

Leichhardt Women's Community Health Centre Inc.

Annual Report 2008-9



'Leichhardt Women's Community Health centre is a leading practice women's health organisation, and is recognized as having exceeded in:

- Leadership and Management
- Risk Assessment and Management
- Confirming Consumer Rights
- Philosophy of women's health

'And was commended for its:

Comprehensive orientation packages for new Board members & staff
Program for Women Partners of Bisexual Men
Women and Depression Study
Development of a Transgender Policy and
Feminist philosophy based on the social model of health'

QIC Accreditation Review by Quality Management Services, September 2009

During the 2008-9 financial year Leichhardt Women's Community Health Centre provided multidisciplinary, wholistic women's health care on over 24,587 occasions to women, the majority of whom were living in Sydney's inner west and currently experiencing disadvantage or other barriers to accessing health services elsewhere.

Services of Leichhardt Women's

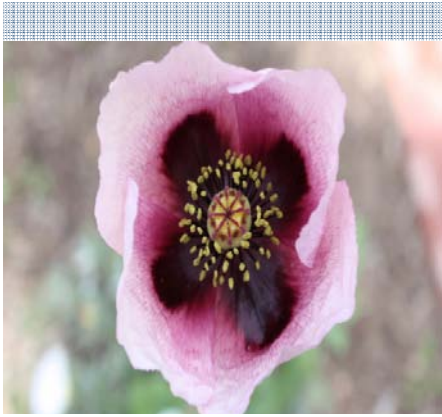
- Medical clinics – general practitioner & women's health nurse
- Complementary therapies – acupuncture, naturopathy and homeopathy
- Counselling – alcohol tobacco and other drugs, generalist, assessment & referral
- CALD specific services – outreach clinics, talks, telephone counselling assessment and referral
- Health education – groups to develop personal skills, information nights and talks
- Professional training – tertiary student placements and talks
- The Women Partners of Bisexual Men Service – the state-wide service providing counselling and support for women whose male partners are same sex attracted/active

In-house partnerships provide:

- Medicare bulk billing psychologist
- Counsellors to assist women experiencing domestic violence and the effects of childhood sexual assault
- Therapeutic massage therapy
- Family law solicitor (up to end 2008)
- Leichhardt Family Support
- Adult Survivors of Childhood Sexual Assault (from Sept 2009)

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Funding & Philosophy

Leichhardt Women's Community Health Centre is a non-government and not for profit women's health service run by women, for women. NSW Health provides the majority of the funding, which is administered by Sydney South West Area Health Service. The centre has five funding programs, three from the NSW NGO grant program: women's health, drug and alcohol and HIV. Medicare pays for the doctors clinics and a minority amount is received from donations and sales.

The centre's multi-disciplinary, wholistic approach to health care takes the 'whole' woman and her life circumstances into account while the safe, knowledge-rich environment encourages women to make informed health care decisions in order to be empowered to live full, healthy lives.

Payment details: doctors services are bulk billed to Medicare (clients: bring your Medicare card with you). Naturopathy, acupuncture and counselling are provided for women on low income. Naturopathy will cost between \$20-\$70 depending on the prescription.

Groups and information nights are provided by donation.
The Centre appreciates a contribution of \$10 per visit (or \$5 concession).

Centre Summary 2008-9 All Programs

Service Type	Occasions of Service
Clinics and counselling all programs*	5120
Women's Health (WH) funded groups & one off education sessions	5594
WH Phone, email client contact by practitioners	449
WH Public events	956
Reception contacts	11,804
Alcohol Tobacco and Other Drugs funded talks & groups	209
HIV funded/Women Partners of Bisexual Men front line	115
HIV/Women Partners of Bisexual Men Sydney-facilitated groups	234
HIV/Women Partners talks	68
Student talks and placements	38
TOTAL	24,587 contacts

73% of women participating in the 2009 Client Survey said the Centre's approaches were the main reason their physical health had improved during the course of their treatment they'd been receiving both at the centre and at external services

76% of women participating in the 2009 Client Survey said the Centre's approaches were the main reason their emotional health had improved

*Includes all practitioners funded by NSW Health and the two not funded by NSW Health: Medicare psychologist and domestic violence/relationships counsellor. Does not include: therapeutic massage clinics, solicitor's appointments or Leichhardt Family Support. Also not included are the occasions 31 women in self facilitated Women Partners groups.

Client Profile*

Analysis of the year showed the centre continues to successfully reach its target groups.

Financial

85% of all clients were on a pension, in part time or casual employment or had no personal income.

82% of women attending clinics and counselling were on a pension, in part time or casual employment or had no personal income. Of these 37% were on a pension. Of the women participating in health education sessions (groups and talks) 88% were on less than \$25,000pa or dependent on another person, of this 68% were on less than \$15,000pa or dependent.

Cultural

48.5% of all clients were from Culturally and Linguistically Diverse background (CALD).

42% of women attending clinics and counselling identified CALD. 55% of women participating in health education were from CALD backgrounds. Women from Asian countries represented the largest proportion of culturally and linguistically diverse clients at 33.5% of the total CALD clients. CALD countries represented included: Vietnam, China, Hong Kong, PNG, Thailand, Burma, Solomon Islands, Cook Islands, Fiji, Bosnia, Croatia, Estonia, Lebanon, Ghana, Ethiopia.

Age

Of clinic and counselling clients, the highest proportion of clients were aged 26-35 years (28%), followed by women 36-45 years (24%), 46-55 years (20%) and 56+ years (15%). 12% of clinic and counselling clients were 18-25 years and women up to 19 years represented 1.3% of new clients.

Of women attending health education sessions: 29.5% were in their 30s, 17.5% were in their 40s, 14% were in their 20s, 11% were 19 or under, 7.5% were in their 60s and 5% were in their 70s.

Location

85% of all clients reside in Sydney South West Area Health Service. 15% lived in the Eastern or Northern suburbs where there is no comparable women's health centre. 87.75% of women participating in health education sessions were from Sydney South West Area Health Service.

