

Contents

Chairperson's Report	2
Centre Vision, Mission, Values, Goals	4
Centre Philosophy & Principles of Health Care	6
Management Structure & Affiliations	8
Organisational Chart	10
Remembering Marlene McAlear	11
Staff Employed 2008 - 2009	12
Evaluation Planning & Quality Assurance	16
Partnerships, Liaison & Networking	18
Lobbying & Political Advocacy	20
Voices of Women	21
Centre Activities	22
Statistical Graphs	30
Detailed Activity Report	34
Financial Statements	74



Chairperson's Report

On behalf of the Management Committee of Liverpool Women's Health Centre I have pleasure in presenting the Annual Report.

Reflecting on the past 12 months I have a sense of sadness in recognising that we have lost some inspirational and dedicated women who have contributed in many ways to Liverpool Women's Health Centre's ongoing success. However, coupled with that sadness, is enthusiasm and excitement as we look forward to the future.

The circumstance that brought me to fill this position was the death earlier this year of well known and active feminist Marlene McAlear who was Chairperson of LWHC and whose association and partnerships with the Centre go back a long way.

This year also saw the Centre's highly respected Coordinator, Margaret Hickie, leave to spend more time with her two boys as they grow up. Margaret has been the backbone of LWHC and over 10 years has effectively continued to develop the programs and skills of its staff. She will be remembered as determined, fair and totally dedicated to the principles of feminism and belief in the strength of women.

We would like to thank both, Margaret and Betty Green, Acting Coordinator of the Centre, for a smooth hand over. Betty has a high profile in supporting strategies to address issues for women, in particular Domestic Violence. We have every confidence in knowing Betty will capably steer the Centre through the ensuing months.

As you read this report you will note the names of other staff who have left our employment but who have made their mark on the Centre. Our thanks to all and our best wishes for their future endeavours. Welcome to all new staff. We hope that your association with LWHC will be a productive one.

Our current staff continue in their professional and dedicated approach. Their belief that they can make a difference to the lives of other women urges them on through the challenges of operating programs and systems in an ever challenging community sector environment. Customer satisfaction and comments demonstrate the commitment and understanding shown by our wonderful women. The Planning Day in November will again give us an opportunity to regroup and consider how best we can continue to provide top service to women in Liverpool and surrounds.

A significant and important achievement this year was gaining Accreditation in accordance with requirements of the Quality Improvement Council (QIC) Standards and Accreditation Program. This was a complex and involved process. Congratulations and thanks to all who contributed.

The most exciting item on the agenda for 2010 is the refurbishment and extensions to the building. This will take time but progress is being made and we hope that by late



2010 we will be able to provide more room for programs and activities. Disruption to client services will be minimal, possibly only 6–8 weeks.

Finally, on behalf of the Management Committee, I would like to acknowledge the continuing support and funding from Sydney South West Area Health Service, also the partnerships and associations with other government departments and non government organisations that have enabled LWHC to continue to provide much needed support to the women who access the Centre.

Louise Polikarpus



Strategic Framework

Vision

Women in South West Sydney will live free of violence, have equal rights and optimum health and play an essential and visible role in society.

Mission

Liverpool Women's Health Centre strives to achieve better health for women and enhance their status in society

Core Values

Liverpool Women's Health Centre is committed to empowering women and valuing women's life experiences.

We work with:

- Compassion
- Unity
- Mutual respect

In addition we strive to incorporate into our work:

- Ongoing development and support for staff in their work roles
- Accountability in providing quality health care services
- Integrity in maintaining ethical standards in the provision of services
- The right of women to a valued place in society

Organisational Goals

1. To promote the operation of a free, feminist, community orientated health care centre, run by women for women, in a supportive, non-judgemental environment. To ensure such a service will offer a range of medical, paramedical, alternative health care, counselling, information and referral services with an emphasis on preventative health care measures.
2. To pursue this aim within the context and with the understanding of the life experiences and realities of women living in the western suburbs of Sydney.
3. To provide health information, education programs, group activities and resources designed to promote the physical, emotional and psychological well-being of women and enable women to take more control over their own health care.



4. To set priorities in service and program provision based on need, with special attention being given to Aboriginal, migrant, differently abled, economically and socially disadvantaged women.
5. To identify, investigate and promote an understanding of women's health needs and the social, economic and cultural factors affecting women's health.
6. To inform and impact existing health and welfare services so as to make them more responsive to the needs of women.
7. To promote and support initiatives and actions for change that will improve the health and status of women in our society.
8. To employ women with a broad range of relevant life experiences, skills and cultural backgrounds to staff the Centre. Such staff to work as a team, promoting skills and information sharing amongst its members.
9. To do anything incidental to, and conducive to, the furtherance of these goals.



Centre Philosophy & Principles Of Health Care

Liverpool Women's Health Centre operates from a feminist perspective that views health within a social context, as endorsed by governments throughout Australia, through the endorsement of the National Women's Health Policy.

This view recognises that:

- health is determined by a broad range of social, environmental, economic and biological factors;
- differences in health status and health objectives are linked to gender, age, socio-economic status, ethnicity, disability, location and environment, racism, sex-role stereotyping, gender inequality and discrimination, ageism, sexuality and sexual preference;
- health promotion, disease prevention, equity of access to appropriate and affordable services and strengthening the primary health care system are necessary, along with high quality illness treatment service, information, consultation, advocacy and community development are important elements of the health process.

In accordance with these principles, Liverpool Women's Health Centre aims to provide a service which:

- encompasses all of women's lifespans and reflects women's various roles in Australian society, not just their reproductive role;
- promotes the participation of women in debate and decision making about health issues, their own health care, health service policy, planning, delivery and evaluation;
- recognises women's rights as health care consumers, to be treated with dignity, in an environment which provides for privacy, informed consent, confidentiality and safety;
- acknowledges that informed decisions about health and health care require accessible information, which is appropriately targeted for different socio-economic, educational and cultural groups;
- uses existing data, research and policy concerning women's health, as well as incorporating women's views about their own health and the best strategies to address their health needs in service planning and development;
- provides appropriate women's health care to women in local communities within a statewide, coordinated approach;
- ensures equity and accessibility of services without financial, cultural, geographic or other barriers;
- ensures effective community management and operation of the centre by women;
- provides a broad range of services and strategies within a preventative and holistic framework, which:
 - are provided by women for women;
 - value women's own knowledge and experience;
 - facilitate the sharing of women's skills, knowledge and experience;
 - link women's individual experience and health needs to the social and cultural context of women's lives;
 - empower women;
 - challenge sex-role stereotyping and gender discrimination which



- affect health;
- increase the accessibility, sensitivity and acceptability of health services for women;
- relate to identified health priorities at the local and state level.

These principles are informed by the National Women's Health Policy through the Discussion Paper "National Policy on Women's Health - A Framework for Change" (1988) and taken from the Manual of Standards for Women's Health Centres (1995).



IWD March 2009 celebrations in Macquarie Mall, Liverpool

Management Structure And Affiliations

Liverpool Women's Health Centre is an Incorporated Association. The Association is managed by a committee of up to ten members. Management Committee positions are for a term of two years, with half the committee positions being elected one year and half the other. The Management Committee meets six weekly to oversee the functioning of the Centre. The Centre Coordinator and an elected Staff Representative also attend Committee meetings however no staff have voting rights. Any staff are welcome to attend meetings if they choose.

