



LIVERPOOL
WOMEN'S
HEALTH CENTRE



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HEALTH CENTRE

Women's health
in women's hands

ANNUAL REPORT

2021-2022

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We acknowledge the Cabrogal Clan of the Darug Nation as the traditional custodians of the land and waterways upon which we live and work.

We pay respects to the Elders, both past and present, and recognise their strong and continuing connection to the land, culture and spirit.

*Artwork provided by Cait Oldfield



ABOUT US

LIVERPOOL WOMEN'S HEALTH CENTRE has been delivering quality health services to improve the lives of women in South Western Sydney for over forty years.

We are a non-government, not for profit organisation that receives funding from the NSW Ministry of Health to operate a community based, multidisciplinary and holistic health service for women.

Liverpool Women's Health Centre offers a broad range of client-centred, evidence-based, primary and preventative health care services and programs. These services aim to improve the health and wellbeing of women, particularly women experiencing disadvantage, primarily residing in the Liverpool Local Government Area. Our services and programs are offered free or at low cost and are provided by professional, qualified and experienced practitioners.

Liverpool Women's Health Centre operates from a feminist perspective under a social model of health. Our service provision is based on principles of social justice and an understanding of a gendered approach to health. We are well recognised within our community as a safe space for women. Our Centre is wheelchair accessible and located within the Liverpool Central Business District, easily accessed by public transport.

We are accredited at certificate level of the Australian Service Excellence Standards (ASES) and we are a member organisation of Women's Health NSW, the peak body for all non government Women's Health Centre's in NSW.

Liverpool Women's Health Centre has a long and proud history and we celebrate our reputation as a trusted and dynamic provider of women's health care services.

STRATEGIC PLAN 2019-2024



OUR VISION

Women in our region are safe, healthy and thriving.



OUR PURPOSE

Provide professional, holistic, ethical and non-discriminatory, high-quality services to empower women to improve their health, personal and social wellbeing, and safety.



OUR VALUES

Hear women's voices; Work ethically, respectfully and with kindness; Build partnerships and work collaboratively; Champion social justice and equity; Embed feminist principles in all our work



LIVERPOOL WOMEN'S HEALTH CENTRE is an incorporated association and registered with the Australian Charities and Not-for-profits Commission (ACNC) as a Charity with Public Benevolent Institution status. The majority of income received by Liverpool Women's Health Centre is through funding provided by the NSW Ministry of Health which is administered by South Western Sydney Local Health District.

Medicare bulk-billing funds a proportion of our women's health clinics undertaken by our Doctors and Nurse Practitioner. Acupuncture, naturopathy, and massage therapy appointments are offered at a co-contribution cost to clients of \$10 per visit (these services are available only to women who face disadvantage as defined by an eligibility criteria). Tai Chi and Yoga classes are offered at a co-contribution cost to clients of \$20 per term.

Counselling services and most group programs are offered free of charge, though contributions by participants are welcomed. We receive a small amount of income from donations, fundraising, occasional room hire, and periodically, we are successful in applying for grants to undertake specific projects and initiatives.

OUR FUNDED SERVICES



WOMEN'S HEALTH CLINICS

Doctors & Nurse Practitioners



GENERALIST COUNSELLING



HEALTH PROMOTION INITIATIVES



COMPLEMENTARY THERAPY

Massage, Acupuncture, Naturopathy



CASE MANAGEMENT

Advocacy, Information & Referral



HEALTH EDUCATION PROGRAMS



THERAPEUTIC PROGRAMS



COMMUNITY ACCESS WORKERS

Focused on both ATSI & CALD women

OPERATIONAL REPORT

In 2021/22, Liverpool Women's Health Centre (LWHC) remained heavily impacted by the COVID-19 Pandemic. The South Western Sydney community was disproportionately disadvantaged during the lockdowns this year with the stigma and restrictions of being named LGAs of Concern biting hard. Memories of helicopters patrolling our skies, being able to leave home for only 2 hours a day and then only to within a 5 km radius, retail shutting down and huge lines for covid testing are still fresh in our minds.

With lockdowns from the first quarter of the financial year, once again LWHC pivoted our service delivery to telephone consultations, online groups, contactless home deliveries of vitamins, food and material aid to women; ramping up our social support program and food insecurity project; ensuring we directly addressed the overwhelming needs of our local community.

LWHCs Social Support Program created 1,130 opportunities for human connection, support and much needed information. This initiative proactively reached out to the women of our local community with the purpose of creating a bright spark of connection and support while we all stayed at home.

As the lockdown came to an end we integrated the best pivots from the lockdowns into our regular service delivery, offering telehealth consultation as well as face-to-face sessions across medical, naturopathy, counselling and case management. During the COVID-19 lockdown in Quarter 1, we held 41 online group sessions with 182 occasions of service.

Groups and physical activities are now back in full swing as the pain of the Covid-19 Pandemic fades, with 145 sessions and 1,118 occasions of service for groups/workshops/events in Quarter 4 2021/22. It is absolutely wonderful to have the building buzzing and alive once again!

Similar trends followed in our total number of clients (not including group clients) and total occasions of service. In Quarter 4 2021/22 we saw 625 clients across 1,673 occasions of service, both being the highest number of service delivery in a Quarter LWHC have ever recorded.

Liverpool Women's Health Centre is committed to continuous improvement of our services and the systems we use to help us achieve this. This year we streamlined our records management systems, upgraded the way we use our clinical management software and fully integrated the use of new technology, such as iPads, into our service delivery. LWHC has again made a number of improvements to our beautiful building and spaces with the assistance of a number of grants from all strata of government. This included a complete renovation of two bathrooms, with one now meeting compliance as an accessible disabled facility. Our existing Naturopath office is now a fully functional clinic space equipped with built in sink, cupboards & fridge; and we have a new medical clinic set up with built in sink & cupboards, as well as a brand-new examination bed, clinical light & curtain. We also transformed a spare room downstairs to be a usable counselling room with phone & internet connection, installed eco-friendly mesh on the front lawn to increase parking spaces, and replaced the rotting timber fence with new Colorbond fencing.

I would like to thank all the staff, partners and management committee at Liverpool Women's Health Centre for their dedication and commitment to the work we do, all contributing to another successful year. We are excited and proud to continue to rise to meet the needs of women in our community into the future!

Kate Meyer
Executive Officer

MANAGEMENT COMMITTEE

Liverpool Women's Health Centre's Management Committee comprises up to ten women, elected annually by the members of the association at the Annual General Meeting.

- **Chairperson:** Lauren Brown
- **Treasurer:** Betty Speros
- **Secretary:** Casandra Traucki
- **Committee Members:** Katy Mangione, Delphine Leslie, Tracy Phillips.

