



ANNUAL REPORT

- 2023 / 2024 -



02 9601 3555

LiverpoolWomensHealthCentre@health.nsw.gov.au

liverpoolwomenshealth.org.au

TABLE OF CONTENTS

02	ABOUT US
03	OPERATIONS REPORT
04	OUR YEAR IN REVIEW
06	SERVICE SPOTLIGHT <ul style="list-style-type: none">• MEDICAL CLINICS• COUNSELLING• CASEWORK• NATUROPATHY• TRADITIONAL CHINESE MEDICINE• ABORIGINAL ACCESS & ADVOCACY
13	ADDRESSING WOMEN'S HEALTH GOALS
14	FAIRFIELD WOMENS HEALTH SERVICE
16	GROUPS, EVENTS & WORKSHOPS
20	ACKNOWLEDGEMENTS
22	FINANCIAL BALANCE SHEET

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.

ABOUT US

Liverpool Women's Health Centre has been delivering quality health services to improve the lives of women in South Western Sydney for almost fifty years.

We offer 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.

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 is through funding provided by the NSW Ministry of Health which is administered by South Western Sydney Local Health District.

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.

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

OPERATIONS REPORT

As Liverpool Women's Health Centre successfully delivers on 49 years of service to the women of our community we cannot help but take the opportunity to reflect on the strength, resilience and sheer determined fight that has built LWHC into the service we proudly represent today.

Our firm belief that every woman has the right to make her own informed decisions about her health and her life; with women of all ages, circumstances and cultures welcome within our safe space; Liverpool Women's Health Centre is committed to empowering women and valuing women's life experiences. We will continue to work every day to ensure women's voices are loud and listened to in our community.

As this has been an accreditation year, we recently tested the quality and robustness of our operational and financial systems, governance, philosophy and planning, ensuring our words match our service delivery at every possible touch point for our organisation.

It has been exhilarating to see that our dedication to walking alongside the women of our community proudly continues and the reputation we hold in our community reflects the high standard to which we hold ourselves.

The feedback we received from our clients and community partners in our 100% successful accreditation round really said it all! We are highly professional, we are welcoming, our clients are our focus. Our work is trauma informed, holistic, cohesive and collaborative and because of this, women feel safe in our space and in our care. Liverpool Women's Health Centre feels "like a big hug!".



This year has seen LWHCs suite of services and groups expand and grow, due to both LWHCs collaborative approach to partnership as well as our sector's historically significant funding increase, fought for and held onto by the dedication of our sector and in particular Denele Crozier, CEO of Women's Health NSW.

Our allied health services now include Women's Health Physiotherapy and even more Traditional Chinese Medicine modalities. We have more counselling and case work hours available to support women. Our physical activity classes cover yoga, Tai Chi, pilates and swimming! Our social connection groups have expanded to cover even more of Liverpool LGA through our successful outreach program and we even have a Fijian Women's group bringing so much joy to our space!

Next year will be our 50 year anniversary and we have partnered with Liverpool City Council to put on a huge celebratory exhibition of the rich storied history of Liverpool Women's Health Centre and women's voices we amplify. I invite you all to join us for this very special event and help us toast to the next 50 society changing years of Liverpool Women's Health Centre!

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:** Ruth Maginness, Jean Alim

OUR YEAR IN REVIEW

SERVICE USAGE

1,733

women accessed our service in 2023-24

39%

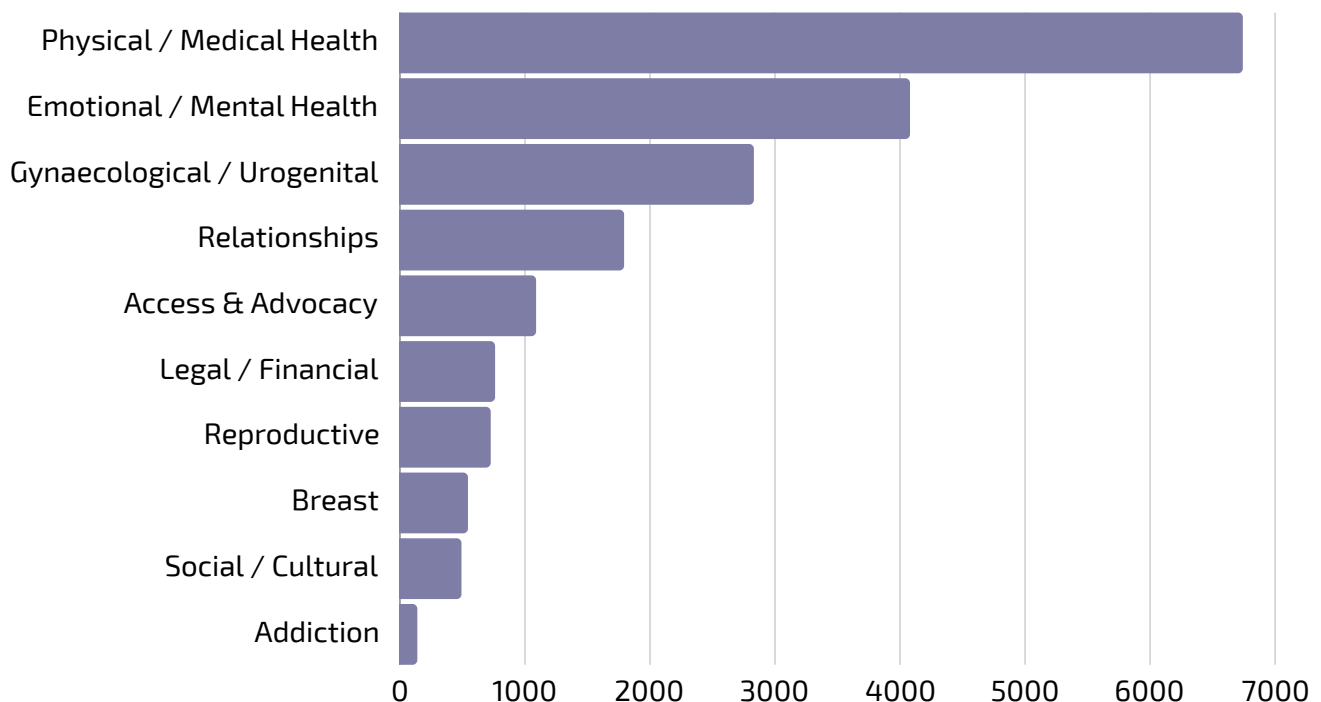
accessed our service for the first time in 2023-24