Members of the Centre's Management Committee elected in November 2008 were:

CHAIRPERSON: Marlene McAlear, Manager, South West Women's Housing, also held the Management Committee Complaints Officer position

SECRETARY: B-Ann Echevarria, Women's Project Worker, NSW Refugee Health Service

TREASURER: Carla Calvete, Liverpool Street Youth Worker, Open Families Project

COMMITTEE MEMBERS:

- **Glorya Gray**, resident of South West Sydney, former long term women's health worker
- **Gerri Greenfield**, resident of South West Sydney, former long term staff member, Coordinator of the Joan Harrison Support Services for Women Domestic Violence Outreach Service
- **Kate Nickolas**, active in local Aboriginal organisations, resident of Liverpool, previously employed in Women's Services
- **Jane Mears**, Associate Professor, Social Justice & Social Change Research Centre, University of Western Sydney - since resigned but will be available for specialist work groups and consultation
- **Louise Polikarpus**, currently teaching in TAFE, background in community development

PUBLIC OFFICER: Margaret Hickie

STAFF REPRESENTATIVE: Jenny Gill

The staff would like to take this opportunity to thank the members of the Management Committee for their contribution to the Centre this year. It has been a year of challenges and adjustments for the Centre particularly in coping with the loss of our Chairperson Marlene McAlear.

The retirement of Coordinator Margaret Hickie in June of this year saw staff, management and our community stakeholders, friends and sister services coming together to farewell an amazing woman and acknowledge her work and commitment to the Centre over the past 9 years.

Liverpool Women's Health Centre continues its membership of Women's Health NSW which is a state-wide, peer group organisation of community based, feminist non-government women's health centres.



Every four months Women's Health NSW holds a 2-3 day conference for members to discuss issues of mutual concern and interest, to exchange ideas, share skills and participate in training sessions.

The Centre has continued to participate in Sydney South West Women's Health Forums organised quarterly which act as a focus for sharing information and co-ordinating work between government and non-government women's health services.

Regular liaison between our main funding body SSWAHS is maintained by email, letters and 'as needed' meetings. We thank Lyn Bearlin NGO Liaison Officer for her support over the year.

The Centre's WEEO WISER project has been maintained by a one-off grant from SSWAHS from June-September 2008 and a one-off grant Office for Women Department of Premier and Cabinet Domestic and Family Violence Grant (September 08-December09). Options for substantial ongoing funding are currently being explored to ensure this valuable program can continue making a difference in the lives of young women in Liverpool.



**LIVERPOOL WOMEN'S HEALTH CENTRE
ORGANISATIONAL CHART**

MANAGEMENT COMMITTEE
(10 POSITIONS- each ½ elected annually
for a term of 2 years)
(+ staff representative to attend the
committee is elected annually by staff)

COORDINATOR*

**CLINICAL TEAM
LEADER**

CLINICAL TEAM
Women's Health Nurse*
Doctors
Acupuncturist
Naturopath
Massage Therapist

**COUNSELLING TEAM
LEADER**

COUNSELLING TEAM
Counsellor *
Counsellor
Counsellor

**HEALTH PROMOTION
TEAM LEADER**

HEALTH PROMOTION TEAM
Health Promotion Worker*
Health Promotion/ NESB
Access Worker
Aboriginal Health Promotion
Worker/ Access Worker

**ADMINISTRATION
TEAM LEADER/
COORDINATOR**

ADMINISTRATION TEAM
Receptionist/ InfoOfficer
Receptionist/ InfoOfficer
Financial Administration
Officer

**PROJECT
COORDINATOR**

Admin Assistant

WEEO WISER
Casual Peer
Educators



Remembering Marlene
“She inspired, she led, she shone!”



(Marlene left attending White Ribbon Event Liverpool 2007)

The following is an excerpt from a mighty fine eulogy delivered by Helen Dooley at Marlene’s Memorial celebrating her life which was held on 17th June 2009.

“Marlene had a strong commitment to feminist philosophy and practice in both her work and her personal life. She demonstrated this time and again, through her work with clients and the community, and through her support of and friendship with students and other workers in a range of community services. Marlene’s politics and her activism did not stop at 5.00 o’clock when paid work was over for the day. Marlene was always active in the women’s movement, and contributed her time, knowledge, passion and zeal to women’s action groups such as the Women’s RSI action group in the early days, and women’s abortion action campaigning, violence against women lobbying, and a range of committees, boards, and collectives over the years. Marlene proudly carried union flags and women’s banners at numerous protest marches and rallies in Wollongong and Sydney, and participated in round-tables in Canberra and delegation meetings in Parliament House in Sydney, as well as local women’s festivals and celebrations in Illawarra and Liverpool.

In the women’s & community services sectors in NSW, which are made up of many passionate, strong and articulate women, Marlene stood out. With her quick wit, her amazing, relentless sense of the wicked and such a crystal clear sense of what was right, what was just, and what was “just not on”, she inspired, she led, she shone!”

Marlene was an active member of the Liverpool Women’s Health Centre Management Committee for a number of years serving as Chairperson and Complaints Officer. She is sorely and sadly missed by all.

Staff Employed During 2008 - 2009

<i>POSITION</i>	<i>NAME</i>	<i>WEEKLY HOURS</i>
Sessional Staff		
Acupuncturist	Christine Guirguis	7 hours
Medical Officer	Tanya Singh	4.5 hours
Medical Officer	Jasmine Chua	12 hours
Meditation Teacher	Ximena Galleguillos	1 hour
Tai Chi Teacher	Vera Bartolo	1 hour
Yoga Teacher	Prema Kumar	1.5 hours
Temporary Staff		
Administration Assistant – WEEO WISER (Apr 08 – Dec 09)	Brigid Alt	16 hours
Project Coordinator – WEEO WISER (resigned Nov 08)	Sonia Hoffmann	28 hours
Project Coordinator – WEEO WISER (Jan 09 – Jan 10)	Eliza Kilpatrick	28 hours
Bookkeeper (May 08 – May 09)	Bethania Chappuis	10 hours
Massage Therapist (May 09 – Sep 09)	Irene McDonald	6 hours
Acting Coordinator (May 09 – Nov 09)	Betty Green	31.5 hours
Permanent Staff		
Coordinator (resigned May 09)	Margaret Hickie	31.5 hours
Counsellor	Monika Hammerle	35 hours
Counsellor	Jenny Gill	21 hours
Counsellor/Team Leader	Debora Felman	28 hours
Financial/Administration Officer (Leave without Pay May 08 – May 09)	Heike Obermayr	14 hours
Gardener	June Ratana	1 hour
Health Educator/Aboriginal Access	Wendy Pomeroy	28 hours
Health Educator/Laotion Access	DD Sanoubane	28 hours
Health Educator/Team Leader	Betty Green	28 hours
Massage Therapist (Leave without pay May 09 – Sep 09)	Tina Mangione	7 hours
Women's Health Nurse/Team Leader	Lorena Schot	28 hours
Receptionist	Ximena Galleguillos	21 hours
Receptionist	Kimberley Collins	21 hours
Casual Staff		
Reception Relief	Arlette Figares	As needed
Peer Educator – WEEO WISER	Nasleene Buksh	As needed
Peer Educator – WEEO WISER	Allysha Ellicott	As needed
Peer Educator – WEEO WISER	Eliza Kilpatrick	As needed
Peer Educator – WEEO WISER	Oliveta Laufale	As needed
Peer Educator – WEEO WISER	Zorica Macura	As needed
Peer Educator – WEEO WISER	Donna Ngo	As needed
Peer Educator – WEEO WISER	Alejandra Sanchez Galvez	As needed
Peer Educator – WEEO WISER	Judy Tupou	As needed
Peer Educator – WEEO WISER	Selena Woller	As needed

