



Leichhardt Women's
COMMUNITY HEALTH CENTRE

Annual Report

2014-15



Certification No: 13939
Accredited by Quality Practice
Accreditation Pty Ltd

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OUR VISION

LWCHC is actively committed to the rights of all women to access quality health care and to the realisation of better health outcomes for women. The centre does this by providing preventative health and health treatment services which are designed and delivered in an wholistic, integrated way to improve women's quality of life.

OUR MISSION

To provide multi-disciplinary health services to women with a focus on women currently experiencing financial disadvantage. The multi-disciplinary approach to health care recognises the social determinants of health and, in working with women towards improved health, takes the 'whole' woman and her life circumstances into account.

CELEBRATING 2015

International Women's Day



Clockwise: The crowd at International Women's Day celebration organised with Leichhardt Council; IWD organisers; MC Julie McCrossin



International Women's Day/Meredith Schofield

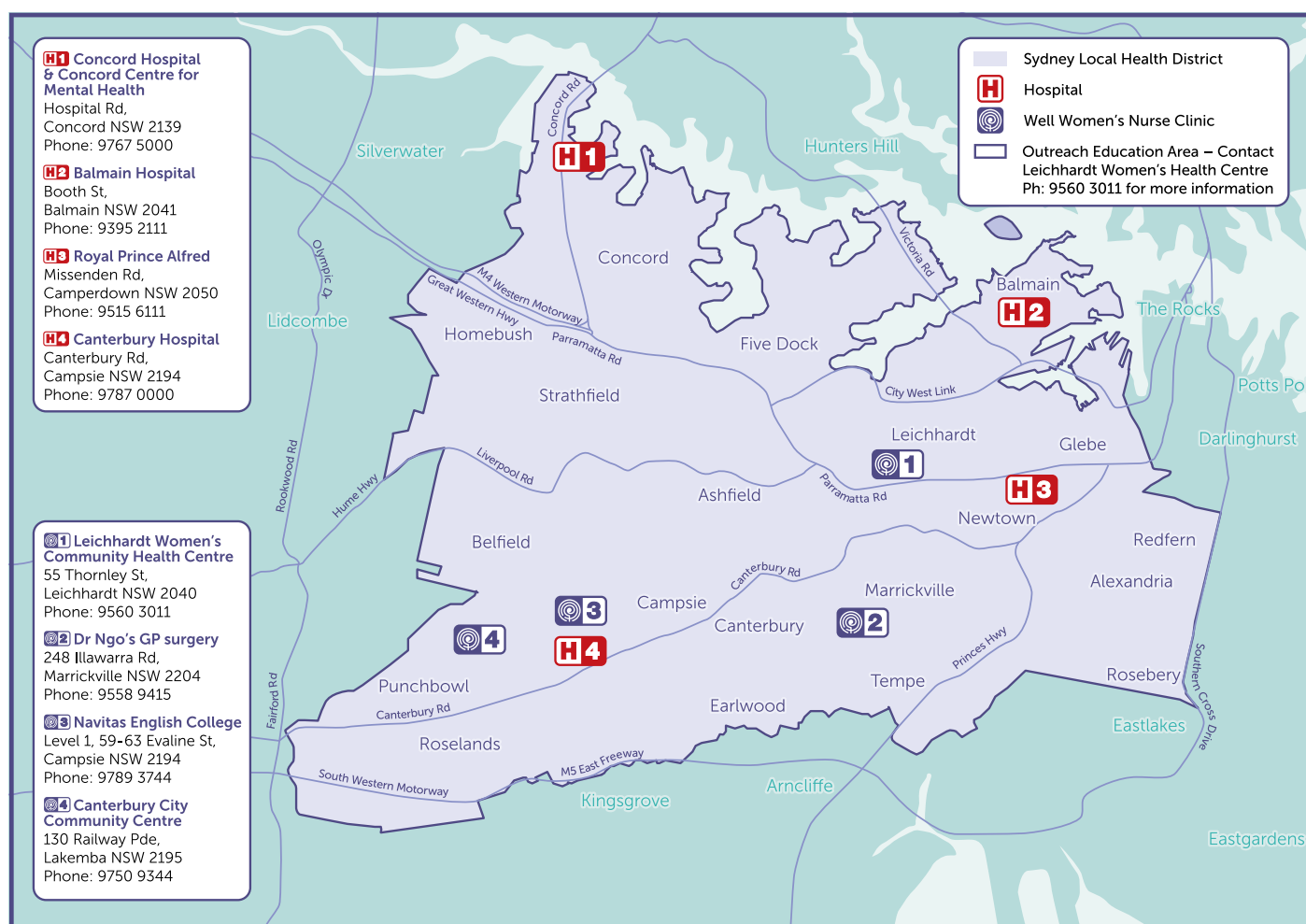
The social determinants of health are the conditions in which people are born, grow, live, work and age. These circumstances are shaped by the distribution of money, power and resources at global, national and local levels. The social determinants of health are mostly responsible for health inequities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

World Health Organisation, 2015

Leichhardt Women's Community Health Centre is a multidisciplinary women's primary health service with four clinic locations, outreach health education provided across eight local government areas and a specialist state-wide counselling service.

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

During the 2014-15 financial year, the centre provided multi-disciplinary health care on over 21,082 occasions to women, most of whom were living in Sydney's inner west and experiencing financial disadvantage.





Our funding

LWCHC is a non-government and not for profit women's health service run by women, for women. Sydney Local Health District NSW Ministry of Health provides **77%** of funding. The centre has five funded programs, three from the NGO grants program: women's health, drug and alcohol and HIV. Medicare bulk-billing funds the doctors' clinics. The physiotherapy clinics and lymphatic drainage massage clinics are subsidised and provided through fees (some physio clients may be eligible for Medicare), and a smaller amount of independent income is received from donations and sales.

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.

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

Payment details

- **Doctors appointments:** Medicare bulkbilled.
- **Acupuncture, naturopathy, drug and alcohol counselling and generalist/relationship counselling:** \$10 or \$5 per visit (and these services are for women living within Sydney Local Health District – see the map on page 4).
- **Naturopathy** costs average \$20-\$80 per visit depending on the prescription provided.
- **Health education:** Fees on a sliding scale with concessions.
- **Physiotherapy and Massage:** Fee paying and a cancellation fee applies. Registered with private health insurance. Eligible women with chronic health conditions may be eligible for Medicare for some physio treatments.



Funded services

- **Medical clinics:** GP & women's health nurse
- **Complementary therapies:** acupuncture & naturopathy
- **Counselling:** drug and alcohol, general/relationship counselling
- **CALD specific:** outreach nurse-run clinics in Lakemba, Campsie and Marrickville; health talks to migrant groups; counselling and groups for Vietnamese women
- **Health education:** education courses to develop knowledge and skills to improve health
- **The Women Partners of Bisexual Men Service:** the state-wide service providing counselling and support for women partners of same sex attracted men.