**Figures represent the combined Women's Health, D&A and HIV funded clinic and counselling figures and the Women's Health and D&A funded health education sessions. A breakdown of the Women Partners HIV funded services (including its groups) is provided on page 8.*

Women's words...

from the client survey September – October 2009

'The centre has provided me access to services I might have otherwise not have been able to afford and there are also many services available.'

'Never before have I experienced the caring support physically by the women from the centre. Never before have I had the feeling that these people give me – they positively care about my health.'

And...

'The doctor ordered tests no other doctor has bothered to order.'

Clinical Services 08-9

Medical clinics

During the 2008-9 year there were 1774 medical consultations, 1382 for the three doctors and 392 for the nurse. Across the doctors' appointments, depression, anxiety, panic disorders presented most often followed by gynaecological health including pap smears and hormonal issues, then addictions and nutrition. Women presented with a backdrop of social issues the highest being grief and loss, employment/ financial problems and parenting.

Medical staff conducted 372 breast checks and 600 pap smears, at least 59 of which were for first time pap smears or the first in many years.

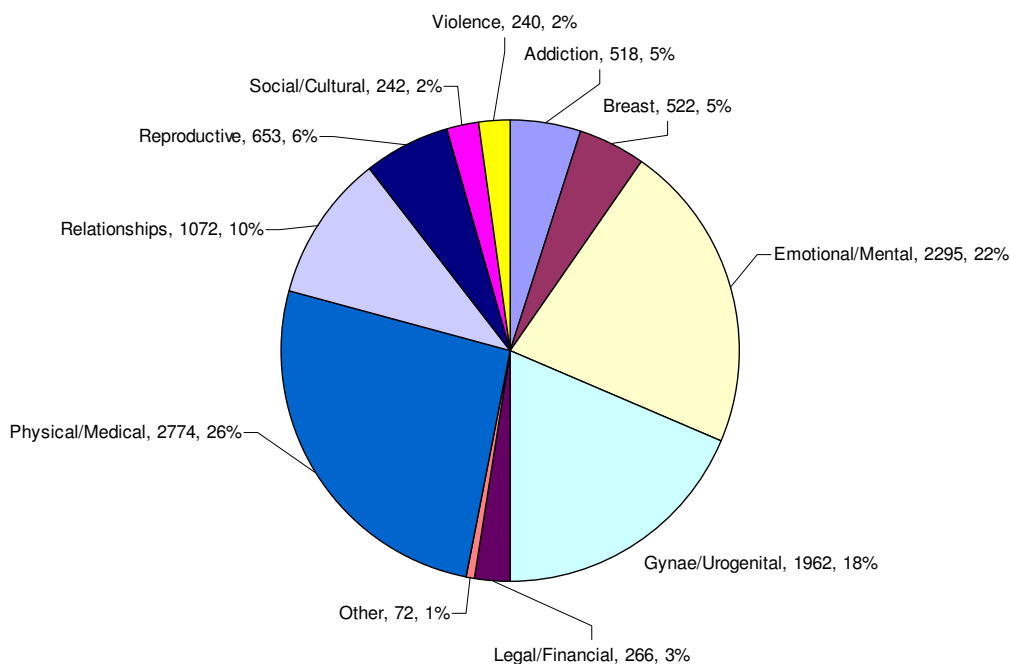
The GPs work with specific women's health issues, often in tandem with the woman's usual GP or another referring health professional. The centre's doctors do not replace the need for a General Practitioner for emergency and general health issues.

Of the **women's health nurse clinics**, cervical screening presented most often, followed by urinary incontinence and pelvic floor exercises, breast screening, contraception and relationship issues.

The well women outreach clinics (predominantly to CALD women) comprised 66% of the nurse's clinical work. This important outreach clinical work continued to be possible through the centre's partnerships with Canterbury Bankstown Migrant Resource Centre, the Australian Migrant English Service at Campsie, Sydney South West Area Health Service, Marrickville's Dr Quang Ngo and Belmore's Dr Patu.

The women's health nurse also conducted groups in childbirth education and health talks on various subjects, including safe sex, sexual health, depression, adolescent health, menopause and, lesbian preconception.

Medical Consultations 08-9 (General Practitioners and Nurse)



Complementary Therapies 08-9

The complementary therapy clinics are for women on low income, ie. women on pensions or sickness or disability benefits, students and women with no income eg. certain visa holders or those experiencing financial abuse.

Women attended 1144 complementary therapy appointments.

