

# 2020-21 ANNUAL REPORT



LIVERPOOL  
WOMEN'S  
HEALTH CENTRE



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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.



## 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.

# OUR INCOME & FUNDING

**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 (and these services are available only to women on low incomes). Tai Chi and Yoga classes are offered at a co-contribution cost to clients of \$5 per session.

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

### LIVERPOOL WOMEN'S HEALTH CENTRE

#### WOMEN'S HEALTH SERVICES INCLUDE:



WOMEN'S  
HEALTH CLINICS:  
DOCTORS & NURSE  
PRACTITIONERS



COMPLEMENTARY THERAPY:  
ACUPUNCTURE  
NATUROPATH  
MASSAGE



COUNSELLING



THERAPEUTIC  
PROGRAMS



HEALTH EDUCATION  
PROGRAMS



HEALTH PROMOTION  
INITIATIVES



COMMUNITY ACCESS WORKERS  
FOCUSED ON BOTH ATSI  
& CALD WOMEN



CASE MANAGEMENT &  
CLIENT ADVOCACY



INFORMATION AND  
REFERRAL

## 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).

## 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:** Geraldine Greenfield
- **Treasurer:** Tracey Phillips
- **Committee Members:** Delphine Leslie, Bernadette Fleeton, Lisa Attard, Margaret Hickie

A special thanks to outgoing chairperson, Dr Victoria Westley-Wise, for her many years of dedicated service.

# OPERATIONAL REPORT

2020/21 was quite the year for Liverpool Women's Health Centre with the Covid-19 Pandemic continuing to heavily impact both our service delivery and our community. As we moved in and out of lockdown, we went from greeting women with a smile through our masks to quickly pivoting to telephone consultations, online groups, contactless home deliveries of vitamins, food and material aid to women; ramping up our social support program; and establishing a food insecurity project that directly addressed an overwhelming need in our local community.

Even through there were times during the year when LWHC paused close contact therapies such as massage and acupuncture, our total occasions of service grew by 33% with 38% more new clients accessing LWHC than the year before. This was assisted through the addition of our new hugely successful Anti Violence Case Management service and of course, the staff's determination to continue to service clients through different modes of contact. 47% of all service delivery occurred over the telephone in 2020/21.

LWHCs Social Support Program created 827 opportunities for human connection, support and much needed information. This initiative proactively reached out and met the women of our local community where they were, creating a bright spark in the lockdown.

LWHC continues to be a culturally appropriate, trauma informed safe space for all women and we were fortunate enough to be able to run some fantastic programs this year. Checking in on our Aunties: Keeping Mob Connected was a highlight, with LWHCs Aboriginal Community Access Officer using proactive information and referral, community connection and kindness to break down the loneliness and isolation felt by older Koori women in the face of the pandemic. Our culturally specific groups grew in number with Arabic speaking and Khmer women's groups being held by staff and a number of groups run in partnership, including the return of the Spanish speaking women's group now facilitated by Ana Attianese, the Hindu-Urdu women's group entering its 15th year and our ongoing partnership with SWSLHDs Bi Lingual Educator program.

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 and fully integrated new ways of working into our service delivery. We are excited and proud to continue to rise to meet the needs of women in our community into the future!

Kate Meyer  
Manager

# STRATEGIC PLAN 2019-2024



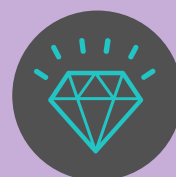
## OUR VISION

Women in our region are safe, healthy and thriving.



## OUR PURPOSE

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

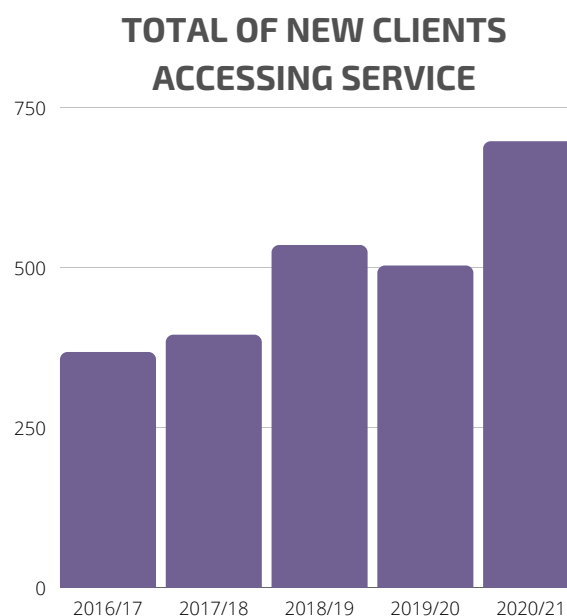
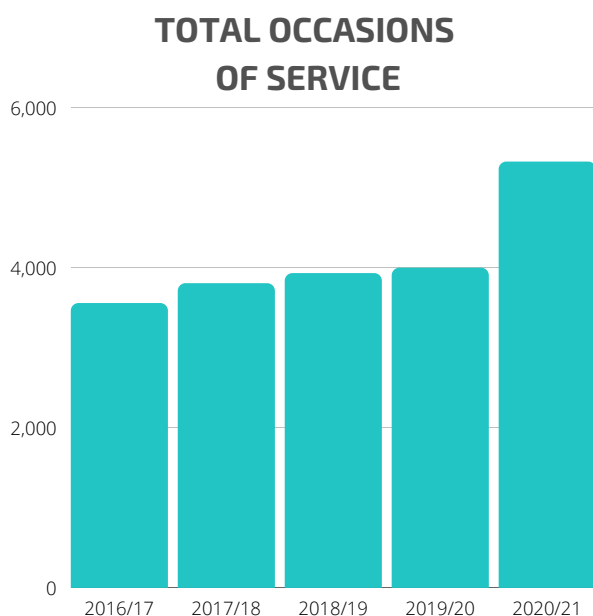


