< 1%
Not recorded	3%



Graph 17: Client Ethnicity Drug & Alcohol Funded Counselling and Health Education 2018-19

Australia and other English speaking countries	72%
Australian Aboriginal	8%
Culturally and linguistically diverse	14%
Not recorded	6%



Allied health care

The Lisa Macdonald Fund bequest has subsidised access to the physiotherapy clinics and art therapy courses. We sincerely thank the donors of the Fund for making these services possible.

83% of women being treated by the physio were on disability benefits, students or not currently employed.

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

See Graph 20.

Women's Health Physiotherapy

227

appointments conducted

71

women provided with care

Art Therapy for Wellbeing

192

occasions of service

32

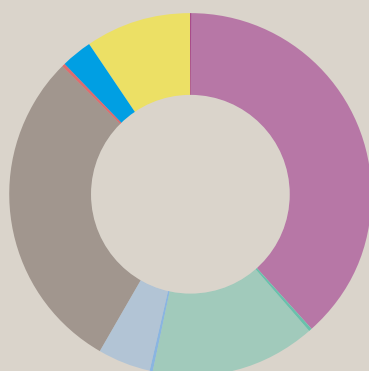
women participated

Psychiatrist Clinics

78

sessions conducted

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



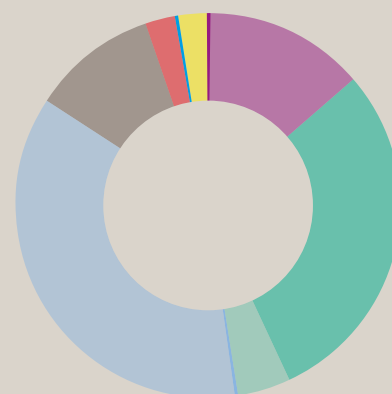
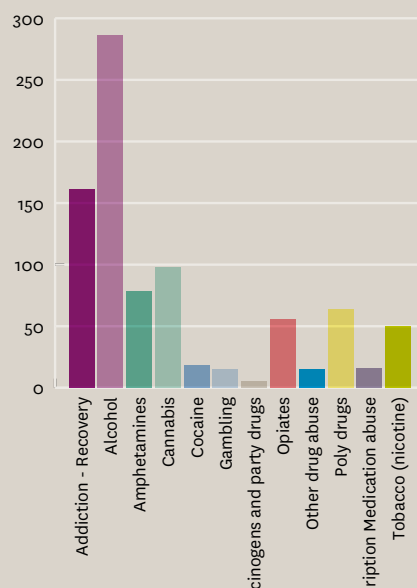
Graph 18: Presenting Health Issues Drug & Alcohol Funded Counselling 2018-19 (All clients were in recovery)

Total Presenting Issues: 6,311

■ Breast	< 1%
■ Emotional/Mental Health	38%
■ Gynaecological/Urogenital	1%
■ Legal/Financial	15%
■ Other	< 1%
■ Physical/Medical	5%
■ Relationships	29%
■ Reproductive	< 1%
■ Social/Cultural	3%
■ Violence/Abuse	9%

All clients attended for assistance with substance dependency issues

Graph 19: Drug & Alcohol Addictions Categories for D&A Counselling 2018-19



Graph 20: Physiotherapy Clinics Presenting Issues 2018-19

■ Addiction	< 1%
■ Emotional/Mental	14%
■ Gynae/Urogenital	29%
■ Legal/Financial	5%
■ Other	< 1%
■ Physical/Medical	36%
■ Relationships	11%
■ Reproductive	3%
■ Social/Cultural	< 1%
■ Violence/Abuse	2%

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.

97% of women were in heterosexual marriages spanning 8 to 56 years and 48% women were living in regional areas. Many had children in preschool or school. 141 occasions of service in counselling regarded domestic and family violence, most often described as emotional and/or financial control, social isolation and threats to animals.