Thank you to outgoing Committee Member's Lisa Attard, Bernadette Fleeton & Margaret Hickie.
A special thanks to outgoing chairperson, Geraldine Greenfield, for her many years of dedicated service.



ACCREDITATION UPDATE

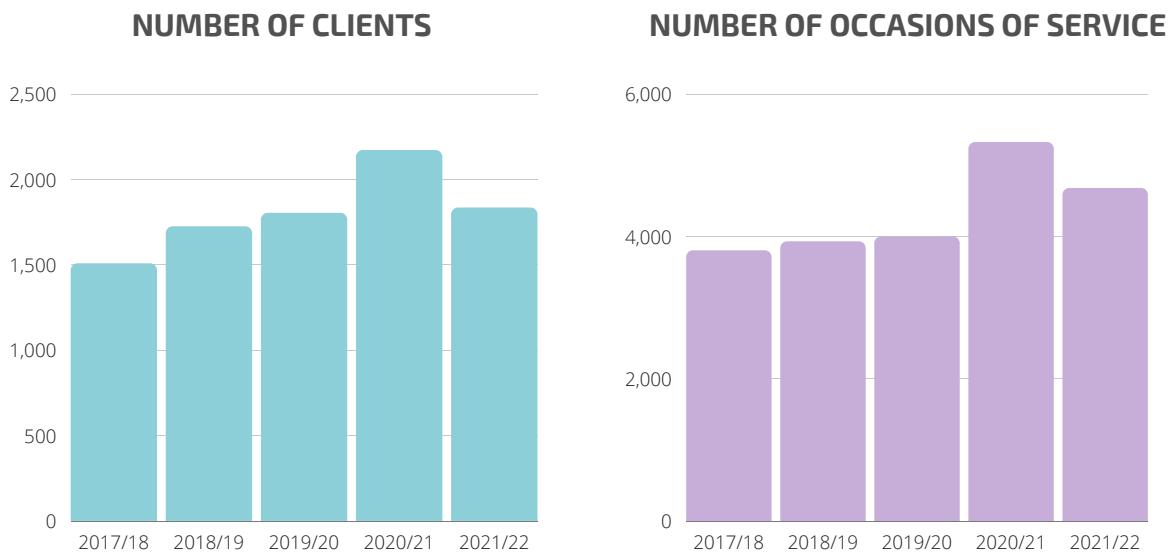
In 2021, Liverpool Women's Health Centre successfully passed and maintains accreditation at Certificate Level of the Australian Service Excellence Standards (ASES).



Accreditation is independent recognition that LWHC meets high standards and provides quality and performance assurance for management, staff, funding bodies and consumers.

Our ASES accreditation is undertaken by approved assessor Quality Innovation Performance (QIP).

LWHC FIVE YEAR GROWTH TREND



TOWARDS FUTURE GROWTH OUR STRATEGIC INITIATIVES

INNOVATIVE AND RESPONSIVE

ENSURE OUR PROGRAMS DELIVER EFFECTIVE OUTCOMES

Strategies:

- Deliver effective and responsive health services meeting community need.
- Deliver innovative primary and preventative health care services for disadvantaged women.
- Deliver holistic health, counselling and support services to women who experience or are at risk of domestic and family violence.
- Identify and respond to emerging needs and issues.

CREDIBLE AND RESPECTED

BUILD OUR INFLUENCE THROUGH ADVOCACY, RESEARCH AND COLLABORATION

Strategies:

- Expand our influence as a leader in women's health care.
- Advocate and take action on the issues that affect women.
- Engage and partner with the communities we service.
- Deliver high quality and accredited services.

SUSTAINABLE AND DYNAMIC

THRIVES AS AN ORGANISATION WITH AUTHENTIC LEADERSHIP

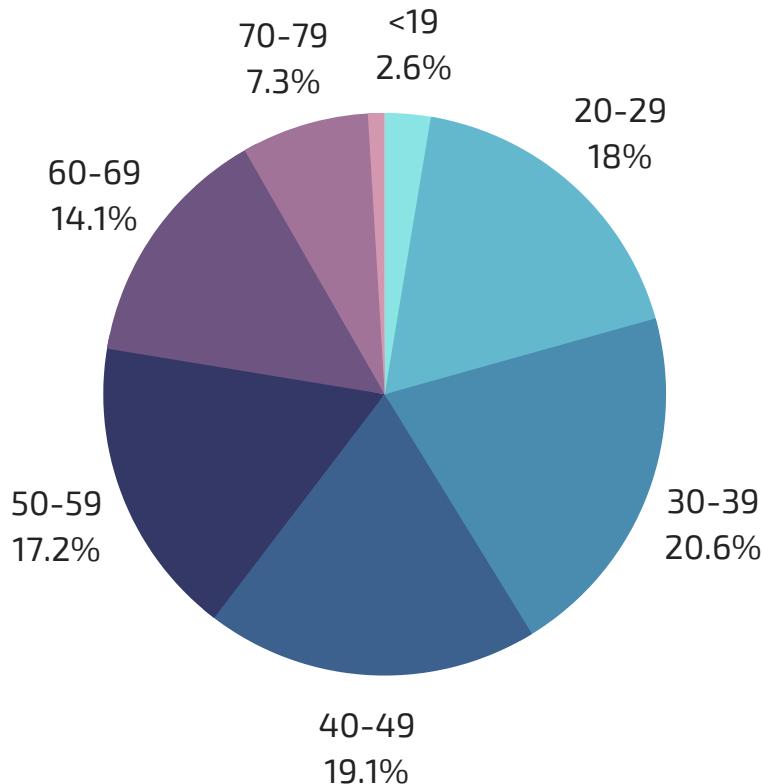
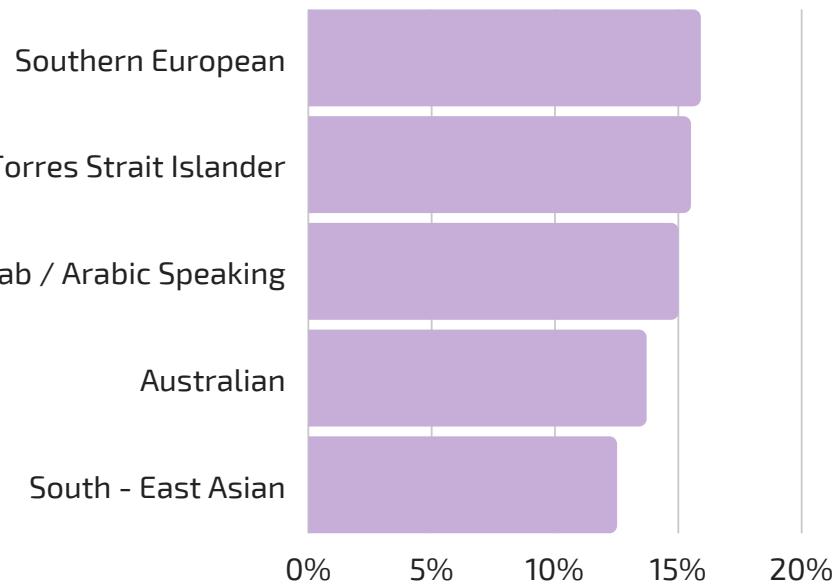
Strategies:

- Build and further develop a financially strong and sustainable service.
- Deliver effective corporate governance.
- Engage and cultivate a capable and committed workforce.



