

Empowering Women to improve the quality of their lives and fulfil their potential



Sydney Women's Counselling
Centre

Annual Report

2020/21

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Sydney Women's Counselling Centre

From the Chairperson

I would like to start by thanking our incredible Sydney Women's Counselling Centre staff for their commitment and professionalism over the last twelve months. Your support and care for our clients drives our ability to provide increased services at a time when they are most needed.

However, 2020-21 brought challenges, including working remotely for the majority of the year as COVID again meant the Centre needed to suspend face-to-face services.

As you will see in this report, requests for our services during this year increased by 25%. As a result, our General Mental Health, Alcohol and Other Drugs, Problem Gambling and the Domestic & Family Violence programs have been at full capacity for most of 2021. Clients are increasingly reporting their difficulties with accessing appropriate, and available counselling, especially after Medicare entitlements have ceased. The Centre continues to provide support to waitlisted clients where they can, especially during crisis situations.

During this period, Centre conducted 9678 clinical service actions, including responding to an increased number of brief interventions, which are now 5% higher than last year. A key call out here is the increase in service provision hours in the Centre's in-house case management program, funded through the COVID Stimulus Package. As Margherita notes in the Annual Report, extension and expansion of this program has doubled the number of casework clients helped. Importantly, it has greatly improved client outcomes by ensuring integrated and collaborative trauma informed casework and counselling can be undertaken concurrently.

Over the last twelve months, nearly three-quarters of our clients attending counselling at the Centre had current or past domestic and family violence issues, which is an increase of approximately 10% on the previous year. A portion of this increase may be attributed to the socio-economic effects of the pandemic on the rate of domestic and family violence. The next two years will critically demonstrate if this increase remains steady, and the impact that will have on women's health needs within our community.

During 2020-21, the NSW State Government provided the Centre dedicated funding for twelve months to increase direct service provision capacity for domestic and family violence counselling

associated with COVID-19 and lockdown. Furthermore, the Centre has secured a four-year extension of the DVPASS program funding during 2020-21, provided by the Department of Communities and Justice and Women NSW. Previously, our funding had been through an annual grant. The security provided by four year funding allows the Centre to maintain vital counselling programs for women and their children experiencing domestic and family violence.

However, after over twenty years of providing specialist counselling help to women problem gamblers and women impacted by the gambling of others, our funding for these programs has ceased. The impact of these programs cannot be underestimated and the Centre is continuing to provide services where it can, whilst advocating both the Government and the gaming sector for additional funding.

Ongoing funding remains our main concern for Centre viability over the next five years. The demand for specialist counselling and domestic violence support services has not abated. However we have seen several funding programs end, with few options available for Centres to continue to provide accessible and low cost or free services. The Board remains committed to working with the Centre to ensure longer term sustainability and we continue to challenge each level of Government to recognise the need for specialist counselling services as part of their domestic violence and women's health strategies.

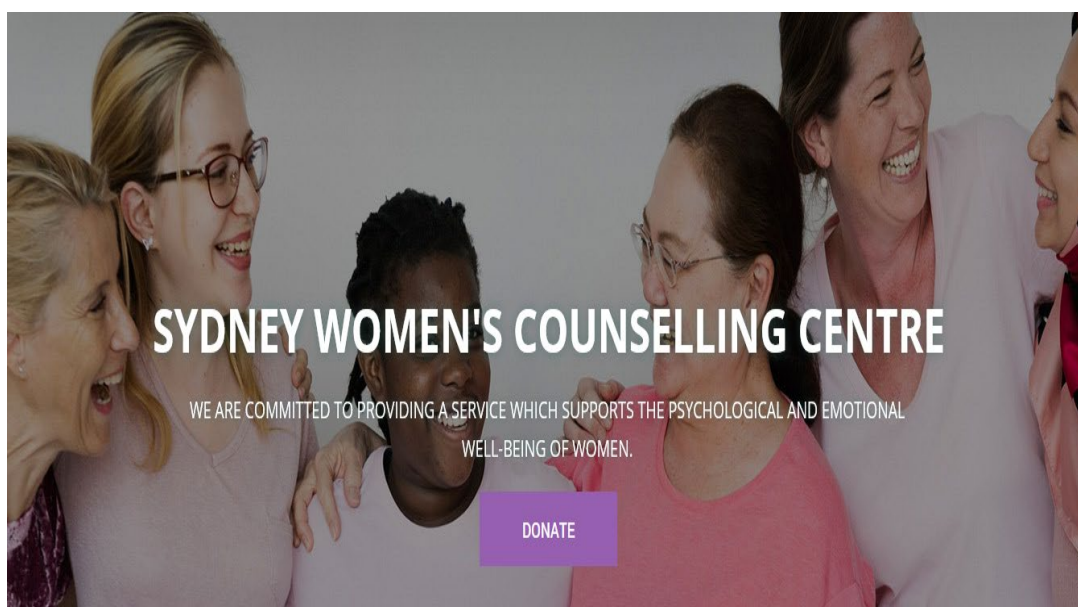
I would like to thank Canterbury-Bankstown Council for their financial assistance this year. I also would like to thank our private donors, including the PWS Honorary Trust for their support.

Despite these issues, once again the Centre has achieved outstanding results according to the key performance metrics associated with each program and the Centre's annual client survey (2020-21). I am particularly proud of the way in which the Centre continues to forge partnerships with a growing number of community networks. It is a testament to the Centre that Margherita was asked to present to the NSW State Government Select Committee on Coercive Control as part of their preparation to conduct victim hearings regarding possible changes to legislation.

The Centre has expanded its reach and impact even further, as we increase our social media presence. Advocacy for our clients and the women in our community requires us to ensure our voice is heard across many different platforms, and our focus on this area will ensure women across Sydney are aware of our services and programs.

Finally, I want to acknowledge the incredible service of our previous Chair, Dr Toni Schofield, and thank her for her commitment, passion and drive in improving women's health. After over ten years of leading the Board, and over nineteen of supporting the Centre, Toni made the decision to retire during this year. The Board will continue to reflect the values she instilled in us to ensure the Centre can continue to empower women to improve the quality of their lives and fulfil their potential.

Erin Noordeloos



About Us

Sydney Women's Counselling Centre (SWCC) is a specialist counselling service that works within a Social Determinants of Health, and Trauma Informed Care framework providing counselling to women who are marginalized and socioeconomically disadvantaged. The services provided support the psychological and emotional well-being of women, while recognizing the social, environmental, economic, physical and cultural factors which affect women's health.

The Centre provides prevention, early intervention, therapeutic treatment and support for maintenance of long term recovery for clients with complex co-occurring mental health, addiction and trauma presentations through brief intervention, short, medium and long term counselling.

Although the core business of the Centre is to provide therapeutic counselling services to clients, we also have a highly developed and incorporated community development program, providing education for other service providers and the community and case management.

The Centre has vast networks and partnerships with very well-developed referral channels that facilitate early intervention and ongoing care and support for clients and their families ensuring they can access appropriate individual and family services in a timely manner and with ongoing integrated support.

As an organization the fundamental principle of quality service provision and ongoing quality improvement, are embedded core principles.

Staff are qualified and receive ongoing professional development training and support.

The Centre has held continuous accreditation for 18 years granted through 6 external reviews and has systems that ensure ongoing review and quality improvements.

The Centre has been operating for 27 years providing service to clients and the community with a reputable record of achieving good outcomes for our clients, their families and the community.



Sydney Women's Counselling Centre is one of 3 specialist Women's Health Services and 18 Women's Health Centres that make up Women's Health NSW. This network of associations works from the "Principles of Women's Health" to provide gender sensitive client centred health and wellbeing services across NSW.

The principles of social justice and an understanding of a gendered approach to health within a social context are central to our framework. These are derived from:

Social Model of Health

The Social Model of Health recognizes that

- *health is determined by a broad range of social, environmental, economic and biological factors.

- * differences in health status and health objectives are linked to gender, age, socio-economic status, ethnicity, disability, location and environment, racism, sex-role stereotyping, gender inequality and discrimination, ageism, sexuality and sexual preferences.

- *health promotion, disease prevention, equity of access to appropriate and affordable services and strengthening the primary health care system are necessary, along with high quality illness treatment services.

- *information, consultation, advocacy and community development are important elements of the health process.

Trauma Informed Care

Trauma Informed Care that is underlined by a focus on

Safety

Physical and emotional safety for clients and staff is embedded in policy and procedures and is a fundamental aspect of first contact and ongoing service. It is an assertion that women who have experienced child abuse, domestic and family violence and other co-occurring issues are at risk of being re-traumatized if there is real or perceived danger in the physical/emotional environment in which they seek counselling.

Trustworthiness

Confidentiality and privacy systems are in place and any exceptions to confidentiality such as risk of self-harm and/or harm to others are discussed with clients at the outset of counselling. This includes legislative requirements for reporting including subpoenas and exceptions under NSW Privileges under the Evidence Amendment (Confidential Communication) Act.

Collaboration

Clients have complex presentations coming from their unique life experiences which are important to acknowledge, validate and work with in counselling. The client is the expert in their life. In contrast to the bio medical model we do not pathologize or assume the position of expert nor deliver pre-determined treatment models. Clients are informed, feel confident that they are respected, have influence and authority within the process.

Empowerment

Counselling at SWCC gives space for client's unheard voices, along with a safe space to reflect on their own needs and develop more confidence to use their identified skills and strengths, also to develop new skills and strategies that they can use to better manage/improve depression, anxiety, self-esteem, assertiveness, problem solving, relationships and other unhelpful behaviours such as self-harm, and substance dependence/gambling which impact them and other significant people in their lives. Clients are encouraged and supported to make empowering decisions at whatever level and in whatever stage of change they are in.