Fee paying

- **Women's Health Physiotherapy**
- **Manual Lymphatic Drainage Massage Therapy**

In-house partnerships

- **Psychology** registered with Medicare and Victims of Crime Compensation Scheme
- **Counselling for Adult Survivors of Childhood Sexual Assault** in partnership with Rape & Domestic Violence Services Australia
- **Legal Advice Clinics** with Gowland Legal
- **Casework support for Aboriginal women and children** in partnership with Marrickville Women's Refuge

'I feel incredibly safe here and that's rare for me, I don't usually feel safe anywhere. It's meant I can open up, I'm actually dealing with things and I've gone back to work.'

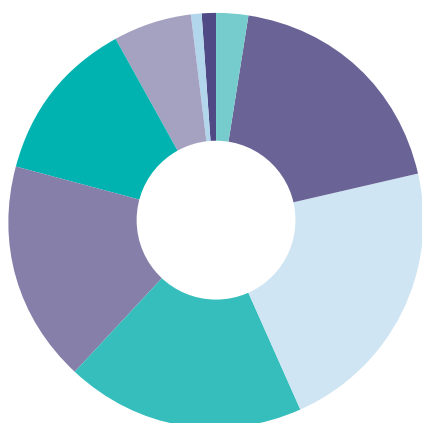
Carla

Table 1: Summary Breakdown of Occasions of Service by the Type of Service 2014-15

SERVICE TYPE	OCCASIONS OF SERVICE
Clinics and counselling all funded programs (incl GPs)	4,409
Women's Health (WH) Health education sessions	2,418
WH Public Events	300
Reception contacts	11,380
Drug & Alcohol (D&A) health education	259
HIV/Women Partners of Bisexual Men Service new enquiries	101
HIV/Women Partners of Bisexual Men Service Sydney facilitated groups	188
HIV/Women Partners of Bisexual Men Service self-facilitated groups	78
HIV/Women Partners training/talks	141
Student placements and orientation (each placement counted only once)	21
TOTAL occasions of service funded by NSW Health	19,295
INDEPENDENT INCOME	
Health Education (art therapy)	126
Physiotherapy and Lymphatic Drainage Massage	466
MEMORANDA OF UNDERSTANDING	
Counselling for Adult Survivors of Childhood Sexual Assault by Rape & Domestic Violence Services Australia	354
Psychologist registered with Medicare and Victims of Crime Compensation Scheme	841
TOTAL OCCASIONS OF SERVICE 2014-15	21,082

Table 2: Summary Breakdown of Numbers of Women by Type of Service 2014-15

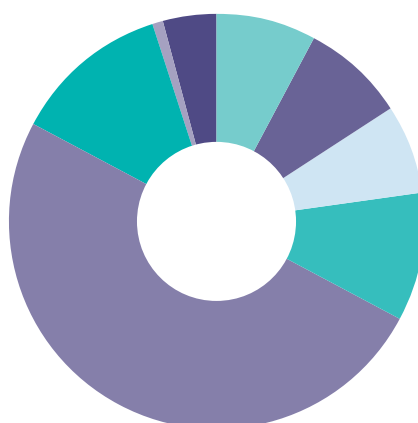
SERVICE TYPE	NUMBERS OF WOMEN
Clinics and counselling all programs	1,187
Women's Health (WH) Health education sessions	815
WH Public Events	300
Reception contacts (not counted here)	-
Drug & Alcohol (D&A) health education	163
HIV/Women Partners of Bisexual Men Service new enquiries	101
HIV/Women Partners of Bisexual Men Service Sydney facilitated groups	23
HIV/Women Partners of Bisexual Men Service self-facilitated groups	78
HIV/Women Partners training/talks	141
Student placements and orientation sessions	21
TOTAL numbers of women funded by NSW Health	2,829
INDEPENDENT INCOME	
Health Education (art therapy and nutrition programs)	24
Women's Health Physiotherapy	136
MEMORANDA OF UNDERSTANDING	
Counselling for Adult Survivors of Childhood Sexual Assault by Rape & Domestic Violence Services Australia (formerly NSW Rape Crisis)	25
Psychologist registered with Medicare, ATAPS and Victims of Crime Compensation Scheme	114
TOTAL NUMBER OF WOMEN PROVIDED WITH SERVICES 2014-15	3,128



Graph 1: Clients Age 2014-15
(Not including WPBM)

LEGEND ↺

<20yrs	2.57%
20-29yrs	19.06%
30-39yrs	21.78%
40-49yrs	18.61%
50-59yrs	17.23%
60-69yrs	12.92%
70-79yrs	5.94%
80+yrs	1.04%
Not Recorded	0.85%



Graph 2: Clients Financial Status 2014-15
(Not including WPBM)

LEGEND ↺

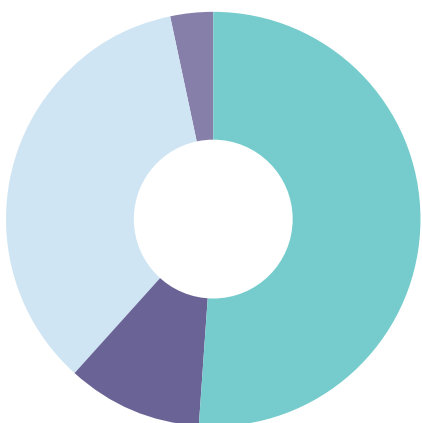
Employed: Casual	8%
Employed: Full Time	8%
Employed: Part Time	7%
Not Employed: Student	10%
Not Employed: Pension	50%
No Personal Income	12%
Other Income (& Not Specified)	1%
Not Recorded	4%

'I was in a really bad situation and I didn't want to live. I tell everyone about this place, it really did save my life.'

Lis

Our clients

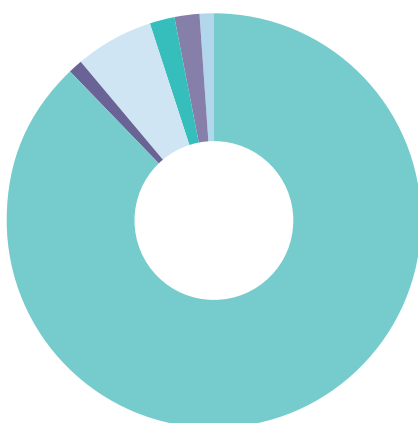
Leichhardt Women's Community Health Centre uses the Women's Health NSW statistical data base which captures 150 issues raised by clients using clinical and counselling services. In 2014-15 a total of **27,235** presenting issues and **4,414** client contacts were recorded by clinical and counselling staff employed through government funding.