When fully staffed the Centre's core permanent staff and including sessional/casual staff and WEEO WISER Peer educators, the full time equivalent staffing level is 10.64

Over the past year the Centre has farewelled WEEO WISER Project Coordinator Sonia Hoffman who resigned to take up a training position at CCWT, Vera Bartolo Tai Chi instructor and Bethany Chappuis as she completed her short term contract in the bookkeeping position while Heike was on leave.

The Centre welcomed Eliza Kilpatrick Project Coordinator for WEEO WISER Peer Education Program, Irene McDonald provided massage clinics while Tina Mangione was on six months leave of absence, and Heike resumed her role as Financial Officer as well as taking up an extra day coordinating the Centre's building project. We are pleased to have Barbara Strickland join us in providing Tai Chi classes. It has been fantastic to see the group grow in such a short time with us now offering 2 groups- a beginner's class and an advanced class each week.

We also wish to acknowledge the contribution that Women's Legal Services solicitors Maha Najjarini, Cecilia Kim and Helen Taranto have made through the provision of an outreach legal service that women in the community may access once a fortnight to gain information on a range of legal issues.

We also wish to thank Gerri Greenfield, Nancelye Devi and Lynne Jenkins Domestic Violence Support Workers employed by Joan Harrison Support Services for Women who work in partnership with the Centre in providing crisis support and domestic violence case work to women in the area.

Farewelling Margaret!

In early June of this year Centre staff and Management farewelled retiring Coordinator Margaret Hickie, wishing her all the best for the future.

Margaret's contribution to the Liverpool Women's Health Centre cannot be understated. Her genuine commitment to feminist practice, social justice, transparency and accountability has shaped the Centre as a service of sound reputation and achievement.

Under Margaret's leadership the Centre was successful in gaining Accreditation according to the requirements of the Quality Improvement Council (QIC) Standards and Accreditation Program.



Presentation of Plaque of Appreciation by Delphine Leslie from the Management Committee to Margaret Hickie



Student Placements/ Visits

The Centre has an ongoing commitment to providing students with a sound training experience within a feminist framework.

Over the past year we have provided placements for medical students from the University of New South Wales and the University of Western Sydney School of Medicine, nursing students, TAFE students studying a range of courses including office administration, Cert IV and Diploma in Welfare Studies. The Centre also regularly supports placements of social work students, art therapy students and students studying naturopathy.

The centre is frequently contacted by students undertaking placements in other agencies for information about the Centre and its services for either coursework or assignments.

Student Placements		
3 rd Year UWS Medical Student (July 08 – August 08)	Caren Zhang	6 weeks
	Kate Sells	6 weeks
3 rd Year UWS Medical Student (May 09 – June 09)	Tessa Weir	6 weeks
3 rd Year UWS Medical Student (Feb 09 – Mar 09)		
Preparation for Work & Study (Oct 08)		
Preparation for Work & Study (May 09)	Gorcja Kujndzic	5 days
4 th Year Social Work Student	Steffi Greed	5 days
Diploma of Community Welfare Work	Carlie Grove	12 weeks
	Isabella Kim	From May to current

Evaluation, Planning & Quality Assurance

The Centre operates with an effective 3 year Planning and Evaluation Cycle that incorporates a number of processes including needs assessment, service evaluations, client and stakeholder feedback and planning.

The work of the Centre is underpinned by the Liverpool Women's Health Centre Plan 2007-2010 which is informed by a comprehensive needs assessment process. The key documents of the Centre, namely the Centre Plan 2007-2010 and Needs Assessment Report 2007, are readily available on the Centre's website www.liverpoolwomenshealth.org.au as well as distributed to relevant key stakeholders.

Informal evaluation and planning occurs through regular Centre staff meetings and Centre service team meetings. Each of the Centre's four teams meets at least on a quarterly basis to discuss emerging issues, concerns or problems, to plan future activities, programs or projects and to develop solutions to problems identified.

All groups are evaluated by client feedback surveys. The Centre keeps a client feedback box in Reception which is checked regularly by staff.

Further evaluation and monitoring is conducted each quarter as each staff member completes a quarterly report detailing activities, projects, and programs undertaken, interagency and network meetings attended, as well as identifying achievements and making recommendations.

These reports are used to:

- Monitor the Centre's delivery of services and programs and identify any problems
- Identify changes in client needs and requests
- Identify staff training and development needs

Staff quarterly reports and the issues raised by them form the basis for quarterly team reports which together with a financial statement and coordinators report are presented to the Management Committee.

Centre statistics including client contacts, group attendance, demographic information and presenting issues are collected and monitored and contribute to the Centre's planning and evaluation. We acknowledge the continued work of Women's Health NSW in developing and maintaining the Women's Health Data Base.

The Centre conducts annual planning and evaluation over three days in November/December. All core staff, sessional practitioners and available management members attend these days. The staff review their work against the Centre's priorities and plans, acknowledge achievements and identify factors which may impede their work performance, as well as developing plans for the coming year. These days are also used as an opportunity for team building activities and staff development.

Each team develops an annual plan which is based on outcomes from the planning days, as well as the Centre plan. The Centre's planning days were held at Liverpool Catholic Club. Training conducted included working with deaf women presented by Lorraine Mulley and Kim McCausland WILMA WHC and Aboriginal Cultural

Awareness presented by Christine Carriage, Indigenous Program Office, School of Medicine UWS.

Other issues identified in these days include the student placements we are able to commit to and the projects students might undertake on their placement.

The Centre also conducts a 2 day half year review to monitor the progress of the plans that were formulated from our annual planning days and to make any changes or adjustments. This year the half year review was held at Sunnybrook Convention Centre Warwick Farm with our first day facilitated by Yve Repin. A staff training session on Solution Focused approaches to working with women was conducted by Svea van der Hoorn.

The Centre has an annual staff appraisal system which is a valuable tool for reviewing staff achievements against plans, skills and identifying areas for training and improvement.

Access to external supervision is an important aspect of providing quality services and supporting staff. Counselling staff receive fortnightly clinical supervision and generalist staff monthly supervision. The Centre Coordinator continued to receive supervision on as needed basis. Many thanks to Jackie Burns, Mary Goslett and Yve Repin for their skilled support of staff.

The Centre continues to maintain a commitment to participating in quality assurance processes. As reported last year the Centre was preparing for a formal review to be undertaken by Quality Management Services. I am pleased to report that the Centre was awarded Accreditation status according to the requirements of the Quality Improvement Council (QIC) Standards and Accreditation Program. Continuous Quality Improvement (CQI) underpins the QIC Standards and Accreditation Program. Of the 17 core standards of the Health and Community Services Core Standards -16 were met and 1 exceeded. Of the 4 Module of Standards for Women's Health Centres 1 was exceeded, 2 met and 1 met in part.