OUR CLIENTS 2021-2022

TOP 5 CLIENT ETHNICITY



CLIENT AGE GROUPS

1,305

women accessed our service in 2021-2022

43%

of clients accessed our service for the first time in 2021-2022

4,678

occasions of service provided by our staff in 2021-2022

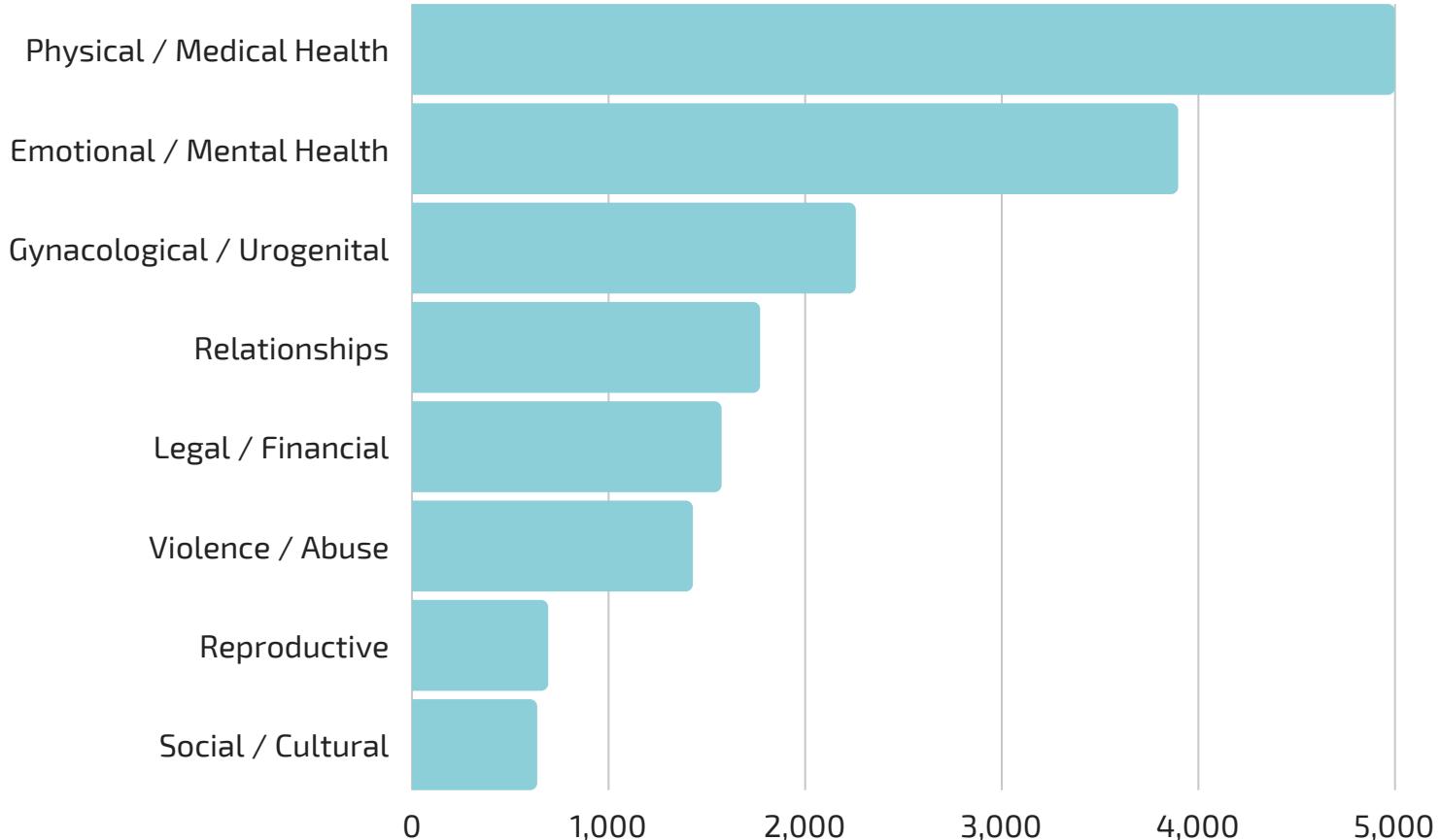
LOCATION BY HEALTH DISTRICT

93%
of clients are from South
Western Sydney Local
Health District

FINANCIAL STATUS

70%
of clients accessing
our service are from a
lower socio-economic
status.

TOP 8 PRESENTING ISSUES IDENTIFIED DURING OCCASIONS OF SERVICE IN 2020-2021



2,120

occasions of attendance to
groups & info sessions in 2021-22

94%

of clients attending physical
activity groups reported
improved outcomes

334

groups & info sessions
held by LWHC in 2020-21

PARTNERSHIPS & COMMUNITY EVENTS

LIVERPOOL WOMEN'S HEALTH CENTRE (LWHC) greatly values the relationships we develop and maintain with our partners. Community engagement is central to the work we do and we love celebrating and acknowledging our communities milestones with events throughout the year.

The relationships we foster and nurture through partnerships, events and community engagement allow LWHC to identify areas of need, make connections, develop and implement projects and services to improve the health and wellbeing of women in our community.

Bonnie's Support Services - The Safety Hub Project

Based at LWHC, the Safety Hub provides a safe and easily accessible space for women, with or without children, who are seeking assistance regarding domestic and family violence and/or homelessness. It is a face-to-face drop-in service where women experiencing domestic or family violence and/ or homelessness can access a skilled, experienced specialised crisis response within the heart of the Liverpool LGA.

Full Stop Australia - Community Based Counselling Service

Professionally qualified counsellors work within a best practice trauma-based therapeutic model to provide counselling for women who are adult survivors of childhood sexual assault. Sessions are held face-to-face or as part of our response to COVID-19, over the telephone.