Personal stories

We published a new book this year. “There’s Something I have to Tell You” is a collection of personal stories from Australian women who have experienced their relationship breaking down due to their male partner coming out as gay or the discovery he’s been having sex with men. It follows the success of our first book “His Secret Her Story” which was published in 2007 and was the first Australian publication of its kind.

To order the new book, email info@womenpartners.org.au or visit our website for details. It is also available through online bookstores.



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

48% of women live in regional and rural areas

30% were from culturally and linguistically diverse backgrounds

98% of new women had sexual health/HIV risk assessment screening

“The counselling and group have been outstanding in every way, having the expertise and understanding has meant I don’t feel alone, I feel part of something bigger than me and it’s helped enormously.”

Sharyn



Online presence

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

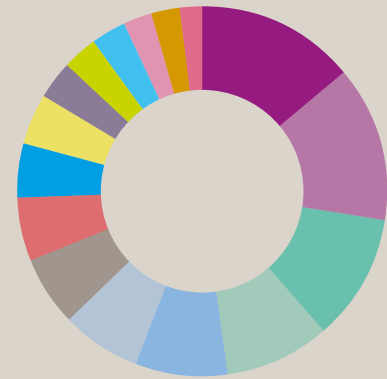
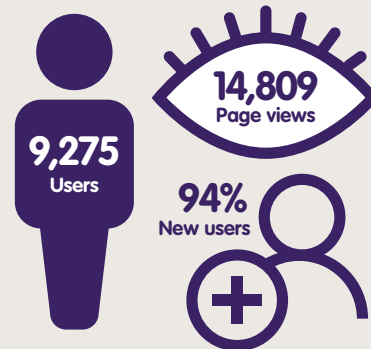
Web: www.womenpartners.org.au

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

Twitter: [@WomenPartnersBi](https://twitter.com/WomenPartnersBi)

See Graphs 21, 22, 23, 24, 25 & Table 6.

Graph 21: Website traffic generated on www.womenpartners.org.au between 1 July 2018 and 30 June 2019



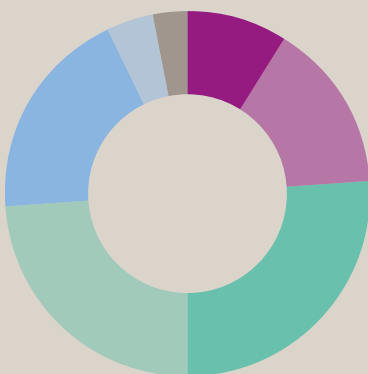
Graph 22: Highest Presenting Issues 2018-19 (All Counselling Sessions)

Total Presenting Issues: 3,328

Impacted identity	420
Relationship problems	406
Stress	333
Grief/loss	273
Family issues	241
Trauma (emotional)	209
Parenting	183
Loneliness/isolation	167
Anxiety/panic	143
Anger	131
STIs incl. HIV	100
Safe sex education	96
Self esteem issues	85
Financial problems	

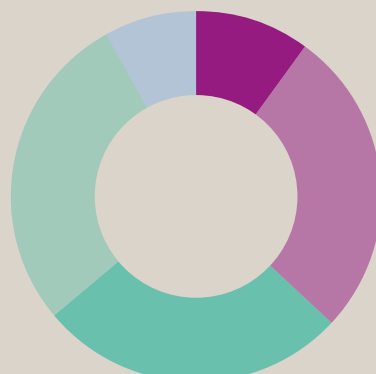
Table 6: WPBM Services 2018-19

Activities	2018-19	2017-18	2016-17	2015-16	2014-15
Total counselling sessions	434 sessions	497	470	322	294
Total groups and workshops	102 women	95	114	103	95
New enquiries	103	104	109	102	101
Promotional material distributed	6,147 services and individuals by post, email and website	3,607	2,453	2,218	2,032