A Quality Work Plan is currently being developed which will further support and embed quality improvement practices within the Centre's systems and responses.

"...in summary, LWHC is an organisation of which all those who are involved and contribute can be justly proud" Accreditation Review Report

Partnerships, Liaison & Networking

Liverpool Women's Health Centre works collaboratively and cooperatively with a range of organisations that includes active joint partnerships projects, sharing of resources, working together on joint issues of concern, providing a service to another organisation's clients, joint client work, receipt of funds from government bodies/other funders to respond to health issues, lobbying on issues of concern, provision of free goods/services for activities.

The following represent partnerships that are new/ strengthening over the year 2008/2009:

Quality Management Services as part of our Quality Review process; Liverpool /Fairfield Sexual Assault Service; Rosebank Cottage; Liverpool Women's Resource Centre; Liverpool Migrant Resource Centre; University of Western Sydney Medical School; SSWAHS Aboriginal Health, in the organisation of Biyani 10th Anniversary Day at Casula Powerhouse and to work towards LWHC offering outreach services as part of Miller Aboriginal Women's Clinic; The Centre for Community Welfare Training; Miller Intensive Language Centre; Liverpool / Fairfield Mental Health Service; Warwick Farm Interagency, Warwick Farm Neighbourhood Centre Community Events Committee; University of Sydney, Social Work School; NSW Rape Crisis, NSW DV Coalition.

Some of our current liaisons and types of relationship/interaction of the year:

SSWAHS Population Health & Planning	Funding
NSW Premier's Office for Women	Funding- WEEO WISER
Health Insurance Commission	Medicare rebates
Women's Legal Services NSW	Legal outreach LWHC
Joan Harrison Support Services For Women Outreach Service	Reception & premises support to respond to domestic violence
WDVCAS/DVLC/DVCC/GVDV/RDVC	Responding to domestic violence at client, community & lobbying level
Local feminist women's NGO services (LWHC, JHSSW, LWRC, SWWH)	Responding to women's issues at client, community lobbying & campaign level
Other Women's Health Services	Support, resourcing, lobbying
Women's Health NSW	Peak body resourcing, training, lobbying
Dept. Education/Schools	Venue for young women's & mother's education
SSWAHS Aboriginal Health Team	Responding to Aboriginal women's health issues
SSWAHS Women's Health Team	Responding to women's health issues especially CALD, attend women's health forums quarterly
SSWAHS Health Care Interpreter Service	Interpreting for CALD women
Translating & Interpreter Service	Telephone interpreting
NSW Refugee Health Service	Responding to refugee Women's Health issues & MC support

Refugee Women's Health Working Group	Resource development, responding to emerging issues for refugee women in SWS and Western Sydney
Quality Management Services	Quality improvement & accreditation, developing QWP
SSWAHS ISD	Computer & ISD support
University of Sydney/ University of Western Sydney	Research & student placements
University of New South Wales	Medical student placements
Local media Leader & Champion	Media coverage of Centre events and issues
Sydney Morning Herald	Media coverage of domestic violence issues and domestic violence homicide
7.30 Report/Ch 9/ ABC News	Media coverage/comment domestic violence, domestic violence homicide
TAFE/Centacare/ Anglicare/ Warwick Farm Neighbourhood Centre, WF Interagency, WF Community Events Committee/Benevolent Society/Mission Australia, Curves/ Newbridge Height PS/ Catholic Club, Orange Grove Seniors	Health education sessions, Centre information sessions, community event planning, staff in-service sessions
Wómen's Health & Resources Foundation	Support for premises
Rape Crisis NSW/ Liverpool/Fairfield Sexual Assault Service/ Rosebank Cottage	Responding to sexual violence issues at client, community and lobbying level Day of Action Against Sexual Assault lantern project
Liverpool Council	Infrastructure support for events, hall hire for Yoga classes
Liverpool/Fairfield Adult Mental Health & CoHMET	Responding to common clients
Casula Powerhouse- Made on the Kitchen Table	Steering committee
Lao Temple, Edensor Park	Venue for Lao groups
Liverpool/Fairfield Mental Health Interagency	Responding to issues of common concern, training
Women with Disabilities Australia	Information, lobbying
Liverpool migrant Interagency/ Lao support group	Responding to issues of concern training
Douglas Hanly Moir Pathology	Pathology provider/ Training
The Centre for Community Welfare Training	WEEO WISER joint training peer education package, development of MOU
Yve Repin	Organisational & quality assurance consultant
NSW Premiers Council for Preventing Violence Against Women	Staff person is a member- attend meetings, facilitation of NSW Strategic Framework Consultations
NSW Domestic Violence Homicide Review Advisory Panel	Staff person is a member
Jobs Australia & Australian Services Union	Advice support, campaigns on industrial issues & rights.

Lobbying & Political Advocacy

An important aspect of being a feminist women's health center is our social view of health which sees that the way our society is structured has implications for the health of women.

This means that not only do we provide individually focussed services but that we also actively campaign for social change to improve women's lives generally and prevent individually focussed problems from continuing to recur. The strategies we use may be participating in rallies, organising events, letter writing to politicians, collecting signatures for petitions, participating in sending postcards to selected politicians, media releases and interviews, discussion forums, conferences or information sessions, as well as arts workshops focused on developing women's political voices.

A great deal of our work and energy continues to go towards trying to achieve change in the area of violence against women.

Activities this year included:

- Fostering greater commitment and resourcing to prevent violence against women by targetting young women- we have been specifically lobbying for ongoing funding for the highly successful WEEO WISER Peer Education Project. We have continued to lobby the Minister for Women and Education and have submitted various applications for funding and explored philanthropic possibilities.
- The Centre supports the work of the Domestic Violence Coalition in its lobbying of Ministers and advisors to improve policies and responses to violence against women. The Centre continues to support the call for a Domestic Violence Homicide Review Process.
- Organising the Day of Action Against Sexual Violence to focus on honouring victims and survivors of sexual violence and workers in the field. This year the Centre worked in partnership with Liverpool Women's Resource Centre, Liverpool Sexual Assault Service, NSW Refugee Health, Migrant Resource Centre in a Lantern Making Project by holding workshops in various service locations. Women made a diverse range of Lanterns communicating their ideas, thoughts and expectations of a world where women were safe from sexual violence. The Lanterns were "lit" in a powerful ceremony held at the Centre.
- The Center has been involved in a range of anti-violence campaigns and activities including White Ribbon day, 16 days of Activism for the Elimination of Violence Against Women, Black and Blue Campaign forum "Understanding Why Women Die: Domestic Violence Homicide Review", inaugural National Day of Remembrance "Not One More" observing women and children killed in domestic violence nationally.

Women's Experiences of the Centre & Services Provided....

"I'm just so grateful that I can come to this Centre. It's so important to be able to speak to a woman doctor- woman to woman. How can a male doctor understand our problems from a textbook?"