Women's Legal Support Services NSW - Women's Legal Clinic

Based at LWHC, Women's Legal Support Services NSW provide free legal advice regarding family law to women on an appointment basis each fortnight. As part of our response to COVID-19 this service has also been provided over the phone.

Women's Health NSW - The Women's Health Sector Peak Body

This year LWHC has been especially grateful for the help and collaboration facilitated by WHNSW in regards to facing the challenges brought on by COVID-19. WHNSW also provides and maintains the Women's Health NSW database, enabling us to record and analyse demographic and statistical client data.

Liverpool City Council

Our local Council partners with us in developing a range of initiatives. Council provides funding and support for projects and plays a lead role in the Domestic Violence Liaison Committee. Our Aboriginal Access worker also sits on the Aboriginal Advisory Committee for Liverpool Council and Liverpool DVLC.

Budyari Aboriginal Community Health Centre - Outreach Clinics

Each month our naturopath, acupuncturist and women's health nurse practitioner hold regular outreach clinics for Aboriginal women at the Budyari Aboriginal Community Health Centre, which is located in Miller. The outreach clinics are facilitated by LWHC's Aboriginal Community Access Worker who also provides support and advocacy to the women attending.

Hoxton Park Community Centre - Yinarr Yinarrgu Aboriginal Women's Group

An Aboriginal specific support group held at Hoxton Park Community Centre each week, supported by our Aboriginal Community Access Worker.

Gandangara Health Services

LWHC in Partnership with Gandangara Health Services and transport facilitate a Craft and Yarn Aboriginal specific support group for women on a weekly at Liverpool Women's Health Centre. A special thanks goes out to the staff at Gandangara for assisting LWHC staff access Covid-19 vaccinations, critical assistance in helping LWHC serve our community.



WISE Employment



SecondBite

Our partnership with SecondBite has facilitated our collection of food directly from local donors. During the COVID lockdown period we packaged food into hampers filled with a mixture of pantry staples, fruit & vegetables, and were provided free of charge to our clients experiencing or at risk of food insecurity.



ThreadTogether

ThreadTogether collects end-of-line brand new clothing from fashion retail, distributes to their network of charities like us, who then distribute it to people in need. Our partnership with ThreadTogether has assisted women leaving domestic violence, or experiencing financial insecurity.



Liverpool Neighbourhood Connections - Pied Piper Project

Pied Piper Mobile Childcare is a project of LNC that provides child minding for our clients while they are attending counselling, groups and other services at Liverpool Women's Health Centre.



SWLHD Health Promotion, Miller Technology High School, & Botanical Gardens - Community Support Program

Our CALD Health Promotion/Education & Access Worker facilitates the delivery of health promotion initiatives targeting newly arrived migrants. Our CALD Access Worker established a long standing group for students, mums and other women from the local community that addresses social inclusion and empowerment and improves access to services. The groups get bigger and bigger every year!



Belgravia Leisure / Michael Wenden Aquatic Leisure Centre

Thank you to Belgravia Leisure for sponsoring the program held at Michael Wenden Aquatic Leisure Centre for women from refugee backgrounds and new arrivals. This program included swimming classes and aqua fitness.



Wise Employment

Consultants from Wise Employment assisting women referred by LWHC CALD Access Worker to find training, employment, or establish their own businesses. Assistance and support was provided to the women in accessing resources and tools that help with their knowledge and skills development.



Hearing Australia

LWHC CALD Access Worker has had another successful collaboration with Hearing Australia in raising awareness about hearing health, accessing health services, finding resources as well as providing their hearing check service.

iMove Physiotherapy

Thank you to Kelly at iMove Physiotherapy for providing LWHC clients with strong referral pathways as well as an information session on pelvic floor and incontinence.



Western Sydney Migrant Resource Centre (WSMRC)

LWHC counsellor, in partnership with WSMRC, promoted self-care to women at the "MiLivelihood program" by focusing on eight areas of health to assist women to improve their personal skills and to pursue their goals.

Share the Dignity

Have been extremely supportive of Liverpool Women's Health Centre through their donation of period products to our Centre. These products are provided to our clients to make a difference in the lives of those experiencing homelessness, fleeing domestic violence or doing it tough.



FAIRFIELD WOMEN'S HEALTH SERVICE

FAIRFIELD WOMEN'S HEALTH SERVICE (FWHS) was established in 2018 and is co auspiced by Liverpool Women's Health Centre and Bankstown Women's Health Centre. It is funded under the NSW Health NGO Grant Program to provide women's health services to disadvantaged women, with a focus on migrant and refugee women, residing in the Fairfield Local Government Area. Fairfield City is one of the most multicultural cities in Australia with more than half the residents born overseas, mostly from non-English speaking countries and over 70 per cent speaking a language other than English at home (2016 Census).

1,101
occasions of service
in 2021/22

148
group sessions held in
2021/22 attracting
1,654
occasions of
attendance to group
sessions

A LETTER FROM FWHS SERVICE COORDINATOR

FWHS is actively committed to a vision of empowering women by acknowledging the importance of health and wellbeing for women and their families. Using women-centred, holistic, preventative and trauma-informed approaches, our multi-lingual, multi-disciplinary team offers women a wide range of free services at our Cabramatta site. This includes Intake & Referral, Generalist Counselling, Generalist Casework, Dietetics, Health Education, Health & Wellbeing Group Activities and outreach services in various locations.

The past 12 months have proved to be momentous in the growth and expansion in the services provided by FWHS. During the COVID lockdown period, we provided social support phone calls to our clients, services continued via telehealth and group activities were delivered online. Staff members were trained on the topic: Working with clients from Middle Eastern/Arab/ Vietnamese backgrounds for cultural awareness. The demand for our service has increased steadily, with the number of occasion of services at 823 in 2020-2021 growing to 1,101 in 2021-2022. Health & Wellbeing Group activities is one of our FWHS' most outstanding program, with a significant increase in number from 106 groups and 787 occasions of attendance in 2020-2021 to 148 groups and 1,654 occasions of attendance in 2021-2022. The team worked together to design activities that meet the community's needs and deliver them in a holistic, integrated way to suit our community.

We continued to form more partnerships and raised our profile and credibility through collaborating with other services, attending various networking events, and providing outreach services for different organisations around Fairfield LGA. A significant new partnership formalized this year was with Legal Aid to provide legal service for women in the area at FWHS every second Monday.

I would like to acknowledge the contribution of our Steering Committee, our auspicing bodies, Liverpool Women's Health Centre and Bankstown Women's Health Centre, and in particular, Kate Meyer (EO - LWHC) and Mariam Mourad (CEO - BWHC) who have generously given of their time and skills to provide support to the team at FWHS.