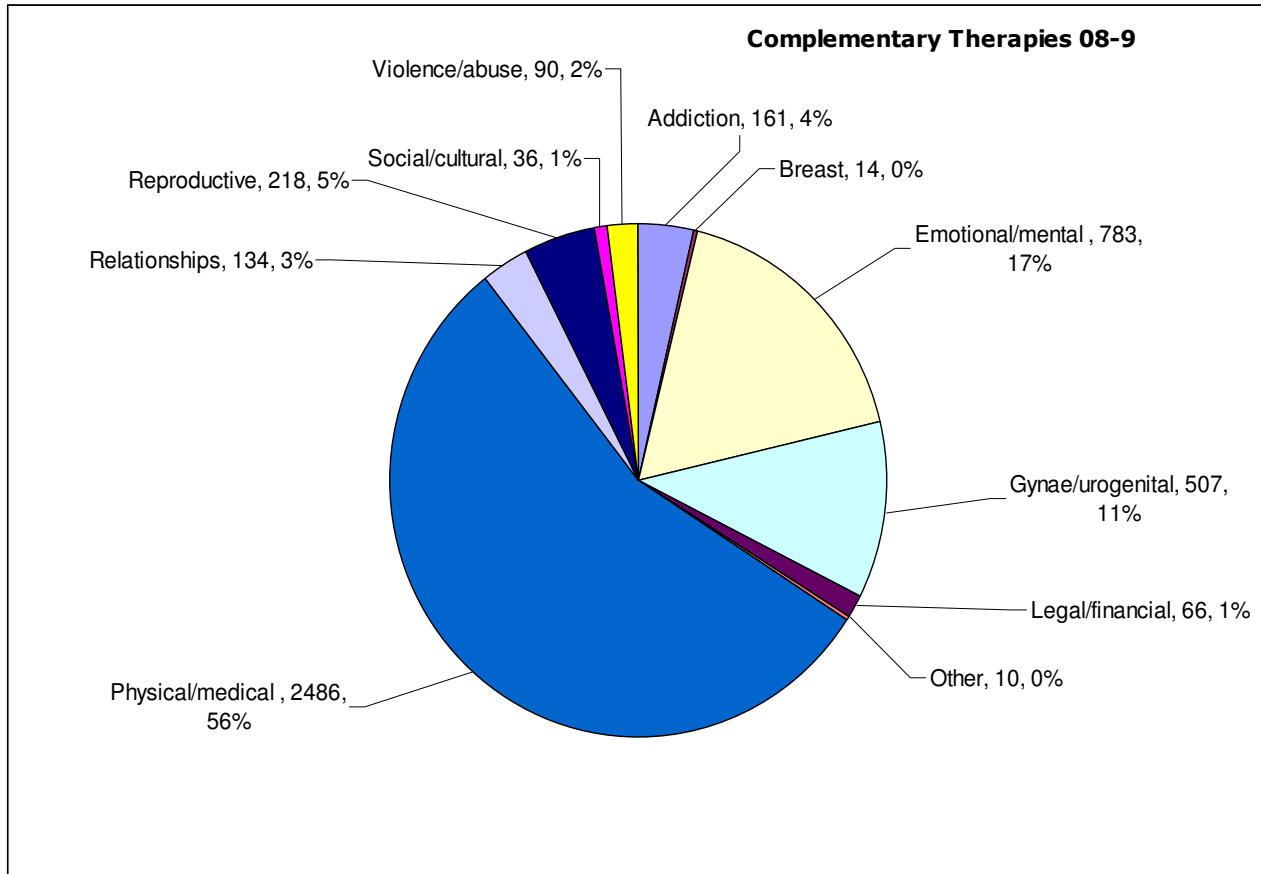
Acupuncture

Of the 717 acupuncture appointments in 2008-9 the top presenting issues were chronic pain (253 consultations), stress (210), depression (131), fatigue (107), acute pain (98) and anxiety/panic disorders (94).

Naturopathy

The highest presenting issues in the 427 naturopathic consultations were stress (233 consultations), digestion & nutrition (219), anxiety (153), depression (134) and gastrointestinal issues (88).

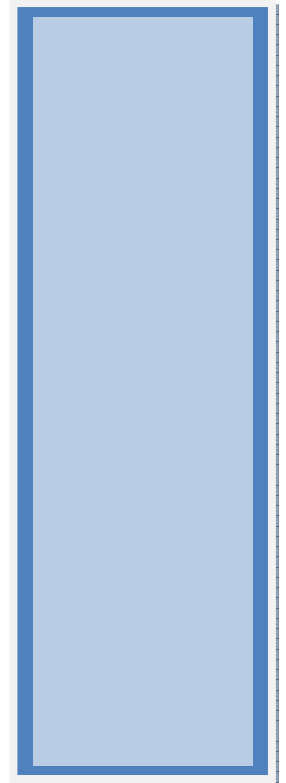
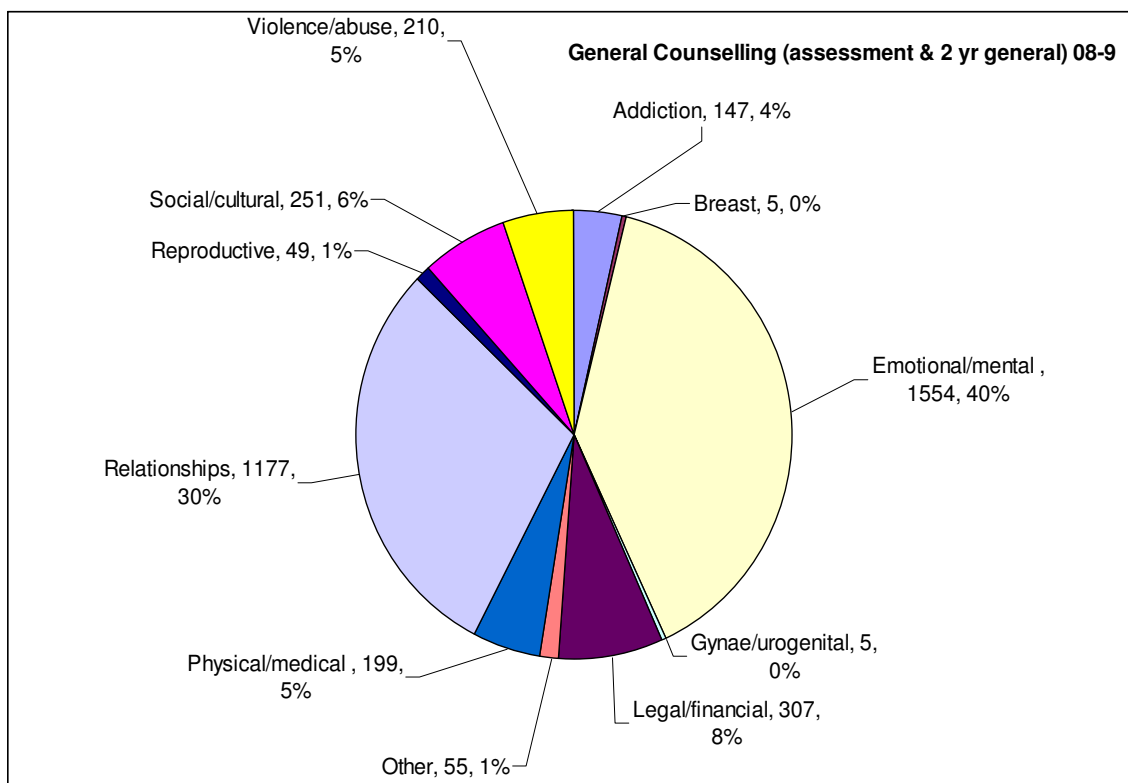
The basis of the naturopaths' work is to provide easy to use information on nutrition and how to eat well on a budget. Herbs and vitamins sourced by the centre are sold at cost price, but this can still be a barrier to women with low finances. Throughout the year, generous donations from Blackmores, Thompson's Mediherb/Phytomedicine, Nature's Sunshine, Flordis, Lifespan, Traditional Medicine Supplies and Pharmafoods have improved many women's access to vitamins and herbal medicine. The centre's partnerships with the Food Distribution Network and OzHarvest together with the unstinting support of Roadwise Transport have provided a very successful and beneficial adjunct to the centre's core services by providing practical schemes for women to have fresh food.