Graph 3: Client Ethnicity 2014-15

LEGEND ↺

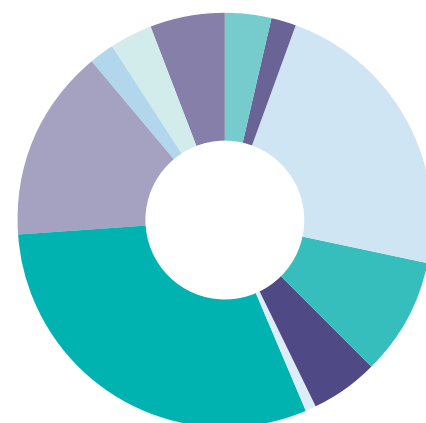
Australia and other English speaking countries	51.25%
Australia Aboriginal	10.50%
Culturally and Linguistically Diverse	35.00%
Not recorded	3.25%



Graph 4: Location by Local Health District 2014-15

LEGEND ↺

Sydney LHD	88%
South Western Sydney LHD	1%
South Eastern Sydney LHD	6%
Northern Sydney LHD	2%
Western Sydney LHD	2%
Not recorded	1%



Graph 5: Presenting Health Issues 2014-15
(All Clinics and Counselling)
Total Presenting Issues: 27,235

LEGEND ↺

Addiction	3.7%
Breast Health	2.1%
Emotional/Mental Health	22.6%
Gynae/Urogenital	9.2%
Legal/Financial issues	5.4%
Other	0.8%
Physical/Medical	30.0%
Relationships	15.0%
Reproductive	2.2%
Social/Cultural	3.2%
Violence	5.8%

Violence Against Women

PREVENTING, CARING IN CRISIS, JOURNEY TO RECOVERY

Responding to and preventing violence against women

Strategies to reduce the incidence and impact of violence against women are incorporated into our work. This year, the centre:

- Ensured medical, allied and complementary health professionals provided multidisciplinary and sensitive care to women recovering from violence.
- Participated in the Sydney Local Health District Domestic Violence Committee and the Leichhardt Marrickville Domestic Violence Liaison Committee which we auspice. Both are focal points for coordinating local strategies for prevention and response.
- Rostered staff at the Newtown and Balmain Courts and provided assistance to 17 domestic violence survivors on court days.
- Provided 'Healthy Relationships' courses to 49 women.

- Worked in partnership to assist survivors including with Rape & Domestic Violence Services Australia and Stepping Out Housing Program, Gowland Legal and our Medicare registered psychologist.
- Continued our advocacy with SOS Women's Services.

SOS Women's Services, established in 2014 to stop the closure of the specialist women's services in inner Sydney, has had continued success. After securing funding for the inner city women's refuges, SOS successfully lobbied the State Government to extend temporary funding for women's services in Cooma, Campbelltown, Marrickville, Port Stephens and Rockdale which was extended to all temporary services and has now also had several key recommendations adopted including a moratorium on competitive tendering until 2020, specialist training for

inexperienced staff in some of the new services and reduction in red tape. We thank the Minister Brad Hazzard for listening and adopting our recommendations.

We are grateful for the support our advocacy efforts have been receiving and thank the people who have donated to assist us and women and children currently living in refuges.

For more information go to:

- www.soswomensservices.com
- [/SOSwomensservices](https://www.facebook.com/SOSwomensservices)
- [@asoswomenservice](https://twitter.com/asoswomenservice)



VIOLENCE AGAINST WOMEN

1,552 occasions of service
356 women provided with care

TREATMENT AND COUNSELLING FOR:
domestic violence, childhood sexual abuse history, adult sexual assault and torture

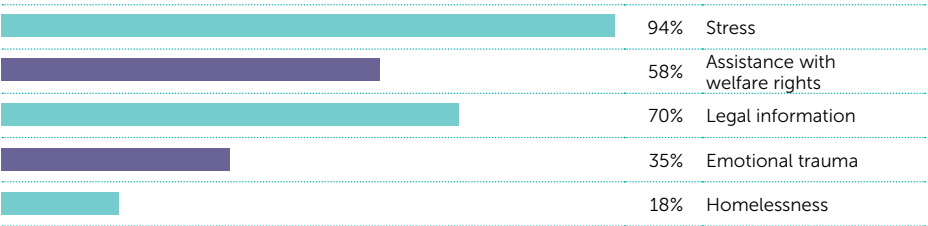
'I didn't choose to be abused as a child, I didn't choose to get medical conditions as a result. They have shown me the light at the end of the tunnel. I can finally see a really bright light for me in the future.'

Katrina

Table 3: Dealing with the Effects of Violence

TYPE OF VIOLENCE	OCCASIONS OF SERVICE 2014-15
Childhood Sexual Abuse	439
Sexual Assault (as an adult)	272
Violence in Childhood (not sexual)	59
Domestic Violence	573
Ritual/Systemic Abuse	16
Trauma/Torture	51
Other Types of Violence	142

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



Graph 6: Domestic Violence Court Support – Total Women Presenting: 17

NSW Health Framework for Women's Health

Our services are designed to address the priorities for women's health outlined in the NSW Health Framework for Women's Health and also the NSW State Plan. We monitor and deliver on the priorities to ensure our work aligns with government objectives and fulfills our mission to provide effective, affordable health care which improves women's lives.

Table 4: How LWCHC has addressed the NSW Health Framework for Women's Health priorities in 2014-15

HEALTH ISSUE	OUR ACTIONS
LIFESTYLE-RELATED CHRONIC DISEASE	<p>During the year we continued to promote healthy lifestyles which are key to prevention and also reduce the severity of chronic and complex health problems.</p> <ul style="list-style-type: none"> ▪ 230 instances of tobacco/quit smoking in clinics ▪ 1,001 instances of addiction being raised in clinics and counselling ▪ 204 women participated in health education specifically designed to eliminate or reduce substance dependency, including Communication Skills; Manage your... (anxiety, depression, anger), Manage your Moods for Relapse Prevention, Alcohol and Families (for Vietnamese women) ▪ As a result of health education alone, 30 women quit smoking and 43 learnt strategies to protect children from passive tobacco smoke.
MENTAL HEALTH & SOCIAL WELLBEING	<p>Mental and emotional health and social connectivity are the second highest presenting issues after physical/medical health issues.</p> <ul style="list-style-type: none"> ▪ There were 6,154 occasions of service on anxiety, depression, stress, post natal depression and other related issues ▪ 133 disordered eating as a presenting issue ▪ 862 social and cultural issues dealt with in clinics and counselling ▪ 61.5% of health education participants intended to keep in touch with one or more participants
NUTRITION AND PHYSICAL ACTIVITY/HEALTHY WEIGHT	<p>Clinics and health education address nutrition, healthy lifestyles, healthy body weight/image. In the year there were:</p> <ul style="list-style-type: none"> ▪ 580 instances of nutrition, 266 instances of weight management and 65 occasions of diabetes as a presenting issue in clinics ▪ 922 instances of nutritional and diet advice and vitamins as services provided ▪ 192 instances of physical movement as a presenting issue in clinics and counselling ▪ Health education included Nutritional and Emotional Health, Gastritis and Gut Health, Self Care Head to Toe, Movement Session for Mums and Bubs, Nia dance therapy and ▪ We continued to provide fresh groceries once a week and our Healthy Food policy ensures at least 80% of food provided at the centre's events is healthy
SCREENING	<p>The centre's medical and nursing staff provide pap smears to women who have barriers to screening and/or who have experienced childhood sexual abuse</p> <ul style="list-style-type: none"> ▪ 395 pap smears conducted and education on pap smears occurred in 674 times ▪ Breast issues were dealt with on 579 occasions ▪ Health education included Let's Talk Women's Health and other programs to women's refugees, homelessness and rehabilitation services.
REPRODUCTIVE & SEXUAL HEALTH	<ul style="list-style-type: none"> ▪ Gynaecological issues were dealt with on 2,505 occasions ▪ Sexually transmitted infections were raised on 319 occasions and safe sex education on 277 in clinics and counselling ▪ Antenatal, contraception and fertility issues on 601 occasions
TOBACCO, DRUGS & ALCOHOL	<ul style="list-style-type: none"> ▪ 1,001 instances of substance dependency raised in clinics and counselling ▪ 352 instances of alcohol dependency as a presenting issue ▪ 91 instances of cannabis, opiates on 90 occasions and amphetamines on 78 occasions ▪ Health education in the general and Drug and Alcohol funded services addressed alcohol dependency and risky drinking eg. Relapse Prevention, Communication Skills Drugs and Alcohol, All I Want is a Good Night's Sleep, Manage your Moods for Relapse Prevention. <p><i>For more information about Drug and Alcohol funded services, see page 14.</i></p>
VIOLENCE	<ul style="list-style-type: none"> ▪ 1,552 occasions of service to survivors of domestic violence (domestic violence, child sexual abuse, ritual abuse, torture and trauma) ▪ All staff are trained in providing trauma informed care <p><i>For more information about the extent of work addressing violence against women, please see page 8.</i></p>