Choice

As many abuse survivors have complex co-occurring issues, with the exception of explicit priorities such as safety and serious health issues, counselling is guided by the client's choices at any one time about what they do or do not want to explore. Clients are supported to make empowering decisions. Clients may be mandated into counselling by the justice system or FACS who have their own agenda that does not therapeutically fit with the client's readiness and/or capacity to work on without serious risk of re-traumatization. In these instances counsellors advocate on behalf of clients to re-pace agendas appropriate to where the client is at (with the exception of explicit priorities such as safety and serious health issues).



“Wonderful service focused on recovery which takes time after long term trauma and violence. I am so grateful that this is not another counselling expecting I would be able to turn around decades of issues in a 6-week program. Time is needed and it is so good this service provides clients with time to go through all the issues and come to an understanding about how to move forward”



Empowering Women to improve the quality of their lives and fulfil their potential

A quiet achiever, SWCC has been delivering trauma informed primary health care responding to community health and wellbeing issues and working collaboratively with service providers across the spectrum of NGO and government health and welfare services over the last 27 years.

Some Client Comments 2020-2021

"I don't know what I would have done without this support during lockdown and everyone working/studying from home. It has been extremely stressful and support with my unique issues has been invaluable and potentially life-saving. Thanks"

"This Centre has been/is integral in helping me understand, recover from, process complex trauma, suffering and loss of self-worth. Alone I may likely have been a statistic, not able to navigate difficult life changes and risk permanent self-harm"

This service has been superb at helping me heal from assault"

"This is the safest Centre /space I have ever been in since I was 21 (I've had 30 years of counselling at different times of my life). I feel so cared for that someone 100% cares for my best interests"

"Thank you for providing your wonderful service remotely during the Covid times"

"As a referrer to your service I would like to thank you so much for being so helpful to my clients. It is wonderful to work alongside a service that is so empathic and flexible and is willing to assist at short notice...particularly when you are so obviously very busy. Thank you (Barnardos Family Connect and Support) "

I find it really hard to speak about my feelings and to express anything inside because it feels so big and scary but having such a non-prescriptive place made it ok to put whatever I needed out there. It felt all safe and contained enough. It was really very helpful"

"Longer term counselling allows us to really connect and solve deeper issues

"I have been treated as a person, not a patient who needs to fix their PTSD.....non compartmentalized. My entire life counts....not just specific abuse issues.... to be repaired"

Our Services

Trauma Counselling

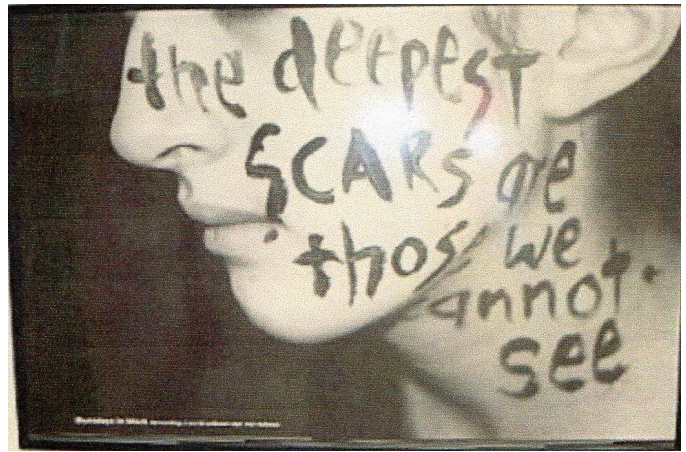
All programs at the Centre work from a **Social Determinants of Health and Trauma Informed Care framework**. Counselling across all programs is **trauma sensitive**.

Although clients enter the various counselling programs based on presenting issue(s), these issues are often related to underlying complex trauma histories.

Where possible and as is appropriate, counselling seeks to identify any connections to past/current trauma, stabilize/reduce or eradicate presenting issue(s), establish safety and trust in the therapeutic relationship, build capacity and process underlying trauma safely in longer term counselling.

Brief interventions, short- and medium-term counselling address crisis situations, psycho-education, symptom management and re-stabilization, and often leads to longer term counselling where trauma can be processed if appropriate.

Counselling is client focused, confidential and conducted in a supportive, trustworthy respectful environment with individually tailored treatment options utilizing each person's inner strengths to resolve their problems and reach their goals.



At Sydney Women's Counselling Centre we don't look at individuals as the problem.

Rather than asking women

'What's the problem with you?'

We ask women

"What happened to you?"

"What did you have to do survive?"

"I am in part time work for the first time in 13 years. Unimaginable before coming here"

"This therapy has been integral to my recovery from domestic violence and my mental health and wellbeing. This Centre is excellent and thorough and very informative and helpful with resources"

"I understand my thought processes and have more control on the power of my choices through awareness"

Our Services in 2020-2021

As in previous years demand for the services offered at Sydney Women's Counselling Centre remained very high and beyond our capacity to meet.

COVID-19

From July to December 2020 some staff were still working from home utilizing zoom and telephone counselling. From February 2021 all staff largely returned to the Centre and face to face counselling resumed.

After lockdown there were still some clients requesting zoom/telephone sessions due to ongoing health concerns, but overall service provision experienced minimal disruption. Online counselling (zoom and phone) has been incorporated into counselling programs and will continue to be utilized where health and/or other issues present as difficult barriers to face to face counselling.

While the Centre has always experienced high demand for our services, demand spiked significantly during and straight after lockdown last year and has continued to remain at even higher than usual levels.

Counselling

- **Requests for Counselling processed totalled 585** across the counselling programs, up by 25% on the previous year. **284** requests for were diverted at the front desk to other agencies. Also up by 25% from last year. **53%(151)** of those clients were seeking help around D&FV.
- There were **301 Intake Assessments** conducted and **351** clients engaged in counselling at the Centre in 2020-2021.
- Clients at the centre had **241 children under 18 in their care** who received an indirect service through their mothers counselling.
- There were **3,188 Counselling sessions** conducted across all programs.

- General Mental Health, Alcohol and Other Drugs, Problem Gambling and the Domestic & Family Violence programs have been at **full capacity** most of the year.

Brief Interventions were up by 5% at **411**. There were **103 Crisis Drop-Ins**.

The longer-term counselling program (weekly sessions up to 2 years) continues to be the most sought after. As expected, this year, at survey time, there was a decrease in clients who were in counselling for 2 years. This is in alignment with the usual 2year counselling term cycle, with around **32%** of clients having completed counselling during this year and an increased intake of new clients (around 32%) taking place.

This year at survey time, overall, **53%** of clients were in counselling for less than 1 year and **47%** were in counselling for over 1 year working on complex trauma issues.

This year as in previous years, Referrals due to closed Wait Lists and long waiting times have also led to numerous forward on referrals at request for counselling and/or at intake.

- **223** clients referred elsewhere were seeking counselling associated with Mental Health.
- **295** clients referred elsewhere were seeking counselling associated with D&FV/CSA and Family issues
- Wait Lists in the General Mental Health and Domestic & Family Violence programs in particular have been closed for long periods throughout the year and have been inundated with requests when open for short bursts at a time. Clients on the waitlists do receive check-in contact and are very often provided with some casework services, in particular if their circumstances become urgent,
- **Clients this year, as they have in past years, are increasingly reporting their difficulties and frustrations in being able to access appropriate, affordable low cost/free counselling services due to closed waitlists at SWCC and elsewhere.**
- **Many clients were seeking longer term counselling after having used up Medicare entitlements and/or being moved through the Community Mental Health systems and other shorter-term NGO programs.**

Our Services in 2020-2021

Case Work/Case Management

Over the last 4 years this program has endured considerable disruption, firstly with funding cuts at the end of 2017-2018 year which saw a cut down in staffing levels and then in mid-2019, our departure from the Linking Hearts program.

SWCC continued the case management program at first on a volunteer basis (1 day/week) and then with funding from Rotary Campsie up until June 2020.

In 2020 the Covid-19 stimulus package received by the Centre was fully allocated to this program which assured its continuance at 3 days/week until October 2021.

The SWCC casework program is a great example of integrated service provision between our caseworker and counsellors working together with clients to achieve beneficial results, where crucial practical needs are attended to while psychological and emotional needs and capacity building are supported and progressed, all within our trauma informed care framework.

Casework has helped clients to navigate very complex system with Housing, Financial issues, Centrelink, Education, Employment, Home Support, Legal and Court matters (DV& Family Law) and the NDIS, achieving some very significant wins for clients.

SWCC considers this to be a showcase model of care and in this coming year, monies from a generous donation from the Honour Trust will be allocated to this program to extend its life until February 2022. The Centre is also seeking NSW government funding to secure its sustainability into the future

- Counsellors continued to provide incidental casework as required while waiting for space in the SWCC case management program and/or until appropriate external casework services could be engaged.
- Case work activities include: care planning/case management, case conferences, housing needs, referrals, NDIS and other advocacy for existing and new requests and care taking check-ins for those on counselling and intake waiting lists
- In 2020-2021 counsellors across all programs provided **2785** occasions of case work activities.

“My counsellor is very professional and helps me reach positive conditions around processing interpersonal relationships”

“Warm gentle atmosphere and counselling approach from staff and counsellors”

“This Centre has been incredibly helpful to me since starting. I am incredibly grateful to have this resource available. My other option was \$180 sessions with a psychologist!! So thank you so much again”

Thank you, The Honour Trust

2020-2021 Case Management Program:

103 clients (54 Adults and 49 Children) received case management with a total of **2944** occasions of service conducted.

- Many of the clients, in particular those with crisis DV circumstances had identified practical needs that required practical casework either before counselling could start or casework that could happen concurrently with counselling.



Group Program in 2020-2021

Resources continue to be inadequate to run a group program in the Centre. There were no SWCC onsite/online group programs in 2020-2021

In the annual survey clients were asked for group suggestions they had. There were many suggestions however resources (financial and time availability of counsellors) are limited and additional groups such as these would need external funding and contracted facilitators.