The work in the counselling rooms 08-9

A total of 981 counselling sessions were conducted during the 08-9 financial year. This comprised 'general counselling' comprising assessment & referral in English, Vietnamese and Chinese, general counselling (up to 2 years) and counselling for women experiencing domestic violence (usually up to 6 sessions and unfunded). Other counselling included in this total is drug and alcohol counselling (up to 12 sessions) and the counselling for women partners of bisexual men (duration timed according to client need).

Of the general, domestic violence and Women Partners of Bisexual Men counselling, the highest presenting issues were: relationships (302 sessions), family issues (270 sessions), stress (240), violence (210), loneliness and isolation (204), anxiety (186), depression (175) and childhood issues (172), mental health (136), financial problems (114).



highlights for the year include

The centre having one paper and two posters accepted for the 6th Australian Women's Health Conference to be held in Hobart in May 2010 (visit www.awhn.org.au for details).

The Glebe Vietnamese Women's Support group celebrating its 10th anniversary!

The successful completion of our 3rd accreditation with Quality Management Services

Alcohol, tobacco and other drugs work

A sizeable proportion of the Centre's work addresses substance use issues, and the ATOD service (comprising two part time Drug & Alcohol workers) complement the work of the other staff and ensure the Centre has a specific and trained focus towards women who are experiencing disadvantage seeking support due to their substance abuse issues. The ATOD specific work includes how to quit or reduce tobacco use, support with reducing prescription medication abuse and women also attending regarding the substance use of their partner or someone significant in their life.

In the 279 counselling appointments and 30 telephone calls conducted by the centre's ATOD workers, the highest presenting issues were: substance addiction (449 presenting issues representing multiple substances for many women), self esteem (228), anxiety (208), relationships (204), loneliness/isolation (198), family issues (148), childhood issues (147) and employment/financial issues (135).

63% of counselling clients indicated another level of disadvantage other than financial: 26% single parents; 16% lesbian or bisexual; 26% CALD; 14% disability. Numerous clients experienced multiple disadvantage.

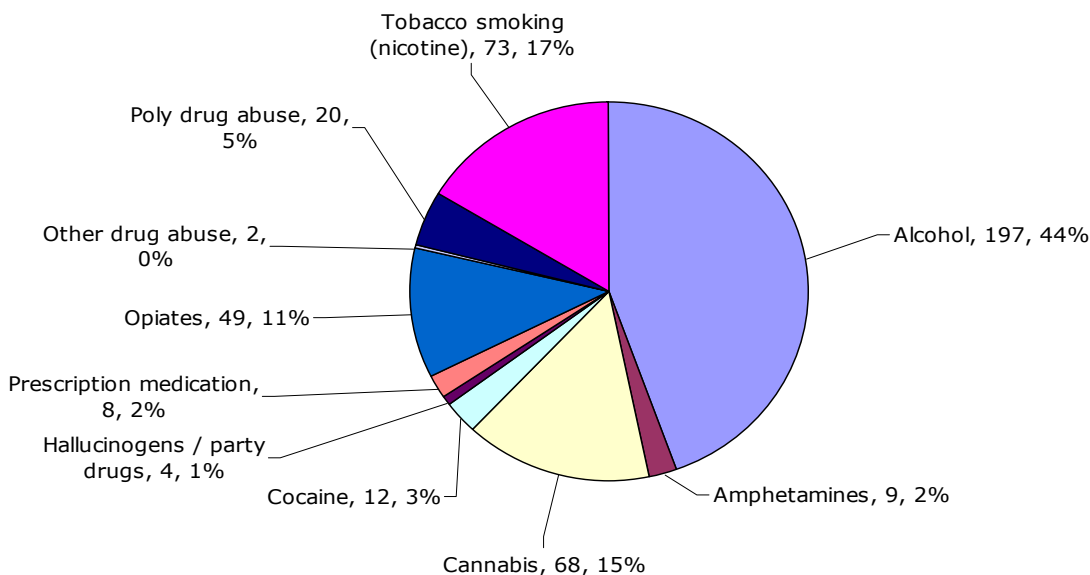
The ATOD workers also conducted 8 ATOD specific health education sessions and groups reaching 88 women. Topics included: Relapse Prevention; Relaxation and Smoking Cessation with Acupuncture.

82% of women attending health education had an annual income of less than \$15,000 or were dependent.

	D&A workers	All other staff
Alcohol	197	295
Opiates	49	52
Poly drug use	20	77
Cannabis	68	87
Tobacco	73	233
Amphetamines	9	41
Gambling	7	17
Prescription Meds	8	9
Hallucinogen	4	3
Cocaine	12	11
Other drug abuse	2	7
Impacted addiction	74	87

All presenting issues are collated from occasions of service

Alcohol Tobacco & Other Drugs Counselling Addictions Breakdown 08-9



Women Partners of Bisexual Men Service 08-9

The NSW Women Partners of Bisexual Men Service experienced continued demand for counselling, support groups and information. The service's counselling, which is solution-oriented, and a strength-based approach, reached a record high. Most sessions were between 2-10 sessions, depending entirely on the woman's circumstances and expressed needs. Three groups were conducted over the year with the third group trialling a new 10 session program instead of the previous 12 sessions. The aim of all groups is that they will transition from being facilitated by staff to self-facilitated or at least providing an informal network of ongoing support.