Working partnerships

Collaborating with community members and organisations is essential to our work. This year our team took part in **115 case conferences** to ensure coordinated care for clients with complex needs.

205 partnerships include new arrangements with Guthrie House and We Help Ourselves for us to deliver counselling and clinics from their premises and Marrickville Aboriginal Women and Children's Crisis Refuge and Gowland Legal to deliver new services from the centre. Other partnerships that have continued and have expanded our ability to reach women trying to overcome significant issues in their lives include our agreements with Rape & Domestic Violence Services Australia and Stepping Out Housing Program to provide counselling for clients affected by long term impacts of childhood sexual abuse; our in-house psychologist Madhu Misra who is registered with Medicare, Victims of Crime Compensation Scheme and ATAPs; the health education we deliver to We Help Ourselves and nurse clinics with Metro MRC, Navitas and Canterbury City Community Centre.

1501 referrals were provided to GPs, medical specialists, allied health, counsellors, Breastscreen, sexual health clinics, family support services, women's refuges, police, hospitals, legal and employment services.

Donations to LWCHC are used to ensure disadvantaged women can access the care they require.

'The centre's doctor diagnosed my problem after years of other places misdiagnosing or saying I was imagining it. She just kept looking and looking until they found my problem.'

Phuong

Acknowledgements

Thank you to all our supporters! Financial and in-kind donations have helped improve many women's lives. Our special thanks to: Integria HealthCare, BioMedica, Flordis, FIT Bioceuticals, OzHarvest, Enmore Aqua Aerobic Club, Catnerbiry Men's Shed, donors to the Lisa Macdonald Learning Fund, Gowland Legal, Incremental Strategy, donors to SOS Women's Services, all of our partner organisations, Leichhardt Council, our main funding body NSW Health and Sydney Local Health District, and The Women's Health and Resources Foundation for their ongoing support.

Learning environment

In 2014-15 the Centre hosted **eight** tertiary students on placement studying for careers in Medicine, Social Work, Counselling, Nursing and Naturopathy. Placements included University of Sydney (USyd) Medicine (3rd year), Masters of Social Work (post graduate 1st year), Social Work (4th year), Nursing (1st year); Macquarie University Social Research (3rd year); Australian College of Natural Therapies (3rd year) and University of Technology Journalism students.

Staff attended **13** professional development programs which included Working with Adults Sexually Assaulted as Children (ECAV), Women's Health Update (UNSW), Diploma of Project Management, Cert IV in Training and Assessment, DVCAS Court Support Forum, Eating Disorders E-Learning, Acceptance and Commitment Therapy, and Ear Acupuncture.

Engaging the community

HEALTH EDUCATION PROGRAM

The health education program is delivered across eight local government areas and has a strong focus on prevention, early intervention and skills building to self-manage chronic conditions. The group setting environment supports participation and social connection.

Health education focuses on key topics for wellbeing and provides women with resources to increase skills and knowledge to improve their health.

See page 12 for more details on this service.

METHODS OF COMMUNICATION

We focussed on improving the effectiveness of our electronic communications platforms by launching new websites and expanding our Facebook community and Twitter audience.

www.lwchc.org.au

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

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



Graph 7: Website traffic generated on our website between 1 July 2014 and 30 June 2015



Our effectiveness

- **98%** of clients surveyed in the Centre's new outcomes evaluation reported improvements due to receiving treatment
- **99%** of women attending clinical and counselling appointments presented with multiple health issues
- **96%** of Women Partners of Bisexual Men Service counselling and support group clients reported increased self-esteem and ability in decision making
- **95%** of Women Partners of Bisexual Men Service counselling and support group clients reported increased awareness of strategies to negotiate safe sex
- **84%** of Drug and Alcohol service clients reported increased awareness of harm reduction principles
- **99%** of women participating in health education programs reported increased knowledge
- **70.5%** of participants of ongoing health education learnt skills to look after themselves physically and **87.5%** learnt skills to look after themselves emotionally
- **84%** of health education participants felt more motivated, confident and positive about their lives
- **77%** of health education participants felt more confident about communicating their needs to others

- **95%** of health education participants felt respected and accepted in the group
- **491** new appointments were conducted for clinical and counselling services
- Each of the **eight** tertiary students on long term placements reported increased knowledge of the social determinants of health and how to use their new knowledge to benefit future clients

Quality assurance & new achievements

- Maintaining accreditation standards with the RACGP, which recognizes our standard of care and qualifies clients for Medicare and Closing the Gap initiatives
- Monitored the efficacy of strategies for access to the GP clinics
- Commenced a partnership for legal advice with Gowland Legal
- Created a new partnership with Marrickville Women's Refuge for Aboriginal women to access casework assistance to deal with domestic and family violence
- Updated our communications strategies to increase our social media reach
- Increased our health education programs at Lakemba

94% of all women using services were **completely satisfied** with the services at the centre

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



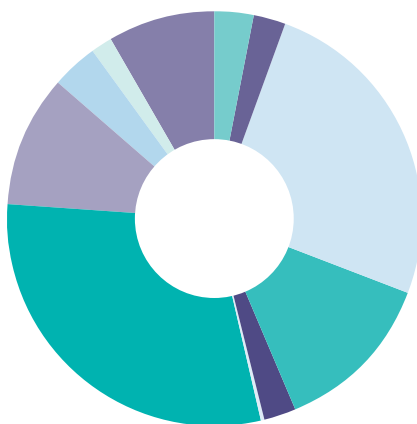
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Medical clinics

The medical clinics comprise:

- GP clinics
- Nurse clinics

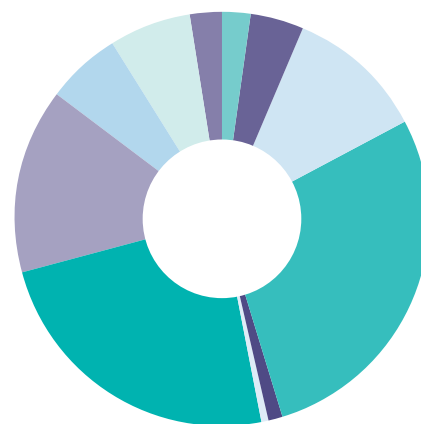
Nurse clinics are conducted in Leichhardt, Lakemba, Campsie and Marrickville.