External Sessions

- This year we did present an online training session to Lifeline regarding Problem Gambling. This was a great opportunity to further disseminate information about the use of the gender lens in consideration of female problem gambling and the impacts of others gambling, on women /kids, in particular in regards to gender based violence and complex trauma. There were around 80 participants and the feedback we received was excellent.
- We also were invited by DVNSW to co present to the NSW State Government Select Committee (Parliament House) on Coercive Control as part of the select committee's preparation for the victim hearings to be held regarding possible changes to legislation in this area of law. SWCC presented on Trauma, Impacts of trauma and Trauma Informed Care.
- Cross Sector Forum: SWCC: Panelist on Enhancing Partnerships between the NGO AOD Sector and DCJ Child Protection Sector
- There was 1 group held at the Centre in Feb 2021 (facilitated by an external life coach) It was a free workshop "Lean the Crucial Steps to Build the Best of You " 5 Centre clients attended . Great Feedback was received

Health Promotion:

Although SWCC does not usually do health promotion activities as a primary function, this year we have participated in a WHNSW sector wide "Heart Health Project" developed by the peak body (funded by the Heart Foundation).

A Heart Health screen was developed specifically for women using gender filtered questions that aim to highlight the gendered nature of risk factors which have been traditionally ignored or minimized by the main stream health system and that would contribute to the evidence base for

early detection and intervention in heart health for women. Around 12 SWCC clients participated in this project

SWCC is also participating in a WHNSW sector wide "16 Days of Activism" project for later in 2021.

Information Sessions in 2020-2021

Information sessions were limited in 2020-2021 due to lack of resources and the pressure of demand for individual counselling. COVID-19 lockdown and restrictions additionally curtailed many of the anticipated opportunities to do information sessions.

Many of the usual opportunities to participate in information sessions/events through the **Canterbury Bankstown DV Committee** were cancelled: One Stop Shop Information session
White Ribbon Activities

Time to Talk website launch (online)

Sydney Local Health District (SLHD) DV committee and The Women's AOD Clinical Care committee also paused activities.

Our usual Gambling Awareness Week Community Event was also cancelled, replaced by an online Central Sydney Check-in forum

SWCC participated in several online consultations including:

- Violence Against Women Inquiry Consultation
- Ministry of Health (MOH) Consultation: Crisis Response to D&FV
- Ministry of Health (MOH) Consultation: BAFM
- Mental Health Co-ordinating Council (MCC) Meet Your Neighbor (Inner West Network)
- Sophie Cotis MP (Local member) and Tara Moriarty (Shadow Minister for Mental Health: Canterbury Round Table Consultation
- NSW Cancer Institute: WHNSW Multicultural Cancer Summit
- City of Sydney: Inner City D&FV Interagency Forum
- NADA: Workforce Project







Canterbury Bankstown says **NO** to domestic and family violence.

Come to the

ONE STOP SHOP

THURSDAY 3RD DECEMBER
6PM - 830PM
Appointments only: Pre-register by calling: 0412 370 649

Free and **confidential** information:

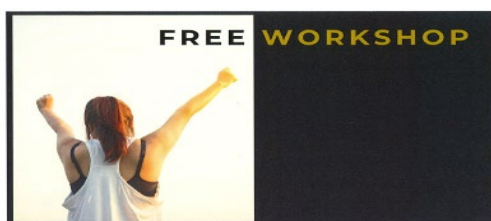
- Legal
- Financial
- Case Management
- Housing
- Parenting Plans
- Health and Counselling

Talk to someone from:

Legal Aid, Police, Services Australia, Victims Services, Bankstown Family Relationship Centre, Sydney LHD, MWA Linking Hearts, Multicultural Support Service, Sydney Women's Counselling Centre, South West Sydney Legal Centre, Bankstown Domestic Violence Service, Staying Home Leaving Violence, and South West Sydney Women's Domestic Violence Court Advocacy Services.

CBDVLC Canterbury Bankstown Domestic Violence Linking Committee

This is a COVID Safe Event. Masks Available on arrival



LEARN THE CRUCIAL STEPS TO BUILD THE BEST YOU

A step-by-step guide to help you make big changes to your life

Facilitator: Mariana Patsky
Certified Life Coach and Mentor
WWW.MARIANAPATSKY.COM / email: contact@marianapatsky.com

THE WORKSHOP WILL BE HELD ON
MARCH 5TH FROM 12PM
LOCATION: SWCC - Sydney Women's Counselling Centre
4/2 Carrington Square Campsie NSW 2194



What is a healthy relationship?

You're invited to the **It's Time To Talk** website re-launch!

When:
Thursday 10th December 2020

Where:
Canterbury-Hurlstone Park RSL and online

Time:
4:30pm to 6pm

itstimetotalk.net.au

Registrations are essential, scan the code for booking details in-person and online otherwise, phone (02) 9559 4013 or visit links below to sign up
In person: rb.gy/cwslqk
online: rb.gy/hikt18

For updates, follow us on social media
@ITSTIMETOTALK_AU

CANTERBURY BANKSTOWN | **CBDVLC** Canterbury Bankstown Domestic Violence Linking Committee



Domestic Violence NSW

1,197 followers
24m ·

+ Follow

Today, DVNSW facilitated and led trauma informed training to members of the Joint Select Committee on Coercive Control ahead of hearings next week.

The training was delivered by DVNSW Research and Policy Manager Renata Field, lived expertise consultant Talie Star, and Manager of Sydney Women's Counselling Centre **Margherita Basile**.

Thank you to Trish Doyle, **The Hon Natalie Ward MLC**, Abigail Boyd, **Peter Sidgreaves MP**, Rod Roberts, and Steph Cooke for your presence and support.



women's health
nsw



Statewide Forum March 2021

Social Media in 2020-2021

This year **Social Media** has again been used to extend our reach in **Prevention and Early Intervention service provision** and social justice issues.

Facebook:

<https://www.facebook.com/Sydney-Womens-Counselling-Centre-235037913539703/>

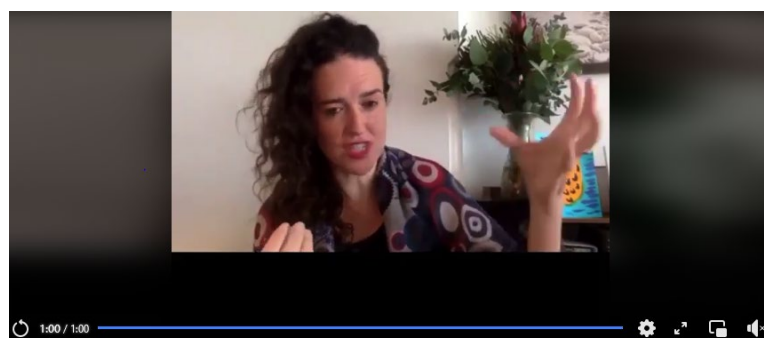
Instagram



: <https://www.instagram.com/sydneywomenscounsellingcentre/>



Sydney Women's Counselling Centre



"No amount of funding is actually going to see the change that we need. It's a paradigm shift that is required that says 'this is one of the most corrosive effects on our society'. It affects millions upon millions of Australians both as victims and as..."

"No amount of funding is actually going to see the change that we need. It's a paradigm shift that is required that says 'this is one of the most corrosive effects on our society'. It affects millions upon millions of Australians both as victims and as perpetrators. We need to start addressing it like that instead of seeing it as..."

Changes to our programs in 2020-2021

COVID-19

After the 2020 lockdown:

From July to December 2020 some staff were still working from home because of client and/or staff health concerns and utilizing zoom and telephone counselling which had been introduced during the lockdown.

From February 2021 all staff largely returned to the Centre and face to face counselling and things were fundamentally returning to pre-COVID-19 conditions. There were still some clients requesting zoom sessions due to health issues.

Overall service provision experienced minimal disruption, in terms of sessions completed, but Trauma counselling via zoom/telephone was more difficult to implement at the same level as pre covid-19.

As 2020-2021 came to an end and once again a COVID-19 lockdown was announced, SWCC fully reinstated online sessions, and working from home systems were implemented again.

The ongoing challenge we will have while COVID-19 continues to a relevant factor shaping our work environment is to continue to deliver sensitive trauma informed and complex underlying issues counselling online, (not the best evidenced based medium for this type of counselling).

In many instances ongoing trauma work can be interrupted as new priorities come to the surface. Issues associated with COVID-19 such as increases in D&FV, anxiety, depression, isolation become priority issues while deeper trauma processing necessarily is largely shelved as conditions are not optimal for the safe processing of trauma

Widespread disruptions being experienced by other external service providers, also creates another layer difficulty in supporting clients meet their new and existing needs.

Many new clients have never been to the Centre and have never had face to face counselling.

A lasting impact on service delivery at SWCC is the establishment of online services which will continue to be offered into the future for clients who are unable to access onsite services due to Covid-19 factors, physical health, geographical and family issues.