The service continued to distribute 'His Secret, Her Story', a book of women's experiences published in 2008 which is the first Australian publication of its kind; the website continued to overtake referrals from other services as the main source of information and referral for new women and The Good Weekend magazine published by The Sydney Morning Herald and Melbourne Age carried a story 'Fairytale Marriage' detailing the experiences of clients of the service. This led to an unprecedented level of new enquiries from across NSW and also interstate. Another achievement included the service being accepted to present a paper at the 6th Australian Women's Health Conference, to be held in Hobart in May 2010, on the need for a publicly funded information and support service, based on the Leichhardt model, in every Australian state.

	08-9	07-8	06-7	05-6	04-5
Total counselling sessions conducted*	237	191	192	118	67
Face to face	78	27	23	40	17
Telephone	115	133	154	59	36
Email	44	31	15	19	14
Total groups & workshop participants	54	64	65	32	45
Sydney group	23	17	14	6	8
Regional & Sydney self-facilitated groups	31	31	31	26	17
1 day workshop (July) <i>not held due to high counselling number and limited resources</i>		16	17	-	21
1 day workshop for rural women (Sept)	"	"	3	-	-
Front line contacts - initial contact, brief intervention & reading material requests	115	77	78	72	no record
Newsletter distribution (x1)	174	149	124	103	83
His Secret, Her Story distribution-					
NSW services	649	465			
individuals	432	76			

Staff also conducted training talks reaching 106 health professionals, individuals in community groups and students.

Of the women attending counselling appointments and Sydney support groups:

Financial

33% were part time employed, 33% were on a pension, 10% were financially dependent on their male partner and 24% were employed full time.

Age

36% of women were 46-55years, 34% were 36-45years, 24% were 26-35years, and 7% were 56-65years.

Location – of the women attending counselling and Sydney-based support groups and telephone counselling:

30% of women reside on the North Shore, Northern Beaches or Central Coast; 20% were in the inner west and South Western suburbs reaching to Campbelltown and Bowral; 14% were from Parramatta, Blacktown and Penrith reaching to the villages in the foothills of the Blue Mountains; 13% were from the eastern suburbs and Illawarra; 4.6% were from the NSW North Coast, 1.3% were from Greater Western NSW and this year, 14% were from interstate (due mostly to the article appearing in the Melbourne Age's Good Weekend article and visits to the website)

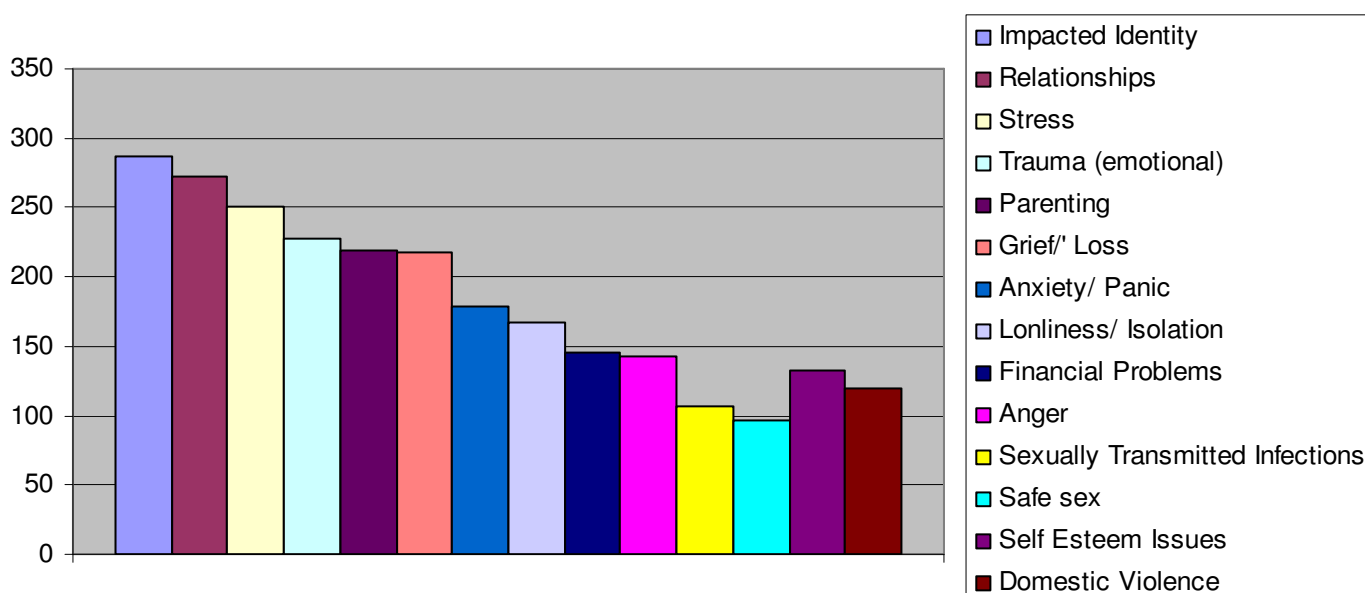
90% of women attending support groups and surveyed in counselling reported increased self esteem and confidence in their abilities as a result of attending

81% of women attending groups surveyed in counseling reported increased knowledge of sexually transmitted infections and how to protect against them

Visit us at
www.lwchc.org.au/womenpartners

Women Partners of Bisexual Men Service 08-9

Highest Presenting Issues in Counselling (face to face and telephone)
2008-9



Gloria Garton

20 August 1919 - 31 January 2009

This year Leichhardt Women's lost one of its founders and a great support. Gloria Garton was one of the women who agitated for Australia's first women's health centre and has had a close involvement throughout the centre's 35 years to date.