Graph 8: Doctors Clinics Presenting Issues 2014-15
– Total Presenting Issues: 4,339

LEGEND ↺

Addiction	3.27%
Breast	2.47%
Emotional/Mental	25.10%
Gynae/Urogenital	13.04%
Legal/Financial	2.37%
Other	0.07%
Physical/Medical	29.87%
Relationships	10.35%
Reproductive	3.62%
Social/Cultural	1.54%
Violence/Abuse	8.30%



Graph 9: Nurse Clinics Presenting Issues 2014-15
– Total Presenting Issues: 4,459

LEGEND ↺

Addiction	2.31%
Breast	4.13%
Emotional/Mental	10.85%
Gynae/Urogenital	28.08%
Legal/Financial	1.17%
Other	0.58%
Physical/Medical	23.91%
Relationships	14.42%
Reproductive	5.92%
Social/Cultural	6.26%
Violence/Abuse	2.37%

GP CLINICS

1,180
appointments
conducted

633
women provided
with care

NURSE CLINICS

340
appointments
conducted

396
women provided
with care

Counselling

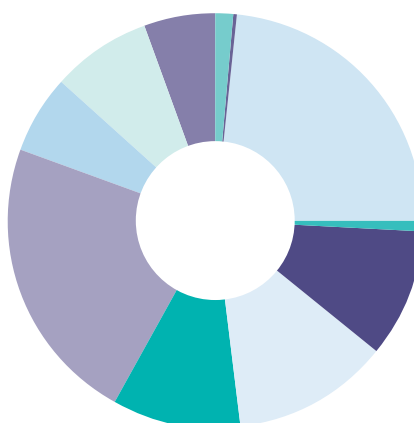
Counselling services at LWCHC comprise:

- Generalist assessment counsellor (Women's Health Program)
- 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 partnerships with psychologist Madhu Misra and Rape and Domestic Violence Services Australia

Counselling for the drug and alcohol service and Women Partners of Bisexual Men is reported separately on pages 14 and 16.

COUNSELLING

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



Graph 10: General Counselling Presenting Issues 2014-15
– Total presenting issues: 1,293

LEGEND ↺

Addiction	1.47%
Breast	0.39%
Emotional/Mental	23.36%
Gynae/Urogenital	0.70%
Legal/Financial	10.05%
Other	12.14%
Physical/Medical	10.21%
Relationships	22.43%
Reproductive	6.03%
Social/Cultural	7.73%
Violence/Abuse	5.49%

Health education

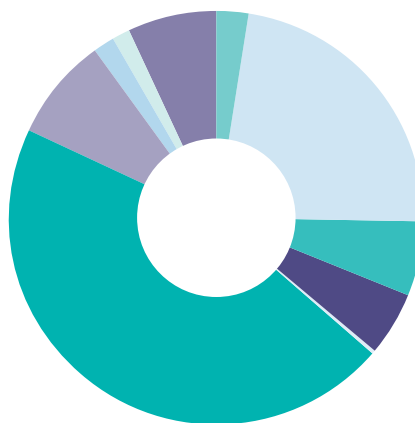
Health education programs are designed to prevent health problems, intervene early to reduce the severity of problems and build women's capacity to manage their own health. The group settings support participation and social connection. This year a total of **1,129** women attended health education programs. These were mainly conducted by the three health educators and also by the nurse, physiotherapist, drug and alcohol worker and naturopath.

Courses conducted included: Improving Your Pelvic Floor and Continence, Healthy Relationships, Sex in the City, Nia Dance Therapy, Jog My Memory, Feeling Good About Being Relaxed, Healing Qigong, Meditation, Manage Your Moods, Art Therapy, Parents Support Group and Gentle Yoga.

Complementary therapy clinics

The complementary therapy clinics comprise:

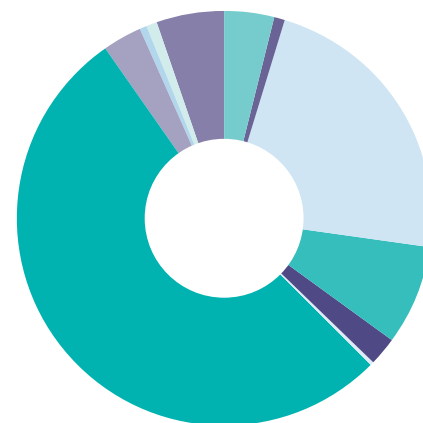
- Acupuncture clinics
- Naturopathy clinics



Graph 11: Acupuncture Presenting Health Issues 2014-15 – Total Presenting Issues: 3,290

LEGEND ↺

Addiction	2.71%
Emotional/Mental	22.74%
Gynae/Urogenital	5.96%
Legal/Financial	4.77%
Other	0.12%
Physical/Medical	45.81%
Relationships	8.02%
Reproductive	1.64%
Social/Cultural	1.48%
Violence/Abuse	6.75%



Graph 12: Naturopathy Presenting Health Issues 2014-15 – Total presenting issues: 4,011

LEGEND ↺

Addiction	4.02%
Breast	0.80%
Emotional/Mental	22.56%
Gynae/Urogenital	7.83%
Legal/Financial	2.19%
Other	0.07%
Physical/Medical	52.95%
Relationships	3.07%
Reproductive	0.57%
Social/Cultural	0.72%
Violence/Abuse	5.22%

ACUPUNCTURE CLINICS

534

appointments
conducted

117

women provided
with care

NATUROPATHY CLINICS

389

appointments
conducted

168

women provided
with care

The essential elements for good health

The Centre recognises the superiority of the social determinants of health framework in achieving and maintaining good health. These figures relate to women in the most difficult personal circumstances. To gain a full picture of the complexity of women's circumstances this data can be viewed alongside the presenting health issues, income demographics and evaluative information.

Table 5: Services provided at Leichhardt Women's Community Health Centre for women in need 2014/15

OCCASIONS OF SERVICE	2014-15	2013-14	2012-13	2011-12	2010-11
Housing issues	289	341	293	299	221
Homelessness	94	106	91	81	50
Financial problems	450	406	428	434	297
Employment issues	315	333	319	344	220
Nutrition	580	575	757	818	358
Social isolation/ loneliness	499	445	570	509	332
Suicidal ideation	30	61	60	84	60

Drug and alcohol services

Drug and alcohol issues are addressed across the centre’s services but the Drug and Alcohol funded service provides specifically targeted counselling, health education and promotion on substance dependency issues.