16%

of clients have been accessing LWHC services for more than 10 years

TOP 8 PRESENTING ISSUES

Identified during occasions of service in 2023-24



CLIENT DEMOGRAPHICS

9%

of our clients are Aboriginal or Torres Strait Islander

56%

of our clients are culturally and linguistically diverse

53%

of clients self-report receiving a pension or no income

GROUP ATTENDANCE

593

session of groups or workshops
held by LWHC in 2023-24

5,338

occasions of attendance to groups,
event, or info sessions in 2023-24

OCCASIONS OF SERVICE

5,739

occasions of service provided by
our staff in 2023-24

CLIENT OUTCOMES

92.5%

of women reporting improved
outcomes attending our
physical groups

52

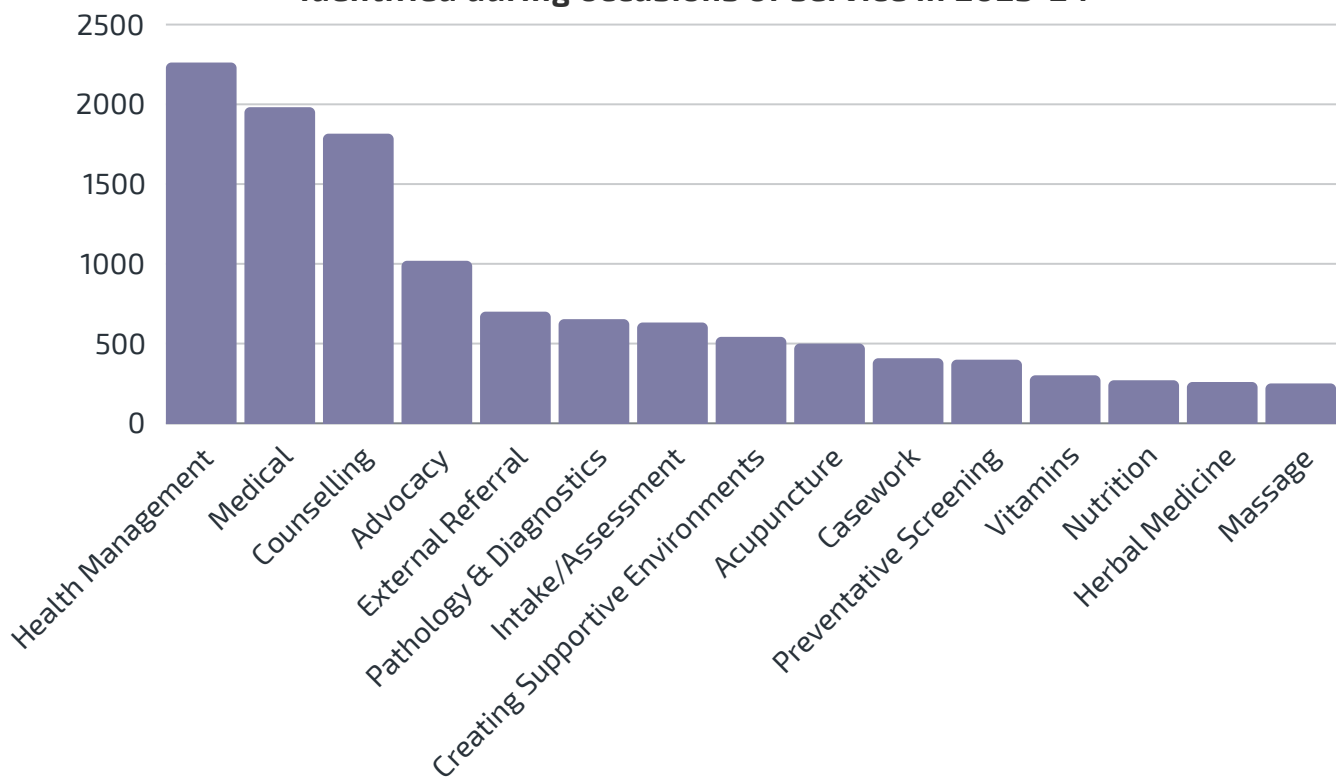
clients accessing our counselling
service demonstrated
improvement at review

63

clients accessing our case work
service met planned goals at
case closure / review

TOP 15 SERVICES PROVIDED

Identified during occasions of service in 2023-24



SERVICE SPOTLIGHT

WOMEN'S HEALTH CLINICS

Service Overview

Liverpool Women's Health Centre offers specialised women's health clinics led by our dedicated medical team; Dr. Ranessa Sebastian, Dr. Allison Thorn and Joanne Perks (Nurse Practitioner). Our clinics address a wide range of women's health issues, including cervical screening, breast health, pregnancy care, STI management, menstrual and menopausal support, as well as mental health concerns like depression, anxiety. We also pride ourselves on providing an affordable variety of contraception options, including IUDs and Implanon, to ensure women have access to safe and effective reproductive health choices.

Achievements

This year we have had the pleasure of welcoming Dr. Allison Thorn into our clinical team, which has expanded our capacity to service the women of Liverpool. This year 1,085 clients have accessed our medical services, attending a total of 1,463 appointments. We have demonstrated our commitment to preventative health through 488 occasions of cervical screening and 106 occasions of STI screening. We have also provided women with IUD or Implanon contraception on 86 occasions.