Other Changes

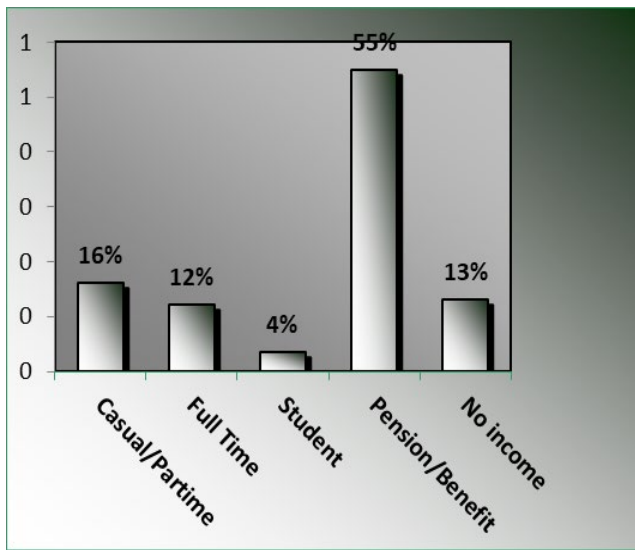
- The increase in service provision hours in the SWCC in-house case management program has been a significant change to service provision. The extension and expansion of this program has doubled the number of casework clients helped and has greatly improved outcomes for our clients who have been able to have integrated and collaborative trauma informed casework and counselling concurrently (funded by the COVID 19 Stimulus package)
- After so many years of insecure yearly funding the DVPASS has finally been granted secure 4 year funding through the DCJ/Women NSW. . Although last year's reduction in staffing levels in this program have not been able to be recuperated, the security of 4 year funding ensures that this vital counselling program for women and their children experiencing D&FV will continue. Additionally this funding contributes to maintenance of current staffing levels and the Centres ongoing financial sustainability.
- SWCC received 12 month COVID-19 D&FV funding issued by the state government in 2020. This funding has increased the direct service provision capacity of the Centre to meet the increasing demand for D&FV counselling associated with COVID-19 and lockdown.
- After over 20 years of specialist counselling help to women problem gamblers and women impacted by the gambling of others our problem gambling program came to an end. The Office of Responsible Gambling ran a tender process and we missed out along with around 40 other long serving gambling help organisations. SWCC thanks our dedicated counsellors in that program and wishes them well in their future endeavours and hopes we can find some funding to re employ them. SWCC will continue to provide specialist women's counselling for women gamblers and those impacted by gambling who still choose to have trauma informed counselling at the centre through our other counselling programs

Our Clients

The target population for Sydney Women's Counselling Centre is marginalized women who are socially disadvantaged, who have poor health status and/or inequitable access to health services.

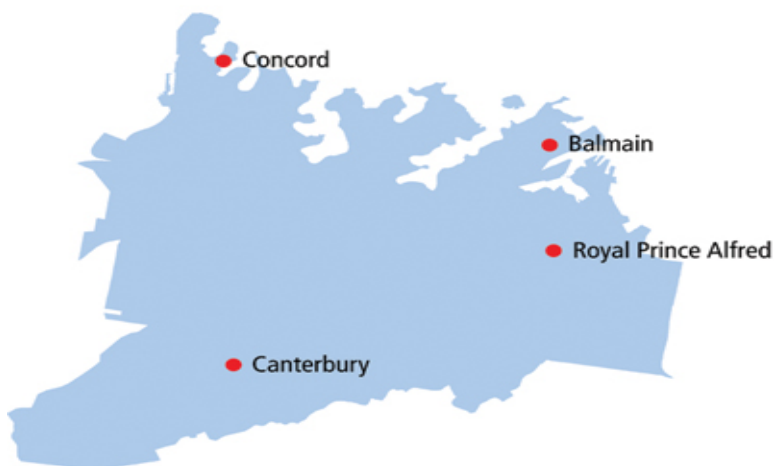
Socio-Economic Status

In 2020-2021: **55%** of clients were on a pension/benefit. **13%** had no income and **16%** had only part time employment



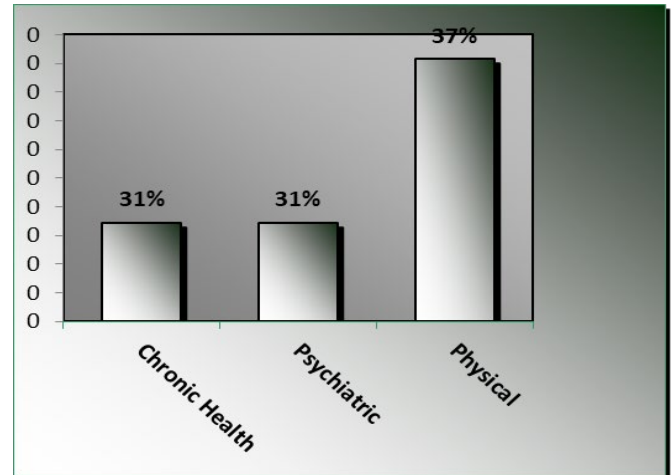
Sydney Local Health District

Although the primary catchment area is the Sydney **Local Health District**, women across the Sydney metropolitan area access the Centre also.



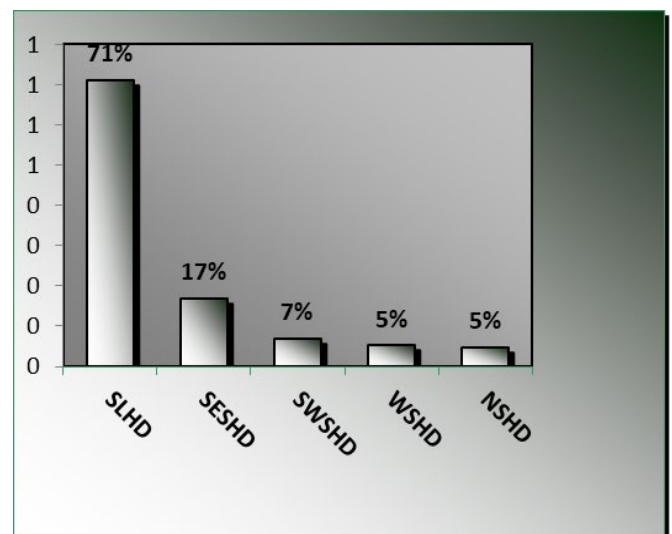
Disability

In 2020-2021: Disability issues were again widespread across all Centre programs. Mental Health/psychiatric disability issues comprised **31%**. Physical/chronic health issues remain the most prevalent at around **68%**.



"I cannot describe how grateful I am for the therapy I get here. It has been integral for my safety and wellbeing"

"Excellent and professional counselling makes a huge difference and I am very grateful for the support"



Our Clients

Ethnicity

Women from a wide range of CALD populations make up a significant percentage of our clients. Chinese speaking clients in particular are well represented, accessing counselling through our Bilingual Counselling program (Mandarin, Cantonese and Shanghai dialect).

In 2020-2021

As in previous years CALD clients made up a significant portion of clients attending counselling at the Centre.

This year **58%** of clients came from CALD backgrounds. English speaking backgrounds: **39%**

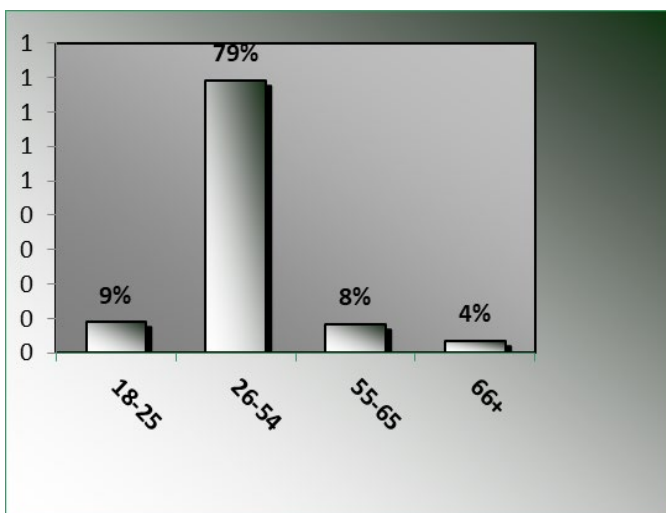
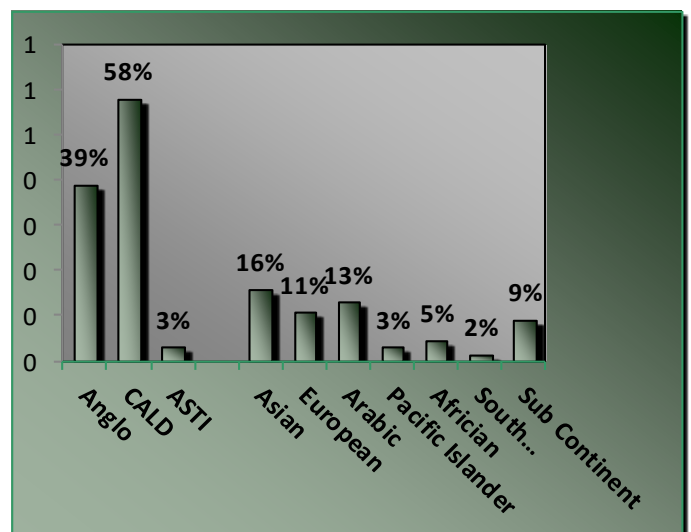
Chinese speaking clients made up **16%** of CALD clients at the Centre. followed by Arabic/Middle Eastern (**13%**), European (**11%**) and Indian Sub-Continent (**9%**)

Aboriginal and Torres Strait Islanders clients: **3%**.

Age

In 2019-2020

The mid-range age group comprised the majority of clients (**79%**) attending counselling at the Centre. Older clients over 55 comprised **12%** of clients, and youth (18-25) comprised **9%**



"My counsellor is absolutely amazing in supporting me in my recovery from DV. I could not have coped with life, children and Family Court without this counselling"

"Thank you for the privilege to come for trauma counselling. You have helped me so much"

Presenting Issues

Women accessing counselling at the Centre present with a variety of presenting issues usually related to underlying complex trauma histories. The most prevalent complex co-occurring presentations include combinations of domestic and family violence, child sexual assault, substance misuse, problem gambling and mental health issues such as depression and anxiety.

Primary Drugs of concern in 2020-2021:

Overall The Primary Drugs of Concern this year were Alcohol (**79%**), Ice (**70%**), and Cannabis at **64%**.

As in previous years poly drug use remains a significant feature for both clients in active use and in recovery.

Domestic and Family Violence in 2020-2021:

74% of clients attending counselling at the Centre had current or past D&FV issues (Physical (**47%**) Emotional (74%) Verbal (**62%**))

Non-Physical Violence (Coercive Control) remains by far the most problematic manifestation of the D&FV dynamic. Many clients have never experienced physical violence, but the constant on the edge threat of it has resulted in significant trauma and trauma symptoms that continue to undermine their mental and physical health and wellbeing.