Target group: Women in Sydney’s inner city and inner west who are low income and:

- Using illicit and legal substances in a harmful, risk-taking manner.
- Impacted by someone else’s substance use.

DRUG & ALCOHOL COUNSELLING

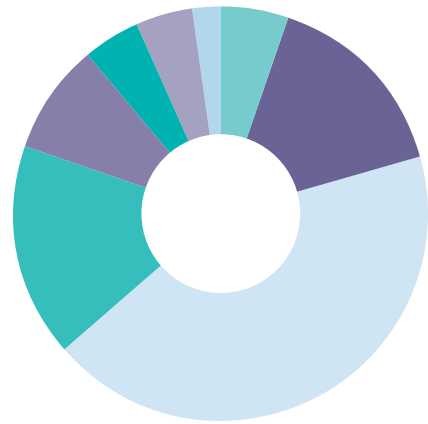
305
appointments conducted

82
women received counselling

DRUG & ALCOHOL HEALTH EDUCATION

161
occasions of service

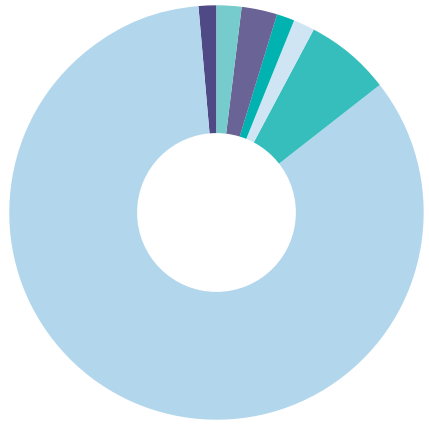
257
women provided with education



Graph 13: Client Age Drug & Alcohol Funded Counselling and Health Education 2014-15

LEGEND ↺

<19 yrs	5.31%
20-29 yrs	15.51%
30-39 yrs	42.86%
40-49 yrs	16.73%
50-59 yrs	8.57%
60-69 yrs	4.49%
70-79 yrs	4.49%
80+ yrs	2.04%



Graph 14: Client Financial Status Drug & Alcohol Funded Counselling and Health Education 2014-15

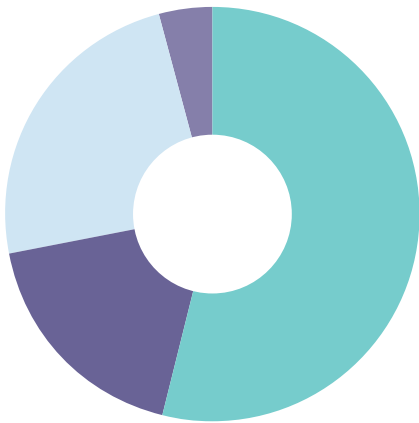
LEGEND ↺

Employed: Casual	1.97%
Employed: Part Time	2.76%
Employed: Full Time	1.57%
No Personal Income	1.57%
Not Employed: Student	6.70%
Not Employed: Pension	84.25%
Not Recorded	1.18%

84% women reported increased awareness of harm reduction principles

‘I don’t wish on anyone what I went through. But this place got me stronger. I did get through. I’m happy because now I can live.’

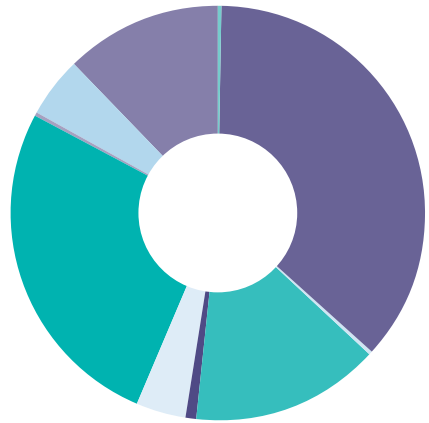
Amelia



Graph 15: Client Ethnicity Drug & Alcohol Funded Counselling and Health Education 2014-15

LEGEND ↺

Australia and other English speaking countries	54%
Australian Aboriginal	18%
Culturally and linguistically diverse	24%
Not recorded	4%

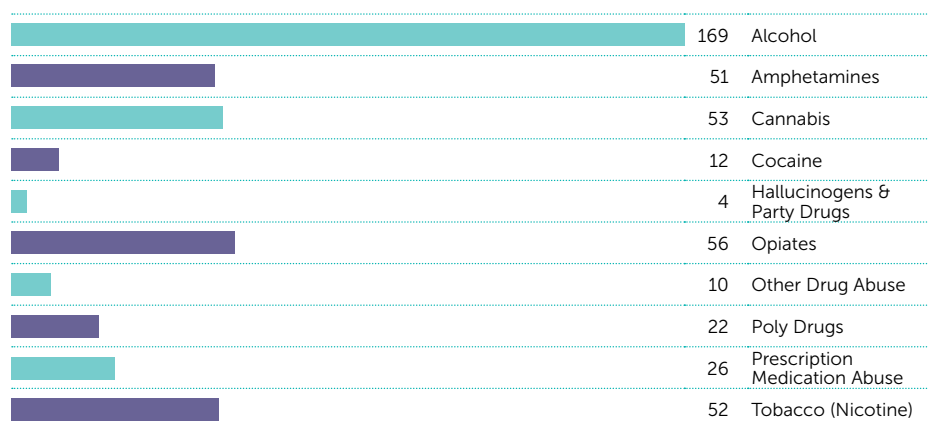


Graph 16: Presenting Health Issues Drug & Alcohol Funded Counselling 2014-15 (All clients attended for assistance with substance dependency issues) – Total Presenting Issues: 3,440

LEGEND ↺

Breast	0.07%
Emotional/Mental Health	36.81%
Gynaecological/Urogenital	0.23%
Legal/Financial	14.78%
Other	0.70%
Physical/Medical	3.92%
Relationships	26.58%
Reproductive	0.14%
Social/Cultural	4.69%
Violence/Abuse	12.08%

NB: D&A issues not included 457



Graph 17: Drug & Alcohol Addictions Categories 2014-15 (All Clinical and Counselling Services)

Other LWCHC services provided **183** occasions of service for alcohol, **178** occasions for tobacco use issues/cessation and **189** occasions for other substance depending issues.

'My art has given me the confidence to continue my abstinence from alcohol. I didn't believe I could create beautiful things but now I know I can.'