"What a fabulous bunch of people, I only wish there were more services like yours around. I'm not quite sure what I would have done without you"

"your involvement in our Work Placement Program was invaluable and the supervision and training opportunities extended to our student was crucial to her involvement in this course" (Liverpool College TAFE)

"I've learnt so much from all of you, and I truly appreciate your individual and collective efforts to show me what women's health is all about" (Medical Student UWS)

"Having the group to attend helped me to get out of the house and socialise- it helped with my isolation"

"very skillful and understanding educator- the students felt comfortable to discuss intimate issues" (TAFE teacher)

"interesting to know what health issues, help and advice is available from the Centre" (participant centre services session)

CENTRE ACTIVITIES

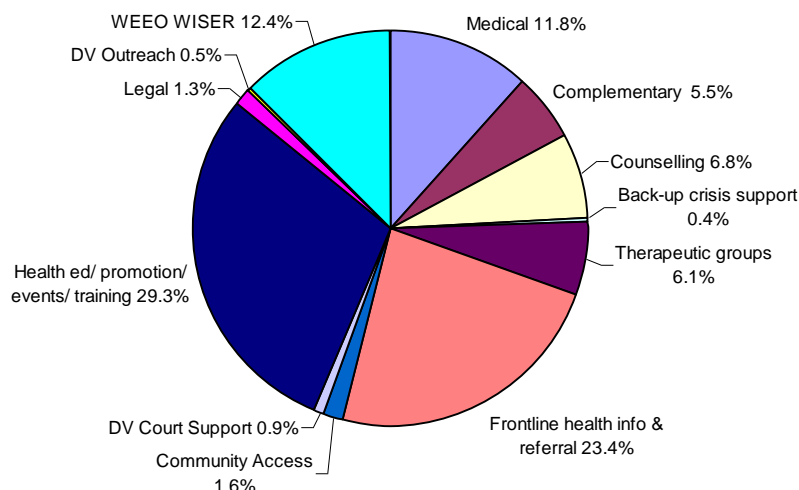
Liverpool Women's Health Centre offers a range of affordable, accessible services and programs to meet the needs of women primarily residing in the Liverpool Local Government Area and neighbouring areas.

In 2008-2009 these included:

- clinical services – medical reproductive & sexual health, naturopathic, acupuncture and therapeutic massage consultations (n** = 1707);
- counselling– crisis, short & medium term (n=665);
- back up roster crisis support (n= 36);
- 8 therapeutic group programs (n=596);
- court support for women experiencing DV (n=88);
- domestic violence support project -first appointment only counted (in partnership with Joan Harrison Support Services for Women) (n=48);
- community access/ support for migrant and Aboriginal women (n=159);
- frontline health advice, information, support and referral (n=2308);
- 65 health promotion activities (excl. WEEO WISER) including 28 single information education sessions; 17 multi –session programs; 12 training sessions / conference presentations; 4 centre events/ projects & 4 stalls covering a range of women's health issues (n=2888);
- 18 multi-session WEEO WISER workshops (n=1226)
- legal advice (in partnership with Women's Legal Services NSW) (n=131)
(n** = no of contacts)

During 2008-09 the Centre had a total of 9852 occasions of service including 6844 substantial client contacts*. The total number of individual client consultations excluding partnership projects was 2567. (*excludes frontline client information statistics & centre stall contacts)

% Services by Occasions of Service



Group Work Highlights

Happiness Workshop

The pursuit of happiness group was an extension of the Landscape of Emotions Group held in 2008. Group members told us that they wanted to explore the things that make us happy and make our hearts sing. In the first session we asked the women what they were hoping to take away from the workshop. The following is what the women were looking for:

“To feel more happy, especially with myself.”

“To learn to laugh.”

“To pursue my happiness and reflect on my family and how to live in healthy relationships.”

“To learn to be more happy.”

“To meet others and to know more about how to become happy, to learn more skills, more peace, understanding and self-awareness.”

Over a six week period we looked at the now vast expanding literature of positive psychology and concentrated on what works well already, and what can help nurture our resilience, optimism and wellbeing in the face of everyday challenges.

It became apparent in conversations that all women were juggling numerous roles in their lives such as the roles of carers, mothers, partners and many more. We also became aware that we often overlook the crucial necessity to look after our needs as women and to integrate daily what brings us happiness and pleasure.

In the workshop we learnt from each other, looked at what research tells us makes people happy and played around with ideas through exercises, activities and readings.

We also looked at the interrelationship of women's health, wellbeing and happiness. We invited Lorena Schot, our Women's Health Nurse into our workshop to make us laugh and to provide information about the health benefits of laughter.

Running a workshop like the Happiness Group highlights the beauty of working within the holistic framework of Women's Health. Our centre offers us possibilities of integrating diverse alternative therapeutic approaches such as Naturopathy, Chinese Medicine, Laughter workshop, meditation etc into promoting women health.

At the end of the workshop we asked the women what they were able to take away from the group. The women said:

“I now try to think more positively to be more mindful of what is happening around me.”

“I am more mindful and think wisely on the day of certain situations.”

“I have slowed down and I am more confident. I am living in the now, - now.”

“I have more positive thinking.”

“I feel more relaxed, patient, self-focused and calmer”

Have a happy day.

Jenny Gill & Monika Hammerle, Counsellors

Alternative Health Group

This year our Naturopath Alex and Acupuncturist Christine co-facilitated a group called "Arthritis Alternatives". Since the group had a very positive response the first time it was run 3 years ago, it was agreed to run it again. After a few changes to the timing and content, based on feedback and outcomes from the first group, May was set for the start date.

Essentially the group is an attempt to combine Eastern and Western concepts and methodologies for understanding and treating arthritis. It's a very hands on group with opportunities for participants to reflect on their own particular experience of arthritis, and to then apply different treatments. For example, in Western naturopathic practice, certain foods are considered to alter the acid/alkali balance in the blood, thereby contributing to or alleviating inflammation and joint destruction. In Eastern practice, concepts around pain patterns – does the pain stay in one spot or move around the body, is it better/worse when it rains etc. - help direct choices around foods.

Whilst at first there may seem to be conflicting information, in fact both Christine and Alex were surprised (pleasantly) at how easily the two traditions actually complemented each other.

Alex Graham, Naturopath; Christine Guirguis, Acupuncturist

Laughter Club

The Laughter Club celebrated its 7th birthday in June 2009 and we can hope that it will continue to run at the centre for many more.

The centre has four laughter leaders, two community members (Pat and Heather) and two staff members (Lorena and Wendy). It's been great having Wendy join this past year as she has brought in different laughs like the Emu Laugh. All the members have enjoyed and benefited from having different laughter leaders and it has kept the group strong and fresh.

At the end of a Laughter Club session all the members think up an affirmation and we all say it. These affirmations were collected and printed and given to all the members to keep as a gift before Christmas last year.

It would be great to have this professionally printed as a book, to show case all the affirmations by the Laughter Club. This can then highlight all the benefits of laughter and show the positive and inspirational work that is done by all the members.

Lorena Schot, Laughter Leader Organiser and Co Founding Member

“Laughter warms the heart and keeps us young”

A few words from our beautiful and energetic laughter leaders



“At Liverpool Women’s Health Centre, we are supported and nurtured. Our joys and sorrows are shared by this admirable centre.”