Many clients also report that coercive control continues long after women leave abusive relationships (both physically and non-physically abusive relationships).

This year COVID-19 has increased both the frequency and also the intensity of D&FV.

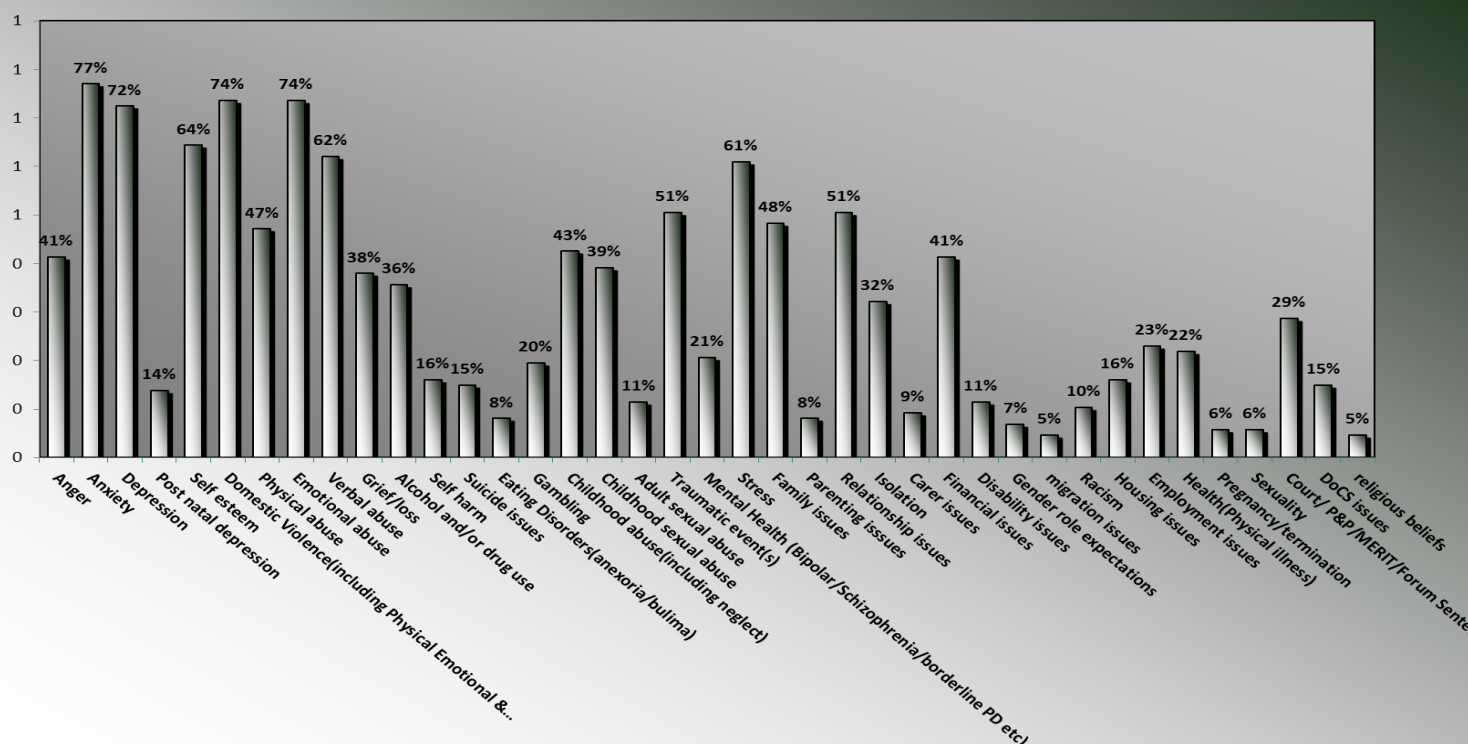
In 2020-2021

All Counselling programs (*Individual Program results are also available*)

There was a high correlation across all programs for co-occurring complex issues

- As in previous years and Anxiety (**77%**), Domestic Violence (**74%**) and Depression (**72%**) are the most prevalent issues.
- Overall **51%** of clients identified the occurrence of traumatic events
- Child Sexual Assault was disclosed by **39%** of clients and childhood abuse including neglect was present in **43%** of clients
- Self-Harm (**16%**) and Suicide issues (**15%**) around the same rates as last year.
- Self-esteem (**64%**), stress (61%), Relationship (**51%**) and family (**48%**), financial (**41%**), Housing (**16%**) and employment (**23%**) issues were reported. Physical health issues were co-occurring in **22%** of clients.

These figures remain consistent with the spread in co-occurring issues in previous years. Results reflect the complex nature of our clients.



Government Health Goals

The services provided by Sydney Women's Counselling Centre support the psychological and emotional well-being of women, while recognising the social, environmental, economic, physical and cultural factors which affect women's health.

Objectives:

- To promote good mental health and wellbeing for women by providing specialised counselling services.
- To improve the ability of women with alcohol and other drug issues to address and reduce the impacts of these issues and maintain long term recovery.
- To promote a common understanding of, and response to domestic and family violence.
- To increase community capacity and develop partnerships which enhance women's mental, emotional and physical health and wellbeing and service effectiveness

Achievements in Health outcomes in 2020-2021

An understanding of the risk factors, patterns and impacts through a **gender lens** is central to the provision of effective treatment for many women who have experienced abuse. The SWCC utilizes a **Social Determinants of Health and Trauma Informed counselling** framework and has provided safety in counselling **avoiding re-traumatization of clients**.

Outcomes are derived in the improvements identified through the annual client survey conducted in April/May 2018, K10 results, DASS21 results and qualitative clinical assessments (interim case reviews) and exit summaries.



Our service model is aligned with the key strategies for health outlined in the

- **NSW State Health Plan: Towards 2021**
- **NSW Health Framework for Women's Health 2013**
- **The National Drug Strategy (2017-2026)**
- **The National Plan to Reduce Violence against Women and their Children 2010-2022**

Our Activities:

- Provide individual 'trauma informed care' counselling that addresses the presenting issue and any co-existing or underlying complex trauma issues.
- Provide appropriate information and referrals to women.
- Facilitate appropriate information and referrals for women.
- Ensure clients receive an effective intervention through participating in an evaluation process.
- Develop and maintain partnerships with health and community organisations.

SWCC Counselling and Casework/Management programs have provided

Immediate early interventions through the brief interventions, short term counselling and the Linking Hearts program:

- Crisis support
- assistance with AVO's,/court support
- safety plans,
- emotional support
- psycho education,
- transitional housing
- assistance, food vouchers, locksmiths and removals.
- Referrals

Women and their families have been able to

- have safer living situations, lessening the risk of physical harm and/or death
- lessening hospital and/or mental health service admissions
- lessening of the need for child protection interventions.

Long term intervention through the Centre's longer term counselling programs assisted clients to work through the impacts of underlying complex trauma, mental health, domestic and family violence, substance abuse, problem gambling and other issues to

- lessen reliance on medications
- lessen the need to access mental health services
- lessen reliance on mental health services
- lessen reliance on unhealthy and problematic coping strategies such as dependence on substances etc.
- develop better personal management skills
- improve long term mental health
- improve long term physical health
- develop personal supports
- develop healthy relationships
- develop a sense of empowerment, overall wellbeing and independent functional participation in the community
- help break intergenerational patterns perpetuating

Overall in all programs, longer term counselling has assisted women

- to reduce self-blame, guilt and shame resulting from their life situations
- to grow in self-esteem and engage in education and employment and social opportunities
- to improve general health
- to reduce health problems created by stress
- to process grief in a safe and supportive environment
- to be less isolated and therefore be more able to participate independently in the community
- to have healthier relationships

"I could not be without this imperative assistance. It is at a pivotal time of my life that this provides me with life changing support"

I really like the Centre and it's a very calming place with very welcoming staff. Thank you"

"Definitely something I look forward to. My counsellor has helped me and supported me through my trials and tribulations. Her support has been amazing and definitely enables me to continue through the challenges, Lightens my soul. Very grateful. Thank you."

"This Centre is a wonderful and vital service for women in NSW. Upon discussing the service with friends and family interstate, all are incredulous that this isn't a more widespread offering to women in other areas. For many years I have attempted to seek help for certain personal issues and generally there are no services, long waiting lists or unaffordable. This is a godsend and much appreciated"

Harm minimization strategies have helped

- reduce risky behaviours
- women stay safe
- improve physical and emotional wellbeing
- assists pharmacotherapy maintenance and/or reduction
- stabilize clients sufficiently to seek help with abstinence.

Women have improved outcomes resulting from

- Available information and referral to other services within the community that can assist them with their health and social issues.
- Advocacy assistance with health, judicial, housing and welfare services.

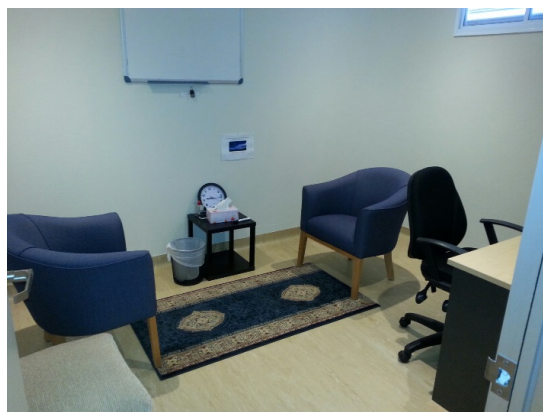


Mandated clients (MERIT/DCJ) have help

- Reduce criminal activities/ re offending
- With child protection issues including removal and restoration.