## OUR VALUES

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



# 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:

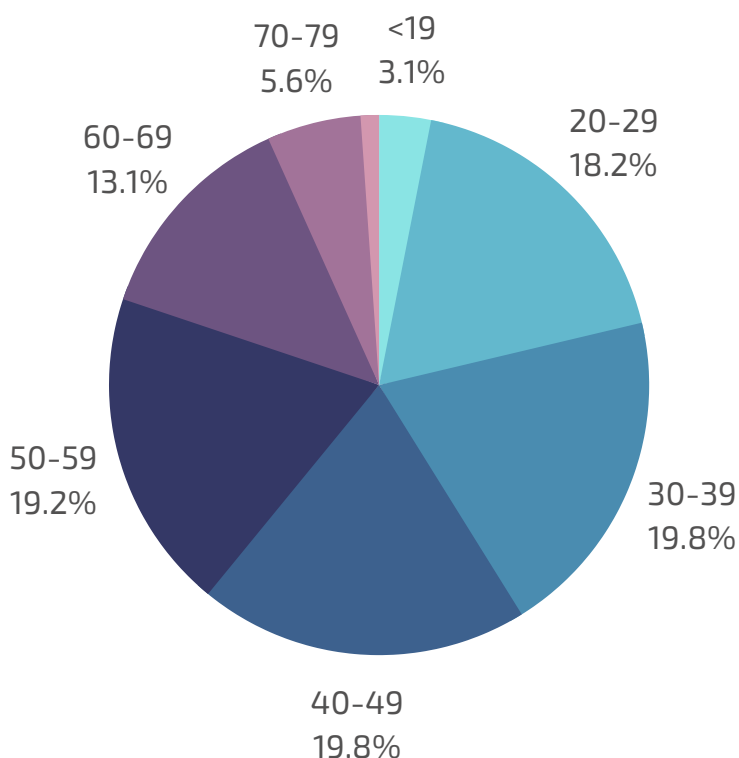
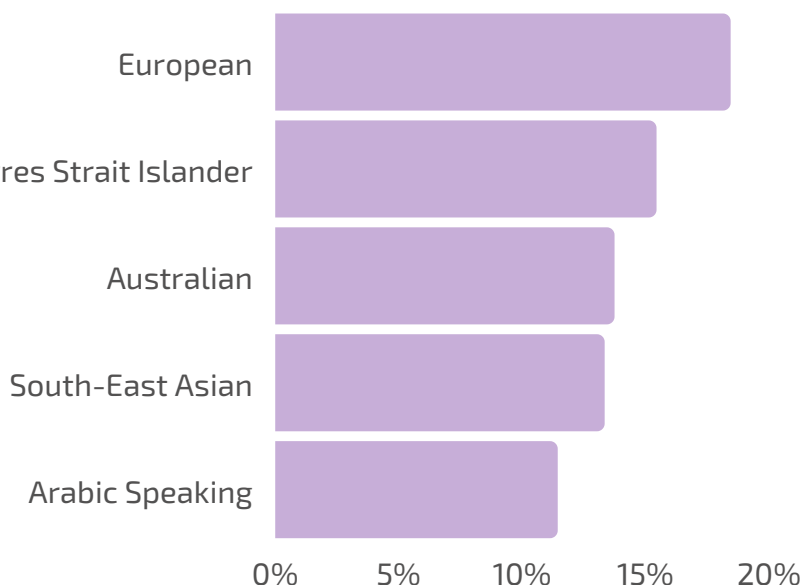
- Build and further develop a financially strong and sustainable service.
- Deliver effective corporate governance.
- Engage and cultivate a capable and committed workforce.