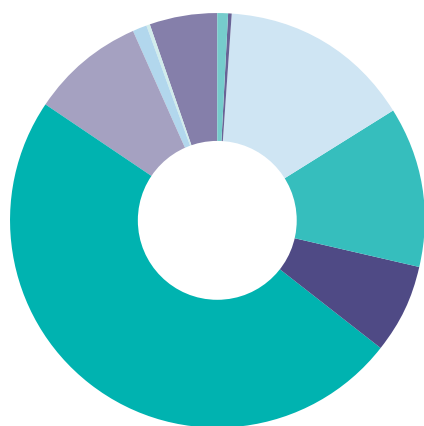
Belinda

WOMEN'S HEALTH PHYSIOTHERAPY

201
appointments
conducted

64
women provided
with care

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



Graph 18: Physiotherapy Clinics Presenting Issues 2014/15 – Total Presenting Issues: 933

LEGEND ↺

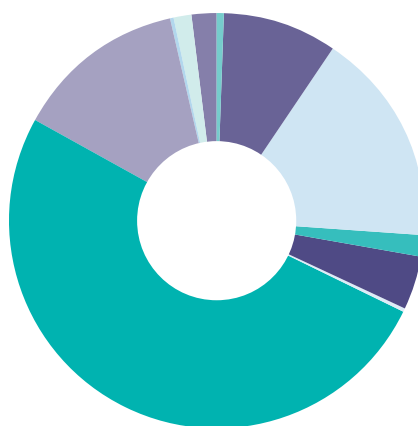
Addiction	0.86%
Breast	0.43%
Emotional/Mental	15.01%
Gynae/Urogenital	12.33%
Legal/Financial	7.18%
Physical/Medical	48.77%
Relationships	8.79%
Reproductive	1.28%
Social/Cultural	0.21%
Violence/Abuse	5.14%

LYMPHATIC DRAINAGE MASSAGE

200
appointments
conducted

56
women provided
with care

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



Graph 19: Lymphatic Drainage Massage Clinics Presenting Issues 2014/15 – Total Presenting Issues: 2,578

LEGEND ↺

Addiction	0.66%
Breast	9.00%
Emotional/Mental	16.72%
Gynae/Urogenital	1.51%
Legal/Financial	4.11%
Other	0.35%
Physical/Medical	50.85%
Relationships	13.38%
Reproductive	0.31%
Social/Cultural	1.32%
Violence/Abuse	1.79%

Allied Health Care

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

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

Art Therapy

The centre is perfectly placed to incorporate creative outlets that help women process their past, have insightful moments and set goals for their futures. Art therapy provides these opportunities and is made possible because of generous donations that subsidise the costs.

ART THERAPY FOR WELLBEING

24 women
126 occasions of service
3 art therapy programs...



Women Partners of Bisexual Men Service

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

The Women Partners of Bisexual Men Service continued to experience a high demand with women from across metropolitan and regional NSW seeking assistance due to their male partners’ sexual attraction to men.

ONLINE PRESENCE

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

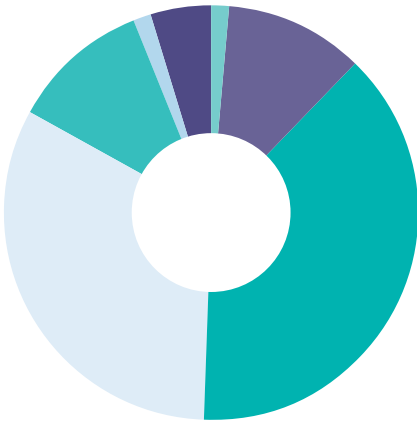
www.womenpartners.org.au

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

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



Graph 20: Website traffic generated on www.womenpartners.org.au between 1 July 2014 and 30 June 2015



Graph 21: Client Ages 2014-15 (Face-to-face/Skype counselling and Sydney support groups)

LEGEND ↺

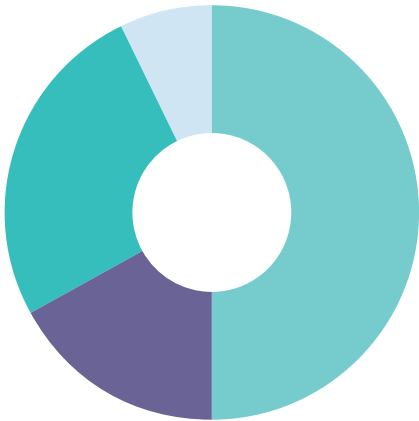
20-29 years	1.5%
30-39 years	10.8%
40-49 years	38.5%
50-59 years	32.3%
60-69 years	10.8%
70-79 years	1.5%
Not recorded	4.6%



Graph 22: Client Financial Situation 2014-15 (Face-to-face/Skype counselling and Sydney support groups)

LEGEND ↺

Pension	18.06%
Casual	5.56%
Part Time	31.94%
Full Time	12.50%
No Personal Income	20.83%
Student	4.17%
Not Recorded	6.94%



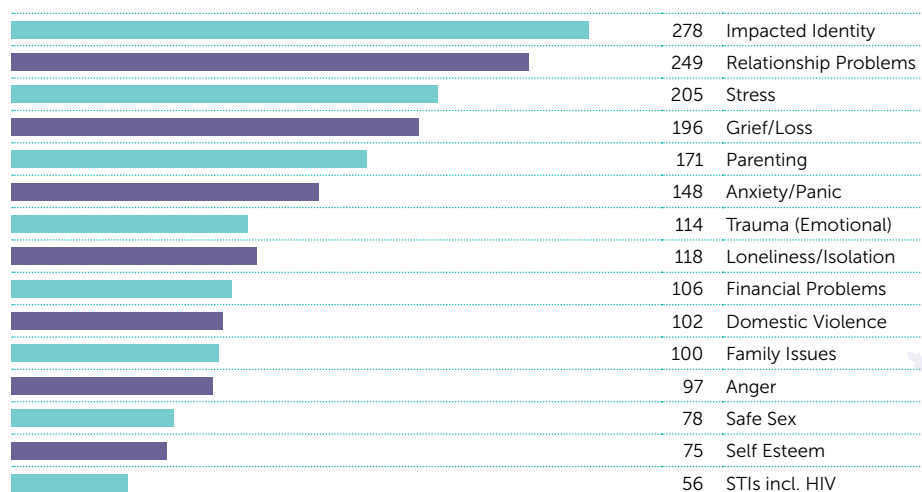
Graph 23: Client Country of Birth 2014-15 (Face-to-face/Skype counselling and Sydney support groups)

LEGEND ↺

Australia	50.00%
Other English speaking countries	17.14%
CALD	25.71%
Not recorded	7.15%

Table 6: WPBM Services provided at Leichhardt Women's Community Health Centre 2014/15

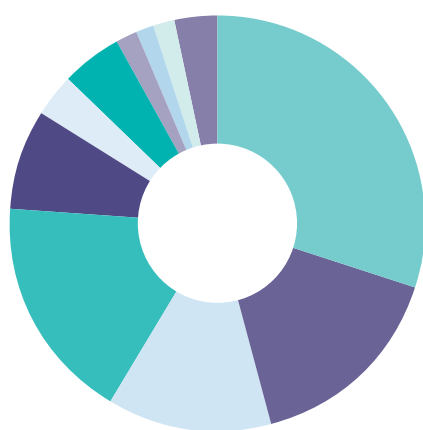
ACTIVITIES	2014-15	2013-14	2012-13	2011-12	2010-11
Total counselling sessions	294 sessions	260	260	222	254
Total groups and workshops	95 women	91	83	86	74
New enquiries	101 women, male partners, service providers and family members	102	106	93	106
Promotional material distributed	2032 services and individuals	1076	2142	600	1435
Training conducted to health and other services	132 people	44	38	68	42