Women, who are disabled, are older and CALD populations have

access to a physical, social and culturally appropriate health services



“An invaluable service. A helpline is no comparison to a counsellor who can spend the time required to get to know the difficulties a person is facing”

“This is a lovely, quiet, gentle and supportive environment”

Partnerships and Supports

Sydney Women's Counselling Centre has formal partnerships with other service providers, and a very extensive list of networking relationships (over 100 agencies) for referrals received and made, advocacy, and casework

Formal Partnerships in 2020-2021

- **Canterbury Bankstown DV Committee**, a partnership between numerous local organizations working with domestic and family violence promoting early intervention and prevention strategies, and raising community awareness about D&FV. The Committee is financially supported by Canterbury Bankstown City Council, Clubs NSW and Women NSW.



AOD Women's Clinical Care Network

Among the numerous shared activities this network of Women's AOD services developed practice guidelines, a Model of Care and has been working to promote a gendered perspective for treatment in AOD services



Sydney Local Health District DV Committee

a partnership between numerous local organizations working with domestic and family violence promoting early intervention and prevention strategies, and raising community awareness about D&FV.



WHO's New Beginnings, Kathleen York House and Leichhardt Community Women's Health Centre

Collaboratively delivering services which seek to sustain recovery from substance misuse and improve the mental and other health outcomes for participating adults and consequently improve outcomes for families



ARC Cashless Linkage Research Project

In 2020-2021

SWCC has been working in partnership with a team of researchers from Southern Cross University, Sydney University, University of NSW, University of Wollongong, 8 Women's Health Centres and Women's Health NSW (peak body) to develop a submission for a benchmark research project. The project will seek to reveal the philosophical framework and practices of Women's Health centres working with women impacted by gender-based violence and develop a robust evidence base and appropriate outcome measurement tools.



Community Networks in 2019-2020

Community and Service Provider Network Committees membership

- **Sydney Local Health District DV Committee**
- **Canterbury Bankstown DV Committee**
- **Canterbury Drug Action Committee**
- **AOD Women's Clinical Care Network**

SWCC also has membership in the Central and Eastern Sydney Primary Health Network (CESPHN) through the Sydney Health Community Network (SHCN)



External Training/ Groups in 2020-2021

were limited due to lack of resources and the pressure of demand for individual counselling. Covid-19 lockdown and restrictions further reduced opportunities.

- This year we did present an online training session to Lifeline regarding Problem Gambling. This was a great opportunity to further disseminate information about the use of the gender lens in consideration of female problem gambling and the impacts of others gambling, on women /kids, in particular in regards to gender based violence and complex trauma. There were around 80 participants and the feedback we received was excellent.
- We also were invited by DVNSW to co present to the NSW State Government Select Committee (Parliament House) on Coercive Control as part of the select committee's preparation for the victim hearings to be held regarding possible changes to legislation in this area of law. SWCC presented on Trauma, impacts of trauma and trauma Informed Care.
- Cross Sector Forum: SWCC Panelist on Enhancing Partnerships between the NGO AOD Sector and DCJ Child Protection Sector
- There was 1 group held at the Centre in Feb 2021 (facilitated by an external life coach) It was a free workshop "Lean the Crucial Steps to Build the Best of You " 5 Centre clients attended . Great Feedback was received

Community Events in 2020-2021

Information Sessions/ Consultations 2020-2021: were also limited due to lack of resources and the pressure of demand for individual counselling and Covid-19 restrictions

Many of the usual opportunities to participate in information sessions/events through the Canterbury Bankstown DV Committee were cancelled:

Sydney Local Health District (SLHD) DV committee and The Women's AOD Clinical Care committee also paused activities.

Our usual Gambling Awareness Week Community Event was also cancelled, replaced by an online Central Sydney Check-in forum

SWCC participated in several online consultations including:

- Violence Against Women Inquiry Consultation
- Ministry of Health (MOH) Consultation: Crisis Response to D&FV
- Ministry of Health (MOH) Consultation: BAFM
- Mental Health Co-ordinating Council (MCC) Meet Your Neighbor (Inner West Network)
- Sophie Cotis MP (Local member) and Tara Moriarty (Shadow Minister for Mental Health: Canterbury Round Table Consultation
- NSW Cancer Institute: WHNSW Multicultural Cancer Summit
- City of Sydney: Inner City D&FV Interagency Forum
- NADA: Workforce Project

Working with our Peak Bodies

Sector Development/Research Projects
Evaluation Frameworks/Strategic Directions

- Women's Health NSW (WHNSW)
- Mental Health Coordinating Council (MHCC)
- Network of Alcohol and other Drug Agencies (NADA)
- Domestic Violence NSW (DVNSW)
- Women's Safety NSW



Performance & Quality

Evaluation

Counselling addresses a variety of co-existing and underlying complex trauma issues. The Centre uses a number of specific validated outcome measurement tools to evaluate progress made in counselling

The K10 and/or the DASS21 are administered to all clients at the commencement of counselling and again at set intervals until completion of counselling.

In 2020-2021

The **K10 and DAS21** outcome measurements showed that most clients made improvements and those that completed counselling attained significant results in the reduction of **Depression, Anxiety and Stress**. (Average scores in long-term counselling improved by significantly from the initial score)

| SWCC Centre Totals | | Sessions | | | | | |
|----------------------------|---------|----------|-----|-----|-----|-----|-----|
| K10 | Initial | 10 | 20 | 50 | 75 | 100 | 125 |
| Average Score | 29 | 18 | 15 | 9 | 6 | 4 | 2 |
| % Improvement from Initial | | 39% | 47% | 69% | 78% | 85% | 94% |

| | | Sessions | | | | | |
|----------------------------|---------|----------|-----|-----|-----|-----|-----|
| DASS21 | Initial | 10 | 20 | 50 | 75 | 100 | 125 |
| Average Score | 23 | 11 | 16 | 9 | 6 | 5 | 2 |
| % Improvement from Initial | | 51% | 34% | 64% | 74% | 79% | 94% |



Harm Reduction and Relapse Prevention in Alcohol & other Drugs Programs:

In 2020-2021

60% of clients in the AOD program were abstinent at commencement of counselling. However, this year has seen a significant increase in clients coming into counselling with active use, **(40%)** up 13% on last year.

Clients on Pharmacotherapy Maintenance (9%)

Across all clients in the AOD program both **Harm Reduction and Relapse Prevention** have yielded significant positive results.

Clients in longer term counselling were addressing underlying complex trauma issues associated with substance along with relapse prevention within a trauma informed framework, improving the chance of long term recovery being maintained.

➤ Clients still in active use at the commencement of counselling report that harm reduction strategies have been beneficial, and have helped with substance use reduction. Relapse prevention has also yielded significant results.

"Very grateful to find this place. I was refereed by a friend who goes here"

"Having a place I know is always there is super important. Not having to get a referral constantly has been very beneficial"

"I cannot image the hell I would be living in (and my child too) without this indispensable service"

"It was so good to have an open space every week where I could come and express my inner world and explore myself in a non-threatening way"

Outcomes are also derived from the improvements identified through the annual client survey conducted in April/May 2021, qualitative clinical assessments (interim case reviews and exit summaries)

This year we returned to the pre covid option of completing the survey on site or at home as well as offering the online option to those clients not attending the centre. We had an overwhelming positive response to the onsite completion with 78% of surveys completed.

The survey showed significant improvement in the knowledge and understanding clients have gained about their problems, improvements in skills to manage their emotional health, and improvement in self-esteem and in self efficacy.

Counselling also assisted to interrupt structural drivers such as intergenerational cycle of domestic violence and other co-occurring presentations.

Counselling and referrals to other specialist services as required also assisted clients (and families) to lift their personal capacity to transition to a recovery that was safe and allowed for independent living.

In 2019-2020

Survey Results over all Centre programs (Individual program results are also available)

Overall, the “Improved significantly” results were more evident in the longer- term counselling programs. More than likely this reflects the efficacy of longer-term counselling cycle where greater stability and greater progress are achieved.

| 2020-2021 Survey | Improved Significantly |
|-----------------------------------|------------------------|
| Psychological Improvements | |
| Improved Understanding | 85% |
| Improved Self Esteem | 81% |
| Improved Assertiveness | 70% |
| Improved Confidence | 71% |
| Improved Problem Solving | 72% |
| Reduce Unhelpful Behaviours | 73% |
| Manage Depression Better | 73% |
| Manage Anxiety Better | 75% |
| Manage Relationships Better | 81% |

| 2020-2021 Survey | Improved Significantly |
|---|------------------------|
| Empowerment Improvements | |
| Improved Capacity to Engage in Work/Study | 63% |
| Improved Parenting Skills | 67% |
| Manage Financial Situation Better | 46% |
| Manage Overall Health Better | 62% |
| Be Less reliant on Meds/Hospital Admissions | 66% |
| Feel Safer from Violence | 64% |
| Engage Better with Social Supports | 51% |
| Engage Better with Service Supports | 61% |
| Better Overall Sense of Wellbeing | 76% |

| 2020-2021 Survey | Improved Significantly |
|--|------------------------|
| D&FV Specific | |
| Improved Understanding of D&FV | 83% |
| Improved Understanding of the Impacts of D&FV on Yourself/Children | 82% |
| Improved Level of Safety for Yourself /Children from D&FV | 58% |
| Helped You to Leave an Abusive Relationship | 71% |
| Helped You Seek Police Intervention for D&FV | 41% |
| Helped You Engage with Other F&DV Services | 58% |
| Helped Manage Your Life Better After Leaving D&FV Relationship | 75% |

| 2020-2021 Survey | Always |
|--|--------|
| Trauma Informed Care | |
| Feel Safe in the Centre | 90% |
| Feel Safe expressing yourself | 89% |
| You trust that your privacy and confidentiality is respected | 92% |
| You could trust your counsellor/caseworker's knowledge and experience to help you achieve your goals | 89% |
| Your counsellor caseworker worked constructively with you | 95% |
| You and your counsellor/caseworker worked together as a team | 93% |
| Your counsellor /caseworker provided options and resources for you to choose from | 86% |
| Your counsellor/caseworker helped you gain the confidence to make decisions and take action yourself | 90% |

Our records show that women in our counselling/casework programs and indirectly their families have been able to:

- have safer living situations, lessening the risk of physical harm and/or death
- lessen hospital and/or mental health service admissions
- lessen the need for child protection interventions.
- engaged better with service supports (DFV and other)
- engaged better with social supports
- improve understanding of the impacts of D&FV on them self and their children
- leave an abusive relationship
- seek police intervention
- manage their life after leaving D&FV
- improved their capacity to engage in Work/Study
- Improved their parenting skills
- manage their financial situation better
- manage their anxiety better
- manage their depression better
- manage their relationships better

| Excellent | Satisfied | Dissatisfied |
|-----------|-----------|--------------|
| 80% | 20% | 0% |

Satisfaction with the Service



“Counselling has eliminated the need for social supports where I would lose my boundaries. More independent and respectful choices as a direct outcome of counselling”



“Someone who cares. Free of cost. Means that I could have regular counselling as I needed at the time of my upheaval of symptoms of PTSD”

Quality Assurance

SWCC has held continuous accreditation since 1998 and has a well-developed, and embedded ongoing QI framework across both clinical and organization policy and practices of the Centre.