# OUR CLIENTS

## 2020-2021

### TOP 5 CLIENT ETHNICITY



### CLIENT AGE GROUPS

**1447**

women accessed our  
service in 2020-2021

**48%**

of clients accessed our service  
for the first time in 2020-2021

**5322**

occasions of service provided  
by our staff in 2020-2021



## LOCATION BY HEALTH DISTRICT

**94%**

of clients are from South  
Western Sydney Local  
Health District

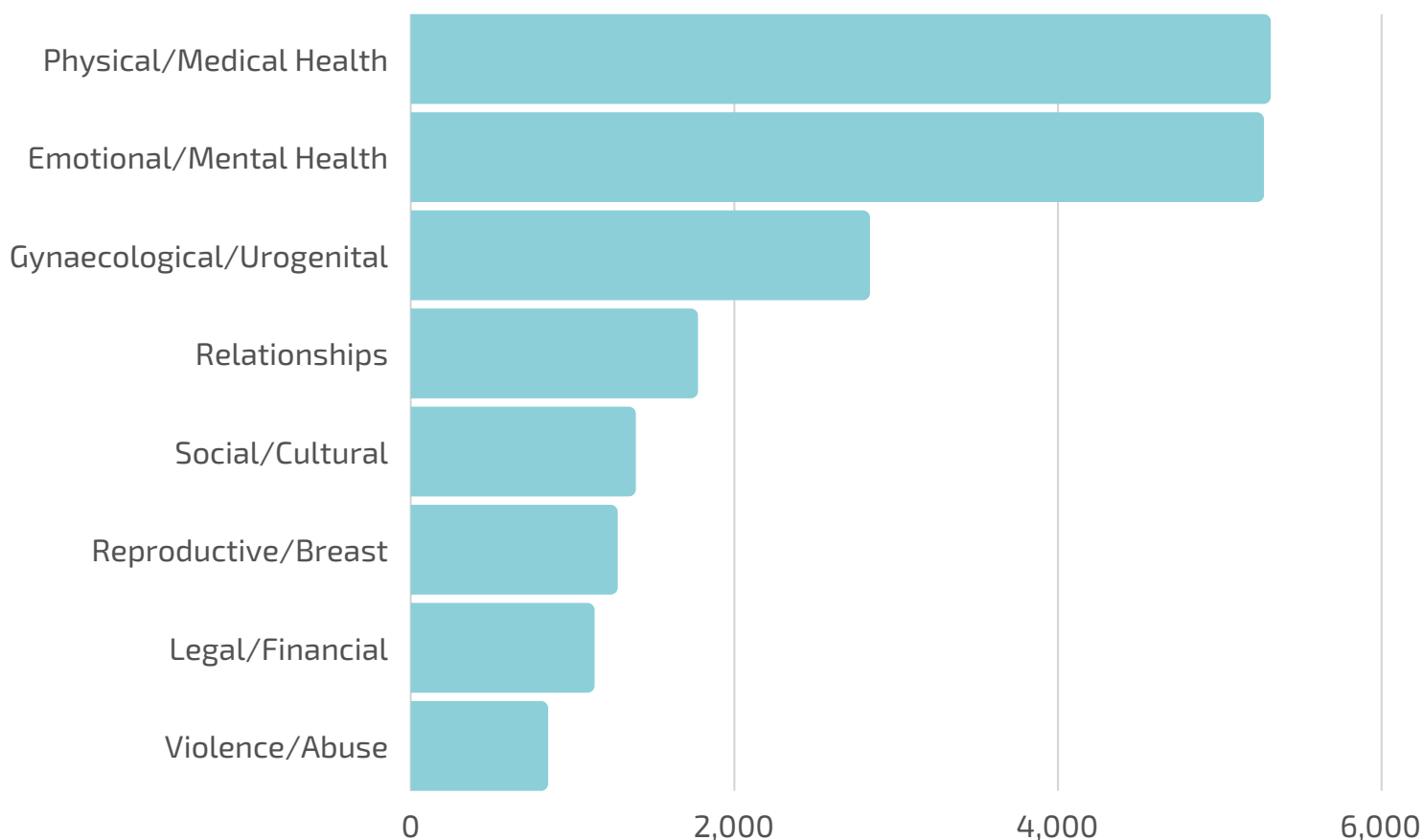
## FINANCIAL STATUS

**35%**

of clients accessing  
our service are on a  
pension/benefit

## TOP 8 PRESENTING ISSUES

IDENTIFIED DURING OCCASIONS OF SERVICE IN 2020-2021



**2296**

occasions of attendance to  
groups & info sessions in 2020/21

**91%**

of clients attending physical  
activity groups reported  
improved outcomes

**319**

groups & info sessions  
held by LWHC in 2020/21

# PARTNERSHIPS, 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.

## **Budyari Aboriginal Community Health Centre - Outreach Clinics**

Each month our naturopath 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.

## **Rape and Domestic Violence Services 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.

## **BreastScreen NSW, NSW Health, Budyari, Marumali and Liverpool City Council - Aboriginal Women's Business Project**

LWHC partnered with these organisations to run workshops at LWHC aimed at increasing screening participation rates of Aboriginal women in cervical, breast and bowel cancer screening.

## **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.



# COMMUNITY ENGAGEMENT

## **SWSLHD Health Promotion & Miller Technology High School - Community Kitchen and Social Enterprise Program**

Our CALD Health Promotion/Education & Access Worker facilitates the delivery of health promotion initiatives, on and off during the year due to COVID-19, such as the community kitchen and projects 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. This group gets bigger and bigger every year.