Client Testimonial

I was treated like a queen here today. I am extremely overwhelmed with the professionalism and excellence given from beginning to end. Greated with a smile and kindness from the beautiful ladies at reception. Jo and Sandy, your expertise, is absolutely admirable, very proficient and given with extreme care and mannerism. The most professional service I have ever had. Hats off to you both. Thank you so much.

Future Directions

Looking ahead, Liverpool Women's Health Centre is committed to further enhancing our services by expanding our medical team to better meet the growing needs of our community. We plan to increase our capacity to provide a variety of contraception and pregnancy options to ensure comprehensive reproductive health services. These initiatives will strengthen our capacity to deliver exceptional care and address a wider array of women's health needs.

Key Statistics 2023/24

1,463

medical appointments attended

657

complex appointments requiring extensive consultation

86

clients provided with an IUD or Implanon

488

cervical screening tests conducted





THANK YOU JO

As we reflect on the past year, it is with both gratitude and sadness that we say farewell to Jo Perks. Jo has been a cornerstone of the Women's Health NSW workforce for close to 30 years. Her journey in women's health began at Leichhardt Women's Community Health Centre where she dedicated 16 years as a Women's Health Nurse. In 2011, Jo became one of the first Nurse Practitioners authorised in Australia, notably the first in the non-government Women's Health Sector. Since then, she continued employment as a Nurse Practitioner at Penrith Women's Health Centre & Liverpool Women's Health Centre for 13 years.

Jo's innovative approach in managing women's health, despite the barriers of the MBS and PBS restrictions, has not only advanced the field but also set a standard for others to follow. Her career, a testament to her dedication, passion, and resilience. Jo has been a trailblazer in numerous areas, from pioneering lesbian preconception and birthing classes to establishing the Women Partners of Bisexual Men service in the late 1990s and early 2000s. Her dedication was evident in her willingness to go above and beyond, whether it was traveling to Granville or Auburn to provide screening to underserved groups or setting up outreach clinics in Campsie, which earned the affectionate nickname "Campsite."

Ses wrote "I have been privileged to work alongside Jo at both Leichhardt and Liverpool, and I can honestly say it has been a treasured experience. Jo, affectionately known as the "Fanny Queen" and truly the best in the business, has been an exceptional advocate for women's health. Her expertise, innovative approach, and unwavering commitment has left a lasting impact on everyone she has encountered".

In addition to her clinical work, Jo has contributed significantly to health policy and practice, represented our sector on menopause issues, and run educational programs for youth. She showed dedication to the future sexual and reproductive health workforce through education and mentorship to medical and nurse students, midwives, nurses and nurse practitioners. Her unique sense of humour and personal interests, from her love of "Mrs. Brown's Boys" and support for the Rabbitohs, to her gardening, piano playing, and role as a devoted grandmother, have made her a beloved and memorable figure within our community.

Sandy wrote "Working alongside Jo in Aboriginal outreach clinics has been one of the most rewarding experiences of my career. I deeply admire Jo for the way she kept things real & relatable, treated everyone with respect, and always went above & beyond for all women. She often saw multi-generations from the same families because of the trust and rapport build over many years of service. Jo is greatly missed in community, and they all wish her all the best".

Jo's willingness to go above and beyond to support both clients and colleagues has been truly inspiring. As she embarks on the next chapter of her career, we extend our heartfelt thanks for her years of service and wish her all the best in her future endeavors.

Jo, your legacy will continue to inspire us all.

Thank you from all of us at LWHC



SERVICE SPOTLIGHT

COUNSELLING

Service Overview

Our counselling service offers comprehensive support focusing on personal development, relationship enhancement, and emotional well-being. Our experienced counsellors utilise various therapeutic techniques, including cognitive-behavioral therapy, person-centered therapy, and solution-focused therapy. We address a range of issues such as anxiety, depression, stress, and self-esteem, in a supportive and safe environment.

Achievements

In the past year, we have expanded our client base, particularly within Arabic communities, and serviced more women in crisis. We introduced workshops on stress, anxiety management, and mindfulness, which received positive feedback and contributed to significant improvements in clients' mental health and personal development. We also collaborated with other services to provide a holistic approach to care and continued to invest in professional development for our counsellors.

Key Statistics 2023-24

- 705** counselling appointments attended
- 175** clients accessed the counselling service
- 52** clients demonstrated improvement at review using a validated tool

Future Directions

We will continue to offer customised counselling services, incorporating various therapeutic approaches. Our goals include:

- Encouraging teenagers to access counselling services and partnering with local schools for on-site support.
- Raising public awareness and reducing mental health stigma through workshops and outreach.
- Investing in ongoing professional training and self-care for counsellors to maintain high-quality service.
- Collecting feedback from clients and staff to improve our services and address any concerns.



COUNSELLING CASE STUDIES

Sarah's Journey to Employment:

Sarah sought counselling to address family conflict, employment issues, childhood trauma, stress, anxiety, low self-esteem, and low confidence. Through various counselling approaches—conflict resolution, solution-focused therapy, cognitive behavioral therapy, narrative therapy, person-centered therapy, and trauma-focused therapy—Sarah gained the confidence to secure employment, express herself within her family, and practice self-care. She described her growth as evolving from a child seeking approval to someone who can voice her needs and focus on future goals, attributing her enhanced inner strength and resilience to the counselling she received.

Healing from Domestic Violence:

Tanya, after enduring domestic violence from her husband, sought help to protect herself and her children. Immediate interventions included legal support, casework, housing services, and both individual and group counselling. With this support, Tanya secured housing, regained self-worth, and focused on her children and future goals. She is now helping others by raising awareness about domestic violence and working to improve her English to pursue studies in community welfare. Tanya credits the counselling and group support with helping her overcome her fears, gain independence, as well as aim for higher education and future employment.