Finally, I would like to thank our FWHS staff for their professionalism and dedication, our service partners, and students on placement.

We are looking forward to another busy and exciting year to continue to provide quality and unique service to the community, maintaining and building partnership with existing and networks to reach out to more other communities in Fairfield LGA.

Elly Dang
A/Service Coordinator



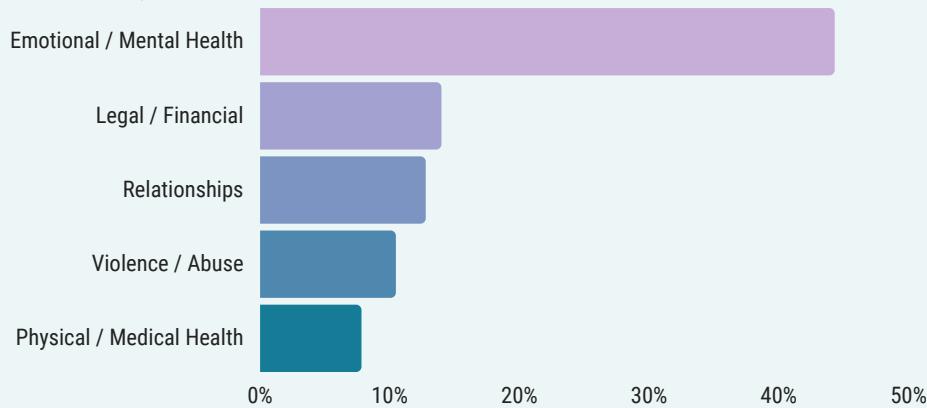
Case Study 1

Client C, a 41-year-old woman from refugee background, was internally referred to our dietitian via our counsellor. 3 months from the initial consult to the last consult, C has made long term progress to assist her with reaching her weight loss goals, changes to her oral intake habits and a healthier lifestyle to assist with her stress and anxiety. C was able to lose 5 kilos, made exercise her daily priority to assist with her weight loss goals and mental health wellbeing.

C has also been able to successfully identify when her sleeping patterns are impacted due to poor nutrition and stress, which she then feels impacts her overall health in the days to follow.

C has successfully been able to reduce intake of portions, to include more fresh fruits and vegetables and reduce her intake of confectionary on a long term basis. At our latest consult, C has stated that 'she is very happy and is re-motivated' to reach her goals.

FWHS Top 5 Presenting Issues 2021/22



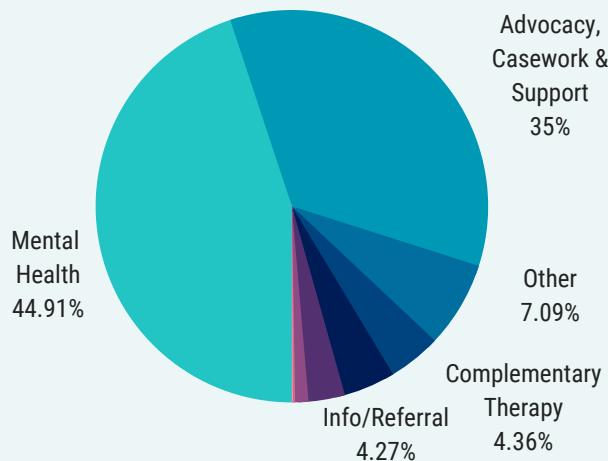
Case Study 2

Our caseworker worked with Client X, who was homeless and had no friend nor family. Client X lost her mother to domestic and family violence. She has her own relationship issues, mental health issues, history of attempted suicide, and self-harm. Due to her complex situation, Client X was not very open and hardly engaged at the beginning.

Our caseworker had patiently worked with Client X, supported her with a range of services, including but not limited to, referral to trauma counselling, career counselling at TAFE, as well as seeing a health professional for a general health and welfare check.

Client X now has a safe place to stay. She has found work and most importantly she has been motivated to go back to study. She said: "I now want to change my life for the better, I don't want to be like what I have been for the rest of my life. Thank you for understanding, caring and all the valuable supports otherwise I don't know when I would wake up from my mess".

Services Provided 2021/22



Client Testimonials

"We love every single group and session at FWHS. They are so helpful & practical"

"Thank you FWHS for delivering these programs for us so that we have the opportunity to get together and to learn so many good things. We will definitely bring families and friends to come back"



ADDRESSING WOMEN'S HEALTH GOALS

OUR HOLISTIC MODEL OF HEALTH CARE recognises the social determinants of health and works with women towards improved health. We take the 'whole' woman and her life circumstances into account. We develop strategies and offer services to address key health issues across the range of women's life stages as highlighted in the *NSW Women's Health Framework, 2019*.

GOAL 1: HEALTHY RELATIONSHIPS

Strategies: All women and girls in NSW are *informed* about healthier relationships, *empowered* to make healthier choices, and are *engaged* with families, peers, and communities.

Our Statistical Outcomes:

1,424	incidents of violence/abuse as a presenting issue
780	contacts with case workers presenting with violence/abuse
279	counselling contacts presenting with violence/abuse

65	women provided with legal advice through partnership with Women's Legal Service NSW
220	additional counselling appointments attended through the Full Stop Australia partnership

GOAL 2: HEALTHY MINDS

Strategies: All women and girls in NSW are *supported* to build resilience, through major life changes, by appropriate mental health and wellbeing services. *Empowered* to feel more confident and comfortable with their bodies and *informed* about mental health and wellbeing and support services.

Our Statistical Outcomes:

729	counselling appointments attended
856	client contacts presenting with anxiety
971	clients with stress as a presenting issue

437	clients attended therapeutic groups
471	client contacts presenting with depression
298	client contacts with grief/loss as a presenting issue

GOAL 3: HEALTHY LIFESTYLES

Strategies: All women and girls in NSW are *informed* and able to access high quality health and wellbeing information as well as *empowered* to make healthier choices.

Our Statistical Outcomes:

122	presenting issues related to addiction
368	instances of nutrition raised as a presenting issue
186	sessions of yoga and tai chi attracting 531 clients in total

140	instances of weight management raised as a presenting issue
22	health information sessions held promoting healthy lifestyles and targeting chronic disease for 572 clients in total

GOAL 4: HEALTHY BODIES

Strategies: All women and girls in NSW are *supported* in the management of chronic illnesses and to have better reproductive and sexual health, *provided* with access to contraception and maternal support, and *engaged* in prevention and early intervention.