## **Bankstown Women's Health Centre**

We are incredibly grateful to Bankstown Women's Health Centre with their kind supply of frozen meals to Liverpool Women's Health Centre through their food share program. These frozen meals were given to women and their families in need or at risk of food insecurity.

## **SecondBite - Addressing Food Insecurity in Liverpool LGA**

Our partnership with SecondBite has facilitated our collection of food directly from local donors. We package the food into hampers filled with a mixture of pantry staples, fruit & vegetables, which are provided free of charge to our clients experiencing or at risk of food insecurity.

## **Wesley Mission - Mums & Kids Matter**

LWHCs Aboriginal Community Access Worker supports women attending this residential program to access our services through Budyari's agreement to see all women within the 2168 postcode at LWHCs nurse practitioner clinic or here at LWHC.

## **Marsden Law Group - Legal Workshops**

In partnership with Marsden Law Group, we conducted free workshops for clients of LWHC. The workshops provided women with valuable information surrounding property settlements and estate planning.

## **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.

## **Cancer Institute NSW, Community First Step, Fairvale Public School, Prairiewood High School, Settlement Services International, Mandeian Union in Australia, Miller High School - "Sahhatik" Cervical and Breast Cancer Screening Project**

LWHC's CALD Community Access Worker held information sessions in partnership with these organisations to encourage multicultural women to undertake bowel and breast cancer screening and raise their awareness about cancer.

## **Mission Australia - Online Women's Group**

Our CALD Health Promotion/Education & Access Worker partnered with Mission Australia to host an online women's group. This group facilitates virtual activities and opportunities for women to socialise including health sessions, online yoga, information about services available and discussion of various interesting topics.

## **March 4 Justice**

Liverpool Women's Health Centre attended the 'March 4 Justice' rally on the 15th of March in support of building equality, justice, respect, and an end to gendered violence.



# FAIRFIELD WOMEN'S HEALTH SERVICE

823

occasions of service  
in 2020/21

106

group sessions held in  
2020/21 attracting

787

participants

**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 and/or working 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). FWHS is a fully operational women's health centre and offers a range of services from its premises at Arthur West Memorial Hall, McBurney St Cabramatta.

## A LETTER FROM FWHS SERVICE COORDINATOR

*Fairfield Women's Health Service has had a busy, productive and rewarding year. We have prioritised building and strengthening relationships; developing a more credible, local profile; and enhancing service performance. We prepared to become independent by developing our strategic plan, commenced developing our own policies, creating our own systems and processes, and partaking in regular professional development.*

*We have strong relationships with our auspicings bodies, Bankstown and Liverpool Women's Health Centres, and our Steering Committee, and it continues to grow. Our team had our Planning Day where we bonded over visioning and aspirational exercises, and committed to being a stronger, more cohesive team.*

*We formed partnerships and raised our profile and credibility through regular participation at various networks and collaborating with other services. Our team at FWHS showed leadership and adaptability during the COVID pandemic by supporting clients requiring essential and emergency relief services. The demand for our service has been steadily increasing. In each quarterly reporting period, our average client contacts is 718, our average client numbers is 117, and 81% is the percentage of clients who achieved their goals after three months of service or upon exit.*

*We are looking forward to an exciting year ahead where we will continue to provide multi-disciplinary services that are women-centred and culturally-appropriate.*