Pat



“Belonging to the Liverpool LC is a great joy, all the members, especially Lorena are marvellous women, and we are all friends and respect each other. We can all laugh together and help each other to think up different play games that are part and parcel of the “Laughter Club” experience. Not often, but if someone has a joke that they have enjoyed, they will tell us, but that is not the reason for the club, the main reason is to reap the health benefits of laughter, which are many. I really look forward to every meeting.”

Heather Nicholson

Working with Women: Miller Aboriginal Health Centre

We have been steadily working towards resuming our work with local Aboriginal women at Miller Outreach Clinic. It has been a few years since I have attended Miller. It was not until going back that I have realised just how much I have missed working with my community out there.

We work with varied issues from transport, to health problems, to domestic violence and a great load of court work. The work we do is providing active support. Miller also runs a cardiovascular program each Tuesday attended by both men and women, with 3 nurses working together at the clinic and doing home visits. This clinic has been very successful and has created a video called "Sugar" which we are still orders from interstate.

I am looking forward to Alex our Naturopath who will come back to Miller in the coming year. The Aboriginal women just love her and value her commitment to changing the health of Aboriginal women in Miller and Liverpool.

It will also be great to have a counsellor coming back to Miller as well. I am looking forward to Monika also joining us in the coming year. Having an experienced counsellor on site is really important and I know the women have been missing out on getting the support they needed.

The reconnection to Miller would not have happened without the support of our coordinator and management committee ,so a big thanks in making a difference in Aboriginal women's lives!

See ya

Wendy Pomeroy
Health Promotion/Aboriginal Community Access Worker

WEEO WISER Young Women's Peer Education Project Highlights...

Change of Program Coordinator and Staff

The 2008 - 2009 year was a bit of a blur for me as I have moved from a peer educator role to that of the project coordinator. What I can say is thanks to the brilliant work of the previous project coordinator, Sonia Hoffmann. I have been able to hit the ground running due to her amazing work and organisation skills.

In November 2008 Sonia sadly left us to join The Centre for Community Welfare Training. Her passion still flowed through onto the project offering to develop a "Train the Trainer" workshop in her new position in partnership with the Liverpool Women's Health Centre. Sonia has participated with the WEEO WISER team in trivia and been a key guest at social events with the centre. Sonia has always been there for me to answer any queries, to help me through her complex filing system or just general reassurance.

Working at the Liverpool Women's Health Centre has been a challenge that I am eternally grateful for. As a young woman I could think of no better place to start my career and continue on my journey as a feminist. I have been welcomed warmly into the work place and feel like I have been here for years!

In August our administration assistant Brigid Kirby, sadly left the project to work with Liverpool Court Support. Her enthusiasm for the project and general charisma is dearly missed in the office. Our peer educators have also shortened in numbers. In 2008- 09 our peer educators have taken time off or have had to leave the project due to a number of reasons including having babies (in one case twins!), getting a full time job or relocating. It is exciting to see many of our peer educators have used their training as a springboard into other jobs within the welfare field.

Peer education with young women

Young women in year 9 in high schools across Liverpool continue to actively participate in the peer-led workshop programs. 19 WEEO WISER programs were run (a total of 95 individual workshops) from July 2008 to June 2009.

In reflection of the evaluation report written in 2007, as well as the peer educator's own experiences, the workshop program was revamped. With much appreciated help from Monika Hammerle, sections of the workshop program were developed further to improve young women's knowledge and attitudes towards subtle forms of abuse and to fit within the time constraints that were apparent while running the workshops. Amongst the new activities is the exploration of jealousy and looking at jealousy as a form of control. This so far is showing significant shifts in attitude and knowledge towards jealousy as a subtle form of abuse and creating great discussions amongst young people. We are looking forward to see and evaluate these changes as more workshops are completed.

Website

The WEEO WISER website (www.weeowiser.org.au) is getting a makeover, following some feedback that it is hard to navigate through to some important documents such as the evaluation report. The re-wording of some sections is also needed. The website will separate information for young women from the information relevant for schools and community organisations making the site more user friendly for everyone!

WEEO WISER has also invested in a 'Twitter' page. 'Twitter' is a social networking site that allows people or organisations to send messages to people interested in hearing what they are up to. We currently have 40 followers on 'Twitter' and it is growing every week. Other organisations can also follow you on 'Twitter'. Our current followers include a number of young women, NSW Health, Bankstown Women's Health Centre and Domestic Violence groups around the world. Through 'Twitter' we can link to articles of interest to young women about domestic violence, link to our website to access information and advertise the new adventures of our project. 'Twitter' is all about reaching young people in their own homes.

Working with Aboriginal Young Women

YAPA has provided WEEO WISER with funding through the 'Making Tracks' project to connect with the Aboriginal community to find how we can extend our project to better meet their needs. The WEEO WISER project has developed a partnership with the Aboriginal Violence Against Women project located with Joan Harrison's Support Service. The current focus is on involving the Aboriginal community to express what

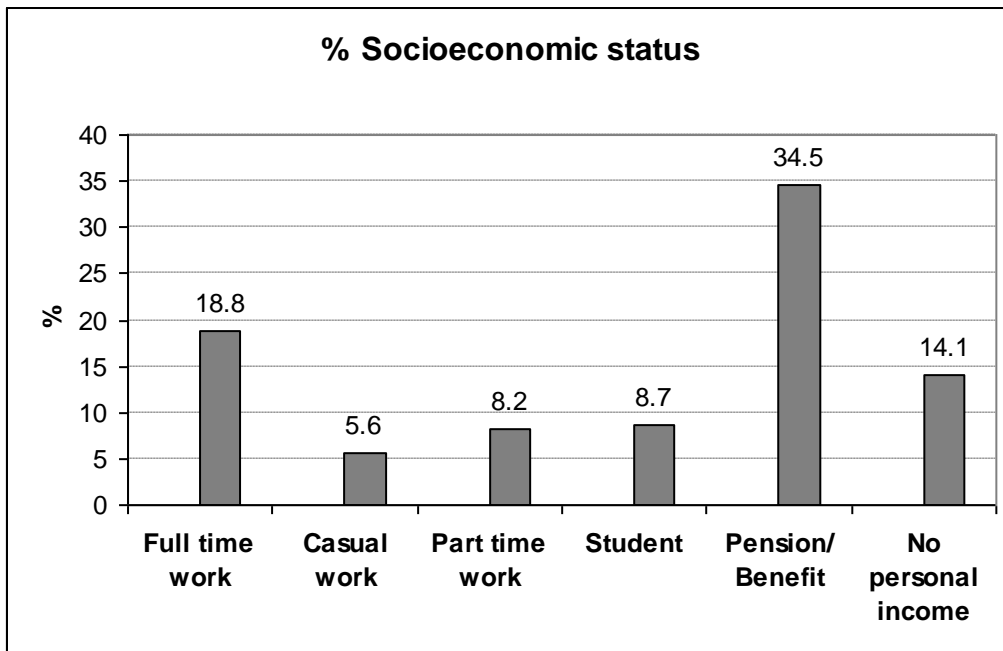
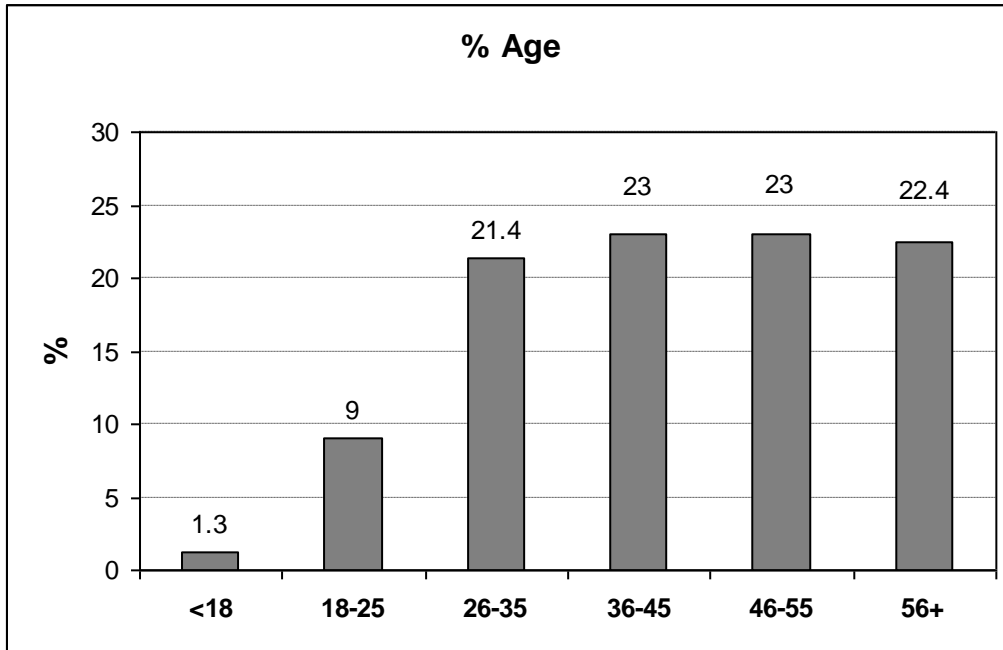
they would like to see in a prevention program for young women. Expressions of interest have already been made within juvenile detention to pilot the program.