Our Statistical Outcomes:

1,029	client contacts with reproductive health as a presenting issue
782	client contacts relating to contraception
2,253	client contacts identifying gynaecological/urogenital as a presenting issue

245	client contacts relating to pregnancy
340	womens screening tests conducted
435	breast health consultations undertaken

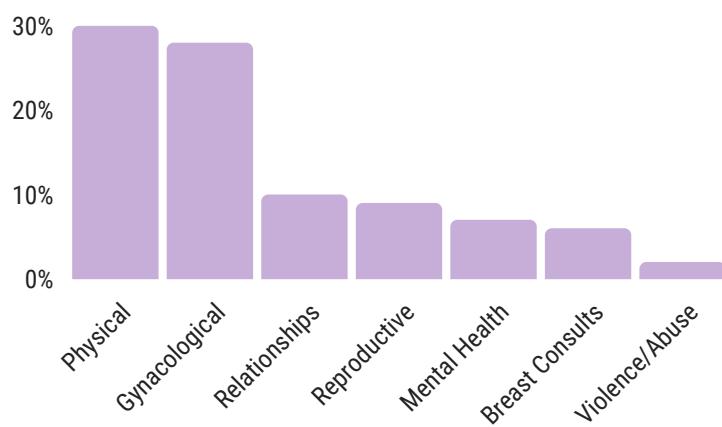
OUR SERVICES: STATISTICS & REPORTS

MEDICAL CLINICS

LIVERPOOL WOMEN'S HEALTH CENTRE'S service comprises of Doctor and Nurse Practitioner Clinics. Our medical and nursing services focus on women's health issues including; cervical screening, breast health and checks, pregnancy, contraception, STI's, menstruation and menopause, urinary incontinence, depression & anxiety, domestic violence & sexual assault, and heart health & diabetes prevention.



Medical Clinics Presenting Issues 2021/22 (%)



Key Statistics 2021/22

1,695	medical appointments attended
782	client contacts relating to contraception
340	cervical screening tests conducted
435	breast health consultations
113	women screened for sexually transmitted infections

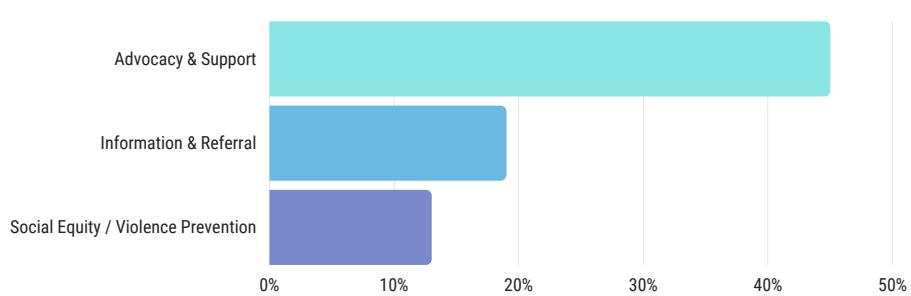
CASE MANAGEMENT

LIVERPOOL WOMEN'S HEALTH CENTRE received a grant from the Department of Communities and Justice which allowed for the addition of two Anti Violence Case Workers within our service, starting in March 2021. The Anti Violence Case Workers were responsible for providing case management and/or case coordination, support, advocacy, information and referral services to women affected by domestic and family violence (DFV).

Key Statistics 2021/22

795	occasions of service
43%	of clients had a legal/financial presenting issue
85	clients assisted with immediate violence prevention

Top 3 Services Provided 2021/22



"I have wanted to fall in pieces more times than ever lately and I honestly wouldn't of pushed through without you"



COUNSELLING

OUR COUNSELLING TEAM provides quality short to medium term counselling services free of charge on a wide range of issues including (but not limited to):

- Depression & Anxiety
- Confidence & Self-Esteem
- Grief and Loss
- Family & Relationship Issues
- Stress Management
- Trauma Informed Counselling
- Domestic Violence
- Social Isolation

Key Statistics 2021/22

729 counselling appointments attended

307 clients accessing our counselling service

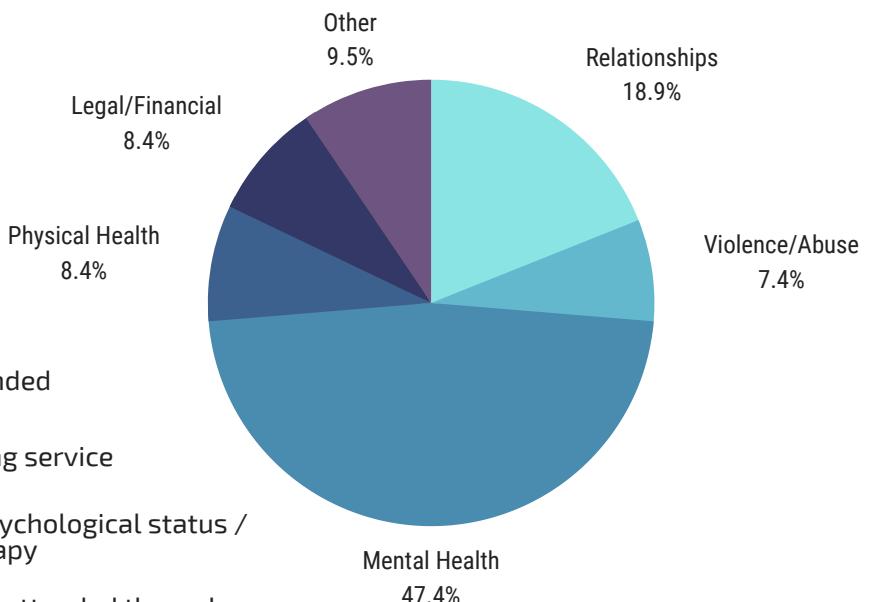
89% of clients reported improved psychological status / wellbeing at conclusion of therapy

220 additional counselling sessions attended through the Full Stop Australia partnership

Case Study

Client S is a mother of 4 children, and living with her new partner. She had been victim of domestic abuse in her last relationship and was struggling to trust in her current relationship. Client S had severe anxiety and was living day to day in survival mode. After 5 session with me I was able to educate her on anxiety, techniques to ground herself and taught her about setting boundaries and expressing her emotions in productive ways. She couldn't believe how quickly her life changes just with this education and self-awareness. She could express to her family her struggles, implement boundaries around house hold work and schedule in self-care time which all helped lower her anxiety and aid her relationship.

Counselling Presenting Issues 2021/22



COVID-19 SOCIAL SUPPORT

THE SOCIAL SUPPORT program was designed as a check in on our clients during COVID-19 lockdowns, to provide opportunities for human connection, support and information about our services at Liverpool Women's Health Centre.