*Dee-Dee San Jose*

*Service Coordinator at Fairfield Women's Health Service*

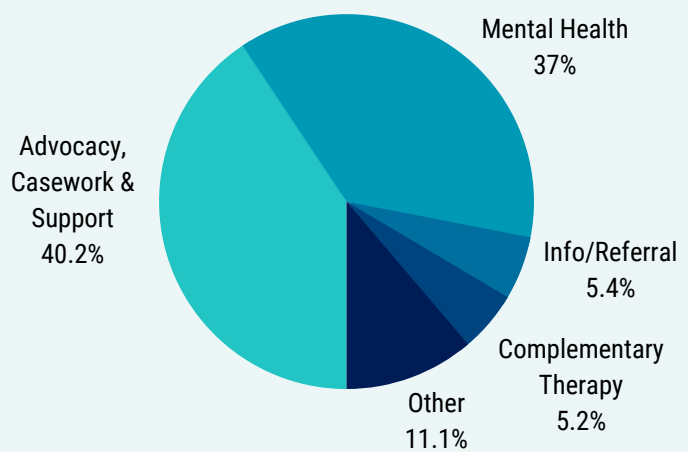




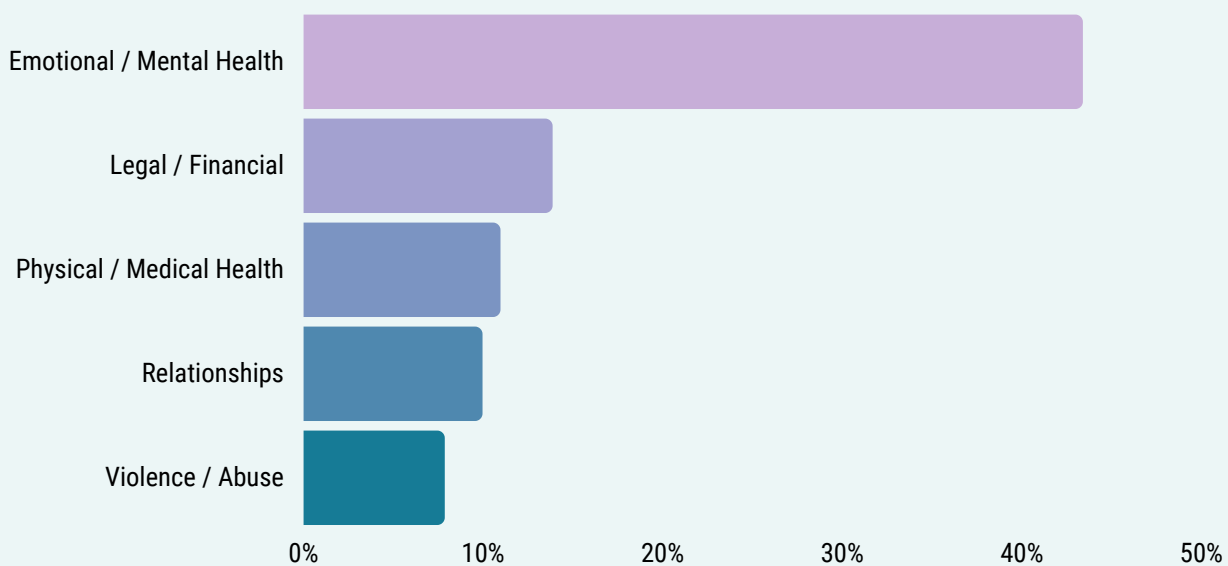
### Case Study 1

Client C joined the Vietnamese cultural group to have a break from her caring role, to participate in the the community, share information, and carry out some gentle exercises. She said "the thing I like about coming here is the very warm welcome from the team, particularly the Intake and Referral Officer. She is very caring, helpful and informative. She takes time to listen and understand my situation, and provides me with useful information. She spreads positive energy to me and the people around her. My health has improved a lot and I look at life in a more positive way".

### Services Provided 2020/21



### FWHS Top 5 Presenting Issues 2020/21



### Case Study 2

One of our DV caseworkers worked with Client T who was referred by Core Community Services, following her separation from her husband due to domestic violence. Our DV caseworker supported her with a range of services including, but not limited to, utilising interpreting services, food provision, and referrals for legal advice and financial support services.

Client T was able to locate transitional accommodation which she has moved into. She reported that being connected to the service and having someone to listen to her and provide support has been a positive experience. The client reported "feeling at peace" and she now "looks forward to her future".



# 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:**

**843** incidents of violence/abuse as a presenting issue  
**228** contacts with case workers presenting with violence/abuse  
**327** counselling contacts presenting with violence/abuse

**38** women provided with legal advice through partnership with Women's Legal Service NSW  
**142** additional counselling appointments attended through the Rape & Domestic Violence Services 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:**

**2,131** counselling appointments attended  
**1,151** client contacts presenting with anxiety  
**1,250** clients with stress as a presenting issue

**332** clients attended therapeutic groups  
**805** client contacts presenting with depression  
**385** 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:**

**151** presenting issues related to addiction  
**343** instances of nutrition raised as a presenting issue  
**188** sessions of yoga and tai chi attracting 543 clients in total

**207** instances of weight management raised as a presenting issue  
**56** health information sessions held promoting healthy lifestyles and targeting chronic disease for 663 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:**

**776** client contacts with reproductive health as a presenting issue  
**256** client contacts relating to contraception  
**2,832** client contacts identifying gynaecological/urogenital as a presenting issue

**251** client contacts relating to pregnancy  
**352** womens screening tests conducted  
**497** breast health consultations undertaken

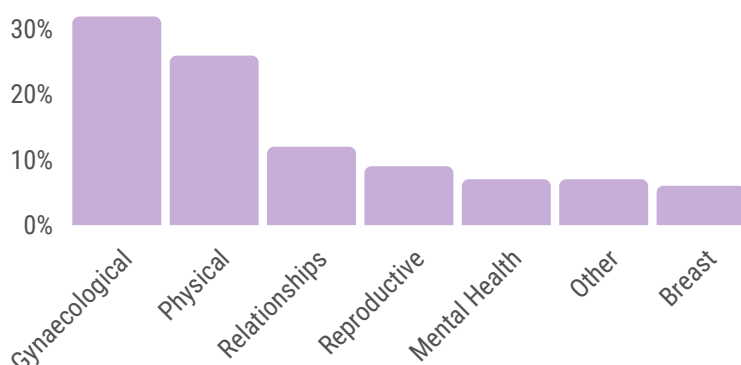
# OUR SERVICES: STATISTICS & REPORTS

## 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.



40% **Medical Clinics Presenting Issues 2020/21**



**Key Statistics 2020/21**

<b>3,361</b>	medical appointments attended
<b>806</b>	cervical screening tests conducted
<b>497</b>	breast health consultations
<b>320</b>	women screened for sexually transmitted infections
<b>256</b>	client contacts relating to contraception

## 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 are responsible for providing case management and/or case coordination, support, advocacy, information and referral services to women affected by domestic and family violence (DFV).