The Centre achieved Accreditation for 7th consecutive period (21 years) in November 2019.

Students and Volunteers

The Centre accepts placements from tertiary training organizations. Intern counsellors are contracted to the Centre for a minimum period of 12 months. They are given a structured induction; attend clinical meetings/training sessions and are assigned to the Assistant Manager (clinical team leader) for ongoing internal supervision as additional to any other external supervision they are receiving.

In 2019-2020 there were 3 intern placements at the Centre. While there is still 1 intern at the Centre, placements are on hold at this time due to COVID-19.

Australian Service Excellence Standards

Empowering women
To improve the quality
of their lives and
fulfill their potential



Professional Development

Sydney Women's Counselling Centre Staff

Sydney Women's Counselling employs Professional Qualified Counsellors and Psychologists/Social Workers who are registered with professional bodies including

- Psychotherapy and Counselling Federation of Australia (PACFA)
- Australian Counselling Association (ACA)
- Australian Psychological Society (APS)
- Australian Association of Social workers (AASW)
- Counsellors are qualified in a variety of therapeutic modalities which form part of the tool-kit used to best meet the needs of individual clients.
- All counsellors have core training in
 - Trauma Informed Care
 - Child Protection
 - Domestic Violence
 - Suicide Prevention
 - Adult Survivors of Child Sexual Assault
 - Complex TraumaAdditionally, counsellors have training in working with addictions and mental health issues.

- All counsellors are experienced in working in a culturally appropriate manner with clients.

As part of our Quality Assurance strategies and in recognition of the complexity of client presentations and risk management around **vicarious trauma** and **burn out** staff at SWCC have extensive Supervision and Professional Development training.

In 2020-2021:

Clinical Supervision: The Centre provided for **external individual clinical supervision** monthly with qualified supervisors experienced in working with Trauma, Addictions, Mental Health and Domestic Violence etc. **Internal individual clinical supervision** was also provided on a monthly basis. Both the Manager and Assistant Manager are qualified counsellors and additionally have supervision qualifications.

Clinical Supervision both internal and external has continued via zoom since April 2020.

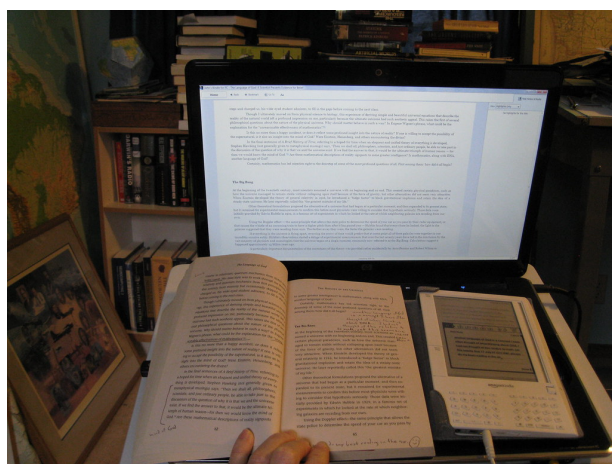
Staff/Clinical meetings have also been conducted via zoom and have ensured that staff have remained connected to the team and have had additional opportunities for clinical consultation.

Professional Development Training is linked to external supervision appraisals and learning contracts.:

In 2020-2021

SWCC Staffing Training included:

- Advanced Trauma Therapy
- DV multicultural - DV Alert/Lifeline
- DV Routine screening - NSW Health
- Double Whammy (Alcohol and Other Drugs & co-occurring mental health issues)
- DBT Training
- Suicide Prevention
- Dialectical Behavioural Therapy for Borderline Personality Disorder
- Motivational Interviewing
- Using a trauma lens when working with DFV – Blueknot
- Trauma from Narcissistic Abuse – PACFA
- Gambling: Understanding & Addressing the Harm-Skills for screening understanding & supporting those affected by gambling
- NET Australia: NET Reset Live Webinar
- Wisemind.com: PTSD Relief Module 2 (Bessel van der Kok)
- Wisemind.com: EMDR Therapy Skills 1 (Dr Janeena Sweeton)
- Wisemind.com: PTSD Relief Module 3 (Bessel van der Kok)
- ANROWS Webinar: Accurately identifying the person most in need of protection
- Wisemind.com: Advanced Trauma Therapy Module 1 (Janina Fisher)
- Ask LOIS Webinar: Property Settlement & Spousal Maintenance
- Wisemind.com: ACT 1 (Dr John Boorman)
- WHNSW Data Base
- Gambling: Understanding & Addressing the Harm-Skills for screening, understanding & supporting those affected by gambling
- Cancer Institute Training
- Disaster Mental Health Counselling online
- Wise Mind – Brain skool
- Internal Family Systems For individual client work theory & active Skills training for immediate use in client(personal development)
- Carer group facilitator training
- Working as a NDIS provider
- DV-Alert Domestic Violence Training, Multicultural Stream
- DV Routine Screening
- Gambling: Understanding and addressing the harm
- Culturally Responsive Practice Gambling Related Harm
- Gambling Harm Minimisation
- Psychodynamic Psychotherapy Course – Sydney Institute of Psychoanalysis
- The Talking Cure Reading Group – Centre for Advanced Studies in Psychotherapy and Counselling
- Holding Space for Self and Others – Sydney Centre for Creative Change
- Mentalising Based Treatment – PDP
- Complex Trauma: Key Points and Must Knows – PDP
- Suicide Prevention Summit Mental Health Academy
- Provisional Psychologist Intern Multicultural Mental Health



Service Statistics

Service Figures for 2020-2021

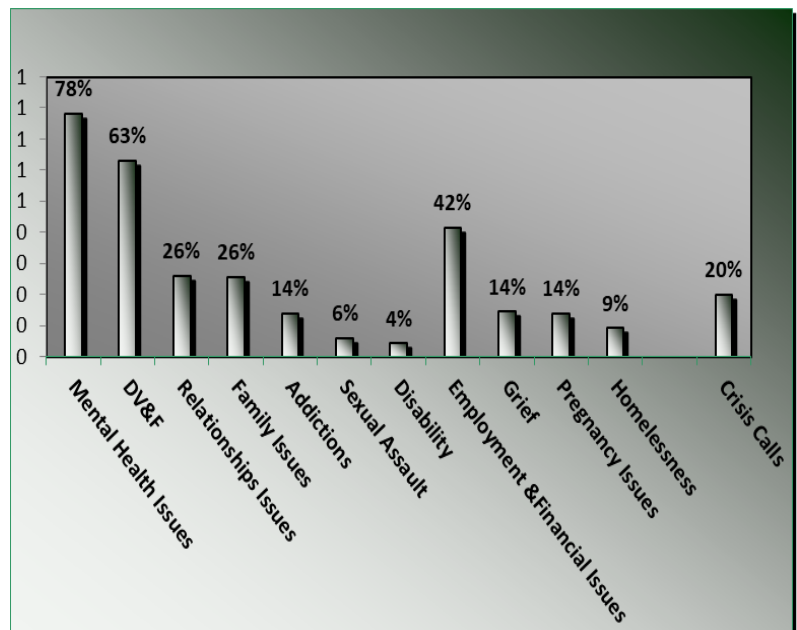
Demand for counselling continues to be high and beyond our capacity to meet.

- **49% (284)** requests for service were referred out without an intake.
- **78%** clients referred elsewhere were seeking counselling associated with Mental Health.
- **63%** clients referred elsewhere were seeking counselling associated with D&FV.
- **63%** clients referred elsewhere were seeking counselling associated with D&FV.
- As in previous years, wait lists have been closed periodically throughout the year.