SERVICE SPOTLIGHT

CASEWORK

Service Overview

Our casework service offers tailored and compassionate support to individuals who are or have experienced trauma, domestic violence, legal issues, and financial difficulties. We specialise in providing comprehensive advocacy to help clients navigate and access essential resources and services, ensuring a holistic approach to their needs. In addition to this, we offer immediate support for crises and urgent situations, connecting clients with appropriate organisations and services to ensure they receive timely and effective assistance.

Achievements

Recognising that each case is unique, we customise our approach to meet each client's specific goals and needs through effective communication, attention to detail, and personalised action plans. Our success in achieving better outcomes is largely due to our extensive collaboration with other agencies and community partners. This collaborative effort enhances our ability to address the diverse needs of our clients and provides them with a well-rounded support system.



CASE STUDY

Casey is a single mother with two children who had fled a domestic violence relationship, she found herself in temporary accommodation for the time being.

We were able to support Casey to complete a housing application for start safely program to look for secure long term accommodation. Once Casey was approved for her new home, we were also able to assist with completing and Escaping Violence Payment through Wesley Mission for Casey to purchase furniture, white goods and basic necessities.

Casey was also linked in with a victim services counsellor to help her cope and heal with the trauma she had experienced. Casey has also joined one of our groups and has found some lovely women to connect with to feel less isolated.

Casey stated "I know I still have a long way to go, but I can't be more thankful for all of the help and support you ladies have given me. I would have given up by now if it wasn't for all that you did so thank you".

Key Statistics 2023-24

367

casework occasions of service

104

women accessed the casework service

63

clients met planned goals at case closure

169

instances of domestic violence identified as a presenting issue

Future Directions

Looking ahead, we are committed to making a continued and meaningful impact on the lives of those we support. Our focus will remain on fostering strong collaborations with other organisations, empowering individuals, and driving positive change within the community.

We will sustain our efforts through ongoing network meetings and continuous training to further improve and strengthen our service delivery, ensuring that we adapt to emerging needs and challenges effectively.

SERVICE SPOTLIGHT

NATUROPATHY

Service Overview

Naturopathy is a complementary health care modality that supports our clients to prevent, manage and/or improve chronic health conditions, and support their overall wellbeing.

Our degree-qualified naturopaths, Ses and Sonya, and locum naturopath Linda, provide evidence-based dietary and lifestyle advice, and herbal and nutritional medicine, to support our clients in achieving their health and wellbeing goals.

Achievements

This year 152 clients have accessed our naturopathy service, attending 212 appointments. 53% of these clients are on a pension or low income, and may otherwise lack access to naturopathic care. 68 additional appointments were held at an outreach location for Aboriginal & Torres Strait Islander women.

Our naturopaths have also provided on-site workshops on various health and wellbeing topics for our clients, presented health information sessions for partner organisations, such as YWCA's Encore breast cancer exercise program, contributed to a girls' health and wellbeing program at a local high school, and facilitated in kind donations of herbal and nutritional supplements, which are then provided to our clients free of charge.

Key Statistics 2023-24

212

naturopathy appointments attended

152

clients accessed the naturopathy service

147

occasions nutrition was raised as a presenting issue

68

appointments held at an outreach location for Aboriginal & Torres Strait Islander Women

Outcomes

With the support of our naturopaths, our clients have reported various positive health outcomes, including improved sleep at night and energy during the day, improved digestion and loss of excess weight, better management of their anxiety and depression, a reduction in distressing hormonal symptoms, such as PMS and perimenopausal symptoms, and a reduction in cravings/success quitting smoking.

Client Testimonial

"I have been a patient for over six years and have nothing but praise for the naturopathic 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"

Future Directions

With many clients reporting considerable financial distress due to cost of living pressures, our service will continue to offer appointments primarily for women with no/low income, and focus on providing affordable dietary and lifestyle recommendations and donated herbal/nutritional products wherever possible.

We will also focus on expanding our workshops to improve our clients' skills in e.g. shopping/cooking on a budget, the most nutritious low cost "superfoods", etc.



SERVICE SPOTLIGHT

TRADITIONAL CHINESE MEDICINE (TCM)

Service Overview

Our Traditional Chinese Medicine (TCM) offerings encompass a range of holistic therapies including acupuncture, herbal medicine, cupping, Chinese massage, and moxibustion. Our TCM practitioner is committed to providing comprehensive and personalised care to address clients health needs.

Achievements

In the past year, we've introduced cupping and herbal dispensary services, responding to client needs with enhanced offerings. These additions have been well received and have allowed us to better support our clients' health.

Key Statistics 2023-24

576	165	435	46
TCM appointments attended	women accessed the TCM service	occasions of women presenting with stress	appointments held at an outreach location for Aboriginal & Torres Strait Islander Women

Outcomes

We've seen significant improvements in client health. Many have experienced substantial relief or stabilisation of their conditions. Clients who initially sought relief from chronic pain often report marked improvements compared to previous years. Additionally, our clients have expressed greater motivation for self-care, attributing this to improved stress management from access to massage, acupuncture and herbal remedies.

Future Directions

Looking ahead, we plan to:

- Continue advancing our expertise through ongoing education to enhance client care.
- Increase our engagement in community events and groups to broaden awareness and promote our services.



MEET OUR TCM PRACTITIONER

Jiaoping Ao, affectionately known as JP, grew up immersed in the philosophies of Chinese medicine, which were seamlessly integrated into her family's daily life. Her journey into Traditional Chinese Medicine (TCM) began with a desire to understand the science behind TCM, and JP soon discovered its profound benefits through personal experiences within her own family and among friends.

Jiaoping's exploration of TCM led her to appreciate its significant potential in managing chronic diseases and enhancing overall quality of life. She further deepened her knowledge during a clinical observation at Cheng Du Chinese Medicine University, where she was captivated by the diverse applications of TCM.