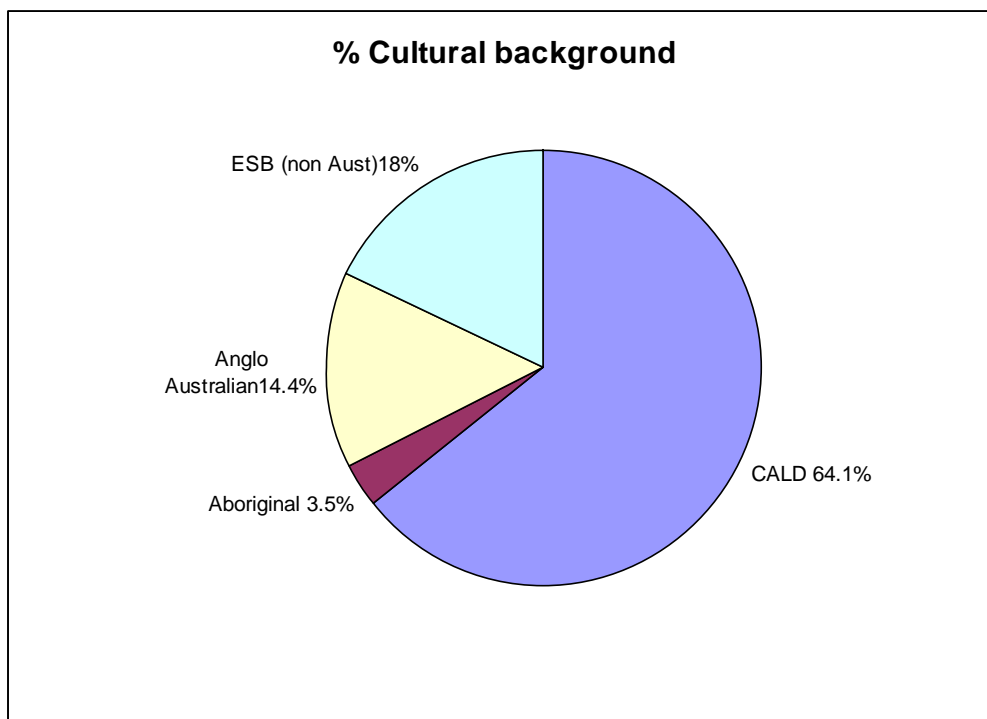
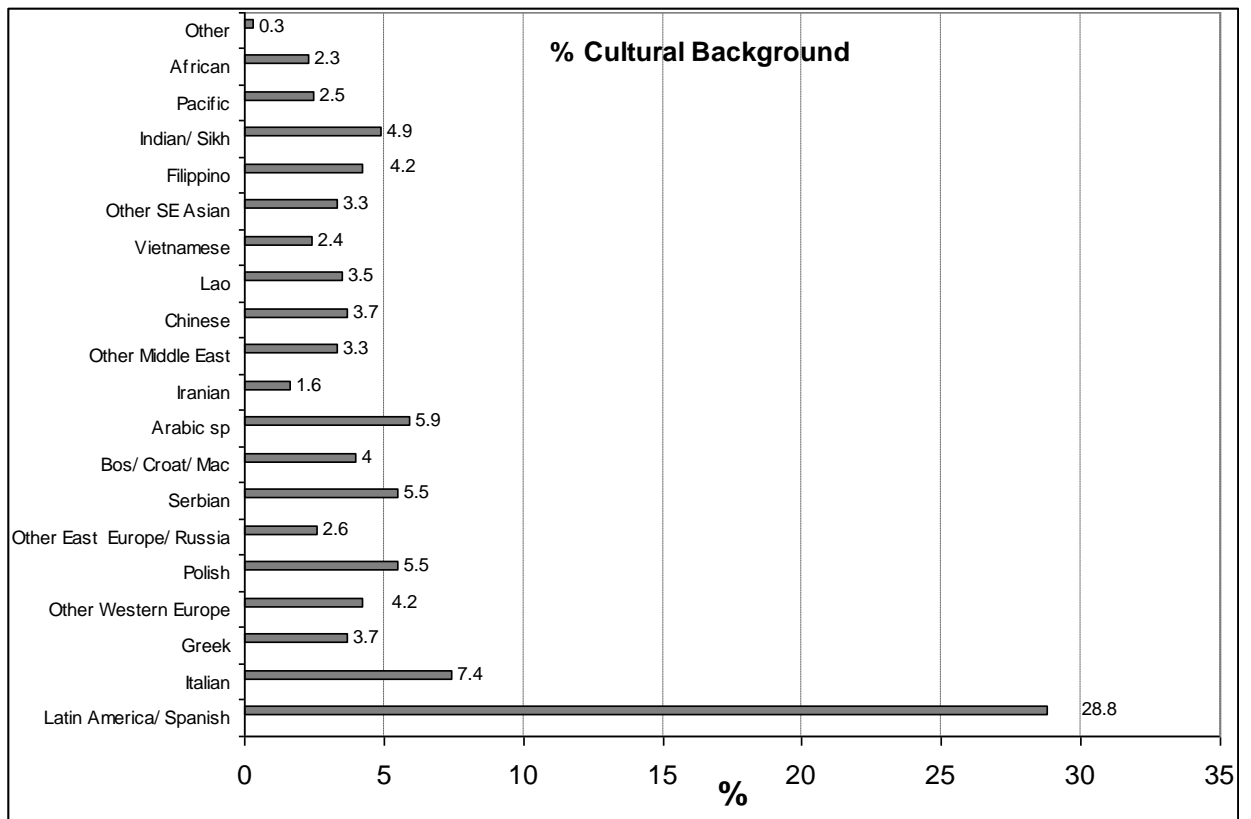
General...