During World War 11 Gloria left her career at the AMP to become a union organizer recruiting women into male-dominated industries. It was there Gloria became aware of the hardship and other difficulties women faced when finding themselves pregnant, and as she said, 'not particularly wanting to be'. In response, Gloria would assist women make arrangements with a good doctor. After the War, Gloria continued to assist women and later became involved with Control – a network of women who would provide pregnancy counselling and referral during the days abortion was highly illegal and potentially dangerous (both legally and in terms of health consequences).

Gloria was involved with Leichhardt Women's from its inception. She attended the meeting where the decision was made to apply for Federal Government funding for a women's health centre and she was present throughout the Centre's years as a collective through to after it transition to a management structure. After leaving the management of the centre Gloria remained involved, attending every event and, when asked, giving her modest and always wise counsel. She has been instrumental in insuring the continued stability of the centre as a long-standing Director of the Women's Health and Resources Foundation – the owner of the Leichhardt and Liverpool centres' buildings.

Gloria's community activism and active mind extended into the wholistic view of health. For many years Gloria was chair of Leichhardt Community Transport and advocated for public housing tenants as a Board member of Shelter and through the Public Tenants Association.

Gloria was a delightful person – funny, kind, thoughtful, passionate and dignified. The women of Leichhardt Women's and the community it serves is indebted to her.

2006-11 Strategic Plan - Update on Special Projects

Progress made up to 2009

Depression Research Project – researching the efficacy of the women's health approach in identifying & treating depression

- Investigations into potential partnerships for a new phase of the research in 2010 are underway.
- LWCHC was invited onto the steering committee for the Women's Health NSW Depression Research Project in 2008 to develop a State-wide resource articulating women's experience of depression and the women's health approach. The expected publication date is 2010.

Hepatitis C Clinical Trials

- This year the centre's Naturopath drew closer to completing her PhD research into herbal formulas effective in the management of the harmful effects of Hepatitis C and its treatments. The naturopath also this year co-wrote a chapter on Natural Therapies and Hep C which was published in a major text *Hepatitis C – An Expanding Perspective*, September 2009.

Well Women's Outreach Clinics

- The Well Women's Outreach clinics continued to be well utilized by women living around Campsie, Marrickville and Belmore and maintained their wholistic approach to community nursing with presenting issues including cervical screening, breast checks, depression/anxiety, settlement issues, housing and domestic violence.

Nutrition Project

- Our partnerships with The Food Distribution Network and Roadwise Transport continued to provide the weekly fruit and vegetable box scheme. The protocols regarding the criteria were reviewed during the year which has seen new women come onto the scheme. The private funding provided by Eastgardens for this valuable service will expire by February 2011, requiring an alternate of funding to be found as a priority next year.
- This year OzHarvest continued its second consecutive year of weekly deliveries of food which has been of benefit to many women who've taken the opportunity to drop in once a week to check out what's available and for the women attending the Thursday evening groups.
- The centre continues to monitor funding avenues for diabetes prevention. Physical activity groups such as *Movement with a Difference* as well as specific health education sessions on diabetes prevention also assist with raising awareness of risk factors.

Reproductive Health Rights Project

- The Centre continues to be concerned about the costs of terminations for women on low incomes. In NSW abortions are most often carried out in private clinics and the clinics require a Medicare card plus an average cost of \$300-350 upfront for a pregnancy up to 12 weeks. Women on low incomes, women without credit cards, women with no access to their own money (eg. those in domestic violence), students and refugees find it difficult to afford a timely termination.
- The manager continues to participate in lobbying for a state-wide all options pregnancy information and referral service and is a Director of the Bessie Smyth Foundation.
- The centre welcomes donations to contribute towards assisting local women on low incomes who are have decided on, but cannot afford, a termination. If you're in a position to give financially, please email: manager@lwchc.org.au
- The centre's nurse is a Board member of the Australasian Sexual Health and HIV Nurses Association Inc. and is the editor of the ASHNA magazine.

Women and Violence Project

- The centre's partnership with Kristin Dawson, who has been providing in-house counseling for women dealing with the impact of domestic violence, entered its second year.
- The centre is a member of the local Leichhardt Marrickville Domestic Violence Liaison Committee and has also taken over the auspicing of the Committee's finances.
- In April 09, the centre's manager was involved in the writing of the Women's Health NSW submission to the NSW Domestic & Family Violence Strategic Framework Discussion Paper
- Staff continued to attend youth refuges and other services attended by young women to raise awareness of the existence of women's health centres and their services.

2006-11 Strategic Plan - Update on Special Projects

Progress made up to 2009

Domestic Violence Research Project

- This project was to be in partnership with the University of Newcastle Australian Longitudinal Study on Women's Health but has not eventuated due to lack of funding.

Women & Gambling

- During 2008 a social work student on placement conducted research into the incidence of women and gambling. This research will inform future work.
- Staff who attended training on Understanding Problem Gambling and Beyond Smoke & Mirrors (re. working with problem gamblers) provided in-service training to their colleagues.

Women and the Legal System

- This project will aim to gather information on service availability and provision for women impacted by incarceration. No progress as yet on this project.
- During the year we unfortunately we lost our family law solicitor Anna D'Addona when she moved to another firm. Anna, and her temporary replacement Susanna, provided a very valuable adjunct to the centre's health services and we will continue to look out for opportunities to enter into a new partnership with a new legal firm.

Young Women's Project

- Two valuable partnerships in particular have deepened this year and we thank the RPAH Aboriginal Women's Group, the Young People's Refuge and the Dad's group at Creating Links for the spirit with which they've been in partnership with us. In one way or another, these three, and other similar relationships, have assisted us reach and resource young women.

Continuous Quality Improvement through QMS accreditation

- In September 2009 the centre underwent its 3rd Accreditation review with Quality Management Services. This involved completing the 2006 CQI workplan, updating the Centre's policies and procedures manual and generally ensuring our systems reflect currently accepted best practice. We're awaiting the final report from QMS however early feedback has been extremely positive.