Registered with the Australian Health Practitioner Regulation Agency (AHPRA) as an Acupuncturist, Chinese Medicine Herbalist, and Herbal Dispenser, Jiaoping is also a member of the Australian Acupuncture and Chinese Medicine Association (AACMA).

JP actively incorporates TCM principles of life cultivation into her own routine, setting an example of wellness that she encourages her clients to follow.

SERVICE SPOTLIGHT

ABORIGINAL ACCESS & ADVOCACY

Our Aboriginal Access & Advocacy Officer provides individualised support to local Aboriginal women. This includes a combination of advocacy, support, skill development, information & referral, creating supportive environments and safety planning.

The Aboriginal outreach clinics run by Liverpool Women's Health Centre at Budyari Aboriginal Community Health Centre in Miller is a longstanding partnership dedicated to supporting Aboriginal women in the community. Our Aboriginal Access & Advocacy Worker attends with our Naturopath, Acupuncturist, and Nurse Practitioner to offer comprehensive care. These clinics are well-attended and highly valued by community. The outreach appointments are designed to address the holistic needs of Aboriginal women, combining medical care with advocacy to ensure that participants receive culturally appropriate and effective support.

EVENTS & INFO SESSIONS

This year, the Aboriginal Community Access Worker actively engaged in a variety of community-focused events and informational sessions aimed at supporting and enriching the lives of Aboriginal women in the local community. The year's events & activities included: Aboriginal Herbal Body Creams Workshop, Cancer Awareness Community Gathering, Elders Expo, Harmony Day at Miller, Kari Community Day, NAIDOC Events in Fairfield, Liverpool, and Miller, Reconciliation Event, Referendum Q&A Sessions, Women's Wellbeing Day & World Menopause Day.

These events reflect a commitment to enhancing community engagement, promoting cultural awareness, and addressing health issues within the Aboriginal and broader community.

Occasions of Attendance: **360**

Number of Sessions: **13**



GROUPS



Aboriginal Women's Craft & Yarn Group

Aboriginal Craft and Yarn group is facilitated by Liverpool Women's Health Centre's Aboriginal Community Access & Advocacy Worker, and is co-facilitated with Gandangara. The group participates in activities such as craft, excursions, information, health promotion, and a monthly outing to Bunnings. The group is an opportunity for Aboriginal women to come together over craft and a cuppa. There is definitely more yarning than craft with lots of laughter.



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.

Occasions of Attendance: **398**

Number of Sessions: **69**

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 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:

579 incidents of violence/abuse as a presenting issue

169 contacts with case workers presenting with violence/abuse

144 counselling contacts presenting with violence/abuse

236 women provided counselling at LWHC through our partnership with a Victims Services Counsellor

212 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:

622 counselling appointments attended

811 client contacts presenting with anxiety

1,221 clients with stress as a presenting issue

831 clients attended groups supporting mental health & wellbeing

441 client contacts presenting with depression

257 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:

139 presenting issues related to addiction

246 instances of nutrition raised as a presenting issue

182 sessions of yoga and tai chi attracting 337 clients in total

152 instances of weight management raised as a presenting issue

51 health information sessions held promoting healthy lifestyles and targeting chronic disease for 800 occasions of attendance

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:

726 client contacts with reproductive health as a presenting issue

473 client contacts relating to contraception

2,831 client contacts identifying gynaecological/urogenital as a presenting issue

253 client contacts relating to pregnancy

488 cervical screening tests conducted

544 breast health consultations undertaken



Fairfield Women's HEALTH SERVICE

FAIRFIELD WOMEN'S HEALTH SERVICE (FWHS) was established in 2018 and is co-auspsiced by Liverpool Women's Health Centre and Bankstown Women's Health Centre. It is funded under the NSW Health NGO Grant Program to provide health and wellbeing support to women residing in Fairfield Local Government Area (LGA), with a focus on those from migrant and refugee backgrounds. Fairfield City is one of the most multicultural diverse communities in Australia and is a major settlement city for migrants and refugees. Fairfield city consists of 56% of residents that were born overseas and 69.7% of residents that speak a language other than English at home (Australian Bureau of Statistics, 2021 Census).

FWHS YEAR IN REVIEW

868

**client contacts
in 2023/24**

207

**group sessions
held in 2023/24**

4,011

**total attendance to
group sessions**

Case Study

Client X was a long-term client of Fairfield Women's Health Service from April 2021 to July 2023, accessing counseling, case management, and group activities. She disclosed experiencing domestic violence, visa status concerns, and financial difficulties. As a single mother of a son with Global Developmental Delay and ADHD, Client X faced depression, anxiety, stress, suicidality, financial issues, unemployment, limited social support, and legal problems. Despite these challenges and involvement from the Community Mental Health Emergency Team and the Department of Communities and Justice, she showed determination to improve her wellbeing and parenting skills.

Through our advocacy, trauma-informed counseling and case management, we supported her. In June 2024, she visited to express her gratitude, sharing that she now has Permanent Residency, a stable job, a rental property, and her son's health has significantly improved.



FWHS SERVICE COORDINATOR REPORT

This year has been an exciting one for Fairfield Women's Health Service. As always, our multidisciplinary and multi-lingual team delivered high quality services to women residing in the Fairfield Local Government Area. Our core services consist of intake and referrals, generalist counselling, generalist casework, dietetics, health education, and health and wellbeing group activities. We also provide outreach services to other organisations based in Fairfield LGA to support women and their families who are unable to reach our Cabramatta site. Our focus is to provide holistic and trauma-informed care and to build awareness around domestic family violence, mental health and chronic health issues to the Fairfield CALD community.

We would like to acknowledge the advocacy and support from our local Members of Parliament in both the State and Federal Governments, Dr David Sallia, Member for Fairfield, and Independent MP for Fowler, Ms Dai Le.