"Thankyou for calling and checking I am okay. I have felt so supported during this time from Liverpool Women's Health Centre"

311
clients assisted with service access and advocacy

147
clients presented with loneliness/ isolation

1,130
social support phone calls made in 2021/22



COMPLEMENTARY THERAPY

LIVERPOOL WOMEN'S HEALTH CENTRE proudly offers Acupuncture, Naturopathy and Massage appointments for eligible women as part of our commitment to holistic women's health care.

Acupuncture is a gentle and relaxing treatment, enjoyed by many to relieve stress, improve sleep and quality of life. Our acupuncturist uses needles which are sterile, single use and she is registered with the Therapeutic Goods Administration (TGA).

Massage therapy provides women with physical and mental health benefits such as stress relaxation, relief from pain and improving restricted movement. The Centre provides 45 minute one-on-one massage sessions, spread across the week.

Naturopathy is an evidence-based system of health care supported by research to provide improvements in symptoms and well-being. Clients receive a treatment plan, dietary and lifestyle advice which includes general health eating for all life stages. Consultations with the naturopath are held face-to-face and over the phone, spread throughout the week.

Acupuncture, naturopathy and massage sessions are very popular with women, and appointments are always booked out well in advance.

While the COVID-19 lockdown reduced the amount of face-to-face appointments we were able to hold for massage and acupuncture in 2021/22, our Naturopath continued to provide consultations over the phone and used the postal service to supply supplements to our clients. This meant there was little disruption for our naturopathy clients despite the circumstances.

589

complementary therapy appointments in 2021/22

207

massage appointments

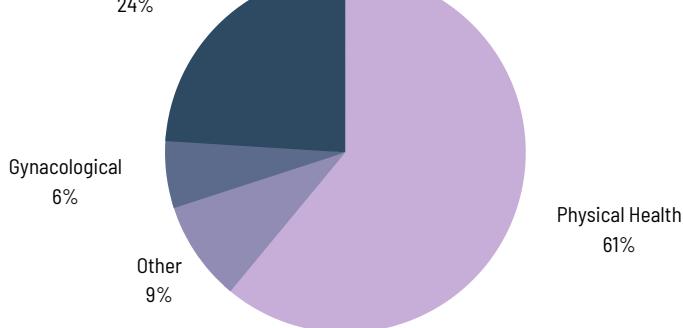
268

naturopathy appointments

114

acupuncture appointments

"I have been a patient for over six years and have nothing but praise for the complementary therapy treatments I receive from Liverpool Women's Health Centre. My problems are complicated and no doubt a challenge, but they have been so caring and patient. I see improvements at each visit".



EDUCATIONAL, THERAPEUTIC & PHYSICAL GROUPS & PROGRAMS

PHYSICAL ACTIVITY GROUPS

Yoga and Tai Chi

Our tai chi and yoga classes provide women with access to regular, low cost physical activities to improve their level of fitness, balance, flexibility and social interaction. Multiple sessions of yoga and tai-chi are held each week that take into consideration different levels of experience and movement.

We are very proud of how flexible we became in delivering Yoga and Tai Chi online via zoom during COVID lockdown's and restrictions.

750

Occasions of attendance to the Yoga Group & Tai Chi Groups

193

Total number of sessions held for both Tai Chi & Yoga

"I feel more focused, relaxed and have strengthened my aching muscles"

ABORIGINAL WOMEN'S GROUPS & EVENTS

52

Number of sessions of Aboriginal Women's Groups, Programs & Info Sessions

332

Occurrences of attendance to Aboriginal Women's Groups, Programs & Info Sessions

Aboriginal Women's Craft & Yarn Group

Aboriginal Craft and Yarn group is facilitated by Liverpool Women's Health Centre's Aboriginal Community Access Worker in partnership with Marumali, and supported by transport from Gandangara. The group participates in activities such as craft, cultural excursions, information, light exercise and lots of laughter.

Yarn & Walk

A program developed in response to our COVID-19 lock downs in Liverpool where a small number of Aboriginal women were able to walk around our local park whilst staying socially distant, though benefiting social, emotional and physical wellbeing in this very challenging time.

Yinarr Yinarrgu Aboriginal Women's Group

An Aboriginal specific support group held at Hoxton Park Community Centre each week, supported by our Aboriginal Community Access Worker.

Sorry Day

National 'Sorry Day' remembers and acknowledges the Aboriginal and Torres Strait Islander people who were forcibly removed from their families and communities, known as the Stolen Generations. Ceremony was observed commemorating national 'Sorry Day' at Liverpool Museum with women from both Yinarr Yinarrgu and Aboriginal Women's Craft and Yarn in attendance as well as being observed at LWHC.

Aboriginal Women's Business - Breast Feeding Session

Yinnar Yinarrgu Aboriginal women's group and South Western Sydney Local health district have come together to collaborate, share stories and knowledge of breastfeeding through consultation to generate information pamphlets for Aboriginal women on breastfeeding.

Transforming Power - Voices for Generational Change

Was a community gathering at Gandangarra health service where participants were offered health checks, lunch and entertainment. Aboriginal Women's Craft and Yarn attended and participated on the day.

Memories in the Mall- 11th of February 2022

A community gathering in Macquarie Mall remembering the Anniversary of the Apology to Aboriginal and Torres Islanders People made by the former Prime Minister Kevin Rudd on the 13 February 2008.



CALD GROUPS & PROGRAMS

Women's health programs specifically targeting CALD women were facilitated by predominantly bilingual facilitators. These included the **Hindu/Urdu Speaking Women's Health Program** conducted in partnership with Bonnie's Support Services, the **Spanish Speaking Women's Workshops** conducted in partnership Liverpool Catholic Club, and the **Mandaean Women's Cultural Group**.

Liverpool Women's Health Centre's CALD Access worker facilitates the **Arabic Speaking Women's Groups** at the Centre and at Miller High School. These are long standing groups for students, mums and other women from the local community that addresses social inclusion and empowerment and improves access to services. The groups get bigger and bigger every year!

Vietnamese Women's LWHC Bus Trip - held in partnership with Fairfield Women's Health Service provided women with an information session on women's health issues and included complimentary morning tea and free massages.

60

Number of sessions of CALD Women's Groups, Programs & Info Sessions

634

Occasions of attendance to CALD Women's Groups, Programs & Info Sessions

OTHER WOMEN'S SUPPORT GROUPS, EVENTS & PROGRAMS

29

Number of sessions of Women's Support Groups, Programs & Info Sessions

404

Occurrences of attendance to Women's Support Groups, Programs and Info Sessions

"I have attended so many groups at LWHC! Every one is run by the most delightful, helpful and caring leaders"

Craft & Connections

This regular craft-based group sessions are aimed at re-connecting local diverse senior women with their community in a fun, supported, and friendship focused atmosphere. It was proudly funded by the Reducing Social Isolation for Seniors grant program administered by the Department of Communities and Justice.