Centre Profile development

- Completed and ongoing. The centre's websites continued to be well utilized, with a total of 20,188 visits and 178,282 hits for the 12 months from 1 July 2008 to 30 June 2009. The Women Partners website has overtaken external services as the main source of referral.

Staff performance development

- All permanent sessional staff received, for the first time, the first of what will be annual appraisals. This is part of the wider aim of incorporating sessional staff into the centre's communication systems. Other systems included reconfiguring the team structure, streamlining and slightly adjusting the meeting agenda.

Approaches to Service delivery, access and equity

- The Centre continued to proactively seek opportunities, and to respond to requests for, community outreach, including health education and women's health nurse clinics. The Gay and Married Men's Association invited the Women Partners as guest speaker for the second consecutive year
- The centre's staff actively considered improvements to coordinated care and clients' access and progress. As a result, changes have been implemented across all clinics and counseling to ensure women are getting the most from the services the centre can provide, that pathways to enter the service are opened up for new women and that coordinated care is applied consistently across the multi-disciplinary centre.

Direct service provision reaching community needs

The work this year indicated the centre's staff continue to represent the needs of women experiencing financial distress and in need of community support to improve their circumstances.

In addition to the centre's demographics showing 85% of women are on low incomes, data base statistics indicate the wholistic approach taken by staff to improve clients' lives.

As part of this strategic approach, the centre has looked at creative ways to increase the range of services not able to be provided through government funding. The beneficial partnerships have continued with the:

- Medicare registered psychologist
- Therapeutic massage therapist and
- Counselor focusing on domestic violence, and

further breadth has been added through new partnerships with:

- Leichhardt Family Support and
- NSW Rape Crisis conducting counseling for Adult Survivors of Childhood Sexual Assault

For information & bookings
T: 9560 3011

Issues*	occasions of service	
	08-9	07-8
Housing	259	320
Homelessness	55	47
Financial problems	352	417
Employment	223	274
Nutrition	264	230
Access & advocacy eg. individual assistance in dealing with Centrelink, NSW Housing, tertiary & adult learning institutions	119	71
Victims compensation	14	13
Domestic violence	343	222
Sexual assault	44	63
Child sexual assault issues as an adult	184	188
Child sexual assault involving children	76	56
Pregnancy options/ abortion	53	82
Suicide	54	76
Referrals, eg medical specialists, employment/ financial assistance, legal services medical specialists	2211	1612

* does not include front line statistics

The work of Leichhardt Women's is considerably more effective because of the financial and in-kind contributions of businesses. For their support in 2008-9 we particularly thank: Blackmores, Thompson's Mediherb/ Phytomedicine, Natures Sunshine, Flordis, Lifespan, Traditional Medicine Supplies, Pharmafoods, Eastgardens, Spices Health Foods in Norton Street and The Roadwise Transport Group www.roadwise.com.au. We also thank our patient IT contractor Integrity Computers (www.integritycomputers.com.au) and our website designer and host Woofbyte (www.woofbyte.com.au).

Leichhardt Women's thanks you all for your generosity and we wish you every happiness in 2010.

Health Education...

The health education program continued to be a mainstay of the Centre's commitment to increasing women's personal capacity and knowledge.

Across all services, 1227 women attended 111 groups, talks and one-off sessions. All health education – groups, workshops, talks and physical activity sessions – complemented the issues with which clients presented in clinics, the strategic aims of the centre, community needs analysis and clients' feedback.

Groups & workshops

510 women attended 43 groups and workshops across the centre's services. Groups included Meditation, Breathing for Vitality, Childbirth education (both generalist and Chinese culturally specific), Movement with a Difference, Drop in Gentle Yoga, Smoking Cessation with Acupuncture, Relapse Prevention, Learn to Swim for Chinese women and support groups for Vietnamese women and for Women Partners of Bisexual Men.

Of the women's health funded groups:

- 100% of women attending groups reported increased knowledge and 96% said they'd be able to use their new knowledge
- 90.5% of women learnt skills to look after themselves emotionally
- 71.25% of women intend to keep in contact with one or more group members
- 90% of women felt respected & accepted in the group
- 80.75% of women learnt skills to look after themselves physically

Of drug & alcohol funded groups:

- 80% of women of women attending the Relapse Prevention group felt more motivated, confident and positive about their life.
- 66% of the women attending the Quit Smoking with Acupuncture had quit or reduced smoking by the end of the four week group

Of the women partners of bisexual men groups

- 100% of participants reported increased understanding of themselves and their personal boundaries
- 71% reported greater ability to protect themselves in a sexual situation, eg. to use safe sex

Talks and one-off sessions

717 people (the majority being women) attended 68 talks/sessions across the centre's three government funded programs and included: Movement with a Difference at RPAH Aboriginal Women's group and refuges, Creating Links Dad's Group for teenage daughters, Women's Health, Vietnamese Antenatal skills, Stress Management & Relaxation, How to Live Happily in the Aging Period, Understanding the experiences of women partners of bisexual/gay men to name a handful.

96% of women attending women's health funded talks reported increased knowledge, 90.5% learnt skills to look after themselves emotionally, 80.75% gained skills to look after themselves physically 100% of women attending alcohol, tobacco & other drugs talks reported increased knowledge as a result of the talk

83% of male partners attending the Women Partners talk reported increased knowledge of the issues experienced by their female partner/former partner

94% of workers attending Women Partners training reported increased confidence to effectively work with Women Partners of gay/bisexual men

Tertiary students on placement included women from: Ultimo TAFE Diploma of Community Welfare; International Dance Therapy Institute of Australia certificate course; UNSW medical student (4th year); UWS Bachelor of Community Welfare; College of Complementary Medicine NSW (art therapy); Australian College of Applied Psychology (counselling); and talks to 15 Ultimo TAFE Diploma of Community Welfare and 18 Pre-Med students from the International Scholar Laureate Program.