We continuously partnered with services and organisations through collaboration, networking events, and outreach services. We also raised our profile by forming new partnerships in Fairfield LGA. We would like to thank our long-term partners: Women's Health NSW – Sector Peak Body, Fairfield City Council, Thread Together, Bonnies Support Service, Fairfield and Cabramatta Police, Whitlam Library Cabramatta, Justice Support Centre, Centrelink Cabramatta, Canley Vale Public School, Prairiewood Public School, Federation of Ethnic Communities Council of Australia (FECCA), Jean Hailes, Share the Dignity, Anglicare and Legal Aid – for their outstanding support for our clients. We would like to thank our new partners: The Rev. Bill Crews Foundation, Sacred Heart Catholic Primary School Cabramatta, Settlement Services International (SSI), South Western Sydney PHN, and NSW Multicultural Health Service – We hope to strengthen new partnerships in the near future. In addition, we've been working with Women's Health NSW and other Women's Health Centre on the Pathways Project that aims to create an efficient pathway referral process for victims-survivors who have experienced non-fatal strangulation and may be suffering from a brain injury. We are optimistic about this project as it can potentially reach out to those experiencing sexual violence and connect them to the right service/s.

One of the most thrilling news this year is the announcement to increase funding for Women's Health Centres across New South Wales over the next 4 years. Fairfield Women's Health Service also successfully secured a second site in Fairfield to expand our core services to meet the needs of women in our community. On behalf of the team at Fairfield Women's Health Service, I would like to thank Denele Crozier, CEO of WHNSW for leading our sectors success and our auspicing bodies – Liverpool Women's Health Centre and Bankstown Women's Health Centre. I would like to express my appreciation to Kate Meyer (EO – LWHC), Mariam Mourad (CEO -BWHC) and Kerrie Newcombe (Operations Manager – BWHC) for their continuous support and generosity.

Ultimately, I would like to thank our team at Fairfield Women's Health Service for their diligence, commitment, and professionalism. I look forward to another year ahead of us filled with exciting programs, events, partnerships and a brand-new site. We are immensely proud to continue and expand our work.



Service Coordinator

SERVICE SPOTLIGHT

GROUPS, EVENTS & WORKSHOPS

YOGA



- * Yoga is held every Monday morning during the school term. Classes focus on gentle movements and stretching to promote relaxation and well-being. There is also an element of relaxation/ guided meditation at the end of each class.
- * The aim of Yoga is to provide a supportive environment, and encourage women to connect with their bodies, reduce stress, improve flexibility and improve strength in a way that is accessible to everyone
- * Feedback from women on the yoga classes have been overwhelmingly positive. Participants have reported feeling much calmer, with a noticeable improvement in their physical flexibility

Number of Sessions: **98**

Occasions of Attendance: **627**

TAI CHI



- * Two sessions of Tai Chi are held every Tuesday morning during the school term. This year we have also provided this service at Carnes Hill Community Centre.
- * The aim of these tai chi classes is to boost flexibility and support overall health through gentle, mindful exercises. Group practice in a circle encouraging natural & respectful social interactions among participants.
- * Client Feedback: "Ling is the best Tai Chi instructor I have ever had. She is so dedicated to her craft, and has a wonderful sense of humour, always happy and smiling. Her classes leave you relaxed, refreshed and energised".

Number of Sessions: **86**

Occasions of Attendance: **727**

PILATES



- * Pilates is our exciting recent addition to the physical group lineup. It is held at Liverpool Women's Health Centre on Thursday mornings, and Liverpool Catholic Club on Monday mornings.
- * Our relaxing and energising Mat Pilates aims to assist clients to strengthen their core, improve flexibility, and enhance overall wellbeing.

Number of Sessions: **7**

Occasions of Attendance: **24**

CRAFT & CONNECTIONS



* Craft & Connections, now in its 3rd year, meet every Wednesday from 10am to 1pm. This group is one of our most popular, and is consistently at capacity before the term starts!

* The workshops aims to teach practical crafting skills while fostering personal growth and community connection. It provides a space for participants to share experiences, overcome personal challenges, and engage with community.

* Participants have developed their crafting skills, started selling their handmade items, and are preparing for a public showcase. They have also contributed to the community through volunteering and fundraising activities, reflecting the workshop's empowering 'give back' philosophy.



Number of Sessions: **37**

Occasions of Attendance: **369**

LING'S SOCIAL GROUPS



* Ling's Social Groups offer different activities each term, including Gardening, Vegetarian Cooking, and Scrapbooking. Each term, there is a different activity on offer, which provides a dynamic and engaging environment for participants to connect and develop new skills.

* By rotating activities each term, the program encourages participants to explore new interests, build connections with others, and foster a sense of community.

* Participants have enjoyed the variety and social aspect of the groups. One client shared, "Ling's groups have been a fantastic way to meet new people and try out different activities. I've loved every term and the chance to learn something new while having fun with others."



Number of Sessions: **38**

Occasions of Attendance: **313**

THURSDAY CATCH UPS



* A social group to connect and share information and experiences in a friendly supportive atmosphere. A safe place for women to relax, meet new people, enjoy morning tea, and learn something new.

* Childcare is provided if needed through our partnership with Liverpool Neighbourhood Connections – Pied Piper Mobile Childcare.

Number of Sessions: **34**

Occasions of Attendance: **123**

ART THERAPY



The Art Therapy program, facilitated by Jessika El-Hayek (Counsellor) and Sandy Oldfield (Aboriginal Advocacy and Access Officer), ran twice this year and provided a safe space for self-expression and exploration through various art mediums. Each term included six key modules focusing on self-exploration, compassion, handling challenging emotions, connections, gratitude, and community support.



The aim of the group was to use art to explore and express emotions that are difficult to articulate. The sessions emphasized creative play and personal reflection, rather than discussing pressing issues.



Participants found the program highly beneficial, appreciating the chance to relax, make social connections and explore themselves unintentionally. One participant noted, "The art therapy sessions were a wonderful break from everyday life. It was refreshing to play with colors and textures, make a mess, and have fun, which was a first for many of us in a long time."