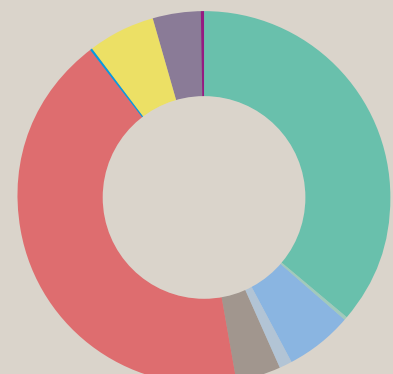
Graph 23: Client Ages 2018-19 (Face-to-face/Skype counselling and Sydney support groups)

20-29 years	9%
30-39 years	15%
40-49 years	26%
50-59 years	24%
60-69 years	19%
70-79 years	4%
Not recorded	3%



Graph 24: Client Financial Situation 2018-19 (Face-to-face/Skype counselling and Sydney support groups)

Pension	10%
Casual	27%
Part Time	27%
Full Time	28%
No Personal Income	0
Student	8%
Not Recorded	0



Graph 25: Presenting Issues 2018-19 (Summary of all categories)

Total Presenting Issues 3328

Addiction	1%
Breast	0
Emotional/mental health	35%
Gynae/urogenital	1%
Legal/financial issues	6%
Other	1%
Physical/medical	4%
Relationships	42%
Reproductive	1%
Social/cultural	5%
Violence	4%

DOMESTIC VIOLENCE

Has someone you know been
a survivor of domestic
intimate relationship or
the way you're behaving
in a relationship is abusive?

Do you want to heal or to change?

Relationships Australia NSW
offers group programs
for people who would like to learn
about healthy relationships, keep
relationships satisfying and

Free CBD,

(18 weeks)
for survivors (8 weeks)

Participate please

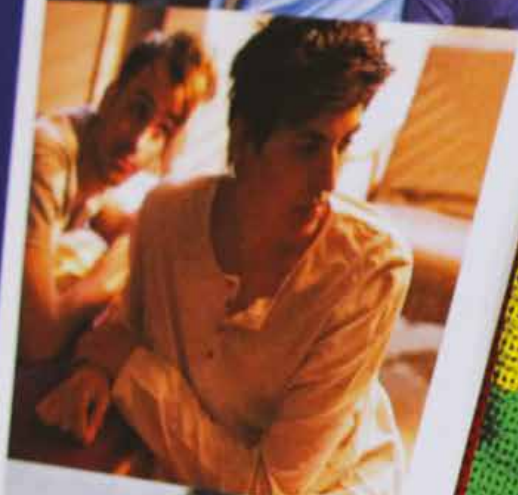
(847)
support groups

at

ra.nsw.gov.au



+SUPPORT



Governance and Operation

Operation

Leichhardt Women's Community Health Centre is an incorporated association with public benevolent institution status. It is managed by a committee of women elected from the community and the manager, Roxanne McMurray. Board members are experienced in risk management, social work, public service, communications, law and finance.

This year the focus of the Board has been monitoring the Strategic Plan and improving the medical clinics' financial sustainability in a way that maximises access for women on low incomes and experiencing violence.