Front line services 08-9

A total of 11,804 front line contacts were recorded, representing enquiries and general traffic over the Centre's main front desk telephone and email.

Front line phone calls – information and referral (key areas)

	08-9
General operational Services / clients appointments	1498
Services / group enquiries & referrals	3835
Calls to staff	761
Legal information	1479
Retail	31
Enquiries & referral domestic violence & sexual assault	393
Crisis intervention/ counselling	32
	37

The centre's staff participated in numerous **community development and health promotion activities** with the dual purpose of raising awareness of women's health issues and community awareness of the Centre.

Some highlights are:

- ✚ Ultimo TAFE Expo
- ✚ White Ribbon Day stall at Leichhardt Marketown with Leichhardt Marrickville Domestic Violence Liaison Committee incl. local police
- ✚ Yabun Festival
- ✚ International Women's Day in Leichhardt, Marrickville & Campsie
- ✚ Acoutsitca Festival
- ✚ Petersham TAFE Information day
- ✚ Reclaim the Night
- ✚ Ultimo Pyrmont Uptown Festival
- ✚ Norton Street Italian Festa
- ✚ Australia's Biggest Morning tea hosted at the centre
- ✚ Balmain Street Fair
- ✚ Lakemba Festival
- ✚ regular facilitation of sessions with the Koori Women's Group at RPAH
- ✚ Walking group for new Mum's along the Cook's River

Client survey 2009

'The centre's motivated me to be more self-determined and actively move towards more positive processes...'

'Safe, considerate, understanding – doesn't have the quick in and out attitude of many medical centres and alternative practitioners'

'Being able to communicate with a woman gave me a certain level of understanding and support and allowed me to persist with finding answers to my health problems.'

Financial & Organisational Details 2008-9

Leichhardt Women's Community Health Centre is a not-for-profit women's health service receiving the majority of its funding from NSW Health via Sydney South West Area Health Service and some independent income through Medicare payments and donations. It is an incorporated association overseen by a Board of Management with 20 staff, most of whom are permanent part time. Each year the cost of operating the service increases, and whilst NSW Health provides a yearly percentage increase to assist with inflation, unfortunately it is not sufficient to keep pace with the actual costs of running the service. This year we have expressed our concerns through NSW Health's Review of Health-funded NGOs that funds should increase to ensure the service can continue to provide essential services to the level expected.

Donations \$2 and above are tax deductible. For a full set of accounts E: manager@lwchc.org.au

Income

Grants Sydney South West Area Health Service 2008-9

Women's Health Program	\$602,800
Drug and Alcohol Program	\$75,200
HIV/AIDS Program (Women Partners of Bisexual Men)	\$53,500

Other Grants/Donations

Ashfield Council Grant	\$1434
NADA NGO Training/Staff development	\$659
Eastgardens Nutrition Fund Donation	\$4838*
Julie Velthuys Fund	\$5200**
NSW Cancer Council	\$1912

Total Grants/Donations \$745,543

Sundry

Release of provisions	\$13,070
Administration fees	\$15,460
Medicare & consultations	\$122,486
Sales	\$29,352
Centre donations & group fees	\$19,904
Rent	\$1,018
Memberships	\$47
Interest	\$23,113
Workers Compensation Payments	\$145

Total Sundry \$224,597

Total Income \$970,139

Expenditure

Wages & on costs	\$694,651
Equipment, maintenance and depreciation	\$20,445
Provisions for future costs	\$79,223
General operating expenses	\$172,927

Total expenditure \$967,245

Surplus for the year \$2894

Accumulated funds brought forward \$52,523

Accumulated funds carried forward \$55,417

* Note 1: part of donation of \$24,000, remainder of funds recorded as grants in advance on balance sheet.

** Note 2: donation funds of \$5200 transferred and recorded on balance sheet.

Board of Management

Muriel Buckeridge
 Lesley Garton
 Salore Craig
 Simone Heiler
 Susan Scherf
 Lynne Jennings (until 09)
 Lindsay Keremidschieff (staff representative)
 Roxanne McMurray (manager)

Staff

manager, business administrator, team leaders (2), women's health nurse, naturopaths, acupuncturists, health educators (Vietnamese, Chinese, Generalist), health promotion officer, Alcohol Tobacco & Other Drugs workers (general and CALD focus), assessment counsellor, general counsellor, cleaner, counsellor Women Partners of Bisexual Men, yoga teacher, general practitioners

Partnerships have added in-house Medicare-registered psychologist, domestic violence counsellor, therapeutic massage therapist, Leichhardt Family Support and Adult Survivors of Childhood Sexual Assault Counselling



2009 Accreditation Review

In September 2009, Leichhardt Women's underwent its third accreditation review with Quality Management Services. The review consisted of three external reviewers spending three days at the centre interviewing board, management, staff and clients and reviewing documents and processes.

In the extensive report, the review team has said 'Leichhardt Women's Community Health centre is a leading practice women's health organisation' ... that 'consistently strives towards excellence as demonstrated by its commitment to quality improvement processes.'

The organization **will be reaccredited as it met all core standards**. In addition, it was recognized for having **exceeded** in:

- **Leadership and Management**
- **Risk Assessment and Management**
- **Services and programs confirm Consumer Rights**
- **Philosophy of women's health**

In addition to the exceeded ratings, the Centre was commended in three other standards as follows:

- ✚ *Human resources are managed to create an effective and competent service – commendation for its **comprehensive orientation package for new staff***
- ✚ *Services and programs are provided in a culturally safe and appropriate manner – Commendation for the **Women Partners of Bisexual Men Service** program and development of a **Transgender policy***
- ✚ *The organization demonstrates it has incorporated and contributes to currently accepted good practice in its field
Commendation for the **Women and Depression Study** and the **Women Partners of Bisexual Men Service***

1974-2009
celebrating 35 years as the
first women's health centre in Australia
and still strong

Leichhardt Women's Community Health Centre Inc.

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www.lwchc.org.au and www.lwchc.org.au/womenpartners

funded by NSW Health