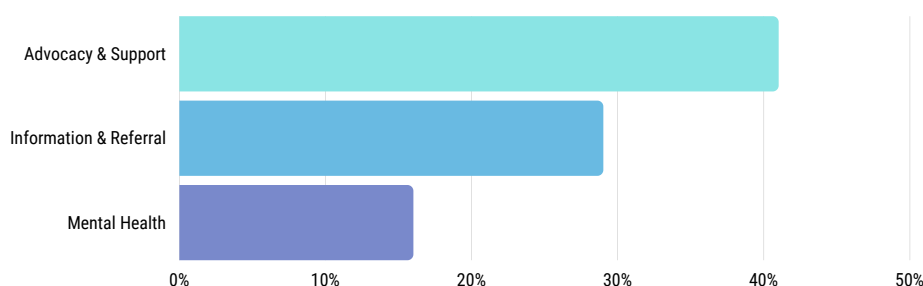
**Key Statistics 2020/21**

**806**  
occasions of service

**42%**  
of clients had a legal/financial presenting issue

**40**  
clients assisted with immediate violence prevention

**Top 3 Services Provided 2020/21**



"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 2020/21

**2,131** counselling appointments attended

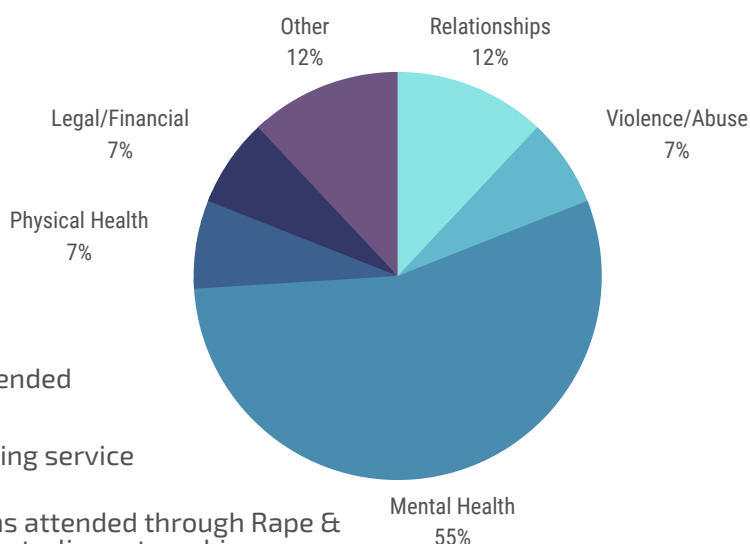
**285** clients accessing our counselling service

**142** additional counselling sessions attended through Rape & Domestic Violence Services Australia partnership

### Case Study

When Client S started her counselling therapy, she was devastated as her husband of 10 years had left her for another woman. She felt shocked, angry, and helpless. She was lost and was unable to do anything due to her intense grief. During therapy, S worked through her feelings of grief and loss, resolved some of her anger at her husband and at herself at the same time. She began taking the steps required to rebuild her life, by starting to focus on her and her children's needs, and by clarifying what her needs were. She started to feel stronger, her self-confidence grew, and she gradually started to enjoy her life without her husband. S expressed her gratitude for supporting her during this time and she feels that she is less anxious and more accepting of her separation from her husband. She is spending more enjoyable time with her children while she is continuing learning different techniques to manage her mental health.

### Counselling Presenting Issues 2020/21



## COVID-19 SOCIAL SUPPORT

**THE SOCIAL SUPPORT** program is 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"

**374**

clients assisted with service access and advocacy

**335**

clients presented with loneliness/isolation

**828**

social support phone calls made in 2020/21



## COMPLEMENTARY THERAPY

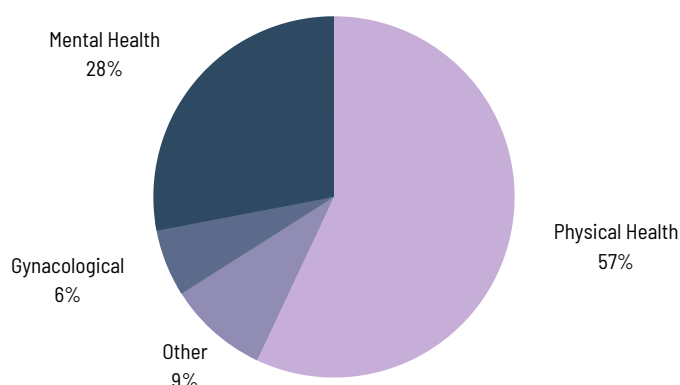
**LIVERPOOL WOMEN'S HEALTH CENTRE** proudly offers Acupuncture, Naturopathy and Massage appointments for low income women as part of our commitment to holistic women's health care.