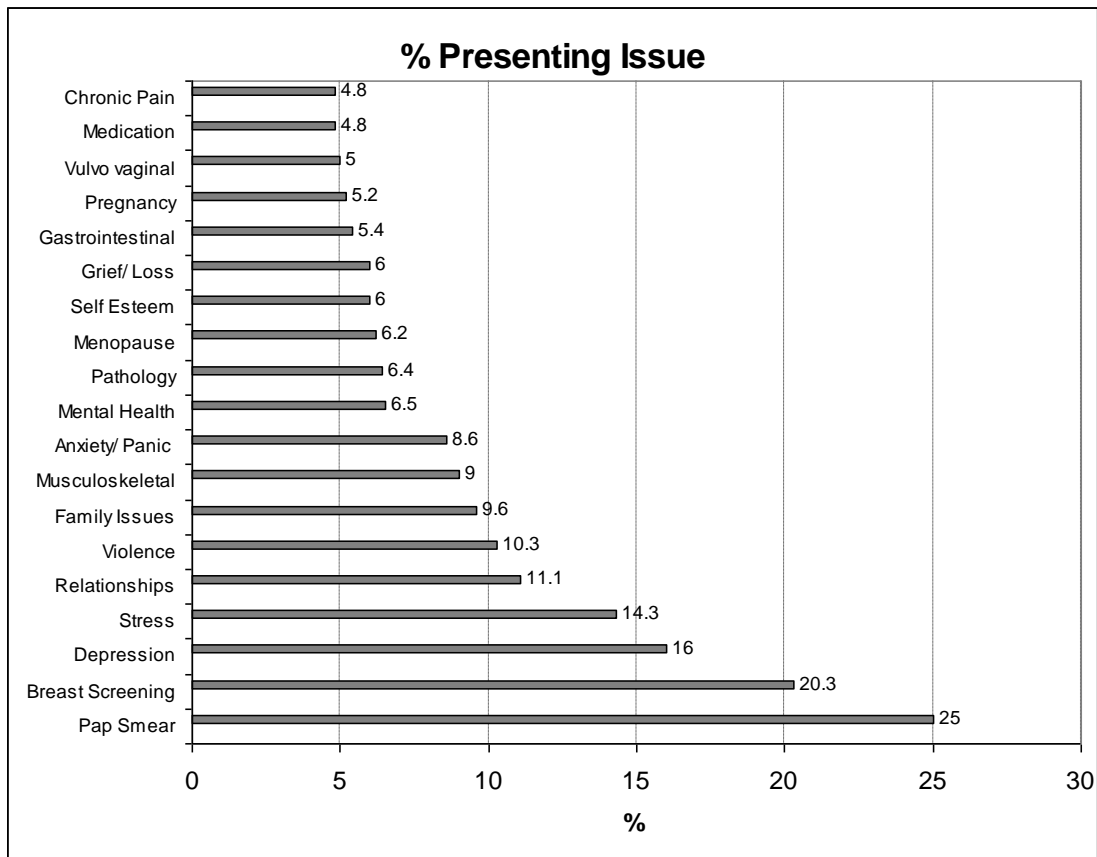
The project funding is currently due to end in December 2009. A strong focus of this year has been lobbying to prevent the project from ending. In anticipation funding is successful the project not only is prepared to continue in Liverpool, but in the future roll out across women's health centres in NSW.

-Eliza Kilpatrick, Project Coordinator

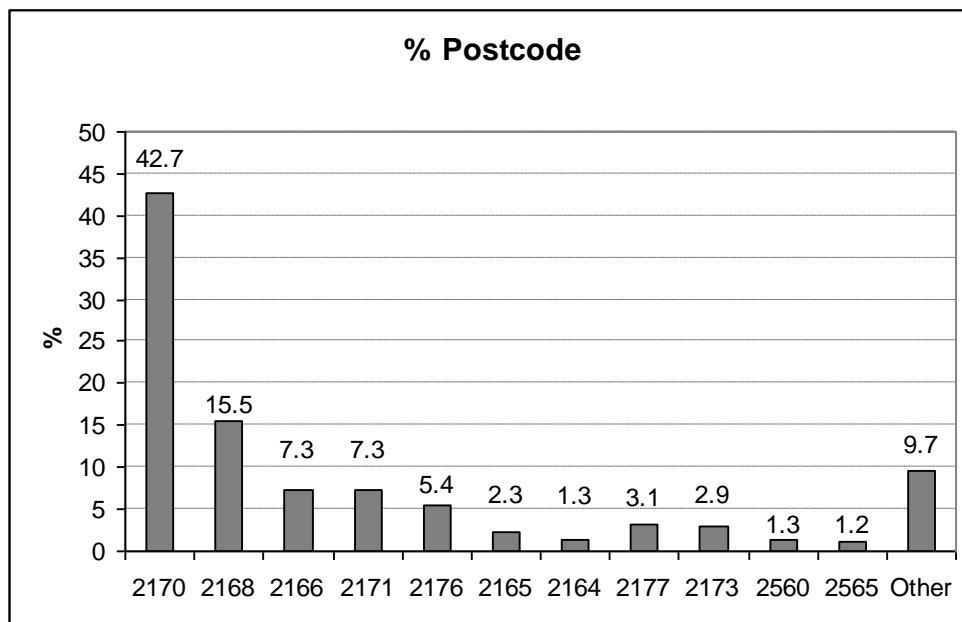
STATISTICAL GRAPHS







Our Turn Away statistics show that approximately **4 women are turned away each day** and these are related to provision of medical services. This is in a context of campaigns and local doctors referring women to the women's health centre for things like Pap smears. We note this trend is growing amongst local GPs.



2170= Casula, Liverpool, Chipping Norton, Liverpool South, Hammondville, Lurnea, Moorebank, Mt Pritchard, Prestons, Warwick Farm. 2168 = Ashcroft, Busby, Cartwright, Green Valley, Heckenberg, Hinchinbrook, Miller, Sadleir. 2166=Cabramatta, Cabramatta West, Canley Hts, Canley Vale, Lansvale. 2171= Cecil Hills, Horningsea Park, Hoxton Park, Middleton Grange, West Hoxton. 2176 = Abbotsbury, Bossley Park, Edensor Park, Greenfield Park, Prairiewood, St John's Park, Wakely. 2177 = Bonnyrigg, Bonnyrigg Hts. 2173 = Wattlegrove, Holsworthy; 2560=Campbelltown & suburbs. 2165= Fairfield, Fairfield W, E & Hts. 2164=Smithfield, Wetherill Park & Wood Park; 2565 = Denham Court, Ingleburn, Macquarie Links.