Lunch with Ling

Lunch with Ling is a social, health and wellbeing group held weekly at Liverpool Women's Health Centre. Its focus is on building social connections while enjoying a light lunch and participating in activities such as gardening, arts & craft, jewelry making or cooking. Funding proudly provided through Liverpool ClubGRANTS by Club Liverpool.

New Beginnings

This group was facilitated by LWHC's counsellor and caseworker for women who have previously been affected by domestic violence (DV). This support group assisted seven women who have been affected by domestic violence over seven weekly sessions to gain an understanding about the dynamics of DV and break the silence around it, have a safe place that provides support and validation, develop supportive and trusting relationships, reduce isolation, and be empowered to recognise their own knowledge, strength and resilience.

Workshops / Information Sessions

Throughout the year, Liverpool Women's Health Centre staff and partnership organisations also facilitated one-off events, workshops & information sessions. These included talks on breast cancer, breast feeding, nutrition, menopause, contraception, pelvic floor, incontinence & domestic violence; International Women's Day; MiLivelelihood Program with WSMRC; Pickling and Fermenting Workshop; & Talking Realities 'Train the Trainer'.



ACKNOWLEDGEMENTS



LIVERPOOL WOMEN'S HEALTH CENTRE would like to acknowledge the advocacy and support of our local Members of Parliament in both the State and Federal Governments; Mr Paul Lynch MP, Outgoing MP Mr Chris Hayes, Minister for Seniors and Multiculturalism Mr Mark Coure, Ms Melanie Gibbons MP, and Independent MP for Fowler Ms Dai Le.

LWHC acknowledges the ongoing support from the NSW Ministry of Health for providing our core funding. We also sincerely appreciate the support provided through grants and/or donations from:

The Department of Communities and Justice for their contribution which allowed LWHC to add two Domestic and Family Violence Case Managers to our service delivery.

Department of Communities and Justice, Social Sector Support Fund, allowed for expansion of LWHC's Case Management team during COVID-19 lockdowns to reduce the impact from vulnerable clients forced into voluntary self-isolation and quarantine.

The Department of Communities and Justice, COVID-19 Sexual, Domestic and Family Violence Infrastructure Grant Program for the contribution for the refurbishment of bathrooms to provide disability access, office space and counselling room upgrades; and installation of grass reinforcement mesh to increasing parking. Some of these upgrades are pictured left.

Department of Communities and Justice, Social Sector Transformation Fund to help not for profits working in health and social services to modernise their operations.

The Department of Infrastructure, Regional Development, Stronger Communities Programme, to assist us in replacing the building's upstairs carpet.

Department of Communities and Justice, Reducing Social Isolation for Seniors grant program, funding LWHC's new group - 'Craft and Connection'. This group aims to re connect local diverse senior women with their community in a fun, supported, friendship focused atmosphere.

Liverpool Catholic Club Ltd, 2021 Club Grants - funding the Emotionary Support Program for Spanish Women. This social emotional education program is designed for Spanish speaking women to wisely manage their thoughts, emotions, and behaviours.

John Edmondson V.C. Memorial Club Ltd, Liverpool Club Grants Program for funding LWHC's Sunshine and Self Care Project. This weekly program is an opportunity for local Liverpool women to re connect, build friendships and gently access the help they need to recover from the isolation and trauma caused by the global pandemic.

Zonta Club of Sydney for their contribution which assisted LWHC's Nurse Practitioner and Counsellor to facilitate the 'Ashcroft Girls Group' at Ashcroft High School.

Liverpool City Council, for the Grant which allowed LWHC to hold a self care focused morning tea and workshop event for our clients to celebrate International Women's Day.

Abundant Byron Pty Ltd, Annabelle Wadsworth, Moorebank Day 7 night Pharmacy, Jacqui Fahey, Vital.ly, Freda Elder, & Le Thanh Phu Nhan for your kind donations to Liverpool Women's Health Centre.

StreetSmart Australia provided Liverpool Women's Health Centre with Sheridan bed sets and towels through their SleepSafe appeal. This donation has assisted clients accessing our Centre who are in crisis accommodation, or moving into transitional housing or independent living.

Share the Dignity have been extremely supportive of Liverpool Women's Health Centre through their donation of period products to our Centre. These products are provided to our clients to make a difference in the lives of those experiencing homelessness, fleeing domestic violence or doing it tough.

Exact Technology for kindly donating a 65" and 75" TV plus installation in LWHC's reception area and upstairs group room. These have been an amazing additions, as women watch while waiting for their appointments, and also for professional viewing of presentations during our workshops.

Thanks to Bioceuticals, BioMedica, Blackmores, BodAustralia, Integria Health Care, Oborne Health Supplies, Optimal Rx, Think Well Clinic, Australasian College of Natural Therapies, Torrens University, and Vital.ly for their in kind product support and discounts throughout the year.

BALANCE SHEET

	2021/2022	2020/2021
Current Assets		
Cash	340,008	505,445
Investments	627,551	626,287
Inventories	2,110	1,805
Accounts receivable	12,851	8,220
Pre-paid expenses	587	1,062
Total	983,107	1,142,819
Non-Current Assets		
Property, plant and equipment	110,594	13,172
Intangible assets	8,550	0
Right of Use Assets	13,598	40,792
Total	132,742	53,964
Total Assets	1,115,849	1,196,783
Current Liabilities		
Trade and other payables	67,758	80,113
Lease liabilities	18,084	34,511
Provisions	181,251	131,123
Other liabilities	99,000	260,252
Total	366,093	505,999
Non-Current Liabilities		
Lease liabilities	0	18,084
Provisions	37,550	63,937
Total	37,550	82,021
Total Liabilities	403,643	588,020
Net Assets	712,206	608,763
Equity		
Retained Earnings	608,763	276,544
Current Year Surplus/Deficit	103,443	332,219
Total Equity	712,206	608,763

PROFIT & LOSS STATEMENT

	2021/2022	2020/2021
Income		
Government grants	1,269,225	1,092,872
Revenue from providing goods or services	130,286	97,124
Revenue from investments	1,356	1,889
Donations	17,007	5,286
Other revenue	26,219	373,181
Total income	1,444,093	1,570,352
Expenses		
Employee expenses	1,080,378	1,059,301
Other expenses	260,272	178,832
Total expenses	1,340,650	1,238,133
Net Surplus/(Deficit)	103,443	332,219

A complete copy of LWHC's Financial Report 2022 can be provided on request.



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