**Acupuncture** is a gentle and relaxing treatment, enjoyed by many to relieve stress, improve sleep and quality of life. At the start of the year our acupuncturist began conducting a research project 'Auricular Acupuncture for Mental Health'. It aimed to improve the symptoms of stress, anxiety and/or depression through ear acupuncture.

**Massage therapy** provides women with physical and mental health benefits such as stress relaxation, relief of 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.

### Complementary Therapy Presenting Issues 2020/21



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

While the COVID-19 pandemic reduced the amount of face-to-face appointments we were able to hold for massage and acupuncture in 2020/21, 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.

**768**  
complementary  
therapy appointments  
in 2020/21

### Key Statistics 2020/21

**167** massage appointments

**485** naturopathy appointments

**116** 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

**TOPICS COVERED BY LIVERPOOL WOMEN'S** Health Centre's programs in 2020/21 included heart health, gut health, nutrition and diet, breast cancer and breast self-examination, reproductive and sexual health, menopause, periods and puberty, grief and loss, parenting, personal safety and self-defence, domestic and family violence, anxiety, self-esteem, stress management, mindfulness and emotional wellbeing.

**913** NUMBER OF WOMEN ATTENDING GROUPS IN 2020/21

**663** NUMBER OF WOMEN ATTENDING INFORMATION SESSIONS IN 2020/21

## 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 the adaption in delivery of Yoga and Tai Chi to be held online via zoom during COVID lockdown's or restrictions.

**288** Occasions of attendance to the Yoga Group

**255** Occasions of attendance to the Tai Chi Group

**188** Total number of sessions held for both Tai Chi & Yoga

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

## ABORIGINAL WOMEN GROUPS & PROGRAMS

### Craft & Yarn Group

Aboriginal Craft and Yarn group was facilitated by Liverpool Women's Health Centre's Aboriginal Access Work in partnership with Marumali & Gandangara Local Aboriginal Land Council. The group participates in activities such as craft, information sessions, light exercise and lots of laughter.

### Checking in on our Aunties: Keeping Mob Connected Program

Liverpool Women's Health Centre was fortunate enough to receive a grant from the Department of Communities and Justice, Stronger Communities Investment and Inclusive Directorate, to help address social isolation caused by the impact of COVID-19 pandemic within the local Aboriginal community. This program aimed to build or rekindle social connections between women with similar interests to reduce social isolation and feelings of disconnection. Individual needs of clients are established and they receive tailored self-care packages delivered to their homes. This very successful program provides proactive information and referral, community connection and kindness that breaks down loneliness and isolation using a trauma informed, culturally appropriate approach. This program was featured in a webinar from DCJ.

### 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.

**61**

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

**378**

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





## CALD GROUPS & PROGRAMS

Women's health programs specifically targeting CALD women were predominantly bilingual facilitators. These included the **Hindu/Urdu Speaking Women's Health Program** conducted in partnership with Bonnie's Support Services, and the **Arabic Speaking Women's Workshops** conducted in partnership with WSLHD Bilingual Community Education Program.

Liverpool Women's Health Centre's bilingual counsellor facilitated the **Khmer Women's Group** for Khmer speaking women, which provided social support and health awareness information.

Our CALD Access worker also held **Arabic Speaking Women's Groups** at the Centre and Miller High School, as well as implemented the **'Sahhatik', Breast & Bowel Cancer Screening Program** for Arabic women in partnership with the Cancer Institute.

94

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

902

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

## WOMEN'S SUPPORT GROUPS & PROGRAMS

47

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

296

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

### Chat & Relax / Chit Chat

Chat & Relax / Chit Chat were online social support groups for women in Liverpool and Fairfield LGA's. Due to COVID restrictions and social distancing, it was difficult for many to connect with others in a safe and comfortable environment. This group was designed to allow women to connect with other women to improve wellbeing, build friendships and reduce sense of isolation or loneliness.

### Sunshine & Self Care

Sunshine & Self-Care is a social, health and wellbeing group held weekly at Liverpool Women's Health Centre. It's focus is on building social connections, through involvement in activities such as morning tea, gardening, tai chi, arts & craft, and cooking.

### Kitchen Garden Remedies Program

Workshops within the Kitchen Garden Remedies Program promoted the health benefits and nutritional value of vegetables, fruits and herbs while also providing information on cultivation, preparation/ cooking and preserving. These programs provided educational opportunities through discussion of foods that improve mood, ways to improve kidney and heart health, and reducing pain and inflammation.