**Graph 24:** Highest Presenting Issues 2014/15 (All Counselling Sessions) – Total Presenting Issues: 2,798

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

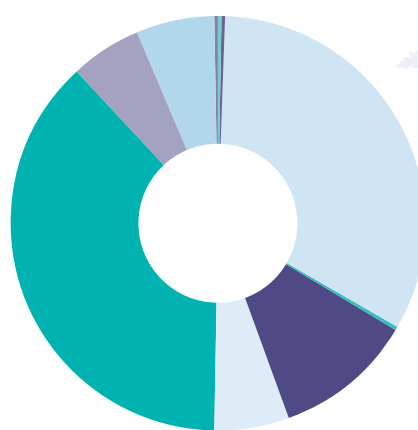
96% of women reported **increased self-esteem** and ability in **decision making**

95% of women reported **increased awareness** of strategies to negotiate **safe sex**

**Graph 25:** Client Local Health District 2014-15 (Face-to-face/Skype counselling and Sydney support groups)

LEGEND ↺

Sydney LHD	30.16%
South Eastern Sydney	15.87%
Northern Sydney	12.70%
South Western Sydney	17.46%
Western Sydney	7.94%
Central Coast	3.17%
Illawarra/Shoalhaven	4.76%
Nepean/Blue Mountains	1.59%
North Coast	1.59%
Not recorded	1.59%
Other states	3.17%

**Graph 26:** Presenting Issues 2014-15 (Summary of all categories) – Total Presenting Issues: 2,798

LEGEND ↺

Addiction	0.14%
Breast	0.10%
Emotional/mental health	33.28%
Gynae/urogenital	0.11%
Legal/financial issues	10.76%
Physical/medical	5.86%
Relationships	38.03%
Social/cultural	5.72%
Violence	5.97%
Reproductive	0.03%

'I've valued the comradeship, the open discussion, the honesty. I've learnt how to look after myself emotionally and physically.'

Kathryn



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, law, risk management, social work/counselling, adult education, public policy, communications and organisational management.

This year the focus of the Board has been on risk management, developing a new Strategic Plan and updating the Governance Policy.

Board of management

Lyn Lormer *PRESIDENT*

Louisa Fitz-Gerald *VICE PRESIDENT*

Judy Tonkin *SECRETARY*

Lesley Garton *TREASURER*

Muriel Buckeridge *MEMBER*

Roxanne McMurray *MANAGER*

Lindsay Keremidschieff *STAFF REPRESENTATIVE*

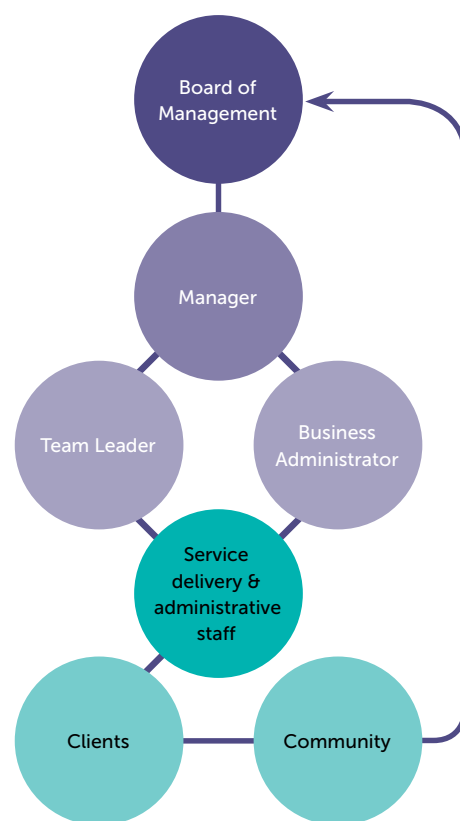
Staff

Staff comprise the manager, business administrator, women's health nurse, general practitioners, acupuncturist, naturopath, women's health physiotherapist, lymphatic drainage massage therapist, health educators (generalist and Vietnamese), generalist counsellor, Women Partners of Bisexual Men counsellor, drug and alcohol worker, health promotion officer, receptionists, administrative assistant, cleaner and yoga teacher.

Partnerships

Partnerships include an in-house psychologist registered with Medicare, Victims of Crime Compensation Scheme and ATAPS, two Adult Survivors of Childhood Sexual Assault counsellors employed by Rape & Domestic Violence Services Australia, legal advice clinics with Gowland Legal and casework support with Marrickville Women's Refuge.

Organisational structure



Financial 2014-15

INCOME 2014-15	\$	NOTE
GRANTS SYDNEY LOCAL HEALTH DISTRICT		
Women's Health Grant	698,360	Note 1
Drug and Alcohol	87,129	Note 1
HIV Women's Partners	116,305	Note 1
OTHER INCOME		
Bank Interest Received	15,356	
Donations – General	12,744	
SOS Women's Services Fund Donations	27,491	
Lisa Macdonald Learning Fund Donations	25,000	
Other Specific Purpose Donations	100	
Fee for Service Clinical	99,262	
Medicare Program Incentive Payments	4,599	
Groups Income and Sales from Activities	21,866	
Administration Fees and Rent	22,890	
Release of Donated Funds Previous Year	23,394	
Release of Provisions Previous Year	10,509	
TOTAL INCOME	1,165,006	
EXPENDITURE 2014-15		
Salaries, wages and superannuation	855,573	
Other staff oncosts	28,234	
Equipment (less than \$500), maintenance and depreciation	18,905	
Equipment over \$500	-	Note 2
Provisions for future costs other than statutory leave provisions	-	
General operating expenses	208,699	
TOTAL EXPENDITURE	1,111,411	
Less Transfer of Specific Purpose Funds to the Balance Sheet:		
Lisa Macdonald Fund	24,062	
Julie Velthuys Fund	532	
Fresh Food Fund	3,345	
SOS Women's Services Fund	25,491	
Surplus for the year	166	
Retained Earnings brought forward (Note 14)	71,044	
Retained Earnings carried forward	71,210	

Note 1: Includes 2013/14 surplus Health Grant carried forward

Note 2: Equipment and furniture purchases greater than \$500 not included in total expenditure (transferred to balance sheet)

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

'I was very mentally distressed and very anxious and depressed. It was just the right thing. I came looking for it and it was here.'

Julie



Leichhardt Women's COMMUNITY HEALTH CENTRE

55 Thornley St, Leichhardt NSW 2040

PO Box 240, Leichhardt NSW 2040

Phone: 02 9560 3011 | Fax: 02 9569 5098

Email: info@lwchc.org.au

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LWCHC is a Public Benevolent Institution.

Donations of \$2 and above are tax deductible.

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Accreditation Pty Ltd



NADA
network of alcohol and
other drugs agencies