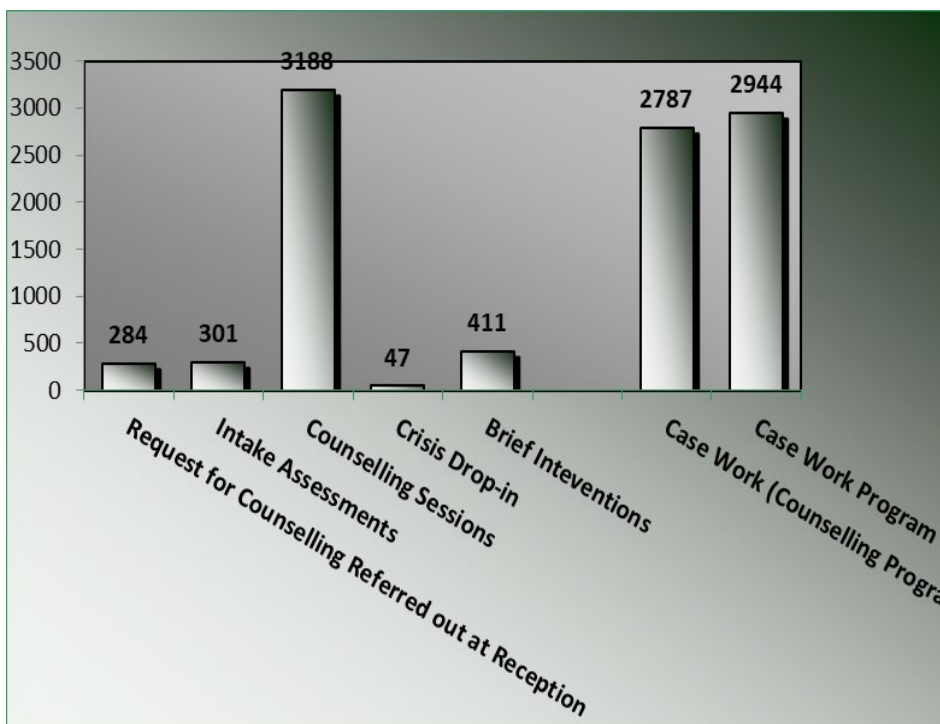
SWCC Counselling and Casework

Counselling and Casework activities targets were met.

Front of House - Referrals Out



Occasions of Clinical Service



| | |
|---------------------------------|-------|
| Intake | 301 |
| Counselling Sessions | 3,188 |
| Crisis Drop In | 47 |
| Brief Interventions | 411 |
| Case work (Counselling Program) | 2787 |
| Case work (Case work program) | 2944 |

| Total Clients 2020-2021 | Ongoing Clients | New Clients | Closed Clients | Ongoing clients 2021-2022 |
|-------------------------|-----------------|-------------|----------------|---------------------------|
| 351 | 121 | 230 | 194 | 157 |

Referrals Received and Made

(Counselling /Casework and Front of House)

There is high referral activity to external service providers both within counselling programs and at FOH

| REFERRALS | Made to | From | REFERRALS | Made to | From |
|--|---------|------|--------------------------------|---------|------|
| Self-Referral | 0 | 246 | DV Line/DV Services | 148 | 45 |
| Women's Health Centres | 141 | 39 | Refuge's/Housing/Emergency | 39 | 25 |
| Community/Welfare Services | 86 | 49 | Family Support Services | 91 | 55 |
| Counselling Services (relationships/other) | 73 | 38 | WDVCAS | 29 | 23 |
| Sexual Abuse Services | 18 | 3 | Legal Aid Services/Solicitor | 59 | 3 |
| | 318 | 375 | | 366 | 151 |
| Community and other Mental Health services | 49 | 56 | DCJ (FACS/DoCS) | 6 | 15 |
| Crisis Support (Lifeline etc) | 71 | 14 | Child Support Agencies | 10 | 0 |
| | 120 | 70 | | 16 | 15 |
| AOD Services | 3 | 14 | Hospital | 10 | 30 |
| AOD Rehabs | 0 | 57 | GP's | 31 | 27 |
| | 3 | 71 | | 41 | 57 |
| MERIT/ | 0 | 1 | Family Planning | 25 | 0 |
| Probation& Parole | 1 | 6 | Centrelink | 23 | 21 |
| Police | 9 | 4 | Private therapist/psychologist | 67 | 14 |
| | 10 | 11 | Carer Support | 14 | 0 |
| Gambling help Line | 18 | 31 | Multi-cultural services | 32 | 4 |
| Gambling services | 17 | 6 | LGBTI Services | 4 | 0 |
| Clubs/Venues | 0 | 1 | Transgender Services | 6 | 0 |
| | 35 | 38 | TOTAL | 1080 | 827 |

Indirect Service Provision in 2020-2021

Clients attending counselling at SWCC had **241 children under 18 in their care.**

Although SWCC does not directly provide counselling for children, these children have nonetheless received an indirect service through their mothers counselling and have benefited from the improvements their mothers have made through counselling.

- Re-gained stability and increased personal capacity to parent better and better manage their own situations. (mental health, D&FV and past trauma, PTSD).
- Counselling has helped interrupt structural drivers such as intergenerational cycle of domestic violence and other co-occurring presentations. Children of clients have also benefited from targeted referrals to other specialist services



Governance and Structure

Sydney Women's Centre is the trading name for our Incorporated Association, Southern Sydney Women's Therapy Centre. (Incorporated in 1994) The Centre has Public Benevolent Status.

SWCC has a Board of Management that oversees the governance of the Centre. The Board is comprised of skilled women that volunteer their time and energy to ensuring that the Centre is effectively managed and all legislative and financial compliances are met.

Operational Management is delegated to The Manager and Assistant Manager.

The Financial Administrator is responsible for operational decisions in consultation with the Manager regarding the implementation and monitoring of approved financial and personnel systems

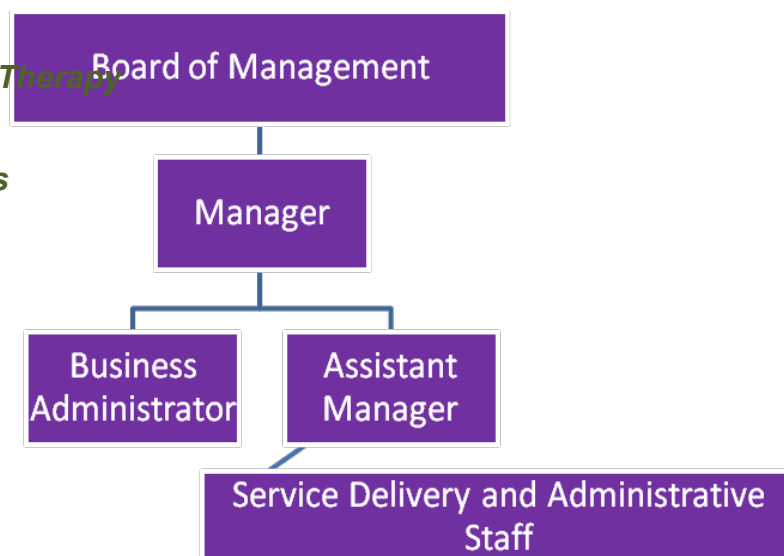
SWCC Board 2020-2021-22

| Erin Noordeloos Risk management (Trauma and Psychosocial Risk Manager) | Chairperson |
|--|------------------|
| Rebecca O'Brien Governance Officer | Vice Chairperson |
| Paige Thompson Office and Finance Manager | Treasurer |
| Cassie Monaghan Logistics Officer-Australian Army | Secretary |
| Libby Caskey Ordinary member Marketing Executive | Ordinary Member |
| Mish Cavanagh National Engagement Manager | Ordinary Member |
| Kynwynne Gore-Gillies Head of Development: Youth Insearch Foundation | Ordinary Member |
| Ella Hoppe-Smith Solicitor | Ordinary Member |
| Toni Schofield Associate Professor (Honorary)University of Sydney | Retired |
| Kathie Melocco Marketing Director | Retired |
| Maree Herrett Honorary Associate USYD School of Education and Social Work | Retired |
| Marianna Brungs Director at Nous Group | Retired |

Organizational Structure

Southern Sydney Women's Therapy Centre Inc.

Trading as Sydney Women's Counselling Centre



Financial Statement 2020-2021

| Income 2020 / 2021 | Funded by | \$ | Note |
|-------------------------------------|------------------------------|-------------------|------|
| Main Grants | | | |
| Women's Health Grant | Sydney Local Health District | 378,600 | |
| Alcohol and other Drugs Grant | Sydney Local Health District | 207,800 | |
| Other Grants/Donations | | | |
| Gambling Help Services | Dept.of Justice | 122,358 | |
| DVPASS | DCJ | 100,000 | |
| COVID-19 DV | DCJ | 63,269 | |
| Social Sector Transformation | DCJ | 40,000 | |
| Covid-19 Assistance | Canterbury Bankstown Council | 9,171 | |
| Stimulus Package | Commonwealth Government | 66,850 | |
| Total Grants & Donations | | 988,048 | |
| Sundry | | | |
| Misc. Donations | | 23,915 | |
| Interest received | | 2,014 | |
| Total Sundry | | 25,929 | |
| Total Income | | 1,0113,977 | |

| Expenditure 2020 / 2021 | | \$ | Note |
|---|--|------------------|--------|
| Wages and On costs | | 823,381 | |
| Equipment Maintenance & Depreciations | | 30,761 | |
| General Operating Expenses | | 155,331 | Note 1 |
| Total Expenditure | | 1,009,473 | |
| Surplus for the year | | 4,504 | |
| Accumulated funds brought down from previous years | | 20,399 | |
| Accumulated funds carried forward to next year | | 24,903 | |

Note 1 Includes Insurances & office rent paid

The financial status of Sydney Women's Counselling Centre is viable based on the information provided

Staff salaries have been provided for adequately and no payments have been made to associated persons, bodies or group

Adequate funds have been set aside to cover all leave positions for staff

Insurances coverage includes general content, malpractice, community & Associations & Workers Compensation

Rent paid up to June 2021 to Canterbury Bankstown City Council

The financial health and well-being of Sydney Women's Counselling Centre is sound.

Sydney Women's Counselling Centre conducts its financial management in accordance with Australian Accounting Standards and accounts are externally audited annually in accordance with Australian Accounting Standards, Urgent Issues Group Consensus Views and other authoritative pronouncements of the Australian Accounting Standards Board and the requirements of the Associations Incorporation Act 2009.

Sydney Women's Counselling Centre

Acknowledges the traditional custodians of the land on which this workplace operates the Gadigal people of the Eora Nation, and pays respect to all elders past present and future.

Among the most important of the Aboriginal artwork sites in Canterbury Bankstown is a rock shelter located at Undercliff. Archaeologists have labelled this site as a rarity in the Sydney region and the paintings and etching are believed to be 1,000 to 5,000 years old



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