- Client artwork from the Art Therapy program featured left.

Number of Sessions: **24**

Occasions of Attendance: **108**

LEARN TO SWIM PROGRAM



The 'Learn to Swim' Program, conducted in partnership with Belgravia Leisure and hosted at Michael Wenden Aquatic Centre, was accessed by 70 women. The program ran four times over the year including a dedicated session for Arabic-speaking women.



By offering free sessions with qualified and experienced instructors, the program sought to improve swimming skills, build confidence in the water, and promote overall well-being through aquatic exercise.



Participants appreciated the supportive and structured environment provided by the program. Many reported increased confidence in their swimming abilities and a greater sense of community. The inclusion of a session specifically for Arabic-speaking women was particularly praised for its cultural sensitivity and accessibility.

Number of Sessions: **30**

Occasions of Attendance: **267**

CULTURAL GROUPS

- * **Spanish Speaking Women's Group**
This year the group primarily focused on enhancing memory and cognitive skills for Spanish speaking women through creative games and interactive activities for improved brain health.
- * **Hindi/Urdu Speaking Women's Group**
A community gathering where women build connections through shared meals, laughter, and cultural activities like singing and dancing, supported by Bonnies Support Services.
- * **Vietnamese Speaking Women's Group**
A collaborative initiative offering cultural support and community services, hosted at LWHC in partnership with Justice Support Centre and SWSLHD Multicultural Health Services.
- * **Arabic Speaking Women's Group**
A community-centered group led by Iman, providing health education, social activities, and opportunities for building friendships and connections within the Arabic-speaking community.
- * **Fijian Women's Group**
A supportive environment where Fijian women come together to strengthen their community ties, preserve cultural traditions, and access various forms of support.

Cultural Groups Occasions of Attendance: **1,326**

Cultural Groups Number of Sessions: **106**

WORKSHOPS, EVENTS & INFO SESSIONS

Throughout the year, Liverpool Women's Health Centre hosted external organisations or internal staff facilitated one-off events, workshops & information sessions including:

- | | |
|--|---|
| * Car Maintenance Workshops | * Women's Health Week - Floristry Workshop |
| * Herbal Body Creams & Scrubs Workshops | * FGM & Trauma Informed Care Info Session |
| * Bus Trip to Auburn Botanical Gardens | * Cancer Group Talk at Whitlam Leisure Centre |
| * Beginners English Classes | * Anxiety Information Sessions - Arabic Speaking |
| * Jenny's Card Making Workshops | * Menopause Info Session - Vietnamese Speaking |
| * Anxiety & Depression Info Session | * Self Care Info Session - Vietnamese Speaking |
| * Certificate 3 in Community Services | * SHAZAM Girls Group Info Session |
| * International Women's Day - Cup Painting | * Nutrition Info Session- YWCA Encore |

Occasions of Attendance: **802**

Number of Sessions: **60**



We are incredibly grateful for your generous support.

Thank you

to all our partners,
donors and funders.

We would like to acknowledge the advocacy and support of our local Members of Parliament in both the State and Federal Governments; **Ms Charishma Kaliyanda** Liverpool MP, and Independent MP for Fowler **Ms Dai Le**; **Nathan Haggarty** Lepington MP and **Jodie Harrison** Federal Minister for Women.

LWHC greatly acknowledges & appreciates the ongoing support from the **NSW Ministry of Health** and **South West Sydney LHD** for providing and administering our core funding.

Thank you to **Denele Crozier**, CEO of WHNSW, for leading the "Sustainable Investment in NSW Women's Health Centre's Business Case" which successfully advocated for an additional allocation of \$34.3 million for the Women's Health Care Program over the next 4 years.

Funding & Grants

South Western Sydney Primary Health Network (Strengthening Medical General Practice Grants Program) - allowed LWHC to enhance our digital health capacity through a new practice management software, and work towards achieving accreditation against RACGP Standards for General Practices.

The Department of Communities and Justice (Community Building Partnership) assisted us to repair windows, install new blinds, and renovate the upstairs client bathroom.

Liverpool City Council - provided a grant which allowed LWHC to hold a 'Coffee, Cake, & Connection' workshop event for our clients to celebrate International Women's Day.

John Edmondson V.C. Memorial Club (Liverpool Club Grants Program) - for funding LWHC's 'Healthy Liverpool Women - Swim for Life!'. This partnership project between LWHC & Michael Wenden Aquatic Centre provided women with a comprehensive learn to swim program.

Mounties Group - from funding the Aging Happy Program within our Spanish Speaking Women's Group to sponsoring all our Cultural Connections groups in 2024 as well as running food drives on our behalf. Mounties Group support for LWHC services is so gratefully appreciated.

Federation of Ethnic Communities Councils of Australia (FECCA) - Funded the Keeping Families Protected from COVID-19 project which assisted LWHC to hold a series of face-to-face workshops, activities and outings to increase women understanding and comfort with the vaccination process for themselves and their children, dispel myths and explain the importance of maintain COVID-19 testing.

UNSW Sydney - funded the Shisha No Thanks program delivered at Liverpool Women's Health Centre including 7 workshops designed to raise awareness of the negative impacts of shisha smoking. These workshops consisted of creating fabric button earrings, DIY cardboard gift boxes and a healthy morning tea.

Liverpool Catholic Club (Liverpool Club Grants) - funded the Wellness Circle Project which brought together local senior women from diverse backgrounds to provide health and wellbeing support. This year LCC also funded our outreach project and allowed us to host Pilates and Mindfulness at the club, we are so grateful!

Women's Health NSW (Pathways Project) - Women's Health Centre's work in partnership with their existing local networks of domestic and sexual violence support services, police, GP's, PHN's, LHD and legal services to establish structured referral pathways and protocols for victims-survivors who have experienced non-fatal strangulation and may be suffering from a brain injury. We are optimistic about this project as it can potentially reach out to those experiencing sexual violence and connect them to the right service/s.