Board of management

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

Staff

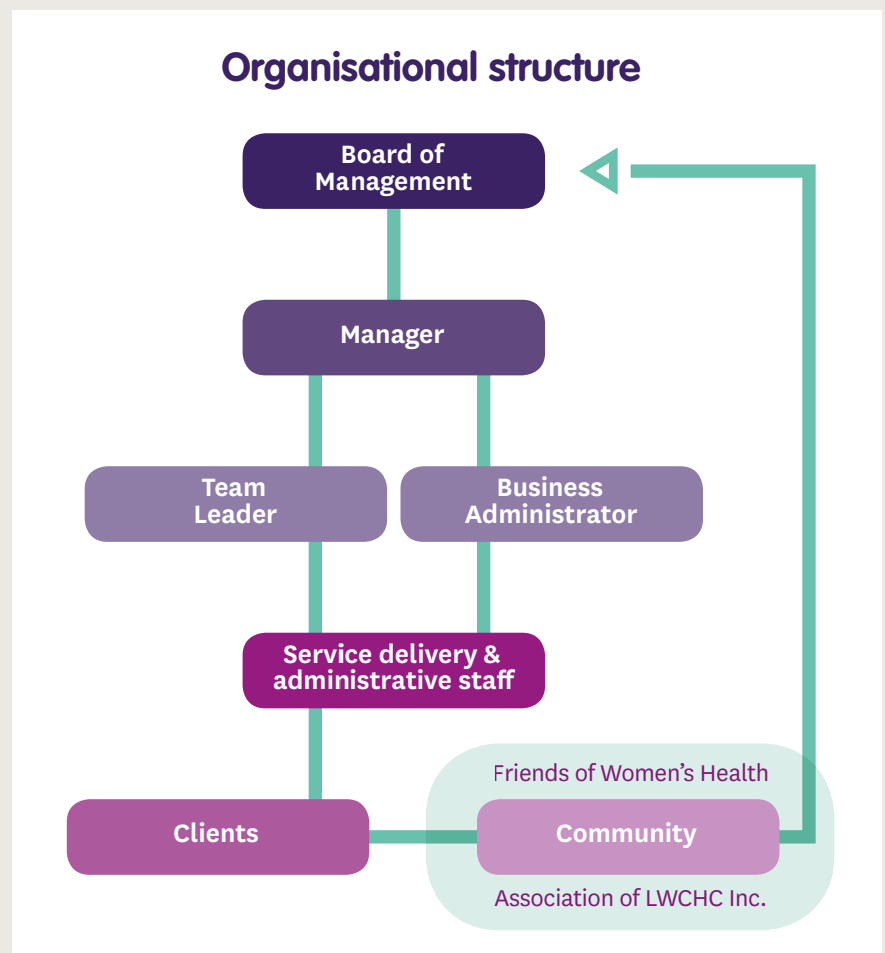
Staff comprise general practitioners, women's health nurse, acupuncturist, naturopath, physiotherapist, counsellors (relationships/domestic violence, drug and alcohol), health educators (generalist and Vietnamese), Women Partners of Bisexual Men coordinator and counsellor, administrative assistants, receptionist, 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 and Domestic Violence Services Australia, psychiatrist Dr Anne Noonan, case management support for Aboriginal women experiencing domestic violence through Marrickville Women's Refuge (completed March 2019) and legal information from Gowland Legal.

Support the centre

Opportunities to support the centre include joining the Association, becoming a 'Friend of Women's Health' (open to men and organisations) or donating money or services/goods. For more details, visit our website or email manager@lwchc.org.au.



Financial Statements

Financial 2018-19	\$
INCOME	\$
Grants received	1,023,809
Services income	115,929
Interest income	17,104
Other income	85,771
Total Income	1,242,613
EXPENDITURE	
Employee benefits expense	902,104
Depreciation and amortization expense	8,387
Rent	34,973
Health promotion and resource development	17,173
Medical/clinical supplies	9,145
IT costs	35,684
Equipment less than \$1000	5,384
Insurance	21,264
Repair and maintenance	24,060
Administrative expenses	125,344
Total Expenditure	1,183,518
Profit for the year	59,095
Total comprehensive income for the year	59,095
Retained Earnings	196,633
Reserves	123,085
Total Equity	319,718

Auditors: Moore Stephens

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



55 Thornley St, Leichhardt NSW 2040

PO Box 240, Leichhardt NSW 2040

Phone: 02 9560 3011

Email: info@lwchc.org.au

Web: lwchc.org.au

Facebook: [/lwchc](https://www.facebook.com/lwchc)

Twitter: [@lwchc](https://twitter.com/lwchc)

LWCHC is a Public Benevolent Institution.

Donations of \$2 and above are tax deductible.

Main funder NSW Health via Sydney Local Health District

© Leichhardt Women's Community Health Centre 2019