### S.E.E.D.S Online Program

The S.E.E.D.S workshops were held online by multiple staff at Liverpool Women's Health Centre consisting of different topic over five workshops. These topics aimed at improving our clients overall wellbeing included social connection, energy, exercise, diet and sleep.

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





## 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, Mr Chris Hayes MP and Ms Melanie Gibbons MP.

Liverpool Women's Health Centre would like to acknowledge the ongoing support of the NSW Ministry of Health for providing our core funding.

The Department of Communities and Justice for their \$150,000 contribution which allowed LWHC to add two Domestic and Family Violence Case Managers to our service delivery.

Thank you to the Department of Communities and Justice, COVID-19 Sexual, Domestic and Family Violence Infrastructure Grant Program for the contribution of \$59,755 for the refurbishment of bathrooms to provide disability access, office space and counselling room upgrades; and installation of grass reinforcement mesh to increasing parking.

Department of Communities and Justice, Social Sector Transformation Fund Tranche 1, \$40,000 (\$44,000 Incl. GST), Social Sector Transformation Fund Tranche 2, \$20,000 (\$22,000 Incl. GST), to help not for profits working in health and social services to modernise their operations.

The Cancer Institute NSW, Innovations in Cancer Control Grants, for providing \$20,000 to conduct targeted Breast & Bowel Cancer Awareness initiatives for Arabic speaking communities. The program titled 'Sahhatik' - Cervical and Breast Cancer Screening Project was facilitated by our Arabic speaking CALD Health promotion/Community Access Worker.

The Department of Infrastructure, Regional Development, Stronger Communities Programme for their contribution of \$13,604 for Liverpool Women's Health Centre to replace the building's ground floor windows.

The NSW Department of Communities and Justice, Community Building Partnership for their contribution of \$13,604 to replace the building's ground floor windows.

Liverpool City Council has again been generous in their support of projects developed by the Centre. In particular for the contribution of \$3,150 as a part of Sustainable Grant - Darug Plants for Darug Land which allowed the Centre to create a new garden wrapping around the front of the building filled with native Australian plants (Pictured above).

Fairfield City Council Community Grants Program - Fairfield Women's Health Service Project Mindfulness through Art for their \$3000 contribution.

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.

Thank you to Golden Manna for their kind donation of frozen meals.

Thank you to Abundant Byron Ptd Ltd and Annabelle Wadsworth, each for their \$2,000 donations.

Thank you to Katz Perry Sub-Fund, part of the Community Impact Foundation for their \$1,000 donation.

Thanks to Bioceuticals, BioMedica, Blackmores, BodAustralia, Integria Health Care, Osborne 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

	2020/2021	2019/2020
<b>Current Assets</b>		
Cash	505,445	219,950
Investments	626,287	274,541
Inventories	1,805	2,552
Accounts receivable	8,220	1,320
Pre-paid expenses	1,062	6,837
<b>Total</b>	<b>1,142,819</b>	<b>505,200</b>
<b>Non-Current Assets</b>		
Property, plant and equipment	13,172	17,274
Right of Use Assets	40,792	67,986
<b>Total</b>	<b>53,964</b>	<b>85,260</b>
<b>Total Assets</b>	<b>1,196,783</b>	<b>590,460</b>
<b>Current Liabilities</b>		
Trade and other payables	80,113	55,120
Lease liabilities	34,511	32,288
Provisions	131,123	91,589
Other liabilities	260,252	21,187
<b>Total</b>	<b>505,999</b>	<b>200,184</b>
<b>Non-Current Liabilities</b>		
Lease liabilities	18,084	52,596
Provisions	63,937	61,136
<b>Total</b>	<b>82,021</b>	<b>113,732</b>
<b>Total Liabilities</b>	<b>588,020</b>	<b>313,916</b>
<b>Net Assets</b>	<b>608,763</b>	<b>276,544</b>
<b>Equity</b>		
Retained Earnings	276,544	187,720
Cumulative adjustment upon adoption of new accounting standard - AASB 16	0	(19,893)
Current Year Surplus/Deficit	332,219	108,717
<b>Total Equity</b>	<b>608,763</b>	<b>276,544</b>

# PROFIT & LOSS STATEMENT

	2020/2021	2019/2020
<b>Income</b>		
Government grants	1,092,872	1,026,892
Revenue from providing goods or services	97,124	102,414
Revenue from investments	1,889	6,130
Donations	5,286	16,484
Other revenue	373,181	103,856
<b>Total income</b>	<b>1,570,352</b>	<b>1,255,776</b>
<b>Expenses</b>		
Employee expenses	1,059,301	971,951
Other expenses	178,832	175,108
<b>Total expenses</b>	<b>1,238,133</b>	<b>1,147,059</b>
<b>Net Surplus/(Deficit)</b>	<b>332,219</b>	<b>108,717</b>

A complete copy of LWHC's Financial Report 2021 can be provided on request.





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](mailto:SWSLHD-LiverpoolWomensHealthCentre@health.nsw.gov.au)

[liverpoolwomenshealth.org.au](http://liverpoolwomenshealth.org.au)

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

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