Premier's Department NSW (Local Small Commitments Allocation Program) - The Connecting Our Community project ran weekly support groups for local women to recover from the isolation and trauma cause by the global pandemic by reconnecting and building friendships.

Strengthening Medicare Fund - enabled the roll out of our digital transformation program across medical services.

Donors

Thank you Abundant Byron Pty Ltd, Annabelle Wadsworth, Liverpool Rotary Club, Jacqui Fahey, Jim Warner, Michelle Jewell, Leander Starr, Debbie Su Dennon & Andrea Rejante for your charitable donations to Liverpool Women's Health Centre.

Thank you to Share the Dignity, Liverpool Mens Shed, StreetSmart, Bunnings Hoxton Park & Bunnings Crossroads, Officeworks Wetherill Park.

Thanks to Bioceuticals, BioMedica, Blackmores, BodAustralia, Integria Health Care, Osborne Health Supplies, Optimal Rx, The Practice Wellbeing Centre, Torrens University, and Vital.ly for their in-kind product support and discounts. We would also like to acknowledge Jacqui Fahey for her generous donation to the centre's naturopathy clinic, in particular, for supporting our outreach clinics for Aboriginal & Torres Strait Islander women.

Partnerships

Liverpool Women's Health Centre greatly values the relationships we develop and maintain with our partners. 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.

Women's Health NSW – Sector Peak Body

This year LWHC has been especially grateful for the help and collaboration facilitated by WHNSW in coordinating the development of the Women's Health Business Case. They also provide and maintain the Women's Health NSW database, enabling us to record and analyse demographic and statistical client data.

Justice Support Centre – Staying Home, Leaving Violence

Staying Home Leaving Violence, now have an office based at LWHC full time, aim to support women and their children who have experienced or continue to experience domestic violence to remain safely in their home. Strong referral pathways between LWHC and Staying Home, Leaving Violence Caseworkers has been pivotal in providing strong services from women affected by DFV.

Bonnies 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.

Full Stop Australia

Professionally qualified counsellors work from LWHC two-days a week within a best practice trauma-based therapeutic model to provide counselling for women who are adult survivors of childhood sexual assault.

Women's Legal Support Services

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.

Victim Services – Service Support Scheme

Based at LWHC, qualified counsellors providing trauma informed practices two-days a week to empower victims who have been affected by crime or trauma, promote resilience, and facilitate recovery, ensuring women have the necessary tools and support.

Gandangara Health Services

LWHC in Partnership with Gangangara Health Services and transport facilitate a Craft and Yarn Aboriginal specific support group for women on a weekly at Liverpool Women's Health Centre.

Budyari Aboriginal Community Health Centre

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.

Thread Together

ThreadTogether collects end-of-line brand new clothing from fashion retailers, 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 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.

Liverpool Neighbourhood Connections – Pied Piper

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.

Belgravia Leisure – Michael Wenden Aquatic & Leisure Centre

Thank you to Belgravia Leisure for sponsoring the 'Learn to Swim' program held at Michael Wenden Aquatic Leisure Centre for women.

Rotary Club Liverpool

Thank you to Liverpool Rotary for organising Bunnings Barbeques, and Monthly Food Drives at Casula Mall. We are incredibly grateful, and it has made a difference to so many women and their families.

Core Community Services

Thank you to Core Community for running much requested conversational English classes run at LWHC

Mil-Pra AECG Art Exhibition

LWHC in partnership with Bonnies Support Services and Liverpool Women's Resource Centre has supported the Kate Nicholas Liverpool Women's Service's Award in memory of Kate Nicholas. This art prize is valued at \$500 and is open to all adult Aboriginal female artists.

2023-24 BALANCE SHEET

	2023/2024	2022/2023
Current Assets		
Cash	1,122,631	370,794
Investments	654,443	631,918
Inventories	2,338	3,006
Accounts receivable	77,440	13,093
Pre-paid expenses	3,100	557
Total	1,859,952	1,019,368
Non-Current Assets		
Property, plant and equipment	93,685	111,158
Intangible assets	5,130	6,840
Right of Use Assets	287,955	321,833
Total	386,770	439,831
Total Assets	2,246,722	1,459,199
Current Liabilities		
Trade and other payables	163,604	86,378
Lease liabilities	26,783	24,802
Provisions	231,366	224,202
Other liabilities	688,151	37,726
Total	1,109,904	373,108
Non-Current Liabilities		
Lease liabilities	275,382	302,166
Provisions	38,921	18,443
Total	314,303	320,609
Total Liabilities	1,424,207	693,717
Net Assets	822,515	765,482

Equity		
Retained Earnings	765,482	712,206
Current Year Surplus/Deficit	57,033	53,276
Total Equity	822,515	765,482

PROFIT & LOSS STATEMENT

	2023/2024	2022/2023
Income		
Government grants	1,396,699	1,167,868
Revenue from providing goods or services	212,393	151,021
Revenue from investments	30,970	12,573
Donations	9,705	32,157
Other revenue	5,789	12,757
Total income	1,655,556	1,376,376
Expenses		
Employee expenses	1,290,832	1,106,101
Other expenses	307,691	216,999
Total expenses	1,598,523	1,323,100
Net Surplus/(Deficit)	57,033	53,276



LIVERPOOL
WOMEN'S
HEALTH CENTRE

26 Bathurst Street, Liverpool NSW 2170

PO Box 65, Liverpool NSW 1871

T: 02 9601 3555

F: 02 9824 0448

E: SWSLHD-LiverpoolWomensHealthCentre@health.nsw.gov.au

liverpoolwomenshealth.org.au

*Accredited at the Certificate Level of the
Australian Service Excellence Standards.*

*Funded by NSW Ministry of Health,
administered by South Western Sydney
Local Health District.*

© 2024 Liverpool Women's Health Centre

